Developing a Culture of Safety

Santa Barbara Zoo
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Santa Barbara Zoo

- Private, Non-Profit
- 30 Acres, 600 Animals, 180 Species
- 200 Employees (92 FTR)
- 300 Active Volunteers
- 12 Departments
Santa Barbara Zoo

• **Our Mission**: The Santa Barbara Zoo is dedicated to the preservation, conservation, and enhancement of the natural world and its living treasures through education, research, and recreation.

• **Our Core Values**: Integrity, Honesty, Respect, Collaboration & Have Fun!
What we will cover

• Workplace Safety
• Culture of Safety
• Success
Injuries occur...

- Attitudes/Behaviors
- Business Environment
- Competence
- Risk Assessment/Management
- Falls

- Cuts
- Strains
- Repetitive motion
- Failure to use safety devices
- Hurt when under the influence
Focus on a Culture of Safety....

• Healthier work environment, better well-being of each team member
• Improved efficiency & resilience
• Lower WC costs
• Lower indirect costs
• Reduce absenteeism, presentism, turnover
• Positive Reputation/Care about Employees & their Safety
• Reduce Exposures to Fines
• Grow a healthier bottom line
- Process
- Time
- “It takes a village”
- It is a CULTURE

*Turning Things Around*
Our Overall Culture

- Relate to people
- Relate to the entire operation
- Emphasize our mission
- “Be a leader”
- Provide structures and processes
- Hire the right people and invest in their development
- Communicate
- Share, learn & have fun together
A Holistic Approach

Organizational: Safety Culture - Buy In from the Top

Human & Cultural Factors: Engage @ All Levels
Influence a Safety Culture with Collaboration

Engage Partners. Safe use of Technology/Equipment/Tools/Machinery.

ID Strengths & Vulnerabilities. Train, Retrain, Communicate, Involve.
Take the PULSE.

Interaction & Interdependence

Integrate, Evaluate, Update, Adapt

Relationships, Shared Ownership & Accountability of Safety
A Culture of Safety- Power of Positive Relationships & Trust

*It IS the right thing to do- our staff is like family, and you take care of family.*

- Get Line Staff, Supervisors, Management, Executive & Partners buy-In & involvement
- Conscientious effort to communicate “Be Well & Have Fun” at work and at home
Focus on a Culture of Safety

- Identify Risks
- Monitor, Inspect
- Emergency Preparedness
- Use Ergonomics
- Educate, Train, Re-train.

- Explain process and Purpose
- Prompt Reporting of Injuries
- Post Accident Investigations
- Safety Incentives

Safety starts with YOU
A Culture of Safety-
Power of Ongoing Engagement

Focus on high level of collective awareness

• Communication: Regular - Personal Touch
• Take the “pulse”: Perspectives- Brainstorming. Engage in collaboration
• Time, $, Improvements: Tangible benefits to THEM
• Follow-up
A Culture of Safety – Power of Open Ongoing Positive Communication

• Be Proactive- How can we help?
• Be Responsive
• **No Adversity** – Contributions/Collaboration
• All staff – Extension of S&S
• “Friendly Partners”: Q Claims Reviews, Inspections, and … Bagels
A Culture of Safety - Peer to Peer Recognition – Safety Super Stars

Congratulations!

You've been recognized by a fellow co-worker.

- PAWS: Person Assisting at Work
- WAGS: Wild About Guest Service
- Safety Super Star
A Culture of Safety

Accident Count Board

• Raise Awareness in a FUN way.
• Peer pressure is effective. “Whodonit?”
• Celebration of Successes!
ER Drills
A Culture of Safety - Make ER Drills Fun & Comprehensive

- Create a story. Make it FUN! Debrief
- Broad scenario, involve staff as actors
- High level of participation
- Recognition
A Culture of Safety

Partnership with Broker & Workers’ Comp providers
A Culture of Safety

• No Downside to a holistic approach
• Dialogue: Comfort Level so staff will talk to you
  • Set standards/expectations
  • Communicate, train and involve
• Limit discipline and emphasize rewards & contributions whenever possible
• Address issues in a constructive and personal way
• Give opportunities to share and to engage
Evaluate Success

- Decrease in Frequency and Severity of Work Injuries
- Below average in Industry loss/accident rate in our profession
- Decreased Cost of WC *(until... They change the formula...)*
- Staff engaged in Drills, Trainings & Injury Count Board
- Past employees ask you to share your info with them
Celebrate Safety & Your Staff
THANK YOU