Going Beyond OSHA

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CSWD
Chittenden Solid Waste District

Safety Goes Beyond OSHA

Safety Isn't Just LOTO

- De-Escalation Techniques
- Psychological Safety
- Financial Safety
- Ergonomic Awareness

Chittenden Solid Waste District

De-Escalation Techniques



Customers have the right to "feel" angry or upset.

- It's normal to feel defensive, or annoyed.
- We never really know what's going on with people.
- Take care of yourself

STEPS TO DE-ESCALATE

- Stay calm
- Keep your voice low
- Listen to the complaint
- Acknowledge their emotions without necessarily agreeing.
- Propose solutions or clearly explain what you can do.
- Don't interrupt.
- Don't use defensive/aggressive language.
- SAFETY FIRST: If the customer becomes physically threatening or destroys property, disengage, and seek help.

4.1 PERSONAL CONDUCT

All persons employed by CSWD hold a position of public trust, and as a result, CSWD employees must present themselves in a conscientious, professional, and appropriate manner that will not adversely affect job performance of others or the efficiency of CSWD services while at work. Employees are expected to be courteous to all members of the general public and to co-workers. Employees are expected to adhere to conduct established by state law. All employees may be subject to disciplinary action for acting in a manner that is not consistent with the standards of conduct.

Identify the Threat Level :

- LEVEL I - verbally aggressive, insulting (time restraint more than 2 minutes)
- LEVEL II – verbally aggressive, insulting (time restraint 1-2 minutes)
- LEVEL III – Physically aggressive/violent
  - Disengage, get away, call 911, call Safety Manager

Financial Safety –District & Personal

CSWD Has a Fraud Policy, We all Knew!

- PDF - Fraud Policy Statement and Process
- F:\Finance Dept\Policies – We all should read it!
- Management is responsible for detecting and preventing fraud
- Fraud Defined
  - "…the intentional, false representation or concealment of material fact for the purpose of inducing another to act upon it…"
- Any detected or suspected fraud should be reported to the Executive Director
  - The policy spells out the "Reporting Procedures" in section G
  - "Great care must be taken….."

Whistleblower Policy – No Retaliation

- All commissioners, directors, officers, and employees are expected to observe high standards of business and personal ethics in the conduct of their duties
- We are all responsible for our own conduct and to report violations
- NO RETAILIATION – the key point
- Must act in good faith when reporting violations – malicious or knowingly false allegations are a serious offense
- Reporting suspected violations
  - Employee's supervisor
  - Administrative Manager or senior management
  - Compliance Officer – Chair of Board of Commissioners (see our website)



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Psychological Safety

With Psychological Safety:



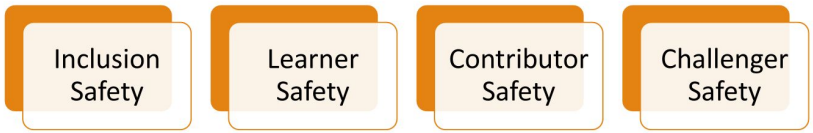
Without Psychological Safety:



American Psychology Association (APA)

https://www.apa.org/topics/healthy-workplaces/psychological-safety

Four Areas of Psychological Safety



https://www.greatplacetowork.com/resources/blog/psychological-safety-workplace (Hastwell, 2025)
https://psychsafety.com/the-four-stages-of-psychological-safety/ (Geraghty, 2021)

What can you do?

LEADERS

I. Celebrate Learning from Mistakes
II. Lead by Example in Owning Mistakes and Conducting Non-Judgmental Conversations
III. Encourage Tough Conversations
IV. Publicly Recognize and Celebrate Unique Skills of each Team Member (*Be specific*)
V. Show Vulnerability + Empathy

ALL EMPLOYEES

I. Focus on Solutions instead of Problems
II. Consistently Ask for the Opinions of Others
III. Actively Listen to the Ideas and Feedback of Others
IV. Lead with Kindness, Respect, and Empathy (*Especially when you disagree*)
V. Reflect On & Reduce Assumptions

Practice Supporting Others When They…

I. Speak up
II. Take risks
III. Share Ideas
IV. Are being Vulnerable

Practice recognizing and reflecting upon the Assumptions you make about others

Then interrupt it, and change the narrative

Normalize discussing the assumptions within your teams

Normalize that **vulnerability**

https://www.apa.org/topics/healthy-workplaces/psychological-safety

Ergonomic Awareness

Common Ergonomic Issues

- **Poor posture**: Sitting or standing for long periods in non-ergonomic positions.
- **Repetitive motion**: Movements like typing or assembly work that are repeated frequently, causing strain.
- **Improper workstation setup**: Desks, chairs, and equipment that don't allow for proper alignment.
- **Awkward body positions**: Reaching, bending, or twisting while performing tasks.

Lifting Mechanics

- Assess the Load: Is it too heavy? Can it be moved with mechanical aids?
- Positioning the Body:
  - Stand with your feet shoulder-width apart for balance.
  - Get as close as possible to the object you're lifting.
  - Bend your knees, not your back, and squat down to pick up the object.
  - Avoid jerking the load; use a smooth, steady motion when lifting and lowering.
  - Hold the object close to your body.
  - Turn feet, not your torso when setting down the object.
  -

3 Methods of Lifting

1. Squat
2. Deadlift/Hip Hinge/Golfer's lift
3. Split squat

T-Rex Arms!



Hip Flexor Stretch





Contact

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