

# MISSOURI RURAL SERVICES WORKERS' COMPENSATION INSURANCE TRUST



## IMPORTANT DATES TO REMEMBER:

**NOVEMBER 15<sup>TH</sup>**  
RENEWAL LETTERS GO  
OUT TO ALL MEMBERS  
AND AGENTS

**FEBRUARY 25<sup>TH</sup>**  
MOST RENEWALS ARE  
OUT BY THIS DATE WITH  
PAYMENTS DUE BY  
MARCH 20<sup>TH</sup>

**APRIL**  
AUDIT LETTERS GO OUT  
AND AUDITS BEGIN  
SOON-AFTER

**JUNE 9<sup>TH</sup>**  
ANNUAL MEETING AT  
THE LODGE AT OLD  
KINDERHOOK

## Problems with ICE Claims System for online reporting?

If you are having trouble logging in, or have questions, please contact the ICE Help Desk number @ 504-620-8062.

## Combating Workplace Safety Complacency

It's vital for employees to feel comfortable in their job role and capable of performing workplace tasks effectively. However, comfort shouldn't come at the cost of complacency.

Being complacent on the job and ignoring safety hazards can carry significant consequences in the workplace—such as near-miss incidents, injuries and even fatalities. After all, just because your workplace is safe, doesn't mean you don't have to follow proper precautions. In fact, many safety incidents aren't caused by unsafe conditions, but rather by careless acts or behaviors.

That's why it's crucial for you to play your part in combating complacency, keeping both yourself and others safe at work. Review this guidance to understand what workplace safety complacency is and how to prevent it.

### What Is Workplace Safety Complacency?

Put simply, workplace safety complacency occurs when an employee becomes so experienced or familiar with their job responsibilities that they start to develop an overly relaxed attitude toward tasks. This attitude shift can cause the employee to ignore or become complacent with their job hazards and stop taking proper safety precautions.

Employees can display workplace safety complacency in a variety of ways—including rushing through tasks, skipping important safety steps during a task, multitasking or engaging in distracting activities while performing a task.

Regardless of how confident or comfortable you are with workplace tasks, it's imperative to avoid complacency. Even the most experienced employees can hurt themselves or others if they fail to uphold adequate safety precautions.

### How to Prevent Workplace Safety Complacency

Here's what you can do to combat safety complacency within the workplace:

**Take hazards seriously.** Remember that no matter your skill level, you're never immune to workplace hazards. Always pay attention during workplace safety meetings and training sessions to fully understand the risks that accompany your role and comprehend the consequences of engaging in unsafe actions.

**Follow workplace policies and procedures.** Ensure you follow all safety policies and procedures when performing workplace tasks, even if it seems tedious. Don't rush through tasks, try to multitask or skip certain steps.

**Conduct safety audits.** Consider having a co-worker routinely audit you to see if they identify any safety concerns while you work—this is also known as a behavior-based safety observation (BBSO). *continued on Page 5*

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Make sure you assist your co-workers by auditing their work through BBSOs as well. By observing others, you may even become more aware of your own habits and identify additional areas for improvement.

To ensure a successful safety culture within our organization, it's crucial for you to be comfortable addressing complacency issues on the job. If you have any concerns regarding workplace safety complacency, talk to your supervisor.

# HALL OF FAME



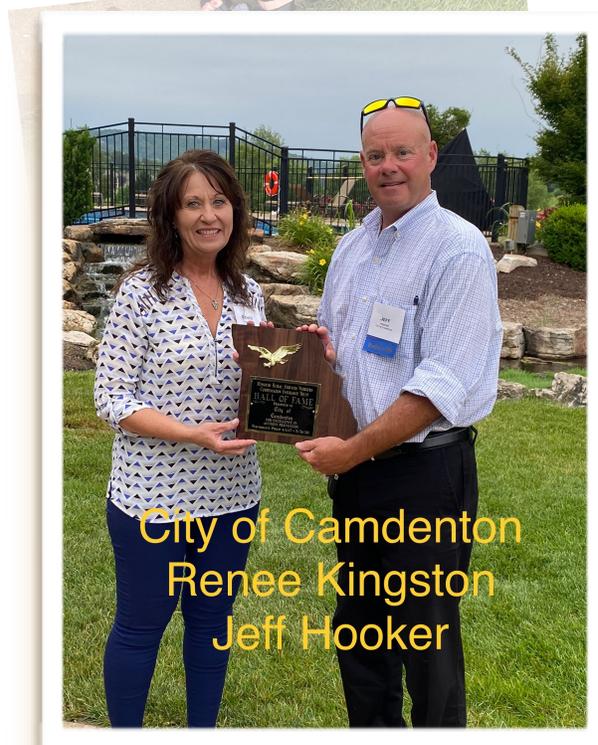
Barry-Lawrence Amb Dist  
Paula Brown



City of Brookfield  
Dana Tarpener



Michael D. Cummins Award  
City of Camdenton  
Renee Kingston  
Jeff Hooker

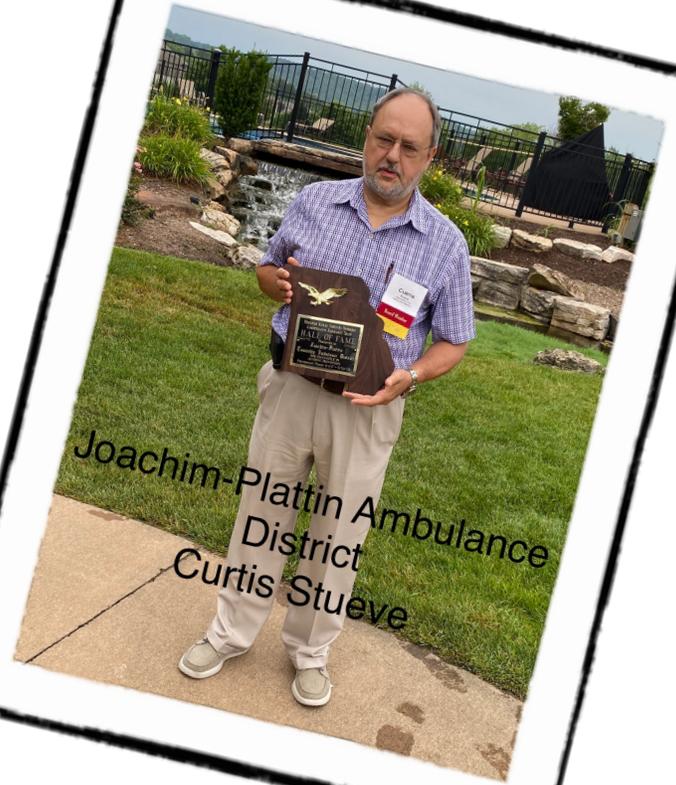


City of Camdenton  
Renee Kingston  
Jeff Hooker

# HALL OF FAME



Henrietta Special Road  
District  
Aaron Hicks



Joachim-Plattin Ambulance  
District  
Curtis Stueve



South Howell County Ambulance  
Daniel Marshall  
Jolaine Lashley  
Lisa Meade

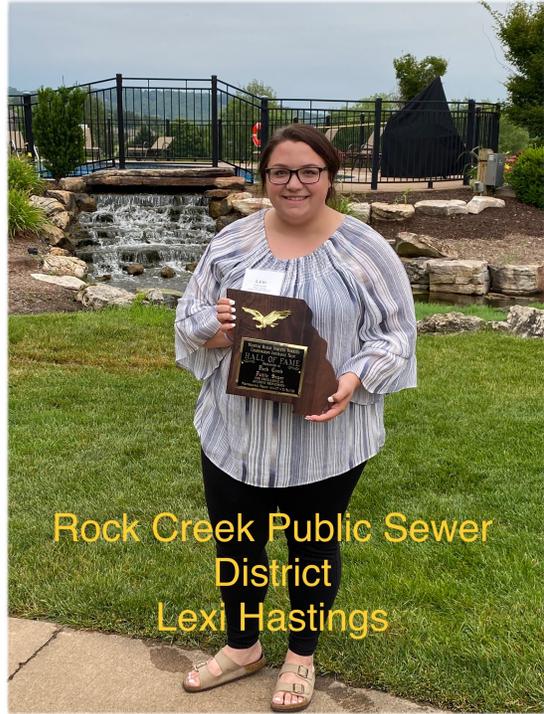


Linn County Ambulance  
District  
Mark Forster

# HALL OF FAME



Share and Care for  
Special People  
Sandra Carroll  
Amy Diaz



Rock Creek Public Sewer  
District  
Lexi Hastings

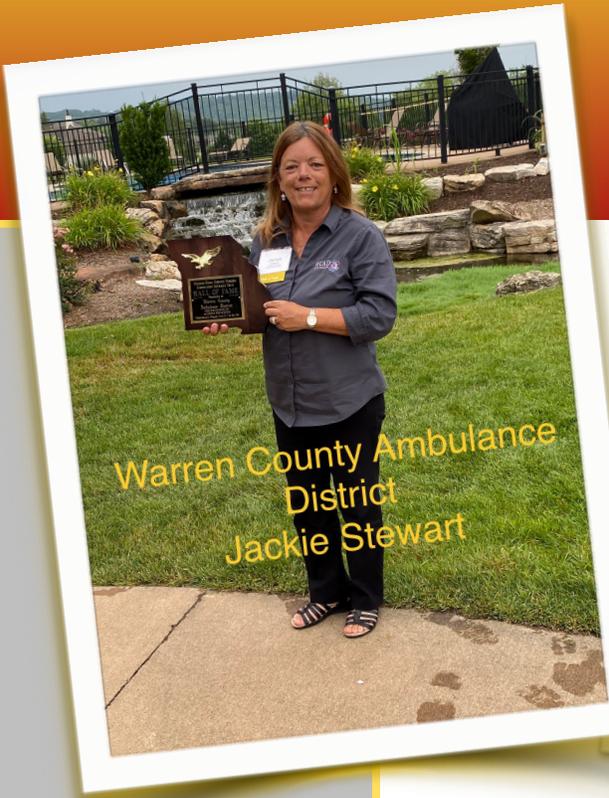


City of Lone Jack  
Phil Andreas

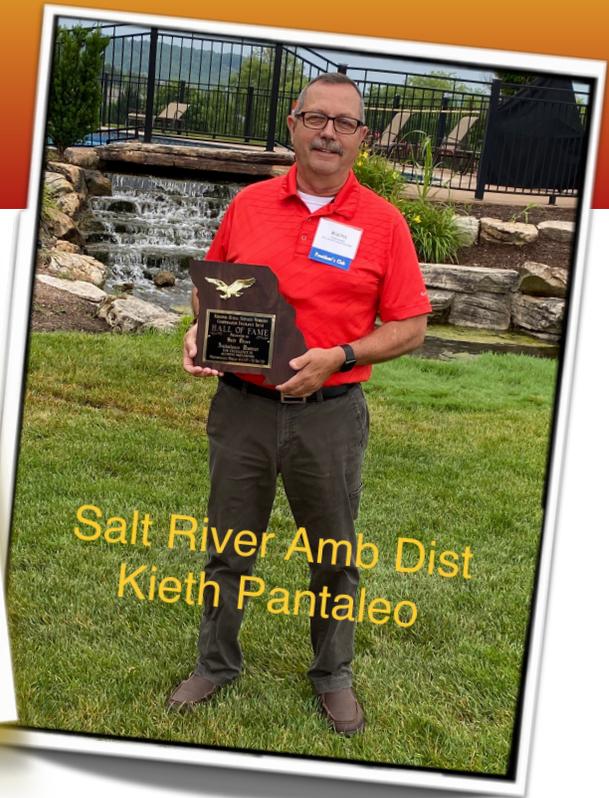


Missouri Valley CAA  
Megan Adcock  
Angie Stoll

# HALL OF FAME



Warren County Ambulance District  
Jackie Stewart



Salt River Amb Dist  
Kieth Pantaleo

**SAFETY TOPICS**  
**SAFETY VIDEOS**  
**SAFETY ARTICLES**

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**JAKE WOLFENDEN –**  
**417-823-7233**  
**CHRISTIAN FULLER –**  
**816-778-0744**



## Do Pessimists or Pragmatic Optimists Make Better Safety Officers?

Both do. If you're a pessimist, you tend to focus on safety and security. Pessimism drives you to seek and find safe havens, establish clear advantages, and protect resources. Pessimists thrive on fixing errors. Pointing out what has gone wrong or what's

less than perfect will motivate the pessimist to improve plans and solve problems. For this reason, pessimists can make good safety officers.

Pragmatic optimists, on the other hand, make intentional decisions when presented with a challenge or sustained stress. First, they are logically honest about the facts of the situation in order to set the parameters for proper decision making. Then they choose the most hopeful course of action.

Both personalities can make good safety officers. Look for these characteristics in the person you are hiring or promoting into the Safety Officer position.

*Susan*