

Porcelain Press

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Open, Honest and Frequent Communication

The following excerpts are from a message Don Boyd, Deputy Laboratory Director for Operations sent to the Leadership Council on Friday, May 15, 2004 for communication to all staff. (3J352)

Open, honest, and frequent communication on the topics of safety and security are critical to operational excellence. Direct line manager-to-staff communications is particularly important in minimizing reluctance staff may feel in reporting an injury sustained at work. Rumors continue to persist that staff who sustain injuries will be fired. It is certainly not the Laboratory's policy to punish staff who have accidents; on the contrary, we value their safety above all else.

Several events over the past year indicate the need to remind staff of PNNL's event reporting policy. (3K142) In an emergency, staff are to:

- 1. Immediately notify the PNNL Single Point of Contact at 375-2400 when involved in an abnormal event or upset condition. Calling 375-2400 assures that immediate emergency response teams are deployed, when necessary, making sure that the fastest possible assistance and aid is available to help or protect staff. It also provides for non-emergency event notification and occurrence event classification.*
- 2. Promptly notify your immediate manager of these events.*

Did you know that AED orientation videos are available for checkout through the Training & Qualifications group?

Remember — when in doubt, staff members are expected to call 375-2400. As a result of your phone call, the dispatcher will notify the line manager, building manager, and appropriate support staff. They will then follow-up with you. Reporting non-emergency situations does not result in a swarm of people showing up in your labs and taking significant amounts of your time. The response will engage involved staff to a reasonable extent and help them complete the necessary paperwork and closeout. The decision on whether to notify 375-2400 is a judgment call. It is much better to be conservative and call in a situation than to not call and have others determine that it should have been called in. There are no penalties for over reporting.

AdvanceMed—New Medical Contractor

AdvanceMed Hanford (AMH) is the new job-related medical service contractor replacing the Hanford Environmental Health foundation. (2G854) AdvanceMed currently provides similar medical services for the DOE Rocky Flats field office, Federal Center for Disease Control, and several other public and private entities. They understand the unique occupational challenges our workers face.

AMH is located at 1979 Snyder Street in Richland. During the week of June 7th, AMH will be able to see patients for work-related injuries and illness, emergencies, first aid, return-to-work, work restriction reviews and priority exams. Routine medical surveillance and exams will be available as of June 14.

Contact [Sharon Dossett](#), Safety and Health Manager at 376-3057 if you have questions about this transition.

PNNL Safety Performance - Data as of 5/28/04

