



# Full Day Sessions

- □ OSHA 10-Hour Voluntary
   Compliance in Safety & Health for
   General Industry
- Job Safety Analysis
- Industrial Hygiene 101

# Half Day Sessions

- ☐ Electrical Safety Related Work Practices & NFPA 70E
- Workplace Aggression
- ☐ Investigative Interviewing Techniques

# **OSHA 10 Hour Voluntary Compliance in Safety & Health**

#### Speakers:

Nancy Quick, CIH, CSP Compliance Assistance Specialist US DOL - OSHA 365 Smoke Tree Plaza North Aurora, IL 60542 Phone: 630.896.8700

Email: Quick.Nancy@dol.gov

Nancy Hauter
Compliance Assistance Specialist
US DOL - OSHA
701 Lee Street, Ste. 950
DesPlaines, IL 60016
Phone: 847-803-4800
Email: hauter.nancy@dol.gov





#### **Top Description**

Participants are on their way to becoming self sufficient as they will be able to: locate and apply OSHA standards, policies and procedures to supplement an on-going safety and health program; identify major requirements of the OSHA Standards, as well as the appropriate correction procedures to follow to make your operation safer and more productive. After attending the course, participants will receive the OSHA 10-hour card. The class covers a full two days. Note: This is not the OSHA Trainer 501 Class. If interested in becoming an authorized trainer, contact the OSHA Training Institute at 847/297-4810 or the National Safety Education Center at 1/800-656-5317.

At the end of the training, participants will be able to:

- 1. Apply specific OSHA standards, policies and procedures to the workplace.
- 2. Identify common OSHA violations and propose appropriate corrective actions.
- 3. Use OSHA regulations to establish or supplement an effective safety and health program.

#### **Biography**

Ms. Quick has over 25 years experience in the field of occupational safety and health. She is a Certified Safety
Professional and Certified Industrial
Hygienist. Nancy also serves as a member of the Great Lakes Center for Occupational and Environmental Safety and Health
Advisory Board (University of Illinois) and the Kane County Local Emergency
Planning Commission (LEPC). Currently, Nancy serves as the Compliance Assistance Specialist for the North Aurora Area Office.

**Paul Seidlitz** has recently retired as an occupational safety consultant/trainer with the Illinois Onsite Safety and Health Consultation program. He continues in private practice conducting interactive training for numerous employers.

Paul is a Registered Professional Nurse with over twenty years experience as safety director in health services and retail industries. A retired Colonel, US Army, Paul functioned as a general duty nurse and training officer. He is an authorized OSHA Outreach Trainer.



## **Job Safety Analysis**

#### Speakers:

Dennis Cesarotti, Ph.D., C.I.H., C.S.P.

Aires Consulting Group, Inc. 1550 Hubbard Avenue Batavia, IL 60510

Phone: 630-879-3006 Cell: 630-726-2180

Email: dennis@airesconsulting.com

Brian R. Czarnecki, MS, CHST, CSP

Motorola, Inc.

1301 E. Algonquin Rd., IL02 RM0202

Schaumburg, IL 60196 Phone: 1-847-454-5639

E-mail: safetybsmart@yahoo.com;

brian.c@motorola.com

Amy Gibson, CSP, Manager of Safety

Valdes Engineering Company 100 W. 22nd Street, Suite 185

Lombard, IL 60418

Phone: 630-792-1886, x 1106 Email: agibson@valdeseng.com



#### **Top Description**

This one day session on Job Hazard Analysis (JHA) will explain the purpose and benefits of a JHA, discuss the procedures and techniques that can be used for hazard identification and mitigation analysis, and demonstrate tools to prioritize risks and corrective actions. The participants will be taught and practice the systematic approach of the JHA throughout the session. The teachings of this session will be applicable to both existing and anticipated hazards. JHA activities will include, but are not limited to, a "Gap Analysis" for existing programs and design control measures for new processes or procedures. In addition, the use of the JHA for new hire/transfer orientation as well "light duty" jobs for employees with restrictions will be discussed. The session will focus on the basic job safety analysis and lead up to a more detailed analysis relative to the desired outcomes.

At the end of the session, participants will be able to:

- Explain the purpose and benefits of systematic Job Hazard Analysis.
- Identify the procedures and techniques that can be used for hazard identification and mitigation, and select tools appropriate to various work situations to prioritize risks and corrective actions.

#### **Biography**

**Dennis Cesarotti**, Ph.D, was one of the founding Principals of Aires Consulting Group, Incorporated. He has over 35 years of practical OSHA, health and safety experience in the industrial and manufacturing areas. In addition to his consulting work, he is an Associate Professor at NIU specializing in the safety program aspects of the Industrial Technology program.

Brian Czarnecki has greater than 10+ years of professional safety experience. His experience began in the construction safety field working for a general contractor in Chicago, IL and transitioned to a manufacturing setting at Motorola, Inc. He also serves as a board member on Northern Illinois University's College of Engineering & Engineering Technology Alumni Society in addition to participating in other professional groups (AIHA, ASSE, etc.).

Amy Gibson, CSP has 33 years experience in petrochemical industry safety management and a Bachelor of Science degree from Illinois State. She is Safety Manager for Valdes Engineering Company in Lombard. Her responsibilities include overall safety and health program management, training, field and program auditing, developing and conducting safety meetings, incident investigation, serving as client liaison, and incident case management."

# **Understanding NFPA 70E & Arc Flash Hazards**

#### Speakers:

**Daryn Lewellyn, President** Lewellyn Technology, Inc.

P.O. Box 618

Linton, Indiana 47441 Phone: 812-847-3525 Fax: 812-847-3535

Email: darynl@lewellyn.com



#### **Top Description**

The practical application of NFPA 70E to real-world electrical safety programs and OSHA compliance can be confusing and at times overwhelming. In this presentation, Lewellyn Technology President Daryn Lewellyn equips attendees with the knowledge and perspective needed to begin to keep their employees safe from electrical hazards. Included topics for discussion: Arc Flash Analysis, Approach Boundaries, Qualified vs. Unqualified Personnel, PPE. This presentation is ideal for safety managers looking for more information on NFPA 70E.

At the end of this session, participants will be able to:

- Recognize the importance of NFPA 70E in the overall OSHA electrical safety compliance picture.
- Develop procedures for implementing 70E in their facilities, including knowledge on proper arc flash analysis and PPE.

#### **Biography**

Daryn founded Lewellyn Technology 16 years ago and has watched it grow into the premier electrical safety company in the nation. Daryn's background is in manufacturing where he worked in maintenance for companies including Bemis and TRW. He has been teaching and developing training programs for over 19 years and spends most of his time now speaking on electrical safety at conferences, seminars, and corporate safety meetings, as well as consulting with clients in their facilities. He has had many articles published on topics such as Electrical Troubleshooting, NFPA 70E, and Arc Flash. He takes great pride in knowing his company has helped hundreds of thousands of people improve their workplace safety and performance



# **Workplace Aggression**

Speaker:

Paul Seidlitz, R.N. Phone: 630-469-9552

Email: paulseidltiz@yahoo.com



#### **Topic Description**

The incidence of workplace violence is on the rise. One of the reasons for this increase is that supervisors do not have the skills necessary to deal with hostile situations. This interactive session will discuss workplace aggression, the signs of stress that lead to aggressive behavior, signs and symptoms that behavior is becoming more aggressive and techniques that can be used to prevent escalation of aggressive behavior into violent behavior. The workshops will present real situations and the methods that were used to control the situation.

At the end of this session, the participant will be able to:

- Describe the signs and symptoms of aggressive behavior
- 2. Identify the effects of stress on themselves as well as co-workers
- 3. Develop techniques that can control aggressive behaviors

#### **Biography**

Paul Seidlitz has recently retired as an occupational safety consultant/trainer with the Illinois Onsite Safety and Health Consultation program. He continues in private practice conducting interactive training for numerous employers.

Paul is a Registered Professional Nurse with over twenty years experience as safety director in health services and retail industries. A retired Colonel, US Army, Paul functioned as a general duty nurse and training officer. Paul has published numerous articles on safety related subjects. He has been a featured speaker for many national conferences and workshops and has contributed materials for organizational newsletters. He was a contributing author for Handbook of Hospital Safety. Paul served on an advisory panel for a joint OSHA/EPA publication regarding response to chemical spills.

Mr. Seidlitz is a member of the National Safety Council and was the General Chairman of the Health Care Section from 1982-1985. He is a member of the NFPA and has served on two committees. He is an authorized OSHA Outreach Trainer.

# **Industrial Hygiene 101**

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# **Investigative Interviewing Techniques**

#### **Speaker**

Anthony Towey, CIH
Team Leader
US DOL - OSHA
365 Smoke Tree Plaza
North Aurora, IL 60542
Phone: 630.896.8700

Email: towey.anthony@dol.gov



#### **Topic Description**

In this session, we will discuss the mechanics of an effective investigative interview. The goal of every investigative interview is to obtain verifiable, objective data. We will discuss topics such as Active Listening, Verbal and Non Verbal Communication, and Assertive Interviewing Techniques. The tools and skills taught in this session are sure to improve your knowledge and skills as an Interviewer.

By the end of this session the learner will be able to:

- Outline all aspects of an investigative interview process
- Describe the skills needed to document all information collected

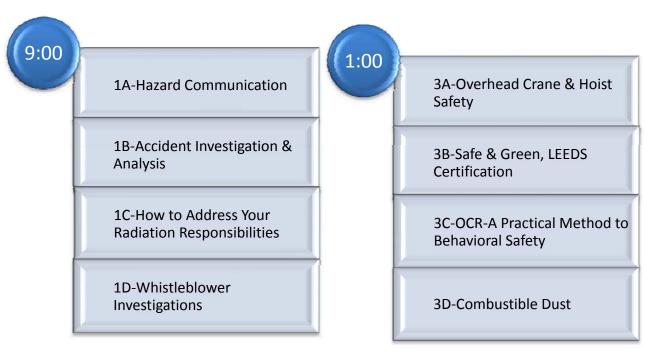
#### **Biography**

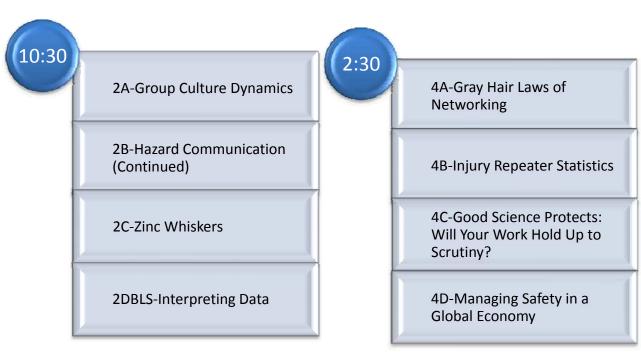
Anthony Towey, Jr. CIH is the Lead Industrial Hygienist in the North Aurora Area Office. In addition to supervising enforcement activity, Mr. Towey manages the Whistleblower program. Anthony began his career with OSHA as an Industrial Hygienist at the Chicago North Area Office. Prior to coming to the Aurora Area Office, Anthony was an Instructor at the National OSHA Training Institute for three years. Mr. Towey holds a Bachelor of Science degree in Chemistry from Northeastern Illinois University and is a Certified Industrial Hygienist.





# **Wednesday Conference Sessions**





# Hazard Communication Requirements and Controlling Exposures with the use of PPE

#### **Speaker**

Anthony Towey, CIP
Team Leader
US DOL - OSHA
365 Smoke Tree Plaza
North Aurora, IL 60542
Phone: 630.896.8700

Email: towey.anthony@dol.gov



#### **Topic Description**

In this session, we will participate in a workshop to learn the requirements of the Hazard Communication Standard. There will also be discussion on potential workplace hazards which require personal protective equipment, equipment assessment methods, and required action following the development of a PPE assessment.

At the end of this session, the participant will be able to:

- 1. Describe the major requirements of the Hazard Communication Standard.
- Conduct a personal protective equipment assessment for a hazardous operation at a workplace.

#### **Biography**

Anthony Towey, Jr. CIH is the Lead Industrial Hygienist in the North Aurora Area Office. In addition to supervising enforcement activity, Mr. Towey manages the Whistleblower program. Anthony began his career with OSHA as an Industrial Hygienist at the Chicago North Area Office. Prior to coming to the Aurora Area Office, Anthony was an Instructor at the National OSHA Training Institute for three years. Mr. Towey holds a Bachelor of Science degree in Chemistry from Northeastern Illinois University and is a Certified Industrial Hygienist.



# **Accident Investigation & Analysis**

#### **Speaker**

Rita Mosley, CHCM, CSP

Manager – Training & Promotions
Onsite Safety & Health Consultation Program, IL
DCEO

605 Fulton Avenue, Suite 101 Rockford, Illinois 61103

Phone: (815) 967-3881 Fax: (815) 967-3882

Email: rita.mosley@illinois.gov Website: illinoisosha.com



#### **Topic Description**

Analyzing incidents and accidents is a very important activity to ensure both surface and root causes are identified and effectively eliminated or reduced so that similar accidents may be prevented from recurring. This interactive workshop is designed to help you gain the basic skills necessary to conduct an effective accident investigation. You will be introduced to an organized, 6-step approach to accident investigation and analysis which you can use at your workplace.

At the end of the presentation, you will be able to:

- Describe the 6-step process for conducting accident investigation and analysis
- Conduct an investigation and analysis using the 6step process.

#### **Biography**

Rita Mosley is a Certified Hazard Control Manager (CHCM), a Certified Safety Professional (CSP) and holds a Masters in Communication & Training-Instructional Design. She has been employed for the past 30 years with the Illinois Onsite Safety & Health Consultation Program, DCEO and is currently Manager of Training and Promotions. Prior to the consultation program, Rita spent 13 years in private industry as personnel manager and safety director in the metal fabricating industry. She is past president of the American Society of Safety Engineer's (ASSE) Stateline Chapter, recipient of the ASSE Safety Professional of the Year Award for the Stateline Chapter and past Chairman of the Board for the Kankakee County American Red Cross. As an authorized OSHA Outreach Trainer, Rita develops the safety and health training materials for the consultation program, including interactive powerpoint presentations, interactive television, interactive CD's. videos and webcasting.





# **How to Address Your Radiation Responsibilities**

#### **Speaker**

#### Sheri A. Minnick

Deputy Radiological Safety Officer Argonne National Laboratory 9700 S. Cass Ave.

Phone: 630/918-9003 E-mail: sminnick@anl.gov **Photo Not Available** 

#### **Topic Description**

Radiation basics in the work place will be covered including alpha, beta, gamma, x-ray and neutrons hazards and how to handle them and ensure compliance with IEMA. In addition, a summary of what to do during an emergency involving radiological hazards such as RDDs, REDs, INDs, etc, will be addressed.

At the end of this presentation, the participant will be able to:

- 1. Demonstrate compliance with IEMA regulations for radiological sources at their facility.
- 2. Develop action plans for addressing emergency response issues involving radiological sources.

#### **Biography**

Ms. Sheri Minnick is currently the Deputy Radiological Safety Officer at Argonne National Laboratory where she manages the Operational Health Physics team whose function is to ensure compliance, health and safety for all users of radiological material at the complex. She also has worked for the USEPA and the Nuclear Regulatory Commission.



# Whistleblower Investigations – What Employees and Employers Should Know

#### **Speaker**

Mary Ann Howe, CFE USDOL – OSHA 365 Smoke Tree Plaza North Aurora, IL Phone: 630-896-8700 Fax:630-892-2160 Email:howe.mary@dol.gov

Website: osha.gov



#### **Topic Description**

Do you have questions regarding your rights and responsibilities under OSHA? Do you have questions about how to file retaliation complaints with OSHA because you "Blew the Whistle?" Attend this seminar and get this information and a whole lot more. At the end of this session, participants will be able to:

- 1. Identify employee/employer rights under OSHA.
- 2. Identify OSHA whistleblower statutes.
- 3. Describe how to file a compliant.

#### **Biography**

#### Experience:

Ms. Howe has worked 25 Years for the Michigan OSHA Program in various capacities, most recently as a Rights Representative (Whistleblower Investigator) and Program Manager for Budget, Grants and FOIA. For the past five years, Mary has worked as an investigator for OSHA.

Mary Ann Howe is a Certified Fraud Examiner conducting Whistleblower investigations under 17 Statutes delegated to the Secretary of Labor by Congress. She is a Lead Investigator, responsible for training and mentoring new investigators, acts as an expert in cases related to fraud, and provides guidance to other investigators for complex cases. She holds an MBA in Financial Fraud Examination and Management.

See Previous Description
Session 1A



# Sustaining Safety Performance Improvement Through Cultural Initiatives

#### **Speaker**

Scott Murphy MS, CIH

Safety & Industrial Hygiene Director Exelon Corporation 10 S Dearborn Chicago, IL 60603

Phone: 312-394-5716 Fax:312-394-2101

Email: Scott.Murphy@exeloncorp.com

**Photo Not Available** 

#### **Topic Description**

In 2006, Exelon developed and implemented a corporate safety strategy that outlines the key elements of a safety culture. Since then, numerous initiatives and actions have been taken to strengthen and improve safety performance and culture. This presentation will review these initiatives and the impacts they have had in helping Exelon demonstrate its value for safety.

At the end of this session, participants will be able to:

- 1. Recognize the importance of a safety strategy for improving safety culture.
- Recognize how Exelon's approach to safety may help manage safety in multiple organizational and regional cultures.

#### **Biography**

Scott is the Safety and Industrial Hygiene Director for Exelon Corporation. In this capacity, Scott provides governance and oversight to the corporation's nuclear and fossil/hydro generation, energy delivery and services operating units. Scott has over twenty years experience in the environmental, industrial hygiene and safety field, fifteen of which have been in the electric and gas utility industry. Scott has a Bachelor and Master of Science Degrees in Environmental Science from Drexel University in Philadelphia, Pennsylvania and is a Certified Industrial Hygienist and Certified Utility Safety Administrator.

# **Are Zinc Whiskers Growing in Your Computer Room?**

#### Speaker

Rich Hill, President
Data Clean Corporation
1033 Graceland Avenue
Phone: (847) 296-3100

E-mail: rhill@dataclean.com



#### **Topic Description**

Are you having unexplained hardware failures? Are you having unexplained data corruption problems? You may have Zinc Whisker contamination. Zinc Whiskers are a metallurgical phenomenon that can occur on the bare metal surfaces of computer chassis, equipment cabinets, and access flooring systems. 'This presentation examines the identification, impact, and successful remediation of Zinc Whiskers from mission critical environments.

At the end of this presentation, the participant will be able to:

- 1. Describe what Zinc Whiskers are and where they come from.
- Identify the impact of Zinc Whiskers and the risk to the affected equipment.

#### **Biography**

Rich is President of Data Clean, an international company specializing in cleaning controlled environments such as computer rooms and clean rooms. Prior to Data Clean, Rich held various engineering and management positions at AT&T Bell Laboratories and Memorex Telex. Rich holds a BSEE from Worcester Polytechnic Institute and a Master of Management from Kellogg.



# **Bureau of Labor Statistics Annual Survey of Occupational Injuries and Illnesses**

#### Speaker

Paul LaPorte, Branch Economist Michael Strople, Economist U.S. BUREAU OF LABOR STATISTICS Office of Economic Analysis & Information 230 S. Dearborn St., Room 960 Chicago, III

Phone: 312-353-7200 X225

Fax:312-353-1886

E-mail::LaPorte.paul@bls.gov and

Stople.michael@bls.gov



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#### **Topic Description**

The Bureau of Labor Statistics conducts the annual survey of occupational injuries and illnesses. Learn how the survey is conducted, how to interpret the data, and where to locate the data on the Bureau's Web site.

At the end of this presentation, the participant will be able to:

- 1. Identify how the Bureau of Labor Statistics conducts their annual survey of occupational injuries and illnesses.
- 2. Locate occupational injury and illness data on the Bureau's Web site.

#### **Biography**

Paul LaPorte has been employed with the Chicago office of the Bureau of Labor Statistics since 1986. All of his 20 plus years with the Bureau have been with the Office of Economic Analysis and Information. Paul served as the lead economist for most of those years and in November of 2005, he was promoted to his current position, Regional Economist.

Michael Strople is the Branch Chief of the Occupational Safety and Health program in the Bureau of Labor Statistics Chicago Regional Office. Michael is responsible for the collection of Bureau's Annual Survey of Occupational Injuries and Illnesses in the Midwest states. Prior to his current position, Michael worked in the in the Bureau's Office of Employment and Unemployment Statistics in Washington, D.C.

### **Overhead Crane & Hoist Safety**

#### Speaker

Jim Lang, General Manager P&H Training Institute Morris Material Handling 2712 S. 163<sup>rd</sup> Street New Berlin, WI 53151

Phone: (262) 821-4001 E-mail: JLang@morriscranes.com



#### **Topic Description**

Overhead cranes and hoists are key components of many manufacturing and warehouse operations. Proper maintenance, inspections, and operations are crucial to long equipment life, safe operation, and product realiability. This talk will focus on some important points to help you achieve these goals and meet regulatory requirements.

At the end of this presentation, the participant will be able to:

- 1. Describe the regulatory requirements for operation and maintenance of overhead cranes and hoists.
- 2. Identify key points that increase the safety of your crane and hoist operations.

#### **Biography**

Mr. Lang has worked in the Crane and Hoist Industry for 20 years, spending time in all areas of the business including manufacturing, engineering, new product development, project management, crane & hoist sales, service, inspections, and now training.

Mr. Lang has been a speaker at major industry conferences and has been involved with the National Commission for the Certification of Crane Operators (NCCCO) Overhead Crane Program.

## **Green and Safe-Why Not Both?**

#### Speaker

Neil Silins LEED AP, President EMS Environmental, Inc. 1829 W. Berwyn Ave. Chicago, IL Zip:60640 Phone: 773-561-6779 Fax:773-561-5006

Neil.silins@emsenviro.com



#### **Topic Description**

The last several years have seen a transformation of the "green movement" from tree-huggers to economic salvation. One of the higher visibility areas of this green evolution is the built environment. Many municipalities are requiring some green efficiency rating in permit requirements, and these are often the United States Green Building Council (USGBC) LEED systems. This presentation will include an overview of green building programs and specifically, the LEED rating systems and the potential and promise of safety credits in rating systems.

Attendees will gain an overview of various green building programs, a review of workplace safety considerations found within the LEED systems, and a challenge to initiate safety prerequisites within the green building movement.

At the end of the session, participants will be able to:

- 1. Identify green building programs, and
- Identify some of the metrics used in the LEED® rating systems.

#### **Biography**

Neil Silins has worked in the environmental and occupational safety and health fields with a focus on environmental health and safety, site inspections and hazard management. Before founding EMS Environmental, Inc, in 1995, Neil served as Associate Director for Administration of the Midwest Environmental and Industrial Health Training Center, a program of the University of Illinois at Chicago School of Public Health. An experienced trainer, he has designed and instructed training programs to present environmental and safety topics to a broad spectrum of students, including environmental professionals and end users. Mr. Silins has published articles on environmental and regulatory issues, and has presented many of these issues in seminars.

Mr. Silins is a LEED Accredited Professional (LEED AP). He is Treasurer of the Greater Chicago Chapter of the ASSE and is a participating member of the Environmental Practice Specialty.

# Combustible Dust Hazard Process Safety – Overview of NFPA Standards for Combustible Dusts

#### **Speaker**

Guy R. Colonna, PE
Division Manager
NFPA
1 Batterymarch Park,
Quincy, MA 02169
Phone: 617-984-7435

E-mail: gcolonna@nfpa.org



#### **Topic Description**

Combustible dusts pose a significant fire and explosion hazard for industrial process that manufacture, handle, store, or recycle solid materials. Review the fundamental dust explosion hazards and how the NFPA standards establish safe practices to recognize the potential for a dust hazard condition and to outline the various control strategies.

At the end of this presentation, the participant will be able to:

- Identify the five elements required for a combustible dust explosion hazard to exist.
- List the best practices established by the NFPA standards that provide protection from the combustible dust fire and explosion hazards.

#### **Biography**

Employed by NFPA since 1986 and currently manages NFPA's Industrial and Chemical Engineering Department. Staff to NFPA committees for combustible dust hazard protection, explosion prevention and protection, explosives, and pyrotechnics. Educated at US Coast Guard Academy and Stanford University. Member of AICHE, ACS, ASSE and SFPE.



# OCR – A Practical Method to Behavioral Safety

#### Speaker

#### **Chuck Borman**

Manager of Occupational Safety Programs Safety Management Solutions 3921 N Lincoln Ave Chicago, IL 60613

Phone: 773-935-8326 x 1004 E-mail: Cborman@safeteam.com



#### **Topic Description**

Management and communication is critical to any successful process. The Observe, Coach and Reinforce (OCR $^{\text{TM}}$ ) process leverages these two key elements to ensure your procedures are effective and are being followed. The OCR $^{\text{TM}}$  process is a practical process, a tool to increase employee knowledge/accountability, and a technique which improves organizational culture. This session will introduce participants to the OCR $^{\text{TM}}$  process, explain how to integrate the process and review the pitfalls to avoid.

At the end of this presentation, the participant will be able to:

- 1. Use the key elements of the OCR process.
- 2. Create a plan to adopt the OCR process.

#### **Biography**

Chuck Borman is a safety professional with over 20 years of experience in a variety of industries. On a consistent basis, he has significantly reduced incident rates and worker's compensation costs for organizations. Prior to joining Safety Management Solutions, he was the Corporate Safety Manager for Kellogg Snack's Manufacturing Division (previously known as the Keebler Corporation). Mr. Borman led the safety strategic-planning process and provided high-level counsel and guidance on regulatory issues. During his time with Kellogg's, nine out of the fourteen Snack's manufacturing locations worked in excess of one million hours. Overall, the organization reduced recordable cases by 15%, DART cases by 64% and workers compensation costs by 46%.

From 1998 to 2002, he was the National Accounts Manager of Occupational Safety and Health for the National Safety Council.

In 1990, Mr. Borman joined Kemper Insurance. While there, he rose to the position of National Account Manager. In that role, he led a service team comprised of representatives from Underwriting, Claims, Safety, Industrial Hygiene, Ergonomics, Information Technology, Case Management and Special Investigations for National Accounts.

# **Gray Hair Laws of Networking**

#### **Speaker**

Scott Kane, Founder
Gray Hair Management, LLC
1121 Lake Cook Rd, Ste D
Deerfield, IL 60015

Phone: 847-940-2800 Fax: 847-940 2180



#### **Topic Description**

With a better than 80% chance that your next opportunity will come from someone you know, the Gray Hair Laws of Networking presentation will help you better understand how to use networking to establish yourself as your own brand; use your elevator speech to attract attention and get yourself in front of the right person. At the end of this session, the participant will be able to:

- 1. Establish a Personal Competitive Advantage in their job search.
- 2. Use your elevator speech to attract attention

#### **Biography**

Scott Kane is founder and partner of Gray Hair Management, a career coaching and networking company helping senior professionals and executives enhance their careers and find new opportunities.

He has held senior executive positions in the teleproduction industry for over 25 years, and is an experienced leader, innovator, negotiator, marketer and manager. Scott spent most of his career managing television facilities, but started as a producer and director for TV commercials, sports and entertainment programming. Some of his projects as a Producer-Director, were Big 10 Basketball for NBC, NCAA Basketball for HBO, and Live Aid.

Scott founded Gray Hair Management® in 2000 with the mission to help senior professionals and executives find new opportunities and employment. Gray Hair Management currently provides professional coaching to managers, directors, vice-presidents, and C-level executives to help them win the race for a new opportunity using unique techniques and processes.

Using his experiences from helping people get jobs with the Gray Hair Management process, Scott has co-authored the book, <u>Winning the Job Race:</u>

Pathways Through Transition, available on the Gray Hair website or on Amazon.com.



## **Injury Repeater Strategies**

#### **Speaker**

Terri Weiland, President

TR Weiland Company Inc. Phone: 262-742-2645

E-mail: Weiland@trweiland.com

**Photo Not Available** 

#### **Topic Description**

As a safety professional, have you been frustrated to see the same employees' names appear repeatedly on injury reports? Why do a small number of individuals seem to report greater numbers of injuries than others in an otherwise stable and safe work environment? Explore causal theories for injury repeaters and strategies for their prevention and control.

- 1. Describe three possible causal theories for repeat injuries.
- 2. Identify steps for the creation of a repeat injury prevention process.

#### **Biography**

Terri Weiland has more than 25 years of comprehensive experience in the development, implementation and evaluation of occupational health, safety, and risk-management systems throughout a variety of industries. As the president of TR Weiland Company Inc., she provides consultation in health & safety initiatives and executive coaching to business and industry leaders. Her expertise is grounded in her occupational health nursing background.

Weiland is a board-certified occupational health nurse specialist (COHN-S), with a Master of Science degree in from the University of Wisconsin-Milwaukee. She is authorized as a trainer of OSHA standards for general industry and holds additional certification as an executive coach and Immunity to Change© workshop facilitator.

# **Good Science Protects: Will Your Work Hold Up to Scrutiny?**

#### Speaker

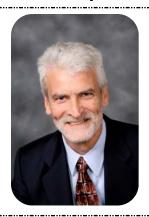
Fred W. Boelter, CIH, PE, BCEE

Principal

ENVIRON International Corporation 333 W. Wacker Drive, Suite 2700

Chicago, IL 60606 Phone: 312-288-3820

E-mail: fboelter@environcorp.com



#### **Topic Description**

Industrial hygiene is both an art and science. The investigations and evaluations conducted in both occupational and non-occupational settings must stand up to scientific scrutiny. Bad science does not protect anyone. Several case studies will be examined to demonstrate benefits to workers, stakeholders, and employers alike when good science is applied.

At the end of this presentation, the participant will be able to:

- Describe the relationship between science and policy
- 2. Identify scientific strengths and weaknesses in conclusions and opinions

#### **Biography**

Fred Boelter has 36 years of industrial hygiene, environmental engineering and risk management experience. Trained at Purdue University, he has investigated and designed controls for a wide range of issues involving air, water, soil, and occupational hygiene. Mr. Boelter is a Fellow of the American Industrial Hygiene Association.

# **Managing Safety in a Global Economy**

#### **Speaker**

Ken Wengert, CSP, ARM
Director of Safety & Environmental for North America
Kraft Foods
Three Lakes Drive
Northfield, IL 60093

Phone: 847-646-0859 Cell: 847-915-0268

Email: KWengert@Kraft.com



#### **Topic Description**

This session will include a discussion on the key aspects of establishing a world class safety process that is applicable globally. This will include a discussion of what works and "watch outs" as safety processes are implemented around the world. It will also include a discussion on how global safety processes can be applied in the US.

At the end of this presentation, the participant will be able to:

- 1. Define the key elements of a successful safety management process.
- 2. Apply a safety management system globally.
- 3. Identify the potential pitfalls of a global safety process.

#### **Biography**

Ken Wengert, CSP, ARM is currently the Director of Safety and Environmental for North America, responsible for the development of the safety and environmental processes that cover over 40,000 employees in 200 locations. He has over 25 years of safety and risk management experience in manufacturing and insurance industries.









# **Thursday Conference Sessions**

5A-What OSHA is Telling It's
Electrical Inspectors

7A-Working at Heights:
Mobile Scaffolds & Aerial Lifts

7B-Machine Safeguarding

5C-Attaining VPP/SHARP:
Partnership for Success

7C-Communication in writing, email, in-person

5D-Nanotechnology

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6A-Functional Ergonomics of the Upper Extremity

6B-Team Building

6C-Nuisance Room Noise

6D-Emerging Issues in OSHA Enforcement & Liability

2:30

8A-You Can Drive Me to Distraction

8B-The New Virtual Classroom

8C-Silica Hazard Update

8D-Risk Management: Current Events & Best Practices

# What's OSHA Teaching its Inspectors Regarding Electrical Safety Related Work Practices and NFPA 70E!

#### **Speaker**

John "Grizzy" Grzywacz OSHA National Training Institute Phone: 847-436-7745 oshaprofessor@yahoo.com www.oshaprofessor.com



#### **Topic Description**

After reviewing the fundamental hazards of electricity, OSHA professor "Grizzy" will present OSHA's Electrical Safety Related Work Practice Standard (ESRWP) requirements and how NFPA 70E applies and its applicability to construction. Actual OSHA cases and electrical accidents, some of which were investigated by Grizzy, will be shown and discussed. This seminar is not only loaded with the latest and greatest technical information on some really hot issues but also gives a glimpse of what the OSHA electrical professor has taught all the OSHA investigators nationwide.

At the end of this session, you will be able to:

- 1. List the hazards associated with electricity
- State the first and foremost requirement of the ESRWP standard.

#### **Biography**

"Grizzy" has appeared as an expert witness for OSHA, and served as chief OSHA investigator on complex electrical fatality investigations. For over two decades he has trained OSHA compliance officers in numerous areas including OSHA policy, safety and health regulations, safety and health management systems, legal aspects of investigations, and enforcement strategies. Not only has he provided forensic analysis on electrical fatalities and accidents for OSHA, he enjoys the unique distinction of never having lost an OSHA case in his career. His electrical expertise has not only shaped OSHA policy but also the new OSHA Electrical Standard which became effective in August 2007.

As a nationally recognized seminar leader with over 30,000 hours of platform experience and in addition to training both Federal and State OSHA investigators, Grizzy has trained numerous U.S. Federal agencies, as well as Air Force, Army, Navy, Coast Guard, and private sector just to name a few. Grizzy's training, and numerous published works have assisted safety professionals and helped workers for decades and the good news is that Grizzy promises it will continue. Grizzy plans to continue conducting training and providing consulting services to select groups and organizations, and will be residing at oshaprofessor.com.



# **Achieving A Drug Free Work Place**

#### Speaker

John McGillivray, Manager, Safety & Environmental Affairs

Scot Forge Company 8001 Winn Road Spring Grove, IL 60081 Phone: 815-675-4293 Fax:815-675-4130

Email: imcgillivray@scotforge.com

**Photo Not Available** 

#### **Topic Description**

Think you have a drug free work place? So did our company until our floor employees told us we were fooling ourselves. Come and see the reality of what was happening in our facility, the steps we had to go through to change that reality, and the results of our efforts.

At the end of this presentation, the participant will be able to:

- 1. Identify the steps required to achieve a truly drug free work place.
- 2. Determine the impact of drug / alcohol abuse on the overall performance of a company.

#### Biography

John has served as the corporate safety and environmental manager for the Scot Forge Company for the last 11 years. He has served as chairman of the Forging Industry Association's Safety & Health Committee on three separate occasions. He has worked as a Risk Engineering segment manager for the Zurich Insurance Group and holds a degree in Chemical Engineering from the University of Missouri – Rolla.



## Nanomaterial Exposure Assessments – A Reality Check

#### Speaker

Michael Rosenow CIH, MPH Industrial Hygienist - Nanomaterials Argonne National Laboratory 9700 S. Cass Avenue, Argonne, IL 60439

Phone: (630) 252-1213 E-mail: mrosenow@anl.gov



#### **Topic Description**

Quantification of exposure to engineered nanomaterials (ENM) continues to be a difficult and challenging aspect of managing ESH issues when it comes to research and development applications of ENM. Comparisons between current best practices to quantify ENM exposure in the work place will highlight the pros and cons in the R&D environment and how they may apply to the production environment.

- Develop a useable approach to serve as a surrogate in quantifying airborne engineered nanoparticles, in light of current technological deficiencies.
- Illustrate the current "state of the union" with regard to the engineered nanomaterial best practices and apply them to their work environment.

#### **Biography**

Mr. Rosenow joined Argonne National Laboratory in 2008 and is currently managing ESH issues pertaining to engineered nanomaterial usage at the laboratory. Prior, he was an industrial hygienist for companies such as Motorola and Caterpillar. Michael is the recent Past President of the AIHA Chicago Local Section and a member of the AIHA Nanotechnology Working Group.

# Attaining VPP/SHARP: A Partnership for Success

#### Speaker

**Bill Linneweh**, EH&S Manager Hendrickson International 800 South Frontage Road Woodridge, IL 60517 Phone: 630-910-2961

E-mail: wlinneweh@hendrickson-intl.com



#### **Topic Description**

The journey to VPP/SHARP recognition can be a challenging and unknown adventure, but with executive support, employee involvement and a sound safety and health system, it's only a matter of time before you can claim victory! This session provides insight to earning VPP/SHARP through Hendrickson's story. The session includes an overview of VPP/SHARP, planning strategies and tools/resources for success including mentoring with other companies, rallying employees around VPP/SHARP and going above and beyond OSHA compliance with ergonomics, industrial hygiene and behavior based safety.

At the end of this presentation, the participant will be able to:

- 1. Determine which program is right for you.
- 2. Develop a plan for attaining VPP/SHARP
- 3. Implement best safety practices for VPP/SHARP.

#### **Biography**

Mr. Linneweh, CSP, SGE is the EH&S Manager for Hendrickson International, a global leader in truck and trailer suspension systems. Bill currently chairs Hendrickson's Safety Excellence Steering Team and oversees the facility VPP/SHARP efforts. Since 2004, Hendrickson has had five manufacturing facilities attain VPP Star and one facility attain SHARP. Bill holds a Bachelor of Science degree in Occupational Safety from Illinois State University and a Master of Science degree in Industrial Management from Northern Illinois University.

# Functional Ergonomics of the Upper Extremity

#### **Speaker**

Scott Ege, P.T., M.S.
Physical Therapist & Ergonomics Specialist
Ege WorkSmart Solutions, PC
PO Box 603, Rockton, IL 61072-0603

Phone: 815-988-7588

E-mail: scott@egesolutions.com



#### **Topic Description**

This presentation will focus on the fundamentals of musculoskeletal disorders (MSDs), ergonomics, and MSD prevention strategies for the upper extremity. We will discuss common upper extremity ergonomic stressors and present effective control strategies. Q & A opportunities will also be integrated into the session.

At the end of this presentation, the participant will be able to:

- Define five ergonomic risk factors that contribute to upper extremity injuries.
- Describe basic ergonomic control strategies to prevent upper extremity work-related injuries.

#### **Biography**

Scott Ege is President of Ege WorkSmart Solutions PC, located in Rockton, III. He has presented at state and national levels regarding innovative approaches to ergonomics and management of MSD-related injuries. In addition, he has worked collaboratively with OSHA and the American Society of Safety Engineers (ASSE) in various formal work groups and educational seminars that address injury management and prevention of musculoskeletal disorders (MSDs).

# Leading Teams : Getting the most out of People when they have Competing Priorities

#### **Speaker**

John Cooper, MSOD, PCC Managing Partner Milestone Partners, LLC 747 Wesley Avenue,#2 Evanston, III 60202

Phone: 1-847-866-9100

Email: jcooper@cooper2000.com



#### **Topic Description**

Often times we lead teams of people who do not report directly to us. Though your team's task is important, getting optimal team involvement from people with many other responsibilities is a challenge. In this session, John Cooper will share some tools to use to increase team members' commitment, performance, and engagement in projects in this type of situation.

- Influence team members to invest their energy in the team and task.
- 2. Identify challenges facing their current team that prevent engagement.
- 3. Use the S.I.M.P.L.E. method to ensure accountability for results.

#### **Biography**

John Cooper is a Leadership and Organizational Development Consultant whose practice includes Team Effectiveness, Executive Coaching, Change Management, Leadership Development, and Organizational Design. He has 30 years in business experience including line management, training management, internal and external consulting. He received his Masters in Organizational Development from Aurora University, is a Professional Certified Coach, and is currently teaching Leadership at Northwestern University.

# **Nuisance Room Noise: Survey & Evaluation**

#### **Speaker**

Bruce Murdoch CHP, CLSO
Principal Industrial Hygienist
Argonne National Laboratory
9700 S. Cass Avenue
Argonne, IL 60439
Phone: (630) 252 4005

Phone: (630) 252-4905 E-mail: btmurdoch@anl.gov



#### **Topic Description**

We will review the RC MKII (Room Criteria Mark II) criteria for spectral balance and characteristic sound pressure for interior work spaces. We will discuss several specific examples illustrating objective nuisance noise evaluation with a simple spreadsheet application for RC MKII evaluation of octave band noise data.

At the end of this presentation, the participant will be able to:

- 1. Identify the RC MKII noise evaluation technique.
- 2. Apply RC MKII analysis to octave-band noise survey data.

#### **Biography**

Bruce Murdoch is a practicing industrial hygienist, currently specializing in non-ionizing radiation and noise evaluation. Prior to joining Argonne in 1993, he worked in the petroleum industry with Schlumberger, NL Industries, and Baker Atlas as a nuclear radiation measurements systems development engineer and project manager. He holds a PhD in Physics, and is a Certified Health Physicist as well as Certified Laser Safety Officer.

# **Emerging Issues in OSHA Enforcement and Liability**

#### **Speaker**

Mark A. Lies II Seyfarth Shaw LLP 131 S. Dearborn St., Suite 2400 Chicago, IL 60603

Phone: (312) 460-6450 Cell: (708) 415-3815

Email: mlies@seyfarth.com



#### **Topic Description**

The presentation will provide the attendees with a thorough review of the potential civil and criminal liabilities that currently exist, as well as the enhanced civil and criminal liabilities of managers and employers that are likely to occur under the new Administration, with practical advice on how to respond.

At the end of this presentation, the participant will be able to:

- Identify the potential civil and criminal liabilities that managers and employers face under current and future federal OSHA and state law.
- Identify how managers can meet legal compliance obligations to avoid personal civil and criminal liability under the new Administration.

#### **Biography**

Mark A. Lies, II is a Labor and Employment Law attorney and Partner with Seyfarth Shaw LLP.

He specializes in Occupational Safety and Health law and related employment law and personal injury litigation.

## **Aerial Lift Safety**

#### **Speaker**

John Vasquez
Airtite Contractors
343 Carol Lane
Elmhurst, Illinois 60126
Phone: 630-530-9001

E-Mail: john.vasquez@air-tite.net



#### **Topic Description**

Fax:630-530-9031

This session will focus on Aerial Lift Safety. Topics to be discussed are: past fatalities/injuries/near misses/mechanical failures related to aerial lifts (audience will be invited to share any recent aerial lift incidents); various types of aerial lifts used in construction; hazards associated to working with/around aerial lifts; OSHA regulations regarding aerial lifts, including training requirements; and aerial lift inspections.

At the end of this presentation, the participant will be able to:

- Describe the hazards of working with and around aerial lifts
- 2. Identify items to be included for aerial lift inspections

#### **Biography**

John has over 29 years of Safety Management and Training experience. He currently is employed by Airtite Contractors in Elmhurst, (a contractor that specializes in the installation of Acoustical Ceilings, Drywall and Access Flooring) as the Safety Director. Prior to joining Airtite, John was the Field Safety Manager for Carrier Rental Systems in Bridgeview, IL. John has also been a Safety Trainer with Accident Prevention Corp. in Woodstock, IL, and was a trainer for 11 years, with the National Safety Council (Chicago Chapter) in Itasca, IL and 2 other NSC State Chapter Offices (Iowa and North Carolina). John Began his safety career in 1980 as a Safety & Health/Security Manager for Weyerhaeuser Company.

#### Conference

## **Machine Safeguarding**

#### Speaker:

# Denny Ebens Danray Products LLC Unit 115, 973 Featherstone Drive Rockford, IL 61107 Toll-Free 1.866.482.6807 Phone 815.262.6667 Fax 815.282.5186 Cell 815.262.6457 denny.ebens@gmail.com www.danrayproducts.com



#### **Topic Description**

The main focus of this course is to increase the participant's knowledge and skill in proper machine safeguarding techniques and to highlight the benefits of guarding various types of machinery. The session will include a discussion of perimeter safeguarding large areas.

At the end of the training, the participants will be able to:

- 1. Explain the hazardous actions and motions of selected machinery and relate these movements to applying the proper safeguards.
- 2. Identify methods of safeguarding representative pieces of machinery, (drill press, grinder, power press, shear, horizontal metal cutoff saw and bandsaw, and a conveyor).
- 3. List a variety of tools that are available to assist in safeguarding efforts.

#### **Biography**

Denny Ebens is a machine safety consultant for Danray Products, LLC. In Rockford, II. Denny has been working in the machine tool safety business for over 37years. Prior to that he worked for machine tool builders in Rockford, III. Mr. Ebens has served on various ANSI B11 Committees through the years. Presently he serves on the power press and grinding machine standard committees. He has also served on the AMPS Committee of the National Safety Council. Denny has been conducting machine tool safety training sessions since 1972.





## Communication in writing, email, in-person

#### **Speaker**

# George Krafcisin, President Mosaic Management, Inc.

Glencoe, IL

Phone Number: 847 420 7367

E-mail: Mosaic Management@mac.com



#### **Topic Description**

Success in your career depends on communication. This session will cover improving your communication skills through better listening, recognizing emotional content of messages, preparing for especially difficult communications situations and selecting the appropriate communication mode (written, face-to-face, phone, email). Practice sessions on difficult conversations will integrate those skills. This is NOT a "how to write" seminar.

At the end of this presentation, the participant will be able to:

- 1. Select the mode of communication that is most effective for the type of message to be sent.
- 2. Use a step-by-step method to plan for a difficult communication task.
- 3. Recognize and neutralize the emotional content of business communications.

#### **Biography**

George has worked as a consulting Industrial Hygienist and executive for the NATLSCO division of Kemper Insurance, marketing manager for the National Safety Council, and an independent consultant. He has taught college level courses and numerous adult education seminars. He now uses his management and training experience to help individuals improve their leadership skills and organizations manage their operations more effectively. More information is available at his website www.MosaicCoaching.biz.



# **Emergency Management**

#### **Speaker**

Brian Rimbo CSP, OHST, CHMM, AEM, EMT-P Emergency Planning and Response Manager CITGO Petroleum Corporation 135<sup>th</sup> and New Ave Lemont IL 60439

Phone: 630-936-1166 E-mail: brimbo@citgo.com



#### **Topic Description**

This presentation will include a brief history of emergency management, natural and manifested emergencies. We will review Maslow's Hierarchy of needs and discuss risk concepts. Emergency Management's four phased approach will be explained and how the National Incident Management System is integrated. A practical business/home plan will be demonstrated.

At the end of this session, the participant will be able to:

- Explain emergency management's four phase process principles: Mitigation, Preparedness, Response, Recovery
- 2. Provide practical applications on how to prepare your business/home.

#### **Biography**

In his fourteen years with the CITGO Petroleum Corporation, Brian has filled various roles in HSSE. He is a Certified Safety Professional (CSP), Emergency Medical Technician - Paramedic (EMT-P), Certified Hazardous Materials Manager (CHMM) and Associate Emergency Manager (AEM). He is currently the Governmental Affairs Chairman for the ASSE Three Rivers Chapter. Brian holds a Bachelor of Science degree in Fire Science Management from Southern Illinois University

#### You Can Drive Me to Distraction

#### **Speaker**

#### Allan Kaufman

EHS Specialist/Fleet Safety Manager Quest Diagnostics 1355 Mittel Blvd. Wood Dale, IL 60191

Phone: 630-475-4554 Fax: 630-475 4563

Email: Allan.d.Kaufman@questdiagnostics.com



#### **Topic Description**

Today there are over 1 million people at any time day or night talking on their cell phones while driving a moving vehicle. This presentation will focus on all types of vehicle distractions and other safe driving practices, such as speeding, tailgating, aggressive driving and more. A study by the National Highway Traffic Safety Administration and Virginia Tech Transportation Institute showed that simple distractions caused 80 percent of the crashes and 65 percent of the near-crashes observed.

At the end of this presentation, the participant will be able to:

- Determine what causes drivers to become distracted.
- Identify other factors that contribute to motor vehicles incidents.

#### **Biography**

Allan Kaufman is the EHS Specialist for the Chicago Business Unit which includes 6 states, 1400+ employees and 400+ vehicles. Allan is a National Safety Council certified DDC instructor and a certified Fleet Safety Manager Instructor. Allan is also a Six Sigma Green Belt and certified RCRA and Hazmat manager.



# Safety Trainer 2.0 – E-Learning Tools for the SH&E Professional

#### **Speaker**

Dan McNeil, Manager of Education Development

American Society of Safety Engineers 1800 E Oakton St Des Plaines, IL 60018

Phone: 847-768-3437 Cell: 847-961-0338

E-mail: dmcneill@asse.org



#### **Topic Description**

As safety professionals, one of the hardest jobs we have is to deliver learning that sticks. Add to that our ever-decreasing training budgets and the challenge becomes even more daunting.

But it doesn't have to be that way. From wikis to webinars – from "SlideShare" to "Second Life" there are a variety of free (or low cost) e-learning resources that should become part of every safety professional's training toolbox!

At the end of this presentation, the participant will be able to identify several e-learning technologies which can be used to deliver or enhance their safety training efforts.

#### **Biography**

Dan has been an instructional designer and project manager for over 14 years - focusing his work on immersive simulations, collaborative learning and exploring technologies that can help enable the dispersion and sharing of knowledge.

Dan is Manager of Education Development for the American Society of Safety Engineers, where he manages ASSE's virtual classroom. In this role, Dan is able to put his years of virtual classroom experience to work for members of the safety profession, pursuing topics that are timely and content that is engaging. Before coming to ASSE, Dan had worked for such companies as IBM, Allstate Insurance, Thomson Corporation and United Airlines.

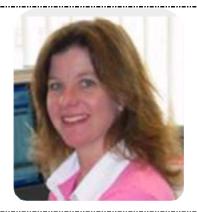
Dan holds a BA in Education from Elmhurst College and an MA in Human Resource Development from Northeastern Illinois University.

# Silica Hazard Update and More

#### **Speaker**

Nancy Hauter
Compliance Assistance Specialist
US DOL - OSHA
701 Lee Street, Ste. 950
DesPlaines, IL 60016
Phone: 847-803-4800

Email: hauter.nancy@dol.gov



#### **Topic Description**

Silica has been a known hazard since the construction of the pyramids in Egypt, and yet today in 2009 we still have workers exposed to this deadly toxin. This exciting session will cover the health hazards associated with silica, where it can be found, OSHA policy and regulatory issues and how to prevent silicosis in the workplace.

At the end of this session, the participant will be able to:

- 1. Discuss silica and silicosis
- 2. Identify violations and OSHA's policy regarding silica exposures.

#### **Biography**

Nancy Hauter is a Compliance Assistance Specialist with OSHA's Chicago North Area Office. She has been with OSHA for over 21 years. In that time she spent 3 years as a Compliance Safety and Health Officer in the Calumet City Area Office. In 1990, she became an industrial hygiene training instructor at OSHA's National Training Institute in Arlington Heights Illinois. She has been a Compliance Assistance Specialist since 2005. She holds a Bachelors of Science degree in biology from Purdue University.



# **Risk Management – Current Events and Best Practices**

#### **Speaker**

Ellen Gallo, MBA, CSP, CPE, ARM Manager of Safety & Risk Stericycle, Inc. 28161 N. Keith Driver Lake Forest, IL 60045 Phone: 847-964-2276

E-mail: egallo@stericycle.com



#### **Topic Description**

This presentation will review best claim handling practices and timely injury reporting. The importance of good communications with all of the parties and liabilities arising from contacting claimants will be discussed. Claims management doesn't have to be complicated.

At the end of this presentation, the participant will be able to create a framework for clear, consistent claims handling.

#### **Biography**

Ellen is a safety professional with over 15 years experience with a B.S in Industrial Engineering, M.S. in Environmental Management and an MBA. In her latest role, Ms. Gallo has developed a Claim Handling Best Practices guideline and new injury reporting procedures.

