10TH Annual LWMMI Policyholder Conference

Chula Vista Resort and Water Park
Wisconsin Dells, Wisconsin
May 8 and 9, 2019

The Perfect Work Comp Control Program for Perfectville, Wisconsin

Thursday, May 9, 2019
8:45 AM – 9:45 AM

Presented By:

Twila Hurst, Loss Control Consultant, and Moe Person, Senior Loss Control Consultant
United Heartland
4 Pillars of a Successful Safety Culture
Perfectville Vs. Realityville

Twila Hurst, United Heartland
Loss Control Consultant

Derrick Person, United Heartland
Sr. Loss Control Consultant
Why The Work Comp People Again!?!?!

NOOOOOOOOOO!
Frequency & Severity by Class Code Description 2015 to 2018
All Policy Years Combined

<table>
<thead>
<tr>
<th>Class Code Description</th>
<th>Total Incurred</th>
<th>Number of Claims</th>
</tr>
</thead>
<tbody>
<tr>
<td>DPW - All</td>
<td>$9,380,485</td>
<td>952</td>
</tr>
<tr>
<td>Police Officers</td>
<td>$7,278,210</td>
<td>783</td>
</tr>
<tr>
<td>Fire Dept - All</td>
<td>$5,286,662</td>
<td>566</td>
</tr>
<tr>
<td>Water Works</td>
<td>$2,037,295</td>
<td>192</td>
</tr>
<tr>
<td>Electric/Power</td>
<td>$710,081</td>
<td>97</td>
</tr>
<tr>
<td>Housing Authority</td>
<td>$627,611</td>
<td>52</td>
</tr>
<tr>
<td>Sewage Disposal</td>
<td>$319,141</td>
<td>25</td>
</tr>
<tr>
<td>Clerical</td>
<td>$261,680</td>
<td>89</td>
</tr>
<tr>
<td>Hospital-Vet</td>
<td>$61,114</td>
<td>28</td>
</tr>
<tr>
<td>Bus Company</td>
<td>$18,682</td>
<td>6</td>
</tr>
<tr>
<td>Country Club</td>
<td>$5,106</td>
<td>3</td>
</tr>
<tr>
<td>YMCA</td>
<td>$2,730</td>
<td>4</td>
</tr>
<tr>
<td>Farm Machine Ops</td>
<td>$640</td>
<td>1</td>
</tr>
</tbody>
</table>

Sum of Total Incurred: $32,621,455
Number of Claims: 2,082
Topics

- Administrative Role
- Employee Engagement
- Safety Programs
- Budget
Welcome to Perfectville
Pop - 1
Perfectville
Perfectville
Attention all Citizens of Perfectville:
All streets in Perfectville will be closed
May 6th - May 15th for road work.

Thank you for walking everywhere!
Administrative Role

• Visible support from entire management team
  – I don’t care what it costs – go ahead and do it....Safety First!

• Sole individual responsible for overseeing safety programs

• Measurable goals included in performance review for department leaders
  – And they always hit it out of the park.
Employee Engagement

• Everyone is positive and can receive constructive criticism
• All staff are competent
Safety Programs

The “Cadillac” of Safety Programs - would have all of these in line and efficiently run......

- Training General Requirements
- Employee Emergency Action Plans
- PPE Assessment Criteria
- Hearing Conservation
- Respiratory Protection
- Permit Required Confined Space Entry

- Control of Hazardous Energy - Lockout/Tagout
- Machine Guarding
- Bloodborne Pathogens
- Hazard Communication
- Fall Prevention
- Trenching & Excavation
- Pre-Job Planning Safety Planning
Budget

• Review Exposures
• Review Losses
  – Allocate funds for it and do it!
Welcome to
Realityville
Pop - Everyone and their brother....
Realityville
Realityville

- Police – Increasing Crime/Hostile Situations
- Fire/EMS – Increasing EMS Calls = Patient Handling – Structure Fires – Removing People From Buildings
Administrative Role

• Difficulty getting buy in or support from entire management team
  – I understand it’s a matter of safety – but we don’t have the money

• One individual wearing several hats in organization and safety is only one of the many....

• “Every department has someone responsible for safety”... yet, no one knows who that is

• No accountability in any department on safety
Employee Engagement

• Some positive employee’s but others may be just “buying time” until retirement
• A few seasoned staff – be careful….set in their ways
The “Cadillac” safety program? More like a junker that barely runs!
Safety Programs

• Safety Programs – hit or miss
• OSHA doesn’t apply to us – or does it?
• Who is going to develop or oversee these programs/training?
  – Many LWMMI/UH resources available
Safety Programs

Department heads handle all of this, right?

• Training General Requirements
• Employee Emergency Action Plans
• PPE Assessment Criteria
  – We supply ear plugs, safety glasses, vests, what else is needed?
• Hearing Conservation
Safety Programs

- Respiratory Protection
- Permit Required Confined Space Entry
- Control of Hazardous Energy - Lockout/Tagout
- Machine Guarding
- Bloodborne Pathogens
- Hazard Communication
- Fall Prevention
- Trenching & Excavation
- Pre-Job Planning Safety Planning
  - Falls in line with PPE Assessments
  - JHAs
Budget

- Budget? What budget?
- We don’t have many injuries anyway, why spend on something that won’t happen?
- You say it won’t happen?
UTV Rollover’s

1 Claim = Nearly $1 Million Dollars
UTV Rollover’s

**Contributing Factors**
- Driving Experience/Training
- Speed
- Load – Uneven Water Distribution
- Lack of seat belt use
- Uneven Ground

**Prevention measures**
- Pre-job planning
- Equipment selection
- Mfg. verify modifications
- Training & education
- Video, hands-on
- Seat belt use
- Supervisor observations
Lawn Mowing – Accidents

Multiple Claims Every Year = 1 Claim Over $500,000.00
Lawn Mowing Accidents

Contributing Factors
• Pattern or route plan
• Steep grade
• Speed
• Weather Conditions / Dew
• Equipment Selection
• Training

Prevention Measures
• Area Pre-inspection & plan
• Training
• Equipment
• Slope Detector
Manual Material Handling Injuries (MMH)
Lifting Manhole Covers

Multiple Claims Every Year =
1 Claim Over $140,000.00
<table>
<thead>
<tr>
<th>Contributing Factors</th>
<th>Prevention Measures</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Manually performing tasks</td>
<td>• Pre-job planning</td>
</tr>
<tr>
<td>• Bar &amp; pick tools</td>
<td>• Equipment &amp; tool selection</td>
</tr>
<tr>
<td>• Forceful lifting 50-100lb +</td>
<td>• Employee training</td>
</tr>
<tr>
<td>• Stuck covers</td>
<td>• Job rotation</td>
</tr>
<tr>
<td>• Awkward body postures</td>
<td>• Job mix / scheduling</td>
</tr>
<tr>
<td>• Frequency &amp; Duration</td>
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</table>
So Where Do You Go From Here......?

Idealville
Administrative Role – Ideally, Start Working Towards...

- Every department has one point person for safety
- Measurable goals included in performance review for department leaders
- Have purposeful meetings
- Be purposeful with training
Safety Programs - Ideally, Start Working Towards...

• Prioritize safety by exposures
Budget - Ideally, Start Working Towards...

- Planning for next year and the year after that
You can’t afford NOT to make it #1!!!
United Heartland Resources

• United Heartland - Loss Control
• Forms Library (policies/programs/toolbox talks)
• Lezage Online Training
Popular Lezage Courses

- Bloodborne Pathogens
- Safety Orientation
- Back Safety
- Slip / Fall Prevention
- Machine & Equipment Safety
- Substance Abuse
- Driving Safety
- Chemical Safety / Hazard Communication
Handouts in Policyholder Packet

• PPT
• Lezage Training Resources
• DPW Best Practices
• Sample Toolbox Talks
• Sample Large Loss Doc
• OSHA Training Requirements
Thank You!

Discussion
Our safety evaluations, reports and recommendations are made solely to assist your organization in reducing hazards and the potential of hazards and accidents. These recommendations were developed from conditions observed and information provided at the time of our visit. They do not attempt to identify every possible loss potential, hazard or risk, nor do they guarantee that workplace accidents will be prevented. These safety evaluations, reports and recommendations are not a substitute for ongoing, well-researched internal safety and risk management programs. This report does not warrant that the property inspected and its operations are compliant with any law, rule or regulation.

United Heartland is the marketing name for United Wisconsin Insurance Company, a member of AF Group. All policies are underwritten by a licensed insurer subsidiary of AF Group.
DPW Safety Best Practices & Safety Improvement Plan

The purpose of this document is to provide an overview of the best practices found within a Department of Public Works Department Safety Program. It is intended as a tool to help customers review the current status of their safety program, identify strengths and weaknesses, and then provide guidance for developing a safety improvement plan. The following is an overview of these best practices. The improvement plan summary section is found on the last pages of this document.

- Safety Policy Statement
- Safety Goals / Safety Improvement Plan
- Leadership – Safety Responsibility & Accountability for Directors, Managers and Supervisors
- Employee Safety Responsibility & Accountability
- Safety Violations & Progressive Discipline
- Medical Treatment/Injury Reporting/Accident Investigation
- Workers’ Compensation Claim Reporting/Injury Management/Modified Duty Program
- General Safety Rules & Enforcement
- Safety Teams & Committee
- Job Task and Construction Project Planning, Hazard Analysis, Site-Specific Safety Plan
- Capital Equipment Purchases – Reducing High Force job tasks causing injuries
- Pre-Shift Safety Briefing, Safety Observations, Hazard Identification, Safety Inspections
- Safety Programs/Safety Training
- Qualifying & Use of Outside Contractors

Safety Policy Statement
Critical to the development of a safety and health program is the establishment of objectives and policy. A written health and safety policy indicates the degree of an employer’s commitment to health and safety. A safety policy statement represents the core values members of the organization have for their safety and health program. It is to the organization's safety program what the mission statement is for the organization's existence. The policy statement should provide a clear indication of the company’s objectives and plans for occupational health and safety.

Safety Goals / Safety Improvement Plan
United Heartland Loss Control believes that leadership teams should be continuously examining the current state of their safety program to determine its strengths and where opportunities for improvement exist. These goals may include such areas as injury reduction and improving current safety systems already in place. The process begins by examining the following areas:

- Loss Analysis – Examine worker’s compensation loss runs over multiple years to identify trends and emerging issues. Other sources of data include OSHA logs, incident / accident reports, and near miss reports.
- Department Exposure Analysis - If there are no specific trends apparent at this time, it’s still important to examine the potential exposures present within the department’s operations based on services provided within the community and job tasks performed by employees.
- LWMMI Book of Business Loss Analysis - A loss analysis of the LWMMI book of business for DPW is available through consultation with your United Heartland Loss Control Consultant. A review of this information provides valuable insights into what types of injuries are occurring within other municipalities.
- Safety Program Review & Improvement Plan – In addition to assisting municipalities with a loss and exposure analysis, United Heartland Loss Control can perform an analysis of your safety systems to identify strengths and areas of opportunity. The remainder of the document provides an overview of DPW safety program best practices and concludes with a tool for the development of a safety improvement plan.
Leadership & Supervisor Safety Responsibility and Accountability
All members of leadership, including the director, managers and supervisors are responsible for the safety of work under their direction. This should include, but not be limited to, providing employees with a safe working environment; ensuring compliance and enforcing all applicable federal regulations, state regulations and city safety standards within their department in a consistent and timely manner; ensuring that employees receive proper instructions for the safe performance of their jobs, including safety orientation for new and transferred employees; and ensuring that employees perform their job with regard for their own safety, the safety of coworkers and the safety of the public.

Employee Safety Responsibility and Accountability
Every employee is responsible for performing his or her job with every possible regard for his or her own safety and for the rights and safety of others. Each employee is responsible for compliance with all applicable federal, state and local safety standards. All employees, regardless of position, are, as a condition of employment, required to obey all safety rules and general safe work practices set forth in these rules. These general rules are intended to be followed in conjunction with any specific department rules that may apply to your job. All safety rules shall be strictly enforced.

Safety Accountability / Safety Violations / Progressive Discipline
Holding everyone accountable for safety is important. Supervisors and other members of leadership will monitor adherence to safety rules, safe work practices, safety training, and other safety policies & procedures. Employees in violation will be subject to the progressive disciplinary policy.

Medical Treatment/Incident Reporting/Accident Investigation
In the event of a serious injury, the priority is to contact emergency medical services. Dial 911. Alert any first responders that are in the department. First aid kits should be placed in work areas and inspected periodically to ensure they contain proper supplies.

All safety incidents, injuries, near misses, accidents and property damage events need to be reported to your supervisor immediately. To ensure that all accidents are properly reported and investigated, the organization has developed an Accident Reporting & Accident Investigation Program. This program will assist management in determining how the employee was injured, why it occurred and what can be done to prevent similar injuries in the future. The main objective of the Accident Reporting & Accident Investigation Program is to identify fundamental causes of an accident and implement corrective actions to prevent reoccurrence.

Workers’ Compensation Claim Reporting/Injury Management/Modified Duty Program
The workers’ compensation claim should be reported on the LWMMI.org website within 24 hours of the incident. This information is then transmitted to the United Heartland Claims Department where it will be assigned to a claims representative.

This United Heartland representative will assist the municipality’s Human Resources Department or designated Injury Coordinator through the injury management process. The representative will also communicate with the injured employee and medical providers on necessary treatment.

If the work-related injury results in physical limitations placed by the medical provider, the municipality has a program in place that offers modified duty work or job tasks to the employee until they recover and can return to their normal job duties. A list of modified duty job tasks has been developed to assist the supervisor in finding accommodating work.
General Safety Rules
The main objective of the General Safety Rules is to prevent employee injuries and property damage. These rules are intended to specify the general standards by which city employees should perform their jobs. However, these rules are not exhaustive, and, in addition, individual department rules may apply. City employees are expected to understand and abide by established safety standards that are applicable to the positions they hold. Violation of these rules and standards will result in disciplinary action.

The General Safety Rules apply to any city employee, volunteer or worker under contract. City employees are required to not only perform their tasks and duties in a safe manner, but to be knowledgeable of all safety standards that may apply to their individual work. The ultimate success of maintaining a safe work environment will depend upon the continued cooperation of all employees in adhering to these rules and those additional standards that may be unique to their own jobs.

Safety Teams & Committees
The main objective of the safety committee is to improve health and safety in the workplace by helping to identify problems and resolve concerns. The safety committee will meet regularly to proactively address safety concerns, discuss accidents & preventive measures and assist management in evaluating safety policies and procedures. In addition, the safety committee will encourage employee involvement and promote safety in the workplace.

Typical team activities include: identify, assess and control hazards; provide a channel of communication between management and workers; conduct regular inspections; talk with workers about health and safety concerns; help management develop and monitor policies, plans and programs; and meet to discuss concerns and make recommendations for corrective action to discuss with management.

Job Task & Project Planning, Hazard Analysis, Site-Specific Safety Plan, Capital Equipment Purchases
Leadership and supervisors should review the department’s plan of upcoming jobs and construction projects. Prior to work beginning, an analysis should be performed that outlines the scope of the work to be performed, the potential hazards and exposures that may be presented within job tasks, the type of equipment & tools needed, the knowledge and skills of the work force, and the safety training that will be required.

Depending on the scope, hazards, and overall analysis of the work, a written site-specific plan may need to be developed. If the analysis determines that the work is beyond the expertise and capabilities of the department, leadership should follow the written procedures for selecting a qualified contractor.

High-force job tasks that involve using and lifting manually operated tools or equipment are responsible for the majority of DPW injuries. Leadership should identify powered tools and equipment that eliminates or reduces these exposures. Directors should work with finance personnel to properly plan for the future purchases of capital equipment.

Pre-Shift Safety Briefing, Safety Observations, Hazard Identification, Safety Inspections
At the start of each day, supervisors and other lead personnel should carefully review the jobs and projects for the day. Leaders should conduct a pre-shift safety briefing with work crews to review the scope of the work, potential hazards present, proper equipment and tools to use, safe work practices to follow and PPE to use.

During the course of the work day, supervisors should make ongoing safety observations of the work being performed by crews. If any employee identifies hazards, work behaviors or conditions that places employees at risk of an injury, the supervisor should be contacted immediately so that proper actions can be taken. Supervisor should make ongoing safety observations of their employees throughout the work shift. Safety inspections should also be performed routinely at work sites and facilities to identify and correct and safety issues noted.
Safety Programs & Safety Training
Given the wide scope of services performed by the department, there are many safety programs that need to be in place. These consist of basic programs affecting most departments and exposure-based programs that are needed based on the scope of operations and type of work tasks performed by employees. Compliance programs such as trenching and confined space also require that a “competent person” be available at job sites.

Employees need to have formal training based upon their job duties. The training may consist of a combination of classroom instructions and hands-on demonstration by an experienced and qualified trainer. Training records should be maintained to document the topics covered and the date it was completed.

The basic programs consist of the following:
- Injury & Illness Recordkeeping
- Personal Protective Equipment (PPE)
- Hazard Communication/Global Harmonization System (GHS) – Safety Data Sheets
- Bloodborne Pathogens (BBP) / CPR/First Aid
- Emergency Procedures & Fire Prevention
- Slip & Fall Prevention – Walking/Working Surfaces

Exposure-based programs may consist of the following depending on the scope of operations and job tasks performed by employees:
- Confined Space
- Lockout Tagout / Electrical Arc Flash
- Excavation/Trenching
- Ladder Safety / Fall Protection
- Hearing Conservation
- Lawn Care/Mowers/Trimming/Landscaping
- Motor Vehicle Safety/Heavy Trucks & Construction Equipment
- Power Industrial Trucks & Vehicles
- Power Platforms/Aerial Lifts
- Respiratory Protection
- Rigging/Slings/Hoists
- DPW Shop & Garage Safety - Housekeeping Practices
- Tools – Hand Tools/Power Tools
- Tree Trimming/Chainsaw Safety/Chipper Equipment
- Water Hazards – Pools, Ponds, Lakes
- Welding, Cutting or Brazing
- Work Zone Safety/Traffic Control

Qualifying & Use of Outside Contractors
There is a formal process for the prequalifying and use of outside contractors for work performed on a regular or non-routine basis. This process contains critical elements for the following: outlining the scope of work to be performed, the use of equipment and tools, work experience, safety record, safety programs and training, verification of their insurance and other contractual considerations.
Safety Program Review & Analysis Tool

(Instructions: Review the following list of best practices and determine if they are in place. If they are already in place, consider if additional actions are needed to improve them. This may involve updating written documentation, providing additional training, etc.)

<table>
<thead>
<tr>
<th>General Best Practices</th>
<th>Level of Priority</th>
</tr>
</thead>
<tbody>
<tr>
<td>Written Safety Policy Statement</td>
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<tr>
<td>Written Safety Goals</td>
<td></td>
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<tr>
<td>Written Safety Responsibilities for Leadership &amp; Supervisory</td>
<td></td>
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<tr>
<td>Written Safety Responsibilities for Employees</td>
<td></td>
</tr>
<tr>
<td>Safety Accountability, Safety Violations &amp; Progressive Discipline</td>
<td></td>
</tr>
<tr>
<td>Worker’s Compensation Loss Analysis, Exposure Analysis</td>
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</tr>
<tr>
<td>Medical Treatment/Incident Reporting/Accident Investigation</td>
<td></td>
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<tr>
<td>Workers’ Compensation Claim Reporting/Injury Management/Modified Duty Program</td>
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<tr>
<td>General Safety Rules</td>
<td></td>
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<tr>
<td>Safety Team</td>
<td></td>
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<tr>
<td>Job Task &amp; Project Planning, Hazard Analysis, &amp; Site-Specific Safety Plan</td>
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<tr>
<td>Pre-Shift Safety Briefing, Safety Observations, Hazard Identification, Safety Inspections</td>
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<tr>
<td>Capital Equipment Purchases – Reducing High Force job tasks causing injuries</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Basic Safety Programs &amp; Safety Training Best Practices</th>
<th>Level of Priority</th>
</tr>
</thead>
<tbody>
<tr>
<td>Injury &amp; Illness Recordkeeping</td>
<td></td>
</tr>
<tr>
<td>Personal Protective Equipment (PPE)</td>
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<td>Hazard Communication/Global Harmonization System (GHS) – Safety Data Sheets</td>
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<td>Slip &amp; Fall Prevention – Walking/Working Surfaces</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Exposure-based Safety Programs &amp; Safety Training Best Practices – These may be needed depending on the scope of operations and job tasks performed by employees:</th>
<th>Level of Priority</th>
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</thead>
<tbody>
<tr>
<td>Confined Space</td>
<td></td>
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<td>Hearing Conservation</td>
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</tbody>
</table>
### Priority Safety Elements

<table>
<thead>
<tr>
<th>Lawn Care/Mowers/Trimming/Landscaping</th>
</tr>
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<tbody>
<tr>
<td>Motor Vehicle Safety/Heavy Trucks &amp; Construction Equipment</td>
</tr>
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<td>Work Zone Safety/Traffic Control</td>
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<tr>
<td>Outside Contractor Qualification</td>
</tr>
</tbody>
</table>

### Safety Program Improvement Action Plan

(Instructions: Based upon the analysis above, select the priority items to be addressed within the action plan.)

<table>
<thead>
<tr>
<th>Priority Safety Elements (Enter the #1 Priorities)</th>
<th>Describe What is Needed</th>
<th>Assigned To: Name(s)</th>
<th>Status / Target Dates</th>
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</thead>
<tbody>
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Online Resources for Clients

Company Website – www.unitedheartland.com

Loss Control Resources – United Heartland’s Loss Control Department offers many resources for your organization. We offer numerous resources on our website, which include informational documents for numerous safety topics and industries, posters, table tents, training presentations, toolbox talks, sample programs, etc. Simply go to www.UnitedHeartland.com, log in to access the Secure Toolbox, click on the UH Client Services tab (you will be asked to log in again), then click on the Loss Control Forms link. There you will have access to our library of available documents.

OSHA & Safety Program Resources – We also offer a comprehensive safety manual for the League municipalities that includes sample safety programs and informational documents. This document is available in our library of documents on our website, or can be sent to you on a CD if you choose. Included in this manual, and also available separately, is an OSHA program quick reference guide that can help you get started.

Risk Connection – This service provides monthly e-blasts containing both general and industry-specific safety information to anyone who subscribes. This service features an e-mail sent to subscribers that provides a link to a safety topic to educate and enlighten the reader. Interested in receiving Risk Connection e-blasts from United Heartland? If so, sign up today!

WalkSafe – Throughout late fall through early spring, United Heartland focuses attention on helping clients prevent slips, trips and falls with our WalkSafe program. This program features multiple phases of information released approximately every 3 weeks during the campaign, preceded by an e-mail notification of each new phase. Resources offered include: informational flyers, helpful checklists, posters and table tents all available for clients to download here.

Webinars – Throughout the year you can view safety and workers’ compensation topics, including common workplace issues and best practices you can implement to reduce workplace injuries. These webinars have been prerecorded for you to view at your convenience under the Loss Control tab of United Heartland’s website.

Training Resources
• Lezage
  Offering your employees a variety of ways to regularly gain safety knowledge is the best way to ensure that they know how to work safely and what to do in an emergency. With our online safety training modules, you choose an administrator to monitor and track employee progress, so you will know that your employees are getting the training they need. Workers can view the many different modules from their computer monitor and are provided with a short test after each program, ensuring they understand the materials. Certificates of completion can be printed and presented to successful students.

  The Lezage Training Center provides many safety training topics which can be utilized as individual training or presented to a group as a group safety training program. The training presentation can be completed in approximately 30 minutes and can be paused and restarted to allow for discussion points. http://uh.lezage.com/servreg01.cfm?dp=104
Our safety evaluations, reports and recommendations are made solely to assist your organization in reducing hazards and the potential of hazards and accidents. These recommendations were developed from conditions observed and information provided at the time of our visit. They do not attempt to identify every possible loss potential, hazard or risk, nor do they guarantee that workplace accidents will be prevented. These safety evaluations, reports and recommendations are not a substitute for ongoing, well-researched internal safety and risk management programs. This report does not warrant that the property inspected and its operations are compliant with any law, rule or regulation.

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**Health & Safety Institute (Discounted/Subscription)**

United Heartland is pleased to partner with the HSI to offer you safety training resource options including a complete LMS Online Training Platform, Streaming Videos or DVDs. There are hundreds of Safety, OSHA, Environmental & Human Resources titles to choose from.

- **Online Safety Training Platform**
  
  The Vivid Online Learning System is an LMS-based system with over 300 courses to choose from. This platform can be customized to your needs with the system also featuring tracking, reporting and notification capabilities. As a cloud software-based system, there are no streaming videos to download or DVD libraries to manage. Contact HSI to discuss a subscription that will meet your needs.

  To view the Vivid Online Learning [https://vividlearningsystems.com/courses](https://vividlearningsystems.com/courses)

- **Summit Training DVD & Streaming Video Programs**

  There are over 100 courses to choose from, including OSHA 10- & 30-Hour courses. Nearly all DVD titles are available in Streaming Video formats.

  View the library of DVD options: [https://store.osmanager4.com/summit/search/dvd](https://store.osmanager4.com/summit/search/dvd)

- **Contact HSI: Additional Information & Purchasing**

  If you have questions or would like to place an order, please contact HSI. Please be sure to indicate that you are a United Heartland policyholder to be directed to the dedicated customer support team.

  Phone: [541-246-8710](tel:541-246-8710)

  Email: [jhoogstra@hsi.com](mailto:jhoogstra@hsi.com)

  HSI Home Page: [https://wwwhsi.com/](https://wwwhsi.com/)
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Lezage Online Safety Course List

Offering your employees a variety of ways to regularly gain safety knowledge is the best way to ensure that they know how to work safely and know what to do in an emergency. With our online safety training modules, you choose an administrator to monitor and track employee progress, so you will know that your employees are getting the training they need. Workers can view the many different modules from their computer monitor and are provided with a short test after each program, ensuring they understand the materials. Certificates of completion can be printed and presented to successful students.

The Lezage Training Center provides many safety training topics which can be utilized as individual training or presented to a group as a group safety training program. The training presentation can be completed in approximately 30 minutes, and can be started/stopped to allow for discussion points.

Safety Courses – English

- 15 Passenger Van Safety
- Accident Investigation
- Accident Investigation (MM)
- Active Shooter On-Site: What Employees Should Do (MM)
- Aerial Lift Safety
- Arc Flash Safety (Qualified Persons Working on or Near Energized Equipment)
- Avoiding Back Injuries
- Avoiding Exposure to Bloodborne Pathogens
- Back Safety
- Basic First Aid for Medical Emergencies
- Battery Safety
- Behavioral Safety Leadership
- Bloodborne Pathogens – General
- Bloodborne Pathogens – Health Care Workers
- California Guide to Working in Hot Conditions
- Chemical Safety for Laboratory Workers
- Compressed Gases
- Contractor Safety
- Crane Rigging
- Crane Rigging in Construction
- Defensive Driving – Commercial Vehicles
- Defensive Driving – Noncommercial Vehicles
- Defensive Driving – Noncommercial Motorists (MM)
- Disaster Planning – What Employees Need to Know
- Disaster Planning – What Supervisors Need to Know
- DOT Alcohol and Drug Testing Rules - Supervisors
- Driver Qualifications
- Electrical Safety – Unqualified Worker
- Electrical Safety at Work – Unqualified Worker (MM)
- Electrical Safety for Unqualified Construction Workers
- Emergency Action and Fire Prevention
- Ergonomics – Industrial
- Exit Routes – Supervisors
- Eye Protection
- Eye Protection (MM)
- Fall Protection – Construction
- Fire Extinguishers
- Forklift Operator Safety
- Forklift Safety – Rough Terrain
- Forklifts and Pedestrian Safety
- Gas Safety for Construction Workers
- Golf Cart and Utility Vehicle Safety
- Good Housekeeping
- Good Housekeeping (MM)
- Hand Protection
- Hazard Communication – GHS and Your Right to Know
- Hazard Communication – Health Care Workers
- Hazard Communication – Understanding Chemical Labels Under GHS
- Hazard Communication – Understanding the Safety Data Sheet
- Hazard Communication and GHS – What Employees Need to Know
- Hazard Communication and GHS – What Supervisors Need to Know
- Hazard Communication Refresher
- Hazardous Materials Transportation
- Hexavalent Chromium Safety
- Home Safety
- Hydrogen Sulfide Safety
- Infectious Materials Transportation
- Introduction to OSHA and the General Duty Clause
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Safety Courses – Spanish

- Abuso de sustancias en el lugar de trabajo – Lo que los empleados deben saber (Substance Abuse in the Workplace – Employees)
- Acoso sexual – Lo que los empleados deben saber (Sexual Harrassment – What Employees Need to Know)
- Bloqueo/ Etiquetado – Empleado autorizado (Lockout/Tagout – Authorized Employees)

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- Pandemic Flu
- Performance Appraisals – How to Conduct Effectively
- Preventing Sexual Harassment – A Guide for Supervisors
- Preventing Sexual Harassment – Employees
- Problem Solving - Employees
- Progressive Discipline
- Recordkeeping and Notice Requirements
- Reducing Employee Turnover – Increasing Retention
- Saving Energy at Work and Beyond
- Sexual Harassment – What Employees Need to Know
- Sexual Harassment – What Supervisors Need to Know
- Shiftwork Safety
- Social Media and Sexual Harassment
- Strategies for Legally Avoiding Unions
- Stress Management – What Employees Need to Know
- Stress Management (MM)
- Substance Abuse – What Employees Need to Know
- Substance Abuse – What Supervisors Need to Know
- Substance Abuse Workplace – Employees (MM)
- Team Building for All Employees
- Team Building for Supervisors

Special Courses
- Don’t Hurt Yourself – Steps Professional Drivers Should Take to Reduce Falls and Sprains
- Safe Patient Handling and Movement

Healthcare Courses
- Bloodborne Pathogens – Healthcare Workers
- Electrical Safety for Healthcare Workers – Unqualified
- Emergency Preparedness – For Healthcare Workers
- Ergonomics – For Healthcare Workers
- Handling Medical Waste
- Hazard Communication – Healthcare Workers
- HIPAA Privacy Rule – For Healthcare Workers

- Terminating Employees – The Process
- Terminating Employees – What Supervisors Need to Know
- The Paperless Office: Conservation for Employees
- Time Management Skills for Employees
- Understanding COBRA-HIPAA for Supervisors
- Water Conservation – Making Every Drop Count
- What You Need to Know About Identity Theft
- Workers’ Compensation – What Supervisors Need to Know
- Workplace Diversity for Employees
- Workplace Diversity for Supervisors
- Workplace Ethics for Supervisors
- Workplace Harassment – Employees
- Workplace Harassment – What Supervisors Need to Know
- Workplace Privacy – What Supervisors Need to Know
- Workplace Safety for Employees
- Workplace Violence – Employees
- Workplace Violence – Supervisors

- WalkSafe – Don’t Let Snow and Ice Bring You Down

- How to Prevent Slips, Trips and Falls – For Healthcare Workers
- How to Prevent Workplace Violence – For Healthcare Workers
- Laboratory Safety – For Healthcare Workers
- Personal Protective Equipment – For Healthcare Workers
- Respiratory Protection for Healthcare Workers
Toolbox Talks – Mowing Safety

Lawn mowing may seem like a simple, harmless task. However, the U.S. Consumer Product Safety Commission estimates riding mower incidents make up an estimated 34,000 emergency rooms visits annually. Injuries involve rollovers, striking objects and contact with moving parts. Preventing some of these incidents can be as simple as following these quick guidelines:

- **Employee Training** – Mowing equipment features and controls can vary by make and model. All employees should be trained in the hazards of the equipment, proper use and safe work practices to use.
- **Operator’s Manual** – Supervisors should refer to the user manuals safety section and provide training to equipment operators according to the guidelines provided.
- **Slope Angle** – To reduce rollover risk, avoid mowing on slopes with an angle of over 15 degrees.
- **Slope Indicator** – Use a slope indicator, also known as a clinometer or inclinometer, if you need one.
- **Speed Control** – Always maintain a safe speed. Decrease speed when going downhill or around turns.
- **Key Access** – Always remove the key when leaving a mower unattended to prevent unauthorized use.
- **Unattended** – Never leave mowers running unattended or on a slope. Park them in a safe location.
- **Identify Hazards** – Scan the land before beginning to ensure a safe distance from potentially hazardous terrain and objects such as stones, bottles and metal stakes.
- **PPE** – Use appropriate PPE such as safety glasses, hearing protection, work boots and safety vests.
- **Clothing** – Avoid using loose fitting clothing which could be caught by moving parts.
- **Blades** – Never reach in to the discharge shoot or mowing deck while the equipment is running.
- **Passengers** – Never carry passengers unless the machine is specifically designed for multiple riders.

(Reference: Content & Photo: [https://www.osha.gov/dsg/riding_mowers](https://www.osha.gov/dsg/riding_mowers))
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Municipal Safety Equipment

### Ergonomic/safety office equipment that has the potential to reduce the exposures of falls, awkward postures, and lifting office materials.

<table>
<thead>
<tr>
<th>Item</th>
<th>Cost</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>2-Step Ladder (in lieu of standing on chairs/furniture)</td>
<td>$25</td>
<td><a href="http://www.officedepot.com/a/products/954310/Cosco-2-Step-Ladder-BlackCool-Gray/">Website</a></td>
</tr>
<tr>
<td>Microsoft Ergonomic Keyboard 4000</td>
<td>$50</td>
<td><a href="https://www.microsoft.com/accessories/en-us/products/keyboards/natural-ergonomic-keyboard-4000/b2m-00012/">Website</a></td>
</tr>
<tr>
<td>Microsoft Sculpt Ergonomic Desktop</td>
<td>$130</td>
<td><a href="https://www.microsoft.com/en-us/store/d/Microsoft-Sculpt-Ergonomic-Desktop/8XK02kZ6X69W">Website</a></td>
</tr>
<tr>
<td>Jabra GN2000 Monaural Noise Cancelling Headset</td>
<td>$110</td>
<td><a href="https://www.jabra.com/en-us/">Website</a></td>
</tr>
<tr>
<td>Plantronics CS510 Over-The-Head Wireless Headset</td>
<td>$250</td>
<td><a href="https://theergonomicstore.com/collections/telephone-headsets">Website</a></td>
</tr>
<tr>
<td>Luxor E-Series Utility Cart</td>
<td>$140</td>
<td><a href="http://www.officedepot.com/a/browse/utility-carts/N=5+531955/">Website</a></td>
</tr>
<tr>
<td>Safco Scoot Desk Side Printer Stand</td>
<td>$150</td>
<td><a href="http://www.staples.com/Safco-Scoot-Desk-Side-Printer-Stand/product_680977">Website</a></td>
</tr>
<tr>
<td>Luxor Level Up Sit Stand Adjustable Desktop Desk</td>
<td>$300</td>
<td><a href="http://www.staples.com/Luxor-LevelUp-PRO-Pneumatic-Adjustable-DeskDesk/product_2498417">Website</a></td>
</tr>
</tbody>
</table>

### Lift Gates

Lift gate attachments for various sizes of trucks that help reduce the exposure of lifting equipment.

<table>
<thead>
<tr>
<th>Item</th>
<th>Cost</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tommy Gate G2 Series</td>
<td>$2,000.00</td>
<td><a href="www.tommymgate.com">Website</a></td>
</tr>
<tr>
<td>Anthony Liftgates ALB</td>
<td>Call for Quote: 800.482.0003</td>
<td><a href="https://www.anthonyliftgates.com/Liftgates/Pickup-Van-Stake-Body">Website</a></td>
</tr>
<tr>
<td>Gorilla- Lift</td>
<td>$200</td>
<td><a href="https://www.gorilla-lift.com/gorillalift.php">Website</a></td>
</tr>
</tbody>
</table>

### Manhole Cover Lifts

Lift and lift attachments for various sizes of manhole covers that help to reduce the exposure of lifting by allowing for easy and safe removal.

<table>
<thead>
<tr>
<th>Item</th>
<th>Cost</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Liquid Waste Industries T-Lift Manhole Cover Lifter</td>
<td>$150</td>
<td><a href="http://www.lwiinc.com/manhole-cover-lifter-t-lift/">Website</a></td>
</tr>
<tr>
<td>Industrial Magnetics MCL3000W06 **Dolly ONLY</td>
<td>$550</td>
<td><a href="https://www.magnetics.com/product.asp?ProductID=7">Website</a></td>
</tr>
<tr>
<td>Bigs Easy Lift w/ Small Wheels w/o AHP01</td>
<td>$600</td>
<td><a href="http://www.bigseasylift.com/">Website</a></td>
</tr>
<tr>
<td>Bigs Easy Lift w/ Large Wheels w/ LHE02 w/MAG02</td>
<td>$1,600</td>
<td><a href="http://www.bigseasylift.com/">Website</a></td>
</tr>
<tr>
<td>Pollard Water Magnetic Manhole Cover Lift System</td>
<td>$1,000</td>
<td><a href="https://www.pollardwater.com/pages_product/MCL680X2MagneticManholeCoverLifter.asp">Website</a></td>
</tr>
<tr>
<td>Rock Mills The Lifter</td>
<td>$3,995</td>
<td><a href="http://www.rockmillsent.com/the-lifter/">Website</a></td>
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### DPW- Valve Exercisers
Valve exercisers with torque controls that protect valves from costly damage due to use of excessive force and torque absorption that virtually eliminates worker injury and fatigue.

<table>
<thead>
<tr>
<th>Product</th>
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<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hurco Technologies SD800</td>
<td>$9,250</td>
<td><a href="http://hurcotech.com/">http://hurcotech.com/</a></td>
</tr>
<tr>
<td>Hurco Technologies SD400</td>
<td>$6,750</td>
<td><a href="http://hurcotech.com/">http://hurcotech.com/</a></td>
</tr>
</tbody>
</table>

### DPW- Lifts
Lift table for small engine repairs that helps reduce the exposure of lifting equipment and awkward postures and lifts to transport loads and maneuvers work materials from a lowered position to an ergonomic height.

<table>
<thead>
<tr>
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<th>Cost</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Handy-Lift Electric Multi Lift</td>
<td>$1,200</td>
<td><a href="https://handy-lift.com/home">https://handy-lift.com/home</a></td>
</tr>
<tr>
<td>Northern Tool Roughneck Hydraulic Table Cart</td>
<td>$200</td>
<td><a href="http://www.northerntool.com/">http://www.northerntool.com/</a></td>
</tr>
</tbody>
</table>

### DPW- Tire Step
Tire step for stable access to elevated spot on vehicles, such as engines, preventing strains from over reaching, or overexertion.

<table>
<thead>
<tr>
<th>Product</th>
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<th>Website</th>
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</thead>
<tbody>
<tr>
<td>Big Truck Tire Step Standard One-Step</td>
<td>$170</td>
<td><a href="https://www.bigtrucktirestep.com/">https://www.bigtrucktirestep.com/</a></td>
</tr>
</tbody>
</table>

### DPW- Double Harness
Ergonomically friendly double harness for holding trimmers, brush cutters, etc. to allow for better weight distribution and helping reduce operator fatigue.

<table>
<thead>
<tr>
<th>Product</th>
<th>Cost</th>
<th>Website</th>
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</table>

### DPW- Cutting Carts
Cut off saw wheel adapters that offer improved handling and allow the saw to be pushed upright to avoid operator bending.

<table>
<thead>
<tr>
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<th>Cost</th>
<th>Website</th>
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</thead>
</table>

### DPW- Motorcycle Jack
Modified floor jacks or motorcycle jacks used to hold cutting edges.

<table>
<thead>
<tr>
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</table>

### DPW- Picnic Table/Bleacher Transporter
Using a designated picnic table/bleacher transporter or mower attachment that allows for single person operation and reduces lifting injuries.

<table>
<thead>
<tr>
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<th>Cost</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Indesco Picnic Table Transporter</td>
<td>$525</td>
<td><a href="http://www.indescoop.com/default.htm">http://www.indescoop.com/default.htm</a></td>
</tr>
<tr>
<td>Indesco Bleacher Transporter</td>
<td>$1,855</td>
<td><a href="http://www.indescoop.com/default.htm">http://www.indescoop.com/default.htm</a></td>
</tr>
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### Ferno EZ

- **Ferno 28Z PROFlexX Chair Cot**
- **Ferno 35X PROFlexX**
- **Ferno POWERFlexx+® Powered Cot**

### Stryker Stair

- **Stryker Powered System**
- **Stryker POWERFlexx+® Powered Cot**
- **Stryker Power-PRO XT**
- **Stryker Power-LOAD**
- **Stryker Stair-PRO**
- **Ferno 35X PROFlexX®**
- **Ferno 28Z PROFlexX Chair Cot®**
- **Ferno EZ-Glide® Evacuation Stair Chair**

### Patient Lifting Devices

- **Stryker Powered System**
- **Stryker Power-PRO XT**
- **Stryker Power-LOAD**
- **Stryker Stair-PRO**
- **Ferno POWERFlexx+® Powered Cot**
- **Ferno 35X PROFlexX®**
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- **Ferno 28Z PROFlexX Chair Cot®**
- **Ferno EZ-Glide® Evacuation Stair Chair**

### DPW- Grave Digging Tools

- **STM BOKI Grave Digger**
- **CAT 300.9 D Mini Hydraulic Excavator**
- **CAT 303.5 E CR Mini Hydraulic Excavator**
- **STM BOKI Grave Digger**
- **CAT 300.9 E Mini Hydraulic Excavator**
- **STM BOKI Grave Digger**
- **CAT 300.9 D Mini Hydraulic Excavator**
- **STM BOKI Grave Digger**

### DPW- Asphalt Patch Mix Heater

- **Daigle Brothers Hot Patch**
- **Land Pride SGC0548 Claw Grapples**
- **Land Pride SGS15 Skeleton Grapples**
- **Toro Grapple Rake (22521)**
- **Land Pride SGC0548 Claw Grapples**
- **Land Pride SGS15 Skeleton Grapples**
- **Toro Grapple Rake (22521)**
- **Land Pride SGC0548 Claw Grapples**
- **Land Pride SGS15 Skeleton Grapples**

### DPW- Brush Grappler

- **Toro Grapple Rake (22521)**
- **Land Pride SGC0548 Claw Grapples**
- **Land Pride SGS15 Skeleton Grapples**
- **Toro Grapple Rake (22521)**
- **Land Pride SGC0548 Claw Grapples**
- **Land Pride SGS15 Skeleton Grapples**

### PD- Utility Vest

- **Barska Loaded Gear VX-100 Tactical Vest**
- **Blackhawk Urban Assault Tactical Vest**
- **GH Armour Systems Tactical Outer Custom Carrier**
- **Boston Leather Police Suspenders**
- **High Speed Gear Low Drag Suspenders**
- **Barska Loaded Gear VX-100 Tactical Vest**
- **Blackhawk Urban Assault Tactical Vest**
- **GH Armour Systems Tactical Outer Custom Carrier**
- **Boston Leather Police Suspenders**
- **High Speed Gear Low Drag Suspenders**

### FD- Patient Lifting Devices

- **Stryker Powered System**
- **Stryker Power-PRO XT**
- **Stryker Power-LOAD**
- **Stryker Stair-PRO**
- **Ferno POWERFlexx+® Powered Cot**
- **Ferno 35X PROFlexX®**
- **Ferno 28Z PROFlexX Chair Cot®**
- **Ferno EZ-Glide® Evacuation Stair Chair**

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