

SERMA CONFERENCE 2019

A Special Supplemental Edition to the SERMA Newsletter, Summer 2019



SERMA Marks 30th Anniversary; Attracts 200 at Annual Conference

"The SERMA Conference's 30th Anniversary was a huge success," announced Kristin Klein, Director of Safety Services and Chair of the SERMA Risk Management Committee. Early results indicated "all positive feedback" from some of the 211 guests who represented 17 State agencies and attended the event at the Boumi Shriners' Temple in Rosedale on Thursday, May 23.

Main speaker Joy Strand, Executive Director of the Maryland Medical Cannabis Commission, spoke to a packed ballroom about the work of the newly formed Commission.

Break-out sessions included:

- The Maryland State Police's Civilian Response to Active Shooter Events (CRASE) training;
- Maryland Occupational Safety and Health's (MOSH's) Indoor Air Quality program;
- Maryland Department of Health's (MDH's) overview of Tickborne Diseases in Maryland; and
- The Maryland Department of the Environment's (MDE's) Weight Management and Aging presentation.

- Safety representatives were also on hand to demonstrate the new Virtual Reality safety training system to eager attendees.

SERMA is tasked by Executive Order with improving workplace safety for the State's 80,000 employees. The organization was established in 1989; 2019 marked its 30th successful year. The day-long event culminates in an awards program. This year, eight SERMA Awards were presented to deserving individuals and teams, and 25 Injury Reduction Awards were presented to deserving facilities and agencies.

Award photos inside

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Governor's Award for Individual Achievement

Examples that qualify for the Governor's Award for Individual Achievement include heroic acts, volunteerism above and beyond the requirements of the individual's risk management function, and outstanding ideas for safety improvements.



L-R: Brittany Keller-Hokuf and Kristin Klein, SERMA; Jake Rutter and Bernadette Bridges, Maryland Aviation Administration.

Jake Rutter **Maryland Aviation Administration**

Jake Rutter is an airport service employee at Martin State Airport.

In his short time with Maryland Aviation Administration, he has made significant improvements in safety and efficiency that go above and beyond his duties.

Mr. Rutter has taken on leadership responsibilities such as reporting defaults in the pilot-controlled lighting system and pilot safety violations.

By his own doing, he has conducted detailed inspections on aircraft and equipment, inventory management, and ordering and replacing safety signage.

His dedication, integrity and responsiveness most recently lead him to be called upon to assist with air traffic control which is a crucial safety function at Maryland Aviation Administration

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Health & Safety Working Group Award of Excellence



The Health & Safety Working Group Award of Excellence recognizes teams or facilities whose ongoing efforts have resulted in positive changes in safety behaviors and/or culture change for the better within an organization. Recognition is based on reduction of injuries and/or accident cost.

L-R: Kristin Klein, SERMA; Curtis Murray and Valerie Fowlkes, Maryland Department of Human Services.

P.E.A.C.E. Team Worcester County Department of Social Services

P.E.A.C.E. stands for: Providing Everyone A Caring Environment. The P.E.A.C.E. Team monitors, evaluates, and develops proactive safety and security enhancements for Staff, Visitors, and Customers of the Worcester County Department of Social Services. The goal of the team is to provide the safest environment possible within the facility.

In 2018, the P.E.A.C.E. Team coordinated with the local Sheriff's Department on two efforts:

- 1) How to safely arrange interview room office furniture so employees being interviewed don't feel cornered; and
- 2) How to protect yourself if there is a shooter in the building.

Additionally, to enhance employee safety, the team purchased bullet-proof clipboards for the front lobby and motion-activated security lighting for the back parking lot.

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Best Practice Award

The Best Practice Award recognizes a group, team or facility for development of a new Standard Operating Procedure (SOP) or policy which has substantially improved the safety and/or health of the organization's employees or demonstrated a real financial cost savings for the organization.



L-R: Kristin Klein, SERMA; Hazel Robinson and Bernadette Bridges, Maryland Aviation Administration; Brittany Keller-Hokuf, SERMA.

Safety Committee Maryland Aviation Administration

In July 2018, Maryland Aviation Administration's (MAA's) Safety Committee developed the initiative of implementing safety briefing cards in every conference room at BWI. The safety briefing cards help prepare employees on what to do in the event of an emergency at the airport.

The Safety Committee met with MAA leadership and gained support for this initiative to become a new standard for the organization.

Since August 2018, the safety briefing cards have been used in all-employee meetings and in executive leadership team meetings.

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Best Practice Award



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Ramp Safety Task Force Maryland Aviation Administration

In 2018, Maryland Aviation Administration's (MAA's) Ramp Safety Task Force developed the goal of enhancing the safety culture at the MAA.

To accomplish this goal, the team created a video demonstrating safety techniques and behaviors that spoke not only to MAA employees but to the airport's 12,000 partners.

The video proved to be a success and was appreciated by senior management so much that it is now a tool used in new employee orientations.

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L-R: Gary Pahr, IWIF State Claims; Kristin Klein, SERMA; Mark Cook and Wayne Frisby, Maryland State Police Facilities Management Division; and Patrick Mackie, IWIF State Claims.

Facilities Management Division Maryland State Police

The Facilities Management Division of the Maryland State Police was recognized for the Best Practices Award for its efforts in preventing on-the-job injuries and providing a safe work environment for Maryland State Police employees.

The Facilities Management Division demonstrated a total commitment to safety by prioritizing safety deficiencies and implementing a web-based Help Desk ticketing system for facilities work orders.

The new system streamlines the mitigation process for workplace hazards and improves the condition of Maryland State Police facilities.

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Unsung Hero Award



L-R: Kristin Klein, SERMA; Michael Ward, Department of Public Safety and Correctional Services; Nikki Ledgard, IWIF State Claims; and Larry Barnette, SERMA.

The Unsung Hero Award is presented to an individual who has made a substantial, yet unrecognized, contribution to the health or safety of his or her agency or facility. This award recognizes the individual for a great deed or service on behalf of the organization or for providing reliable, dependable service on a consistent basis.

Michael Ward Department of Public Safety and Correctional Services

Michael Ward received the Unsung Hero Award for his technical skills, for his desire to innovate, for his advocacy for positive change, and for his accountability on several agency projects.

Michael helped to improve this process by transferring duties to timekeepers, resulting in reduced Accident Leave corrections which, in turn, saved the agency time and money.

One such project involved an audit of the agency's Accident Leave process.

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L-R: Kristin Klein, SERMA; Bobby Ward and Bernadette Bridges, Maryland Aviation Administration; and Brittany Keller-Hokuf, SERMA.

Bobby Ward Maryland Aviation Administration

Bobby Ward is a Maintenance Supervisor at the Maryland Aviation Administration (MAA). In his 20 years with the MAA, he has shown a great commitment to safety and has been a pioneer in new safety developments.

In 2018, Mr. Ward created a color-coding management system for personal protective equipment.

This system helps to ensure all employees have the appropriate PPE for daily job tasks and allows individuals to be easily identified by their trade. This system created an effective method for tracking the required use of PPE on the job.

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Unsung Hero Award



L-R: Kristin Klein, SERMA; Rachel V. Michael, Laboratories Administration, and Alex Doring, HR/Risk Management, Maryland Department of Health.

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Rachel V. Michael Maryland Department of Health

Rachel V. Michael is the Biological/Chemical Safety Officer, Security Officer, and Training Coordinator for the Maryland Laboratories Administration of the Maryland Department of Health.

Rachel is also the Chairperson of the Safety and Security Committee, a member of the Biological Select Registry program, a member of the

Biological Select Agent and Toxins Tier 1 Program and a member of the Bioterrorism Program, to name a few.

She is responsible for evaluating, enforcing, investigating, developing, implementing, enhancing, educating, and managing all safety and security operations. Her hard work, dedication, expertise and compassion for employees,

visitors, students, equipment, facility safety and security are crucial to Marylanders.

Rachel is always looking for opportunities to improve, and her safety attitude is ABSOLUTLY INFECTIOUS!!!!

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Injury Reduction Awards

SERMA grants a special Injury Reduction Award to those agencies that achieve significant reductions in the number of injuries they reported in the previous Calendar Year (CY). Reductions were calculated after comparing the number of injury reports made in CY 2018 to those made in CY 2017.

University System of Maryland and Higher Education

Salisbury University	-13%
Morgan State University	-19%

Maryland Department of Health

Springfield Hospital Center	-12%
Thomas B. Finan Center	-16%
Deer's Head Hospital Center	-18%
Western Maryland Hospital Center	-39%

Maryland Department of Juvenile Services

Baltimore City Juvenile Justice Center	-14%
Cheltenham Youth Detention Center	-36%
Youth Centers	-44%
Victor Cullen Center	-55%

Maryland Department of Public Safety and Correctional Services

Eastern Correctional Institution	-11%
Western Correctional Institution	-16%
Metropolitan Transition Center	-27%
Patuxent Institution	-28%
Baltimore Pretrial Complex	-33%
Jessup Correctional Institution	-36%
Maryland Correctional Institution – Jessup	-43%
Dorsey Run Correctional Facility	-44%
Division of Parole and Probation – Central Region	-48%
Maryland Reception, Diagnostic and Classification Center	-51%
Public Safety & Correctional Department – Secretary	-52%
Baltimore Central Booking and Intake Center	-56%
Maryland Correctional Institution – Hagerstown	-57%

Maryland Department of Education

Maryland School for the Deaf, Columbia Campus	-12%
Maryland School for the Deaf, Frederick Campus	-46%