

# Creating a Culture of Safety

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# About Praesidium

- Incorporated in 1992
- National leader in abuse risk management
- Over 4,000 clients internationally
- Train, screen, investigate, assess, and accredit organizations worldwide for organizations worldwide

# What we Believe

- Every child deserves to be free from abuse.
- Abuse can be prevented.
- Abuse prevention requires a commitment to quality.
- Commitment starts at the top.

# The Problem

- Adult-to-Child Abuse
- Child-to-Child Abuse
- False Allegations

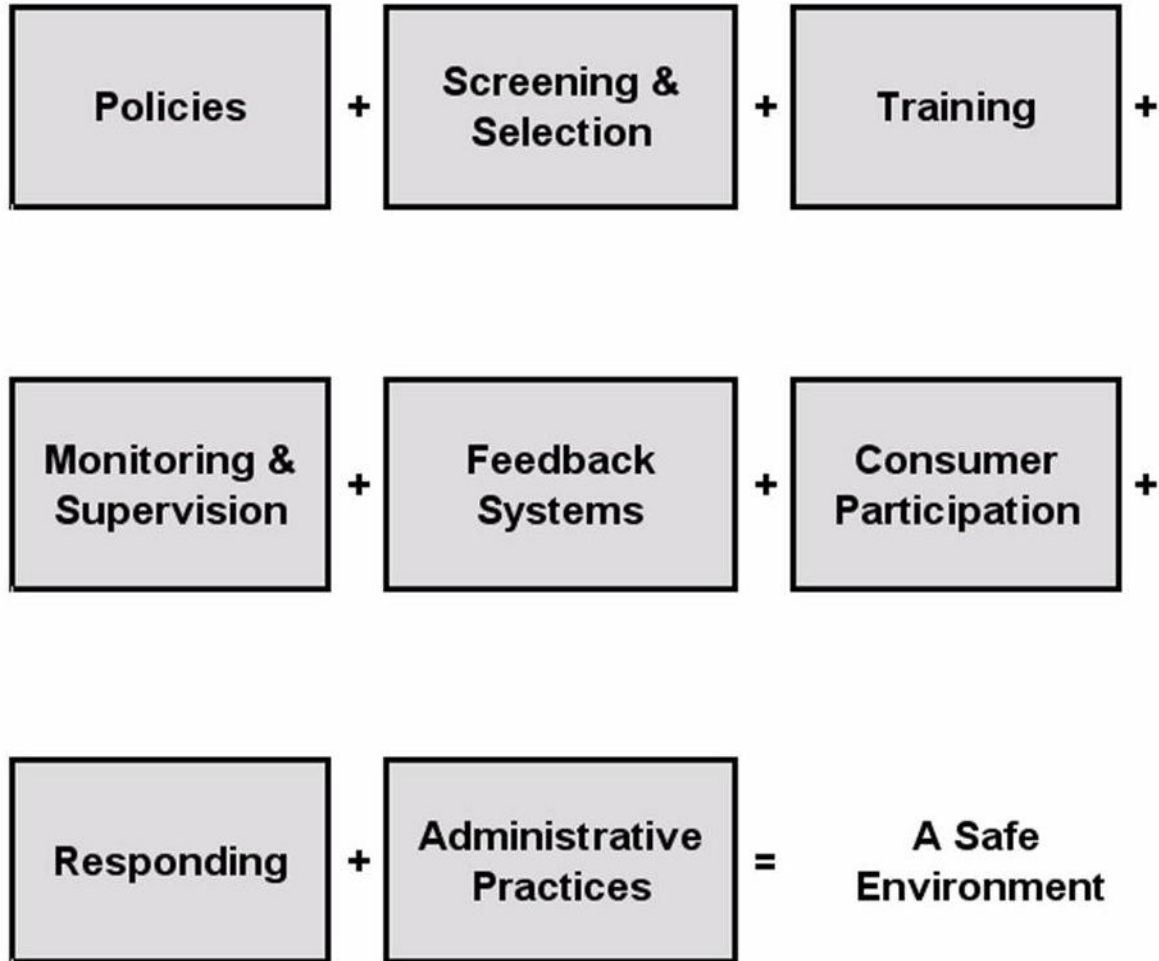
# The Scope

- 1 in 4 girls
- 1 in 8 boys
- 10% of school children
- Every day, 160,000 children miss school because bullying and hazing
- Every 7 minutes a child is bullied at school
- 80% of abuse does not get reported

# The Impact

- Loss of focus on your Mission
- Loss of financial resources for programming
- Decreased productivity
- Decreased employee morale
- Increased employee turnover
- Battered reputation

# The Solution: Praesidium Safety Equation™



# Creating a Culture of Safety

## What is a Culture of Safety?

*“A culture of safety is a work environment where everyday, every worker keeps in the forefront the well-being of those in care.”*

## Why is a culture of safety difficult to create?

# The Challenge

- Competing demands
- A human problem
  - Good people do bad things
- Faulty assumptions
  - “all of our staff undergo background checks”
  - “we know everyone here”
  - “we’ve never had a serious incident”
  - “all of our staff and foster parents get trained on abuse during orientation”
  - “we train all of or staff and foster parents on appropriate and inappropriate discipline”
  - “we must adhere to all State licensing requirements”
- Low frequency high effect

# The Seven Characteristics of a Culture of Safety

1. Standards are Clear.
2. Standards are Enforced.
3. Everyone Knows Safety is Part of Their Job.
4. Everyone Takes Warning Signs Seriously.
5. Employees Report Their Concerns.
6. Moral is High.
7. Quality is Institutionalized.

# 1. Standards are Clear

- Standards that prevent abuse:
  - Boundaries
  - High-risk activities
- Standards are behaviorally based
- Standards are clearly communicated:
  1. Why: Rational
  2. How: Process
  3. What: Objective

## 2. Standards are Enforced

- Low frequency-high effect
- Prevent “Risk Creep”
- 6 Keys to Reducing Drift
  - 1.
  - 2.
  - 3.
  - 4.
  - 5.
  - 6.

# 3. Everyone Knows Safety is Part of Their Job

- Who is responsible for protecting youth?
- Educate everyone on their role in abuse prevention:
  - Board of Directors
  - Administrators
  - Supervisors
  - Case managers
  - Staff
  - Foster parents
  - Youth and families

# How do We Deliver this Message?

- Hiring process
- Job descriptions
- Performance evaluations
- Staff meetings
- One-on-one supervision
- On the job training
- Walk the walk
- Training

# Training that Makes a Difference

- The right content
  - Changes behavior
- The right delivery system
  - Impactful
  - Transferable
  - Accountable
- The right frequency

# Training Youth and Families

## Key Topics:

- Policies
- Self protection
  - Developmentally appropriate
  - Staying safe online
- Role of the parent

# Training Staff and Foster Parents

## Key Topics:

- Adult to child
  - Who, what, and where
  - What to do about it
- Child to child
  - Sexual activity
  - Bullying (physical, verbal, relational, cyber)
  - Hazing
- False allegations
  - Manage self
- Report concerns

# Training Supervisors and Case Managers

## 3 Key Roles:

1. Support
2. Supervisor and Coach
3. Risk Manager

# 4. Everyone Takes Warning Signs Seriously

- Don't become complacent.
- Avoid the tendency to normalize.
- Treat near misses and red flags as free lessons.
- Lapses should be treated as failures in the system until proven otherwise.
- Spotlight incidents.

# 5. Employees Report their Concerns

- Create a climate for reporting.
- Why don't employees report concerns or red-flags?
- Breaking down the barriers:
  - 1.
  - 2.
  - 3.
  - 4.
  - 5.

# 6. Morale is High

- Effects of low morale
- Sources of low morale
- How to build and maintain staff morale

# How to Build and Maintain Staff Morale

1. Communicate your mission
2. Help employees see their success
3. Always be honest
4. Involve employees in decision making
5. Solicit and value input
6. Promote team work
7. Publicly praise and privately correct
8. Be assessable
9. Deal directly with “nay sayers”

# 7. Quality is Institutionalized

- Safety is based on processes not people
- Quality Assurance is not a position
- Embrace change and on-going improvement
- Realize you don't own the corner on good ideas

# How Safe is Your Program?

## *The Seven Characteristics of a Culture of Safety...*

Please assign a grade of A, B, C, D, or F to the following

Aspects of your job	Grade
1. Standards are clear.	
2. Standards are enforced.	
3. Everyone knows safety is part of their job.	
4. Everyone takes warning signs seriously.	
5. Employees report their concerns.	
6. Moral is high.	
7. Quality is institutionalized.	

What do I need to do differently to cultivate a culture of safety?

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What do my administrators need to do differently to cultivate a culture of safety?

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# Contact Us

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