

# Strategic Lean Project Report



**For Reporting Period:** July 1, 2015 through December 31, 2015

## I. General Information:

Lead agency name: Services for the Blind

Partner agencies:

**Improvement project title: Re-establish Safety and Wellness Team**

**Date improvement project was initiated: 3/1/2015**

**Project type: New Project**

**Project is directly connected to:**                      **If applicable, specify the alignment:**

- Results Washington performance measure
- Agency Strategic Plan
- Other

**Report reviewed and approved by: Lou Oma Durand, Executive Director**

## II. Project Summary:

The Services for the Blind improved safety and wellness from March – December 2015. A new Safety Team was established in March of 2015. The team of twelve (12) is made up of representatives from our 6 offices statewide and diverse with regard to gender, job classification and persons with disabilities—one who is blind; two with low vision; and one who is deaf.

## III. Project Details:

**Identify the problem:**                      The Department of Services for the Blind (DSB) had not had an active Safety and Wellness Team in several years.

**Problem statement:**                      Currently, a new Safety Team took on and completed several projects from March – December 2015 including the development of safety protocol with a focus on timely emergency response. Our future targeted projects are: to coordinate Disaster Preparedness training statewide, and research and coordinate in-person “Active Shooter” training for staff in all local offices (21% of DSB employees are blind, low vision, deaf, or hard of hearing).

**Improvement description:**                      Improvements included:

- Updating of Emergency Response Procedures – COOP document and Evacuation plans/routes.
- Purchase and distribution of new Emergency Survival backpack kits for: all staff; participants attending the Orientation and Training Center (OTC) -- adaptive skills of blindness; the apartments for residential students; and two person car kits for our assigned motor pool vehicle fleet statewide.
- Purchase and distribution of emergency tool kits for all assigned motor pool vehicles statewide.

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- Obtained snow chains for all state vehicles that are compatible with chains.
- For all DSB offices, with no exterior access to ground level, purchased emergency evacuation “stair chairs” for individuals unable to negotiate stairs. .
- Drills: Fire and Earthquake drills were scheduled for two times per year. During the period of July-December 2015. All 6 offices conducted both a Fire and Earthquake drill.
- Trainings: First Aid/CPR/AED training statewide; Ergonomics Training at each local office presented by UW Rehab Medicine—3 of 6 offices completed; Active Shooter on-line video training- all staff; Seattle Police Dept. presented a general Disaster Preparedness training for students at the OTC.
- One safety team member completed the comprehensive, intensive 3-day CERT training in December.

**Customer involvement:** All DSB staff statewide and some of our vocational rehab customers/participants took part in Fire and Earthquake drills and the various trainings stated above. The agency staff response to the Safety Team and its accomplishments have been extremely positive, an additional boost to morale and employee satisfaction.

## IV. Project Details:

Improved process as measured by: <i>(Click those that apply)</i>	Specific results achieved: <i>(Complete the narrative boxes below)</i>	Total Impact: <i>(Actuals; Current Reporting Period)</i>	Results status:
<input checked="" type="checkbox"/> <b>Safety</b>	Increased the number of fire and earthquake drills <b>from 3</b> of 6 offices conducting scheduled drills every 6 months <b>to all 6</b> offices participating in scheduled drills.	100% agency participation	Preliminary
<input checked="" type="checkbox"/> <b>Customer Satisfaction</b>	Increased knowledge and information regarding safety and emergency preparedness.	Awareness of safety protocol and procedures in addition to recently purchased survival kits for offices and MPVs.	Preliminary
<input checked="" type="checkbox"/> <b>Employee Engagement</b>	Increased	There was positive response and 100% participation in the trainings that were offered.	Preliminary

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## V. Contact information:

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HR/Operations

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**VI. Optional Visuals:** Delete section if not using. Provide before and after photos or simple charts. If using an image, please keep the image file size under 100KB.