

## I CHOSE TO LOOK THE OTHER WAY

This easy-to-use Leader's Guide is provided to assist in conducting a successful presentation. Featured are:

**INTRODUCTION:** A brief description of the program and the subject that it addresses.

**PROGRAM OUTLINE:** Summarizes the program content. If the program outline is discussed before the video is presented, the entire program will be more meaningful and successful.

**PREPARING FOR AND CONDUCTING THE PRESENTATION:** These sections will help you set up the training environment, help you relate the program to site-specific incidents, and provide program objectives for focusing your presentation.

**REVIEW QUESTIONS AND ANSWERS:** Questions may be copied and given to participants to document how well they understood the information that was presented. Answers to the review questions are provided separately.

**ATTENDANCE RECORD:** Document the date of your presentation as well as identify the program participants. The attendance record may be copied as needed.

### INTRODUCTION

When employees are willing to speak to co-workers about unsafe acts, injuries can be prevented. This video dramatically tells the story of an employee who failed to speak up when witnessing an unsafe act. By choosing to "look the other way," he allowed the needless death of a co-worker to occur. Based on the popular safety poem by Don Merrell, this program shows how speaking up about unsafe acts can save lives and help develop a positive safety culture. Verses from the poem are meshed with the video's action to deliver a stimulating safety message.

### THE POEM

#### I Chose To Look The Other Way

I could have saved a life that day,  
But I chose to look the other way.  
It wasn't that I didn't care;  
I had the time, and I was there.

But I didn't want to seem a fool,  
Or argue over a safety rule.  
I knew he'd done the job before;  
If I spoke up he might get sore.

The chances didn't seem that bad;  
I'd done the same, he knew I had.  
So I shook my head and walked on by;  
He knew the risks as well as I.

He took the chance, I closed an eye;  
And with that act, I let him die.  
I could have saved a life that day,  
But I chose to look the other way.

Now every time I see his wife,  
I know I should have saved his life.  
That guilt is something I must bear;  
But it isn't something you need share.

If you see a risk that others take  
That puts their health or life at stake,  
The question asked or thing you say;  
Could help them live another day.

If you see a risk and walk away,  
Then hope you never have to say,  
“I could have saved a life that day,  
But I chose to look the other way.”

## ***PROGRAM OUTLINE***

### **BACKGROUND**

The program opens with Joey recalling events that occurred at the plant several years before. Joey, then a newcomer to the company, was changing the valve on the steam supply line when his supervisor approached him. The supervisor noticed that Joey hadn't blanked off the line from the heat exchanger as the procedure required. The supervisor explained to Joey that he “would have a face full of high pressure steam” if the heat exchanger failed and the pressure fed back into the supply line. At first Joey claimed he forgot to blank the line, then he confessed he didn't do it because it would have made the procedure take twice as long. The supervisor told Randy that there were reasons for following work procedures and told him to remind others if he saw them neglecting to blank the line.

Several months later, Joey was passing through the maintenance shop when he saw Randy, a plant veteran, transferring a flammable chemical from a drum to a smaller container. Joey could see that the bonding wire was not connected to the transfer can. He knew this procedure was required to prevent static electricity from sparking off an explosion. Joey had recently started to “feel like one of the boys,” and was obviously trying to fit in when he spoke up. He said, “Hey Randy! You forgot the bonding wire, buddy. Where are your goggles? What are you trying to do, blow us up or something? You ever heard of static electricity?” Randy responded angrily by saying, “Look rookie! I was working here long before they even had these wires...I've seen all their little procedures come and go and I'm still here. So if it's all the same to you I'll do things my way.” Joey said afterward the incident really shook his confidence and contributed to what happened next.

A week later Joey saw Randy working on the same valve he had been working on six months earlier. He noticed that Randy hadn't blanked off the line from the heat exchanger. Still smarting from their previous encounter, Joey didn't want Randy to get angry again. Instead of speaking up, he just shook his head and began to walk away while Randy continued to work on the valve. Joey stopped, turned and made eye contact with Randy. “I'd like to think I was going to say something to him, but I think I was only trying to convince myself that was everything was okay. It wasn't,” Joey said. Just as Joey began to walk off, steam fed back down the line and burst out of the valve into Randy's face. When the blast knocked Randy from the ladder, Joey ran to assist him, but it was too late.

Joey felt tremendous guilt about Randy's death and decided from that point on to always speak up every time he saw people putting themselves in unsafe situations. “Some of the newer guys get mad from time to time; I don't mind. But the older guys, the ones that knew Randy, they understand why I do it,” Joey said. He noted that other employees had also started to speak up when they saw unsafe acts. “Just the other day someone reminded me to put on a face shield. He didn't know me or Randy, he just knew I needed to wear it and he wasn't afraid to say so,” said Joey. Joey thanked the co-worker because that was the type of concern the company's safety program needed to reach a higher level. “I'm truly sorry someone had to die before we realized it,” Joey concluded.

## **PREPARE FOR THE SAFETY MEETING OR TRAINING SESSION**

Review each section of this Leader's Guide as well as the videotape. Here are a few suggestions for using the program:

Make everyone aware of the importance the company places on health and safety and how each person must be an active member of the safety team.

Introduce the videotape program. Play the videotape without interruption. Review the program content by presenting the information in the program outline.

Copy the review questions included in this Leader's Guide and ask each participant to complete them.

Copy the attendance record as needed and have each participant sign the form. Maintain the attendance record and each participant's test paper as written documentation of the training performed.

### **Here are some suggestions for preparing your videotape equipment and the room or area you use:**

Check the room or area for quietness, adequate ventilation and temperature, lighting and unobstructed access.

Check the seating arrangement and the audiovisual equipment to ensure that all participants will be able to see and hear the videotape program.

Place or secure extension cords to prevent them from becoming a tripping hazard.

## **CONDUCTING THE PRESENTATION**

Begin the meeting by welcoming the participants. Introduce yourself and give each person the opportunity to become acquainted if there are new people joining the training session.

Explain that the primary purpose of the program is to motivate viewers to speak up when they see a co-worker committing an unsafe act so injuries and deaths can be prevented.

Introduce the videotape program. Play the videotape without interruption. Review the program content by presenting the information in the program outline.

Lead discussions about any injuries or close calls at your facility that could have possibly been prevented had someone spoke up about the unsafe act that caused the incident. Use some or all of the discussion questions on page 8 to get feedback from your employees about the program and what they would do situations similar to those presented in the video.

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***DISCUSSION QUESTIONS***

1. If you had seen Randy transferring the chemicals without following procedure, would you have spoken to him about the bonding wire not being connected? If so, would you have approached him differently than Joey did?
2. Would you have responded to Joey in the same manner that Randy did? How could Randy have reacted that would have ended the situation on a positive note?
3. Would you look the other way when you saw a co-worker committing an unsafe act if you thought he would get angry if you spoke up? Why or why not?
4. If you were Joey, what would you have done when you saw Randy servicing the valve without the heat exchanger valve blanked off? How do you think you could have approached him without getting a negative reaction?
5. How would you respond if a co-worker confronted you about an unsafe act, even if you had more experience than the co-worker and knew you were following the correct procedure?
6. What can we do at our company to encourage people to speak up when they witness an unsafe act?
7. When people do speak up, how can we make the person committing the unsafe act feel that he is not being criticized and that we are really concerned about his safety?