



RISK MANAGEMENT  
SAFETY AND  
LOSS CONTROL

# Risky Business

SAFETY & LOSS CONTROL NEWS — APRIL 2021

VOL 6, NO 4

**THIS  
MONTH'S  
SAFETY  
EMPHASIS IS  
WORKPLACE  
VIOLENCE**

**INSIDE:**

- Workplace Violence and COVID-19 3
- Types of Workplace Violence 3
- Training Calendar 5
- Workplace Violence Warning Signs 6
- Preventing Workplace Violence 7
- Take the Just Drive Pledge! 8
- De-escalation Techniques 9
- Training Time 10
- Distracted Driving Awareness 12

## A Growing Concern

Workplace violence is currently the third leading cause of fatal occupational injuries in the United States. According to the Bureau of Labor Statistics, of the 5,147 fatal workplace injuries that occurred in the U.S. in 2017, 454 were cases of intentional injury by another person. Workplace violence is any act or threat of physical violence, harassment, intimidation, or other threatening disruptive behavior that occurs at work. It ranges from threats and verbal abuse to physical assaults and fatalities, and affects employees, clients, customers, and visitors. Raising awareness of these acts, identifying their warning signs, and training employees how to respond when workplace violence occurs reduces the likelihood and impacts these acts have on County employees and facilities.

~Kayvan Vafa



## A Step in the Wright Direction

by Norman Wright

January 1997, I was driving south on California Highway 113 in Solano County. Visibility in a dense Tule (Valley) fog was less than 50 feet, dropping to 10 feet in some pockets. Some vehicles, frustrated with the traffic, passed me at unadvisable speeds. Ahead of me, I heard a dull bang. A few seconds later, an accident came into view through the fog. A northbound car had collided with an eastbound cow. The vehicle was severely damaged, and the driver was injured. The cow got up off the asphalt, shook from head to tail, and continued east.

Cattle versus vehicles is never good for the vehicle or its passengers. Off the highways, cows are generally thought of as large, slow-moving, gentle animals. They are, in fact, one of the most dangerous animals in industrial countries. We acknowledge that bulls can be dangerous, but we seldom give cows credit for the perils they cause.

Far from being a benign bovine, cows actually attack and kill people each year. They are the leading cause of death from domestic animals in the United Kingdom and the second in the United States, responsible for the

## Wright Direction *continued...*

deaths of 20 Americans each year. About 75% of these deaths are due to deliberate attacks; about five deaths cause by defensive group attacks where the cattle face outward in circle, lower their heads, stamp the ground and charge.

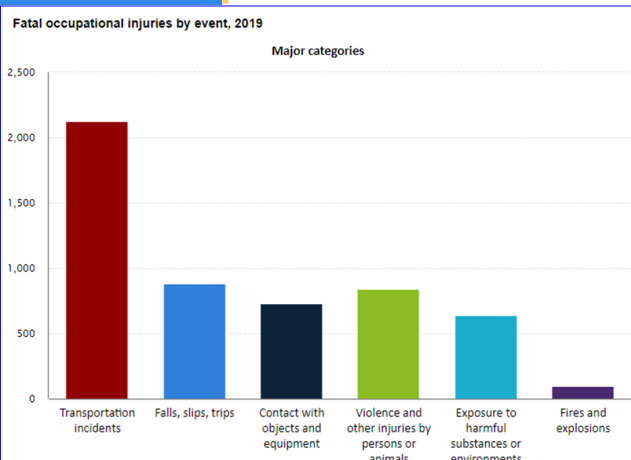


We see things as our mind envisions them, not necessarily as they are.

Bovine attacks are usually unintentionally provoked by humans. Walking a dog is probably the most common reason for an attack. Cattle consider dogs to be a predator and take offensive actions. They can also be provoked when with a calf. Injuries from kicking and trampling result in fractures, lacerations, punctured lungs, bruising, joint dislocation, nerve damage, and concussions; gorings occur from cattle with horns.

For statistical purposes, only attacks that result in documented injuries are reported. There is no accurate way to assess attacks not resulting in an emergency room visit or hospitalization. There are no near misses where the cow charges an individual, but they escape without injury that makes it into the records. Out of the reported attacks, 24% are fatal.

Lack of awareness of the dangers associated with cows may lead to serious harm in the same way that lack of understanding of workplace violence can be disastrous. The Bureau of Labor Statistics reported workplace violence was the third leading cause of occupational fatalities in the United States in 2019 with 454 workplace homicides.



<https://www.bls.gov/charts/census-of-fatal-occupational-injuries/fatal-occupational-injuries-by-event-drilldown.htm>

Workplace violence is any act or threat of physical violence, harassment, intimidation, or other threatening disruptive behavior in the workplace. Many workers report being a victim of workplace violence each year. There are about 2 million cases of workplace violence reported each year and about 25% of all cases go unreported.

Violence against employees occurs in a variety of circumstances and situations. The term workplace violence covers a wide range of acts. To better under-

(SEE WRIGHT DIRECTION PAGE 4)

## Basic dos and don'ts for EMPLOYEES to prevent workplace violence

### Do



Do attend all employer-provided training on how to recognize, avoid, and respond to potentially violent situations



Do report perceived threats or acts of violence to your manager or supervisor, following any existing policies that may be in place.



Do remain aware of and support coworkers and customers if a threatening or violent situation occurs.

### Don't



Don't argue with a customer if they make threats or become violent. If needed, go to a safe area (ideally, a room that locks from the inside, has a second exit route, and has a phone or silent alarm).



Don't attempt to force anyone who appears upset or violent to follow COVID-19 prevention policies or other policies or practices related to COVID-19 (e.g., limits on number of household or food products).

<https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/business-employers/limit-workplace-violence.html>

## Types of Workplace Violence

The Occupational Safety and Health Administration estimates approximately 2 million workers report violent workplace incidents each year. The actual number of incidents is thought to be much higher as many events probably do not get reported. According to the National Institute of Occupational Safety and Health, workplace violence typically falls into one of four categories:

### Type I - Criminal Intent

In this kind of violent incident, the perpetrator has no legitimate relationship to the business or its employees. Type I violence is usually incidental to another crime such as robbery, shoplifting, or trespassing. Acts of terrorism also fall into this category.

### Type II - Customer/Client

When the violent person has a legitimate relationship with the business—for example, a customer, client, patient, student, or inmate—and becomes violent while being served by the business.

### Type III - Worker on Worker

The perpetrator of Type III violence is an employee or past employee of the business who attacks or threatens other employee(s) or past employee(s) in the workplace.

### Type IV - Personal Relationship

The perpetrator usually does not have a relationship with the business but has a relationship with the intended victim. This category includes victims of domestic violence who are assaulted or threatened while at work.

## Wright Direction *continued...*

stand workplace violence, it is divided into five groups or types. The fifth type is a recent addition to accommodate our changing world.

### **Type I – Criminal Intent**

The perpetrator has no relationship with the targeted establishment. The motive is theft. This type is generally a robbery, shoplifting, or trespassing incident that turns violent. Those establishments where workers exchange cash, work late hours are the major targets of criminal intent violence.

### **Type II – Customer/Client**

The perpetrator is a customer or client of the establishment or family member. The violence often occurs in conjunction with the worker's normal duties. Healthcare and social service workers are four times more likely to be victims of this type of violence than the average private-sector employee is.

### **Type III – Worker-to-Worker**

A current or former employee generally perpetrates this type of workplace violence. The motivating factor is often interpersonal or work-related conflicts, losses, and traumas. The group highest at risk are managers and supervisors, but coworkers may become collateral damage.

### **Type IV – Domestic Violence**

The perpetrator is usually someone who is not an employee or a former employee. This type of incident is frequent because the abuser knows exactly where his/her spouse will be during work hours. Women are targeted much more frequently than men, and the risk of violence increases when one party attempts to separate from the other.

### **Type V – Ideological Violence**

Ideological workplace violence is directed at an organization, its people, ideological property, religious, or political groups. The violence is perpetrated by extremists and value-driven groups justified by their beliefs. Many active shooters and terrorist incidents fall into this type.

Workplace violence in all forms is unacceptable and must not be tolerated. The goals of workplace violence prevention programs are to increase employee under-



(SEE WRIGHT DIRECTION PAGE 8)

## Important Safety Training Dates for 2021

In-person training classes are still suspended, but there are plenty of safety training classes available online at Target Solutions and the County's Intranet! We are also excited to present a new offering of classes via ZOOM meetings. Consider these safety and compliance classes:

### General Coronavirus Training in Target Solutions:

- Courses - Coronavirus 101 - What You Need to Know (Newest Version)
- Courses - Coronavirus 102 - Preparing Your Household
- Courses - Coronavirus 103 - Managing Stress and Anxiety
- Courses - Coronavirus 104 - Transitioning to a Remote Workforce
- Courses - Coronavirus 105 - Cleaning and Disinfecting Your Workplace
- CCC - COVID-19 Safety Training
- COVID-19 - Reporting Positive Results to Public Health
- Tailgate - CCC Emergency Evacuation Procedures during COVID-19

### COVID-19 Training webinars at [COVID-19 Resources](#) on the County Intranet:

- COVID-19 Guidance Training: Non-SOS General Employees
- COVID-19 Guidance Training: SOS General Employees
- COVID-19 Training: AB 685 & Cal/OSHA Emergency Regulations
- COVID-19 Prevention Program - 03-23-2021
- COVID-19 Vaccination Webinar 02-02-2021

### General Safety Training:

- CCC Injury and Illness Prevention Program (IIPP) Training
- CCC Wildfire Smoke Safety for Employees
- CCC Driver Safety Training
- CCC Office Ergonomics Awareness Training
- CCC Emergency Evacuation Procedures - All County
- CCC HSD 2020 Workplace Violence Prevention
- TAILGATE - Workplace violence
- TAILGATE - SHELTER IN PLACE PROCEDURES - VIOLENCE

Log into the Target Solutions website at

[www.targetsolutions.com/ccc](http://www.targetsolutions.com/ccc) for the full list of ONLINE and ZOOM classes available now!

# Workplace Violence Warning Signs



It is not always possible to identify warning signs of workplace violence before they may lead to a violent incident. Some individuals commit violence for revenge, robbery or based on ideology, with or without a component of mental illness. Despite this variability, it is

important to identify early warning signs and communicate these concerns before a potential incident occurs. Although it is possible that only one of these indicators will occur, it is more likely that a pattern will emerge or that they will represent a change from normal behavior. Remember that the presence of any of these characteristics does not necessarily mean a violent act will occur. They may be indicators of another type of problem such as being ill, depressed, bereaved, etc. Some warning signs that an individual may engage in a workplace violence incident include:

<p><b><u>Attendance Problems</u></b> (excessive sick leave, excessive tardiness, leaving work early, improbable excuses for absences)</p>	<p><b><u>Adverse Impact On Supervisor's Time</u></b> (supervisor spends an inordinate amount of time coaching or counseling employee about personal problems, re-doing the employee's work)</p>	<p><b><u>Decreased Productivity</u></b> (making excessive mistakes, poor judgment, missed deadlines, wasting work time and materials)</p>	<p><b><u>Inconsistent Work Patterns</u></b> (alternating periods of high and low productivity and quality of work, inappropriate reactions, overreaction to criticism, and mood swings)</p>
<p><b><u>Problems Concentrating</u></b> (easily distracted and often has trouble recalling instructions, project details, and deadlines)</p>	<p><b><u>Safety Issues</u></b> (more accident prone, disregard for personal safety as well as equipment and machinery safety, needless risks)</p>	<p><b><u>Poor Health and Hygiene</u></b> (marked changes in personal grooming habits)</p>	<p><b><u>Unusual/Changed Behavior</u></b> (inappropriate comments, threats, throwing objects)</p>
<p><b><u>Evidence of Possible Drug or Alcohol Abuse</u></b></p>	<p><b><u>Evidence of Serious Stress</u></b> (crying, excessive phone calls, recent separation)</p>	<p><b><u>Continual Excuses/ Blame</u></b> (inability to accept responsibility for even the most inconsequential errors)</p>	<p><b><u>Continuous Depression</u></b> (low energy, little enthusiasm, despair)</p>

# Preventing Workplace Violence



Violence in society is a growing problem; taking measures to prevent workplace violence has become increasingly important to protect the safety of employees. While violence is one of the major causes of fatalities in the workplace, nonfatal cases are more common.

These statistics are a strong reminder that violence in the workplace is more common than we might think, but there are specific measures to prevent and lessen the impact of violence. When you know how to prevent workplace violence, you can be part of the solution and make the County a safer place for all employees! Here are steps to prevent workplace violence:

## Create Effective Lines of Communication

Effective communication can prevent workplace violence. When employees have access to a workplace communication network, it can help them understand, recognize and report the early signs of potential violence. Providing access to conflict-resolution resources gives employees confidence to de-escalate violence. Also, providing an open line of communication to management, HR and other key members of the County helps to create an environment where employees report ALL incidents to ensure their concerns are heard and properly addressed.

## Training and Awareness

It is important to provide and attend training sessions about how to respond to a violent incident so employees know how to react to workplace violence when it occurs. Being trained properly so that decisive action can be taken quickly provides employees the confidence needed to respond in a controlled and responsible way during a violent incident.

## Accept Individual Differences

Personality clashes or leadership style differences exist in every workplace. If left unresolved, these issues could result in job dissatisfaction or depression, and even violence (in the form of verbal abuse, sabotage, or worse). These conflicts can be addressed by organizing team-building activities to help employees get to know each other and acknowledging differences as positive attributes. This helps people see that their individual differences play a vital role in the team's strengths as a whole.

## Prevent Escalation

Sometimes, when workplace violence begins as anger, it can build into a desire to “get revenge.” Help prevent these conflicts from turning into violence by immediately alerting your supervisor of an angry outburst or departure to prepare them for possible escalation. This allows everyone to be on the lookout and prepared to take action, if needed.

## Wright Direction *continued...*

standing of the nature of workplace violence, how to respond to it, how to prevent it, and report it when it happens.

The County has Workplace Violence Training in Target Solutions and in-person classes\*. There are three courses and a Tailgate training available. The County's workplace violence prevention policy in Administrative Bulletin 434 provides a mechanism to report cases of violence. As we become more informed on the causes of violence, we better prepare ourselves to handle and prevent the violence from occurring or lessen the damage to ourselves and others. (\*Note - Health Services has a separate workplace violence prevention program, reporting mechanism, and training).

We tend to see things as our mind envisions them, not necessarily as they are. We see a gentle beast grazing in a field posing no threat. We see coworkers happily performing daily tasks without a care in the world, under no personal stress. We may be wrong on both accounts. You may have heard the statistic that cows kill more people than sharks each year. This is only because cows do not live in water, so they don't have a chance to kill sharks. \*\*

### Five Warning Signs of Escalating Behavior

1. Confusion
2. Frustration
3. Blame
4. Anger
5. Hostility



## Take the *Just Drive* Pledge!

Distracted driving endangers your life and the lives of those around you. By taking the Just Drive Pledge, you are committed to driving safely for yourself, and for others!

### **The Just Drive Pledge**

I pledge to Just Drive for my own safety and for others with whom I share the roads. I choose to not drive distracted in any way – I will not:

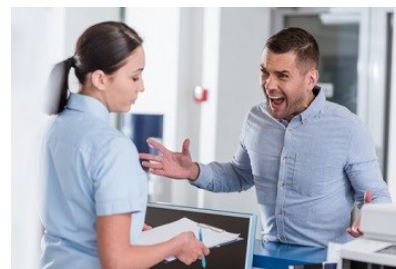
- ⇒ Have a phone conversation – handheld, hands-free, or via Bluetooth
- ⇒ Text or send Snapchats
- ⇒ Use voice-to-text features in my vehicle's dashboard system
- ⇒ Update Facebook, Twitter, Instagram, Vimeo or other social media
- ⇒ Check or send emails
- ⇒ Take selfies or film videos
- ⇒ Input destinations into GPS (while the vehicle is in motion)
- ⇒ Call or message someone else when I know they are driving



Visit <https://cloud.safe.nsc.org/ddam-pledge> to take the Just Drive Pledge. Complete and submit the form. You'll also receive an email from [feedback@nsc.org](mailto:feedback@nsc.org) with a link to pledge certificate.



## De-escalation Techniques



Although workplace violence is unpredictable, certain occupations have been identified as having higher risk for these incidents. Among those include employees who exchange money with the public, healthcare workers, public service workers, customer service agents, and law enforcement personnel. If you find yourself in a confrontation with an angry customer at work, it is important to practice effective de-escalation techniques, which can help reduce the likelihood of the confrontation turning physical. Anticipating potential conflict is important for preparedness, and there are many verbal and non-verbal cues to be mindful of as situations unfold. Here are some signs of conflict escalation:

A person clenching their fists or tightening their jaw	A sudden change in body language or verbal tone	The person starts pacing or fidgeting
A change in the type of eye contact	Aggressive stance (chest protruding out more, arms more away from their body)	Yelling, bullying, actively defying or refusing to comply with rules

What can you do in order to help de-escalate a conflict situation? Here are some tips and options that may prove useful in these situations:

<p><b><u>Calm Yourself</u></b></p> <ul style="list-style-type: none"> <li>• Take a deep breath</li> <li>• Approach the situation calmly</li> <li>• Use a low, dull tone of voice and don't get defensive (even if insults are directed at you)</li> </ul>	<p><b><u>Assess Your Situation</u></b></p> <ul style="list-style-type: none"> <li>• Other people in the room</li> <li>• Objects such as chairs, tables, items on the table</li> <li>• The space, including exits or openings; if you are blocking the person so they may feel trapped</li> </ul>	<p><b><u>Look Non-Threatening</u></b></p> <ul style="list-style-type: none"> <li>• Maintain limited eye contact, at the same eye level, and a neutral facial expression</li> <li>• Place your hands in front of your body in an open and relaxed position</li> <li>• Don't shrug your shoulders or point your finger</li> <li>• Avoid excessive gesturing, pacing, fidgeting</li> <li>• Maintain a safe distance</li> </ul>
<p><b><u>Make a Personal Connection</u></b></p> <ul style="list-style-type: none"> <li>• Ask something simple such as 'What's your name?' People respond positively to their own name and can make the dialogue more personal</li> </ul>	<p><b><u>Listen and Acknowledge</u></b></p> <ul style="list-style-type: none"> <li>• Acknowledge the person's feeling without judgement</li> <li>• Express empathy: express an understanding of why the person feels the way they do</li> <li>• Ask clarifying, paraphrasing and open-ended questions</li> <li>• Ask for their ideas or solutions</li> </ul>	<p><b><u>Provide Solutions</u></b></p> <ul style="list-style-type: none"> <li>• By shifting the conversation to the future and creating hope, you make yourself less threatening</li> <li>• Use 'what' and 'we' to help include the person in those future plans and solutions</li> </ul>

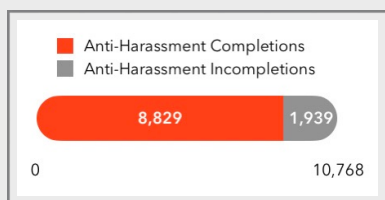


# TRAINING TIME

...is *all* the time!

## Required Trainings

- ✦ [Anti-Harassment for Non-Supervisory Personnel](#)
- ✦ [Anti-Harassment for Supervisors and Managers](#)



## Upcoming Trainings for 2021

### Implicit Bias Awareness (Zoom)

- Tuesday, May 11<sup>th</sup>
- Thursday, May 13<sup>th</sup>
- Tuesday, May 18<sup>th</sup>
- Wednesday, May 19<sup>th</sup>

### Implicit Bias for Supervisors and Managers (Zoom)

- Wednesday, April 21<sup>st</sup>
- Tuesday, May 25<sup>th</sup>
- Wednesday, May 26<sup>th</sup>

### TSPOC Training

- Coming Soon! Dates will be posted on the Target Solutions Bulletin Board.

## Training Time Resources

- ✦ [Zoom Guide](#) – Must be connected to VPN to access this link if working remotely

## Target Solutions—A Valuable Resource

Target Solutions, an e-learning platform, is a primary source of mandatory and regulatory training in Contra Costa County and, as such, is an important system to be able to navigate. This article provides some basic techniques for navigating Target Solutions. The Target Solutions link is displayed in the computer icon below. To login to Target Solutions, you will need to enter your employee ID number followed by ccc (ex: 12345ccc) and your password. The Home Screen of Target Solutions features a Bulletin Board on the right-hand side. The Bulletin Board provides information about important training developments and upcoming training dates. Additionally, clicking on the link that says “Required Trainings and Frequencies” near the top of the Bulletin Board will redirect you to a page that shows the names, frequencies, and rationales for the County’s required trainings.

Target Solutions provides a wide array of required and professional development-related trainings—and you have the ability to assign them to yourself. To self-assign a training, simply login to Target Solutions and click on “Self-Assign” in the column on the left-hand side of the screen. Then, type the title—or keywords, like “writing,” “presentations,” etc.—of the training of interest into the search bar and click on the training. Click on “Launch Course” and your training will begin.

Target Solutions trainings can be started and resumed at a later time. To access a training that you have already started, navigate to the Home page and then click on “My Assignments” in the column on the left-hand side of the page. From the assignment list, click on the training that you would like to resume. When the page for the training appears on the screen, click on “Launch Course” and your training will resume from your previous stopping point. In order to view your certificates for completed trainings, navigate to the Home page of Target Solutions and then click on “My History.” Your previously completed trainings will



- ♦ [8 Tips You Should Know for Zoom Etiquette](#)

### Training Unit Contacts

#### Training Assistants

- Ivy Hughes  
[rmintern@riskm.cccounty.us](mailto:rmintern@riskm.cccounty.us)

#### Training Manager

Ron Martin

[ron.martin@riskm.cccounty.us](mailto:ron.martin@riskm.cccounty.us)

be listed and, by clicking on the certificate icon next to the desired training, you will be able to view your certificate for that training.

Running into issues with Target Solutions? Ask your department's Target Solutions Point of Contact (TSPOC) for assistance. Each TSPOC is equipped with the knowledge and resources to troubleshoot common Target Solutions issues and answer frequently asked questions. If you continue to experience technical difficulties, please contact our Target Solutions Support Team at [targetsolutions@riskm.cccounty.us](mailto:targetsolutions@riskm.cccounty.us).

## April Training Time Activity

### Word Bank

three	Anti-Harassment	My History
Implicit Bias Awareness	two	Target Solutions
self-assign	Bulletin Board	

**Use the words in the word bank to fill in the blanks below.**

1. The Target Solutions \_\_\_\_\_ displays information about upcoming trainings.
2. The Anti-Harassment training must be completed once every \_\_\_\_\_ years.
3. \_\_\_\_\_ is the e-learning platform that Contra Costa County uses.
4. The time it takes to complete the \_\_\_\_\_ training depends on one's job position. It takes supervisors and managers two hours to complete, and it takes all other County employees one hour to complete.
5. The Workplace Diversity training must be completed once every \_\_\_\_\_ years.
6. One of the upcoming trainings listed on the Target Solutions Bulletin Board is \_\_\_\_\_.
7. The "Create New Assignments" function on the Target Solutions website can be used to \_\_\_\_\_ trainings.
8. The " \_\_\_\_\_ " section of Target Solutions allows you to view your completed trainings.

# Preventing Workplace Violence *continued...*

## Follow Site-Specific County Security Measures

- Wear your employee identification
- Keep doors to secured areas locked; don't prop them open
- Don't 'hold the door' for others to enter/exit the building through secured doors
- Escort all visitors in the office
- Politely contact and offer assistance to individuals not wearing a County ID badge in the workplace

## Investigate Incidents

If a workplace violence incident does occur at a County facility, investigating the incident is important. Who was affected and what, if any, warning signs were present? Were existing procedures and operations followed and if not, why? Were team members adequately trained? What new procedures and operations would help to improve staff safety and security? Answering these questions can help modify existing plans and ensure the County is able to effectively prevent workplace violence.

## Assess Organizational Risk Factors

Assessing your facilities' operations is an important step in identifying workplace violence risk factors. What areas or concerns in your organization are potential risk factors that could lead to workplace violence? Once these risks are identified, plans can be modified and implemented to help prevent these occurrences from occurring.

## County Zero-Tolerance Workplace Violence Policy

Another method to reduce the likelihood of workplace violence is through the creation of policies that empower County employees to report violent and harassing behaviors and other signs of danger. The County has a zero-tolerance policy towards workplace violence, Administrative Bulletin 434. This policy seeks to eliminate undesirable violent behaviors in the workplace and all employees are required to follow this policy while performing their job tasks, whether in the office or in the field. If you observe workplace violence or any warning signs it may occur, report this information to your First-Line Supervisor or Safety Coordinator immediately!

**ZERO  
TOLERANCE  
POLICY**

# Distracted Driving Awareness

Each year in April, multiple organizations come together to recognize Distracted Driving Awareness Month. The National Highway Traffic Safety Administration (NHTSA) reports estimates that eight people in the United States are killed in crashes that are reported to involve a distracted driver. Distracted driving occurs when drivers engage in additional tasks while operating a vehicle, which takes attention away from driving. Distracted driving can greatly increase the chance of a motor vehicle crash!

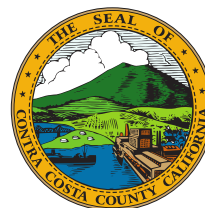
## Type of Distracted Driving

There are various causes of distractions which can lead drivers to lose concentration when driving. The California Department of Motor Vehicles and the Centers for Disease Control and Prevention (CDC), identify three main types of driver distractions, shown to the right. Texting involves all three types of distractions. The CDC states that when driving at 55 miles per hour, the average text can take a driver's eyes off the road long enough to cover an entire football field!

## Examples of Distracted Driving

When asked to provide examples of distracted driving, many people respond with using a mobile phone. However, there are many other types of distractions present to drivers. In a recent study, the NHTSA and the Virginia Tech Transportation Institute reported the following major types of driver distractions:

- Cell phone use
- Reaching for an object inside the vehicle
- Looking at an object or event outside of the vehicle
- Reading
- Personal grooming
- Eating/drinking
- Applying makeup
- Using in-car electronics (e.g., navigation, radio, etc.)
- Talking to passengers



RISK MANAGEMENT  
SAFETY AND  
LOSS CONTROL

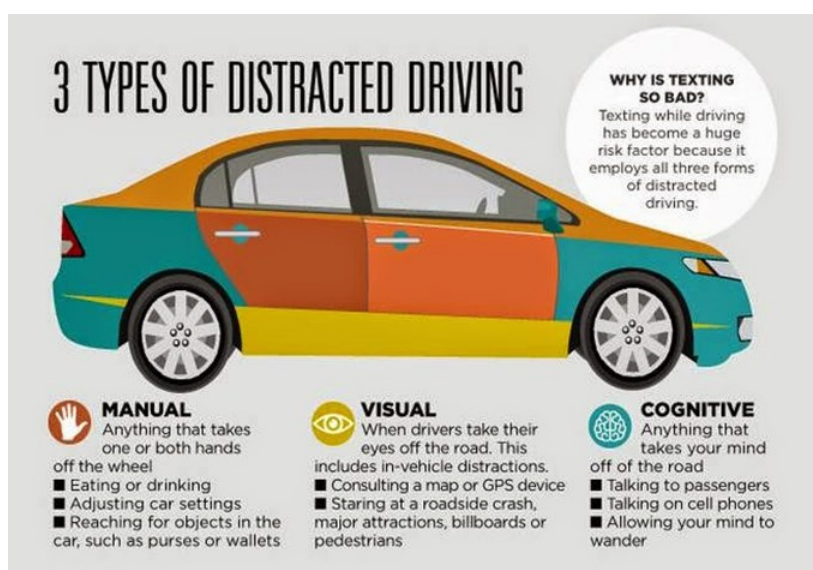
2530 Arnold Drive, Suite 140, Martinez  
925-335-1400

Safety Newsletter E-mail:

[Norman.Wright@riskm.cccounty.us](mailto:Norman.Wright@riskm.cccounty.us)

Dedicated to  
preventing  
injuries and  
illnesses.

**CONTACT  
US!**



## Avoiding Distracted Driving

- Do not multitask while driving. Whether adjusting your mirrors, picking the music, eating a sandwich, making a phone call, or reading an email: Do it before or after your trip, not during!
- You can use phone apps to help you avoid cell phone use while driving. Consider trying an app to reduce distractions while driving.
- Speak up if you are a passenger in a car with a distracted driver. Ask the driver to focus on driving.
- Reduce distractions for the driver by assisting with navigation or other tasks.