

# Team Topics - May 2021

## SERVICE EXCELLENCE - Attitude

*Here are some past MVPs dealing with the fourth PROACTIVE principle.*



A gentleman came to PD records to get a copy of an accident. He had Parkinson's and needed help to his car. Officer Adalberto Morales was quick to help, very patient and clam. It was refreshing to see his compassion and kindness.

*On Saturday, Brian McCall (WS) was traveling on 64W when he came upon a stranded motorist. Brian stopped and offered assistance to an obviously upset scared motorist that couldn't get her stalled car cranked. Brian calmed her down and offered options of assistance. Brian remained with the stranded motorist until the tow truck arrived, then proceeded to direct traffic for the tow truck.*

The Hendersonville Fire Department responded to an accident involving an elderly lady on her way home from the grocery. After she was transported to the hospital for her injuries, Lt. Christian Miller took it upon himself to gather her groceries and ensure that they were kept in good shape until her son could pick them up at Fire Station 1. Lt. Miller showed great compassion and customer service by extending a helping hand to a community member in a time of need.

*Following vandalizing of the Berkeley Park dugouts with spray paint, Deon Mendosa, Public Works, was asked to paint over it. Seeing that the fix did not look good, he took it upon himself to paint the entire dugouts, inside and out. An excellent example of a worker taking pride in his work and going the extra mile.*

## SAFETY - Lawn Mower Safety



As weather warms up, the grass starts growing. Many City employees use lawn mowers on the job with the PW Grounds Maintenance crew mowing the most: City buildings, our parks and greenways. In addition, Fire crews mow their facilities, Water and Wastewater plant employees mow theirs and the WS Facilities employees mow around the pump and lift stations. Plus, many of us mow at home. Mowing injuries and fatalities are probably more common they you think.

- Prep mowing area by removing debris such as rocks, sticks, bottles, cans, wires, toys, etc. Debris picked up by a mower or trimmer can be thrown at speeds as high as 200 mph or cause the equipment to jam or malfunction.
- Be aware of the location of co-workers, the public and family. Keep others out of the area while you are mowing or trimming, and make sure the chute of the mower or trimmer is pointed away from people and buildings.
- Beware of roll-overs. When a mower becomes unstable or out of balance, it can roll over. Never mow near drop-offs, ditches, embankments or steep slopes. Use a string trimmer in these locations. Refer to the operator's manual for the maximum slope allowed for your equipment.
- Don't get caught in moving parts: keep both hands and feet on the equipment at all times, shut off the engine before picking up debris or unclogging the chute, be cautious on wet grass, and always push a walk-behind mower, never pull, to keep from pulling the mower over your feet.
- For protection, make sure that you wear:
  - close-fitting clothing/no jewelry that can be pulled into moving parts,
  - safety glasses/face shield,
  - long pants and sturdy, non-slip boots to protect your feet and legs from flying debris, and
  - hearing protection such as plugs or muffs.

**DEPARTMENT** \_\_\_\_\_

**Supervisor/Team Leader/Crew Chief** \_\_\_\_\_

<b>PRINTED NAME</b>	<b>SIGNATURE</b>