

2017 RES-526
HONORING THE RECIPIENTS OF THE 2017 DANE COUNTY DEPARTMENTAL
AND INDIVIDUAL SAFETY AWARDS

WHEREAS every year, the Safety and Working Conditions Study Committee receives nominations for individuals who have gone above and beyond their day to day job duties to improve safety.

WHEREAS the Committee decided that this years Safety Award would go to Vivian Colon, a Customer Service Specialist with Human Services located at the Job Center. Vivian was unanimously supported by the SWCSC at the January meeting. Vivian is the first point of contact and greets over 200 people per day in the Job Center Lobby. She is being recognized because of her unique efforts that have helped thwart countless escalated events at the Job Center that would have endangered staff and customer safety and security. She stays calm in stressful situations and uses de-escalation skills such as using a tranquil tone of voice, active listening, and showing customers through her actions that we want to help them resolve their issues. Her tone, demeanor and approach deflate customers expecting the worst. She has a calming influence which in turn calms our customers. It is no surprise that customers and staff consistently remark on Vivian's excellent customer service skills. Vivian goes above and beyond the requirements of her job to make everyone feel welcome, respected and encouraged.

WHEREAS the Safety and Working Conditions Study Committee also gives out a Departmental Safety Award. This year, the Dane County Land & Water Resources-Parks Department set the bar once again. This is the second time that the County Parks has received this award. This award is given to departments that not only show improvement in the previous years' OSHA 300 records, but are awarded points for meeting a 15% reduction in OSHA 300 data from the previous year. The OSHA 300 looks at the Recordable Injury Rate, Lost Work Day rate, and Restricted Work Day Rate. Their efforts in safety training every spring, including LTE's in May, moved them ahead of some very close competition with Facilities Management and Human Services.

NOW, THEREFORE, BE IT RESOLVED that the Dane County Board and its Safety and Working Conditions Study Committee congratulates Vivian Colon and Dane County Land and Water Resources – Parks Department leadership and staff involved in making a difference in safety and the well being of others.