

The Scoop on Damage Prevention



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November 2012

Oklahoma One Call

2012 Safety Training Update

Call Okie's Damage Prevention's focus in 2012 has been "excavator responsibility." Anyone being paid to move dirt in the state of Oklahoma must use the state's notification system (Call Okie) 48 business hours before planned excavation. Excavators need to know the proper procedures and responsibilities that are required of them when they make the 811 call.

Focusing on Public Works/Municipal workers this year, Brenda Hoefar and Jerry West have traveled the state speaking to public works employees, county employees, contractors, excavators or anyone who needs a safety class or a guest speaker. Hearing, understanding and using the "Dig Safe" message protects both our excavators and underground facilities in our state.

From February to October the "Dig Safe" message has been presented to 868 County and Public Works Employees and 93 contractors in 30 meetings across the State of Oklahoma. Thank you to all who have attended and have requested safety training for your employees.



City of Stillwater



City of Stroud & Garvin County District 2 & 3

	January thru November								
	2012 YTD			2011 YTD			2010 YTD		
	RSVP	Actual Attendees	# of Mtgs	RSVP	Actual Attendees	# of Mtgs	RSVP	Actual Attendees	# of Mtgs
County / Public Works Employees	1004	862	27	1282	1111		601	504	
Contractors	115	93	3						
Member Company's	6	6		25	20		70	70	
Total	1125	961	30	1307	1131	36	671	574	19

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Special points of interest:

- The 12 Days of Holiday Safety

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North Division

Red Carpet Green Country Frontier
November & December Activities

Know a contractor that would benefit from Call Okie training. Contact your Damage Prevention Manager.

- November**
- 11/7 APWA Warren Cat Speaker (Tulsa)
 - 11/14 Green Country DPC Mtg Freddie's in Sapulpa
 - 11/14 City of Tulsa Sewer Dpt
- December**
- 12/5 Open House Law Change Committee
 - 12/6-8 Tulsa Farm Show
 - 12/17-19 Damage Prevention/field Representative Group Mtg in Jefferson City, MO

South Division

Chickasaw Great Plains Kiamichi
November & December Activities

Before you start your excavation Call Okie 48 hours before you dig...it's the Law!

November	December
11/1-2 Oklahoma safety Council BOD Retreat	12/5 USIC Tulsa
11/16 Oklahoma One-Call BOD Tulsa	12/5 OOCSI Open House Law Change Committee
11/28 Oklahoma One-Call Employee Annual State of the Company Meeting	12/7-8 Farm Show Tulsa
11/29 Kiamichi DPC Meeting Poteau	12/12 SAC Mtg Cushing OK
11/29 Kiamichi Electric COOP Mtg in Wilburton	12/12 Seminole County 1,2,3 Safety Program Seminole
	12/13 Great Plains DPC Lawton
	12/19 Chickasaw DPC Durant

Get It right Award



Rhonda Fagan is new to the Call Okie Family and already she is making a great impact. Rhonda puts forth great effort in her calls and makes sure her locate tickets are done properly. In the past 2 quarters, she has had the highest call monitoring scores of all her peers. In the 3rd quarter she scored 100 on all 5 of her randomly monitored calls. In the 4th quarter she scored 100 twice and had one 99. She takes the time to ask questions about procedures when uncertain about an issue on a locate and does everything possible to insure accuracy. She believes that getting it right the first time makes the customer happy, helps protect excavators and prevents damages to the stakeholder's underground facilities.

If **“get it Right”** was defined in the dictionary, a picture of Rhonda Fagan would definitely be part of the definition.

**Congrats to Mrs. Rhonda Fagan for winning this year's
“GET IT RIGHT” Award.**

Best Attitude Award



We all spend a great deal of time in the workplace, even if we work from home. Having a positive attitude every day makes for a productive atmosphere. Dealing with work challenges and conflicts is extremely difficult without a positive attitude. A positive attitude encourages teamwork and helps to get through conflict and stressful situations. April Miller was chosen to receive this year's "Positive Attitude Award." Positive attitudes have been known to decrease stress, and empower those who possess them. As the old saying goes, *it's not about what happens to you in life; it's about your reaction*. When a person chooses to stay positive, great things happen. An incoming call from someone hopping mad could make a CSR react one of two ways: get mad, or stay positive and inspire the caller to calm down. Well this CSR has the latter down. This CSR can diffuse a potentially hostile situation before it escalates. This CSR works well with others, keeps a ready smile, and genuinely cares about her coworkers, our callers and our members. April shows extreme flexibility in scheduling to help carry the load, and has exhibited a willingness to help out wherever needed. She has a very upbeat attitude and a helpful nature which puts smiles on people's faces. No matter what happens April Miller stays very POSITIVE!

**Congrats to Mrs. April Miller for having an attitude that is
contagious and worth catching!**

Oklahoma One Call

Information about Call Okie's Damage Prevention Programs contact **Leslie Carter, DP Events Coordinator**

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Our Mission

To Provide quality underground damage prevention and communication services in the great state of Oklahoma.



The 12 Days of Holiday Safety

Here are a few simple things you can do in a minute to help protect your family.

Day 1: Talk to your kids about safety. Teach them not to touch electric lights, cords or decorations.

Day 2: Read an article on www.safetyathome.com on ladder safety before you hang decorations.

Day 3: Examine your lights for wear – kids can help point out unlit bulbs, but they shouldn't handle the strands.

Day 4: If you have a tree, set a family tree-watering plan and let your kids participate if they're old enough.

Day 5: Check your holiday decorations to make sure that they are not a choking hazard.

Day 6: Turn pot handles inward when cooking to avoid being grabbed by kids.

Day 7: Review your fire escape plan. Did your holiday decorations block any essential exits?

Day 8: Learn what a UL mark looks like and teach your kids to find them on products.

Day 9: If you are using candles and matches during the holidays, check to be sure they are stored in a locked cabinet or well away from children.

Day 10: Test your smoke alarm. Need new batteries? Replace them.

Day 11: Recycle wrapping paper into cards or tags and use again.

Day 12: Recycle your tree at a local recycling center. You can search for one near you at www.earth911.com.

