

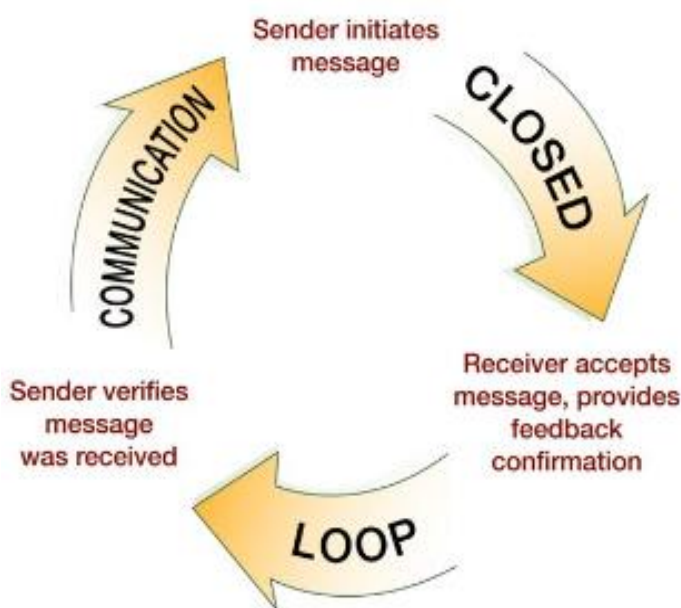
# Safety Alert

## Closed Loop Communication Safety

Ever watch a movie or seen a paramedic delivering shocks from an AED to a patient. There is a critical step before a patient is shocked. The paramedic must say, "all clear" the other paramedics must then respond "I'm clear". The paramedic then signals "everyone is clear" when he has observed and heard each person respond.

As in any job, this communication may become repetitive. This causes paramedics to make assumptions believing everyone is clear without following the "check back" process and confirming everyone is clear. The communication breaks down the holes in the cheese line up, and a paramedic is shocked inadvertently when they are not clear.

### Check-Back is...



When we travel forest roads and make calls to let others know, our position we use "closed loop communication".

Once I have made my call I listen for response. If I get a response from another vehicle coming towards me I then respond, back with instruction where we will meet or how to pass safely.

Although there is a written procedure for how this must be communicated, it happens very naturally and becomes more of a conversation than a step by step instruction. We then rely on driving to conditions and proper speed to ensure safe travel if this procedure fails. We need to ensure we are using the "check back" process.

Skid work, breaker outs, machine assisted felling, road closed authorization are tasks that rely on RT communication for each other's safety. Get this wrong and someone can be seriously hurt. A critical part of this communication is the confirming the message has been heard and understood.

Incidents have been reported recently where close escapes have occurred when this check back loop has not been followed. An RT turned down and instruction not heard, a worker hears a click on the RT and *thinks* it is confirmation, visual confirmation is *thought* to be received from operator. In industry there have been a number of fatalities also related to not following this process and communication being assumed or not confirmed.

### **ALWAYS**

- **Use a check back process to ensure instructions have been understood.**
- **DO NOT make assumptions that communication has been received**
- **This may seem repetitive but do not shortcut the communication by using other less effective methods like RT clicks or poor visual eye contact.**