

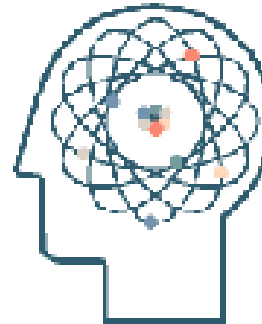
Complacency



Some people have their head in the sand and ignore what is happening around them, what's changed, what NEW hazards are there...

Webster's Definition

- ❑ **Contented or self-satisfied to a fault.**



We should comfort the afflicted, but we also need to afflict the comfortable.

John Kenneth Galbraith

Complacency

- ❑ Complacency is the bane of physical security and personal safety.
- ❑ No matter how vigilant we are, as time goes by with no problems occurring, we become complacent and let our guard down.



Complacency

- *September 11th is a prime example.*
 - Immediately after the event, people were vigilant and leery of everything out of the ordinary.
 - Now, everyone is carrying on as they did before the attack.



Complacency

- ❑ Complacency is a natural function of the brain.
- ❑ The brain is designed to automate repetitive behavior.
- ❑ Complacency is *not* the result of apathy, carelessness, or a flaw in your personality; it is the way the brain functions.
- ❑ Most of our day-to-day behavior is automated; it happens without conscious or deliberate thought.

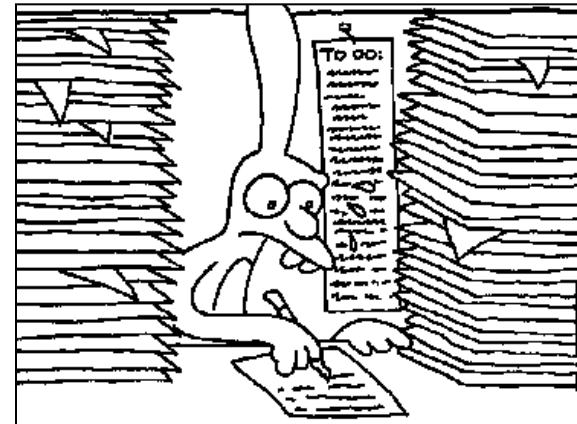
Complacency

- Have you ever been driving and thinking about the solution to a problem and suddenly find yourself at your destination with no recollection of how you got there?



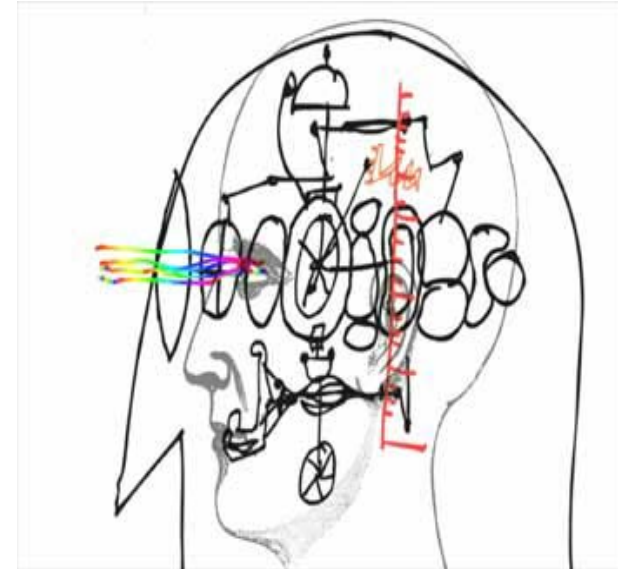
Complacency

- ❑ The brain can handle routine actions without conscious guidance.
- ❑ Repetitive tasks become automated to free up our attention for things that are new, unusual, or threatening.
- ❑ If it were not that way, we would be overwhelmed by the simplest of tasks.



Complacency

- ❑ The brain constantly and unconsciously scans the environment for signs of danger.
- ❑ We notice and respond to what is unique, unusual, or threatening.
- ❑ However, repeated exposure to situations, even if they are potentially dangerous, *dulls* our defense mechanism and our awareness.



Complacency

- People who are **repeatedly** exposed to dangerous or violent situations, such as police officers, fire fighters, operators and mechanics, become less concerned and cautious about them.
- We become complacent about our personal safety from repeated exposure to threatening situations that do not actually occur.

Complacency

- Psychologists call this habituation.

- Example:
 - a short amount of time after dressing, (the stimulus) the weight of your clothes creates is 'ignored' by the nervous system and we become unaware of it.

Complacency

- Habituation works against us when we are repeatedly exposed to the potential of dangerous situations, but nothing happens.
 - Changing strainers/filters
 - Clearing pumps and other equipment
 - Climbing on scaffolds
- Over time, the absence of consequences causes us become lax about safety, etc.
 - In AUTO-PILOT

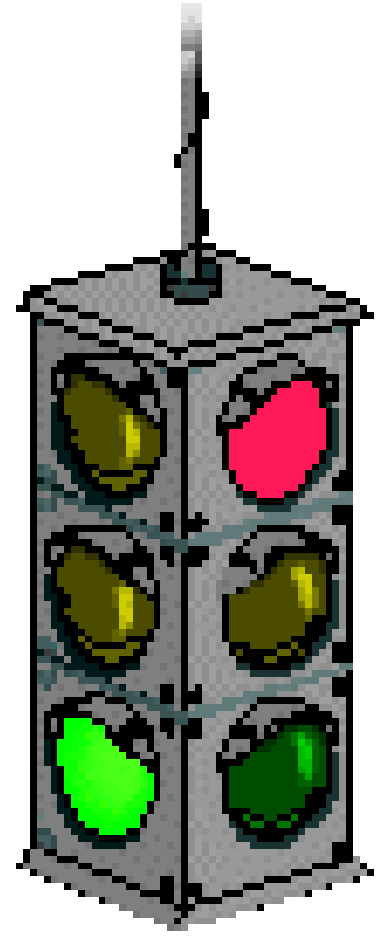
Complacency

- ❑ The cure for complacency is a deliberate effort to apply safety strategies, like JSA's or Safety Briefs, in the absence of perceived danger.
- ❑ Remember, the time that you are at greatest risk is when you least expect something bad is about to happen.

Complacency

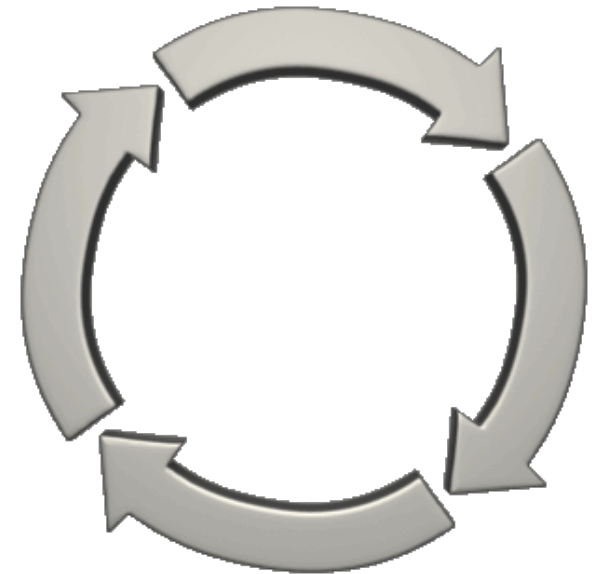
- The key is to form safety habits that you do everyday until they override your former unsafe behaviors and become automated.
- Start by assessing your work and work areas.
- When are you most susceptible to injuries, releases, etc.?
 - Consider prevention situations at:
 - home
 - while commuting
 - at work
 - while carrying out your daily activities.

The Stop Light



Complacency

- Adopt safety tactics and *deliberately* do them over and over on consistent basis in the absence of perceived danger until they become automated safety habits.



JSA's or Safety Briefs **Refresher**

- **These four states...**

- RUSHING**
- FRUSTRATION**
- FATIGUE**
- COMPLACENCY**

- **Can cause or contribute to these critical errors...**

- EYES NOT ON TASK**
- MIND NOT ON TASK**
- LINE-OF-FIRE**
- BALANCE/TRACTION/GRIP**



What

caused the incident to happen

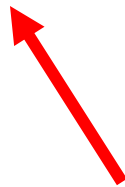


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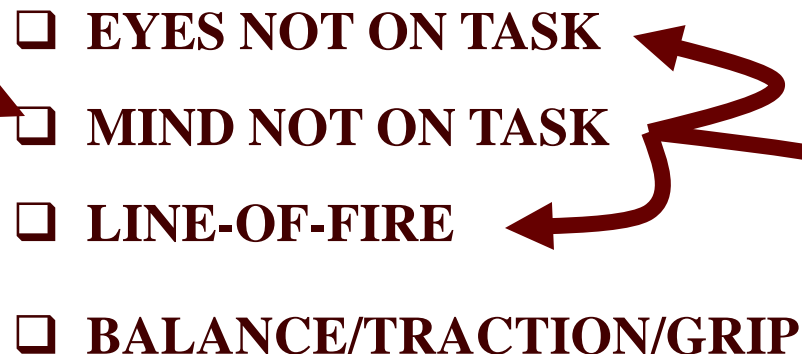
Why

did the critical error occur

Complacency

As we have stated before, **Complacency** sets us up for eyes and mind not on task, which can lead to line of fire and balance/traction/grip issues.

- RUSHING
- FRUSTRATION
- FATIGUE
- **COMPLACENCY**

- EYES NOT ON TASK
 - MIND NOT ON TASK
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- 

Complacency

- ❑ Complacency is like a chronic illness that you must treat daily to maintain your health.
- ❑ **You are never cured of complacency,** it requires constant attention to prevent it from adversely affecting your life.



Preventing Complacency

- ❑ Analyze small mistakes not just the serious ones
- ❑ If you think your are becoming too complacent, try placing visual reminders in your line of vision.
 - A loved ones picture
- ❑ Discuss with the folks you work with the hazards of your job
- ❑ Shadow another in their unit, looking for hazards
- ❑ Look for signs of complacency in other people
 - This will help bump up you awareness to help you fight auto-pilot



**Do you have a story to share
where *COMPLACENCY* has
caused you to take your *Eyes and
Mind Off Of Task* ?**