

TIPS FOR A SAFE & SUCCESSFUL SHIFT HANDOVER

MANY INCIDENTS OCCUR WHEN IMPORTANT SAFETY INFORMATION IS NOT COMMUNICATED FROM ONE SHIFT TO ANOTHER. SOMETIMES THE INFORMATION IS INCOMPLETE OR INACCURATE, OR THE PERSON RECEIVING IT MISUNDERSTANDS THE MEANING OF THE INFORMATION PROVIDED.

HAVING **GOOD SHIFT HANDOVER PRACTICES** HELPS TO ENSURE ACCURATE INFORMATION IS RELAYED IN A WAY THAT ALL PARTIES UNDERSTAND.

- **PREPARE**
- **COMMUNICATE CRITICAL SAFETY INFORMATION**
- **CROSS-CHECK THE INFORMATION**
- **ASK QUESTIONS!**



BC Forest Safety

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EFFECTIVE COMMUNICATION IS IMPORTANT IN ALL ORGANIZATIONS WHEN TASKS AND RESPONSIBILITIES ARE HANDED OVER TO ANOTHER PERSON AND/OR TEAM. THIS COMMUNICATION HANDOVER CAN OCCUR AT SHIFT CHANGEOVER, BETWEEN DAY AND NIGHT SHIFT WORKERS, OR BETWEEN DIFFERENT FUNCTIONS OF AN ORGANIZATION WITHIN A SHIFT, FOR EXAMPLE BETWEEN OPERATIONS AND MAINTENANCE STAFF.

HERE ARE SOME TIPS TO ENSURE THAT YOU HAVE A SAFE SHIFT HANDOVER:

- OUT-GOING PERSONNEL SHOULD HAVE ADEQUATE TIME TO PREPARE
- ALLOW SUFFICIENT TIME FOR THE HANDOVER AND FACE-TO-FACE IF POSSIBLE
- ELIMINATE DISTRACTIONS, IF POSSIBLE, DO IT SOMEWHERE QUIET WHERE BOTH PARTIES CAN HEAR AND SEE EACH OTHER
- ENSURE THE OUT-GOING PERSON PROVIDES A COMPREHENSIVE OVERVIEW OF THE HANDOVER CONTENT, INCLUDING:
 - TALKING THROUGH THE STATUS OF WORK ACTIVITIES ITEMS,
 - REVIEW OF CRITICAL WORK ACTIVITIES AND POSSIBLE SAFETY ISSUES,
 - REDUCING UNNECESSARY INFORMATION,
 - USING DISPLAYS, LOG-BOOKS, DIAGRAMS, REPORTS, ETC. TO AID IN THE COMMUNICATION, AND
 - SUMMARIZING THE HANDOVER AT THE END
- CROSS CHECK THE INFORMATION TO ENSURE UNDERSTANDING OF KEY ISSUES LIKE EXISTING LOCK-OUTS, HOT WORK, AND CONFINED SPACES PERMITS, ETC.
- ENSURE THE PERSON RECEIVING THE HANDOVER TAKES GOOD NOTES

WHETHER YOU ARE THE OUT-GOING OR THE INCOMING PERSON, REMEMBER:

- IF YOU DON'T UNDERSTAND SOMETHING, SAY SO
- IF YOU THINK SOMETHING MIGHT BE WRONG, QUESTION IT
- MAKE TIME FOR THE SHIFT HANDOVER AND DON'T RUSH THE COMMUNICATION
- PAY ATTENTION AND REMOVE ANY DISTRACTIONS
- PUT YOURSELF IN THE OTHER'S SHOES - WHAT DO YOU THINK THEY NEED TO KNOW?