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4 Keys to Effective Safety Communication

Communicating occupational safety and health information effectively is crucial to preventing employee injuries and illness. But how can you be sure your message is getting across? These Safety Training Tips offer help for more effective safety communication.

Remember the four keys to success. Effective safety communication is:

1. Interactive. It flows both ways. You speak about safety and you listen to employees' concerns and suggestions.

2. Informative. It tells employees what they need to know to work safely under all conditions.

3. Positive. It focuses on the exchange of ideas and information to improve workplace safety and prevent accidents and illness.

4. Productive. It allows you to interact successfully with employees and spread your safety message to all who need to hear it.

Watch out for communication barriers.

Unfortunately, numerous obstacles can cause communication to break down. For example:

* If too much information is being communicated all at once, it can be hard for employees to absorb all those different messages at one time.

* If your message lacks clarity, is confusing or ambiguous, what a worker actually hears might be quite different from what you intended to say.

* If expectations are not clearly defined, you may be unpleasantly surprised by the results. It is important to know and express what you expect to happen as a result of your communication.

* If you communicate a safety message without taking the time to listen carefully to the response of employees, the communication is incomplete. Remember, you have to speak and listen for communication to be successful.

* If you don't take employees' concerns and priorities into account, they might not listen to what you have to say.

And don't forget that effective safety communication always begins with your message.

The message is the safety information you want to transfer from your head into the minds and hearts of your employees.

* Before you speak, think carefully about what you want to say. Be as clear as possible about each of the points you want to make.

* Organize your thoughts into a logical sequence for communication.

* Consider your expectations. Do you expect employees to take some action as a result of what you tell them? If so, be sure to be clear about what that action is.

* Keep your communications simple. One safety message at a time, simply and directly stated, is more likely to be heard and understood.

* Be as precise as possible. Use concrete language and examples to explain what you mean so that you leave no room for misinterpretation.

* Be concise. Say only what needs to be said to get your point across. A lot of extra words will only confuse the issue.

* Demonstrate when appropriate. Employees generally learn better and retain more of the safety information they see and hear.

* Repeat your message as needed. Studies show that a safety message often needs to be repeated on several different occasions to get through to employees.

Why It Matters...

Failure to communicate safety information effectively can have serious negative consequences, including:

- * Accidents, injuries, and illness
- * Lost workdays
- * Reduced productivity and delays
- * Risk-taking by employees
- * Inability to comply with regulations
- * Higher workers' compensation and health insurance costs

* *Damage to materials, equipment, or your facility (for example, in a workplace fire caused by carelessness or lack of knowledge)*

* *Risks to community and environment (for example, in a release or improper disposal of hazardous chemicals)*

Source: Safety Daily Advisor (BLR)

ASK THE CODE CONSULTANT



Editor's Note: Fax your questions to the Code Consultant at (626)330-5171. To the SCBA members—The SCBA has retained me to be available to members to answer timely code-related questions that occur during the course of construction, whether in the plan check or building stages. Remember, there is no cost to the members for this services. Because I could be in a meeting when you call my cell phone, you may also call me at my office (626)369-1228 and leave me a message. I retrieve my messages from the field when I am done with my meeting and I call as soon as I am able. Here are a few examples with which I have tried to help:

Q: Exactly what is a non-separated use? I submitted plans for a restaurant tenant improvement and the plan checker said I needed to add two-hour rated walls between the restaurant and the adjacent stores because the building is not sprinklered. Then he said if I could justify a “non-separated” use building, then I would not be required to do the fire rated walls. I asked him to explain what I needed to do and he said that I needed to figure it out. Help!

John W.

The new 2007 CBC based on the 2006 IBC has a new provision in Section 508.3.2 that exempts occupancy separations provided the building can comply with the allowable area for the most restrictive use within the building.

In this case, the exemption is important because the fire rating of a restaurant next to a retail store went from no rating to two hours if the building is not protected with fire sprinklers. Even if there are sprinklers, the required fire rating is one-hour. For an existing building, this can create an unreasonable hardship because it could require that both sides of the wall be retrofitted with additional drywall and such devices as electrical outlets would have to be re-installed.

The initial solution is to evaluate the building using the most restrictive allowable tabular area (A_t). For most strip centers, the A_t for a restaurant must be used.

Fortunately, John's project was straight forward as the building was rectangular having just under 12,000 square feet in total area. This was important because the previous CBC would have required sprinklers if the retail store had a

floor area of more than 12,000 square feet. The existing building was partially occupied with an existing business and the new 3,000 SF restaurant is to be located in the center of the building with three 1,500 SF retail stores on each side.

The building faces a side street and the front parking lot. It has a fire separation distance of more than 60 feet on the two exterior sides facing the streets. Based on the wood frame construction, the building is of Type V-B construction.

Based on Table 503, the A_t for a restaurant is 5,500 square feet and the calculated allowable area would be:

$5,500 + (.50 \times 5,500) = 9,250$ square feet. Because the maximum allowable area for the restaurant is exceeded, the “non-separated” use concept cannot be used.

The next step is to evaluate both uses; the restaurant and the retail stores. You will have to trust me on my calculations but my findings were that the building would just comply (0.98) with the allowable area for the mixed-uses.

But, Table 508.3.3 would require that the restaurant and the retail stores must be separated by two-hour fire-rated fire barriers.

This result got me to thinking how the prior CBC would address this same condition.

First of all, the “non-separated” concept was not a part of the prior CBC. Therefore, the area analysis must be based on the mixed uses. Again, you will have to trust my calculation and my finding was that the proposed uses would exceed the allowable area and the

restaurant could not have been added to the building unless it was converted to a one-hour rated building or fire sprinklers were installed or an area separation wall was added. The only advantage was that a two-hour occupancy separation would not have been required.

Is it John's dilemma or the property owner's? It belongs to both! The property signed a lease for the new restaurant and John committed to a design-build tenant improvement.

Could this problem have been avoided? Sure, but that would have required a solid working knowledge of the new CBC. Fortunately, John said that the restaurant could be moved to one corner of the building in order to minimize the rated wall condition. He would check with his client if this is possible; otherwise, he might have to bite the cost for the two-hour wall.

I reminded him that the prior Code would have required much more additional work in order to comply. I also suggested that the owner consider the installation of fire sprinklers to have a “non-separated” use and eliminate the two-hour walls. Also, if sprinklers were added, the entire building could be a restaurant giving the owner more flexibility in renting out the spaces.

Of interest is that I had a similar call from an architect who hadn't quite figured out how to do “non-separated” uses. I was able lead him through the CBC and he couldn't believe that the different uses did not need a separation. In his case, the new CBC was of benefit to his client but as we found out with John's job, that will not always be the case.

KALB'S QUESTIONS & ANSWERS FOR CONTRACTORS



We solve the problem, answer the question and help contractors make a 'connection' between the law and their work. As our first question indicates, knowing how the 'current' rules apply can be tricky. For some contractors, adding a specialty class can open a 'pipeline' of new business opportunity. Finally, take note, every contractor in California may be asked to put their 'hands up' for fingerprinting...

Q: Our company currently holds a "C-20"(HVAC) and "C-38"(Refrigeration) State License. When installing a walk-in cooler or freezer, we always get a city mechanical permit. However, does our "C-38" or "C-20" allow for the connection of the fan coil from a provided electrical circuit? If so, where can this statement be found in writing? Thank you for helping with this question.

A: If installing a refrigerator, refrigerated room or other insulated refrigerated spaces (such as a walk-in cooler), it's proper to handle all work related to this installation including the electrical connection. By definition, a "C-38" contractor (Board Rules and Regulations 832.38) can install, maintain, service and repair related ducts, blowers, registers and thermostatic controls for the control of temperatures below 50F.

Further, B&P Section 7059 states that a specialty contractor can take and execute a contract involving two or more trades if the performance of that work is "incidental and supplemental" to the

work for which the specialty contractor is licensed.

Q: As a licensed "B" contractor, we often perform light plumbing tasks in the overall context of a job - things like changing angle stops, installing a sink or a faucet, etc. Sometimes these tasks are subbed out to a "C-36"(Plumbing); other times they are performed by one of my employees. I am currently considering hiring an experienced plumber as an employee to offer a more complete array of plumbing services (pipe re-routes, relocation of drains, installation of tubs, etc.). This individual, while experienced in the trade, has no license of his own. My question is, as a general "B" contractor, can we simply offer plumbing services under our current license, or do we have to have a "C-36"? As always, thanks for your advice.

A: As you know, A "B" contractor can self-perform most trades including plumbing (personally or through their employee) if it is part of a project involving two or more unrelated trades or crafts. For example, a job installing a new tub/shower would be fine if combined with painting a room or putting in new flooring. You cannot however, advertise to perform "plumbing only" under a general license. To do so you would need to add the "C-36" to your license with you as the Responsible Managing Officer (RMO) or an experienced employee as the Responsible Managing Employee (RME). You can continue to sub out these "plumbing only" projects to a properly licensed "C-36".

Q: I would like to know if I could pursue a contractor's license for the "B", "C-29" and "C-27". I have worked as a project manager for over 5 years. Please let me know if I would need to test in all areas? Thank you.

A: While the CSLB should ultimately allow you to obtain these license classifications, you may only apply -- and test -- for one at a time. The Board will require that someone certify 4 or more years ex-

perience in general building ("B"), masonry ("C-29") and landscaping ("C-27") before approving you to sit for these exams.

CONTRACTOR ALERT: The CA Department of Consumer Affairs is considering a plan to require fingerprinting for ALL contractors -- no matter how many years they have been licensed. Presently, the State's fingerprinting program is only triggered if you apply for a new license, add a class, replace a qualifier, etc. This legislative proposal would mandate that all presently licensed contractors get fingerprinted as a condition of renewing their contractor license. So far, many in the construction industry -- including myself -- have spoken out strongly AGAINST this idea. More information as it becomes available.

Knowledge is power. Knowing where to go for the answers is half the battle. Get expert assistance immediately when you e-mail, call, 916-443-0657 or email info@cutredtape.com, fax (916) 443-1908, or write me at Capitol Services, Inc., 1225 8th St. Ste. 580, Sacramento, CA 95814.



TAILGATE TOPICS

Wood-working Tool Safety

Woodworkers use power tools such as saws, drills, routers, planers, sanders, and lathes along with hand tools such as chisels, carvers, and augers to shape wood into functional and artistic objects. While wood crafting, woodworkers need to keep safety in mind.

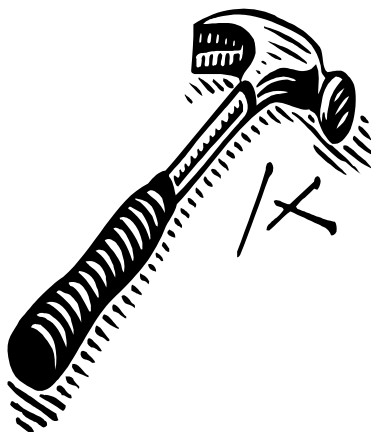


Get training on the power and hand tools that you work with on the job. Read the power tool manuals and make sure that you understand and follow the instructions. Always inspect your tools before each use. Make sure that power cords are in good shape with proper grounding. Tag-out, discard, or repair the tools if they are not in good working order. Make sure that cutting blades and surfaces are clean and sharp to give you the best control. Conduct periodic maintenance on the tools depending on the amount of use they get.

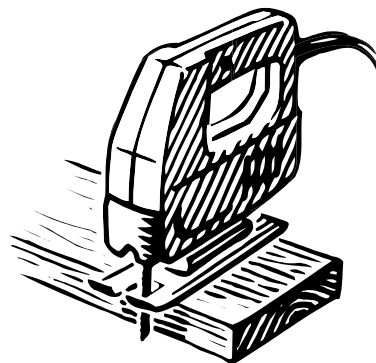
Wear appropriate, close-fitting clothing and tie back long hair for woodworking. Avoid jewelry and loose clothing that could be pulled into moving and rotating parts. Wear slip-resistant footwear to prevent falls. Safety glasses protect your eyes from sawdust and flying objects. Dust masks and a well-ventilated

work area protect your lungs from inhaling small wood particles. Hearing protection protects your ears from the noise of the shop. Close-fitting work gloves, when appropriate, can protect your hands when handling materials.

Use safe work practices when woodworking. Think first before you place your materials or your hands near the cutting blade. Pay attention to the cutting blade the entire time until your cut is completed. A distraction while watching television, listening to the radio, or talking to a co-worker or customer can lead to a lost finger or hand. Keep your hands away from the blade or moving parts by using push sticks or other guides to move materials into the cutting area.



Always remove nails, burls, or other imperfections and additives that could cause the materials to jam or “kickback.” Secure your materials to the work surface to avoid having the material and/or the cutting blade slip when you apply pressure to it. If your saw or other machine is resisting the cut, don’t force the material through. Stop and investigate the problem. Always give the power tool time to run down and the



blade to completely stop before you try to handle it. Turn the power off completely and lockout-tagout before you clear a jam or clean a machine. Never leave power cutting equipment running while unattended.

Keep your woodworking shop a safe place from slips and bumps with good housekeeping. Make sure that power cords are coiled neatly and out of pathways. Keep your work area clean and clutter-free. Clean up spills immediately. Keep sawdust to a minimum by cleaning regularly through the day.

Use neutral postures and avoid awkward reaches or positions to avoid ergonomic injuries. Rotate your tasks throughout the day and take frequent rest breaks to give your body a rest. If necessary, wear anti-vibration gloves to prevent hand-arm vibration syndrome (HAVS).

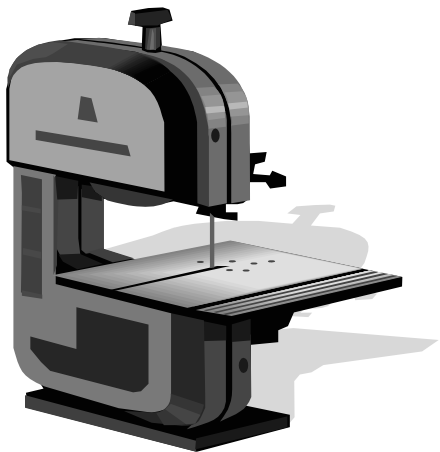
**Courtesy of the State
Compensation Insurance
Fund**



TEMES de PUERTA POSTERIOR

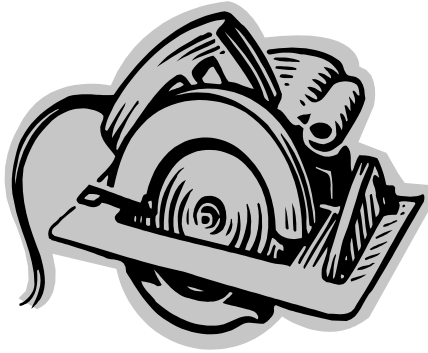
Seguridad en el uso de Herramientas de Carpintería

Los carpinteros usan herramientas motorizadas tales como sierras, taladros, acanaladoras, cepilladoras, lijadoras, y tornos junto con sus herramientas de mano tales como cinceles, cepillos y barrenas para conformar la madera en la construcción de objetos artísticos y funcionales. Mientras trabajan con la madera, los carpinteros deben tener en mente su seguridad.



Capacítase en el uso de las herramientas motorizadas y de mano que utiliza en su trabajo. Lea los manuales de las herramientas motorizadas y asegúrese de entender y cumplir con todas las instrucciones. Siempre inspeccione todas las herramientas antes de usarlas. Asegúrese de que los cordones eléctricos estén en buenas condiciones y tengan Buena conexión a tierra. Rotule y saque de servicio, deseche o repare cualquier herramienta que no esté en buenas condiciones. Asegúrese de que las cuchillas y las superficies estén limpias y afiladas para brindarle el máximo control. Dé mantenimiento periódico a las herramientas dependiendo de la cantidad de uso que reciban.

Vista ropa apropiada y ceñida, y átese el pelo largo al hacer trabajos de carpintería. Evite usar artículos de joyería o



ropa holgada que se pueda enredar en partes móviles o giratorias. Use calzado con suelas antideslizantes para evitar caídas. Los anteojos de seguridad le protegen los ojos contra el aserrín y objetos que vuelan. Una máscara contra el polvo y un area bien ventilada le protegen los pulmones contra la inhalación de partículas pequeñas de madera. La protección para los oídos los protege contra los ruidos del taller. Guantes ceñidos, cuando sean necesarios, le protegen las manos al manejar los materiales.

Use las buenas prácticas de seguridad al trabajar en carpintería. Piense primero antes de meter las manos o los materiales cerca de una cuchilla de corte. Preste atención a la cuchilla de corte todo el tiempo hasta haber terminado el corte. Cualquier distracción mirando televisión, escuchando la radio o hablando con un compañero de trabajo o con un cliente puede hacer que pierda un dedo o una mano. Mantenga las manos alejadas de las cuchillas u otras partes en movimiento usando un palo u otra guía para empujar el material hacia el área de corte.

Siempre saque los clavos, nudos u otras imperfecciones que puedan hacer que el material se atore o “rebote”. Sujete los materiales a la mesa de corte para evitar que el material y/o la cuchilla se deslicen cuando usted le aplique presión. Si la sierra u otra herramienta se resiste al

cortar, no fuerce el material. Pare e investigue el problema. Siempre espere a que la herramienta o cuchilla pare por completo antes de tocarla. Apague la máquina por completo, bloquéela y etiquétela antes de eliminar cualquier material atorado o antes de limpiar la máquina. Nunca deje una herramienta motorizada de corte en marcha y desatendida.

Mantenga su taller de carpintería seguro contra resbalones y tropiezos con un buen orden y aseo. Asegúrese de que los cordones eléctricos estén enrollados ordenadamente y fuera de los pasillos. Mantenga el área de trabajo limpia y ordenada. Limpie los derrames de inmediato. Mantenga el aserrín bajo control limpiándolo con regularidad a lo largo del día.

Use una postura neutral y evite alcanzar demasiado lejos, así como otras posiciones incómodas para evitar lesiones ergonómicas. Alterne las tareas a lo largo del día y tome descansos frecuentes para dejar descansar a su cuerpo. Si es necesario, use guantes contra la vibración para prevenir el síndrome de vibración en manos y brazos (HAVS, por sus siglas en inglés).

Courtesy of the State Compensation Insurance Fund



WINTER TRAINING SCHEDULE

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www.aclf.com/vur/GSBE/br.html

**Do you need more tailgate topics?
Have a Cal/OSHA compliance question?
Here is a list of websites you can go to for free resource.**



Tailgate topics– www.cdc.gov/elcosh/docs/training/materials.html

Tailgate topics– www.safetek.com/trainindex.html

Cal/OSHA– www.dir.ca.gov

Federal OSHA– www.osha.gov

Dept. of Health Services– <http://www.dhs.ca.gov/>

www.msdssearch.com/msdsearch.htm

Qualify to Submit Bids

Under the provision of PCC section 22036 of the Uniform Public Construction Code Accounting Act to be included on the agency's list of qualified bidders for the 2009 calendar year. DVBE licensed contractors are encouraged to submit.

Contact the following organizations to find out how to be placed on their bid list for future projects.

City of Santa Clarita
23920 Valencia Blvd. # 300
Santa Clarita, CA 91355
Jon Bischetsrieder
(661)286-4184



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