

Reducing the Training Burden on a Lean Safety Team

How a senior living organization used SafetyNow ILT to support supervisors, document training and keep safety visible during staffing pressure

Case Story

The work was demanding, emotional and often unpredictable.

The risk was not.

Meadowbrook operated assisted living and long-term care sites in Manitoba, Minnesota and North Dakota. Employees worked with resident transfers, cleaning chemicals, infection control procedures, violence and aggression risk, slips and falls, sharps, fatigue, vehicle use and emergency response requirements. The work was demanding, emotional and often unpredictable.

The organization had one regional safety lead, Priya Shah, supporting multiple facilities.

Priya was capable, organized and deeply committed to prevention. But she was spending too much time creating materials, chasing supervisors, updating outdated talks and trying to prove that training had happened. Every month brought another need: violence prevention refreshers, safe lifting reminders, housekeeping talks, PPE updates, incident follow-up briefings and orientation support for new workers.

She didn't need more awareness that training mattered.

She needed capacity.

SafetyNow ILT gave her a practical way to multiply her impact without adding headcount.

Creating a library supervisors could use immediately

Priya started by selecting SafetyNow ILT kits that matched the hazards most common in care environments: slips and falls, safe resident handling, workplace violence, chemical safety, infection control, emergency preparedness, fatigue and incident reporting.

Then she built a simple supervisor training schedule. Each facility manager received monthly topics, ready-to-use materials and instructions for documenting completion.

The expectation was clear: safety training was not optional, but supervisors were not being asked to invent it.

That distinction changed the response.

Before SafetyNow ILT, some supervisors saw training as one more task added to an already full shift. After Priya introduced the kits, the task became more manageable. They had a script. They had discussion questions. They had handouts. They had a quiz or sign-in sheet when needed.

Making training feel relevant to care workers

Priya also wanted the talks to feel connected to real work.

Care workers are often told to be careful. Be careful when lifting. Be careful with aggressive residents. Be careful around wet floors. Be careful when tired.

But “be careful” is not training.

Using SafetyNow ILT materials, supervisors began leading more specific conversations. During a safe lifting talk, workers discussed the moments when they were most likely to rush a transfer. During a violence prevention talk, staff talked about early warning signs and communication between shifts. During a housekeeping talk, employees identified the areas where carts, cords and laundry created recurring trip hazards.

At one Manitoba facility, a health care aide named Marisol raised a concern during a slips and falls talk. She pointed out that water was pooling near an entrance used by night staff during freezing weather. It had been mentioned informally before, but the safety talk created the right moment to document it, assign follow-up and check

They had enough structure to deliver the meeting properly without spending their evening trying to prepare.

One facility manager, Louise, told Priya she used to postpone safety talks because she didn't feel she had enough time to “do them right.” With SafetyNow ILT, she could run a short, focused meeting during a shift huddle and still have proper documentation afterward.

That removed a major barrier.

whether the control worked.

The issue was corrected before anyone fell.

That was exactly what Priya wanted from supervisor-led training. Not a speech. A structured opportunity to find risk early.

The key successes

Within nine months, Meadowbrook had a more consistent safety communication program across its care sites.

Supervisors delivered talks more reliably because the materials were ready. Priya spent less time creating content and more time reviewing completion, following up on trends and supporting higher-risk facilities. Documentation improved because the kits gave each site a clearer process for sign-ins, quizzes, meeting notes and follow-up actions.

The organization also strengthened its onboarding and refresher training. New employees received more consistent safety messaging, and existing workers heard the same core expectations across locations.

Most importantly, safety stayed visible during staffing pressure.

That mattered in a care environment where the urgent work of the day can easily crowd out prevention until something goes wrong.

From one safety lead carrying the load to a shared training system

Meadowbrook didn't solve staffing pressure with SafetyNow ILT.

But it stopped letting staffing pressure weaken its safety training.

SafetyNow ILT gave Priya a way to distribute responsibility without losing control. Supervisors could deliver practical talks. Workers could participate in real discussions. Priya could track and support the process without building every piece herself.

For Priya, that was the success.

SafetyNow ILT helped a lean safety team keep training active, documented and relevant across multiple facilities.

It gave supervisors the tools to lead.

It gave the safety department room to manage.

Key Results

- Reduced the burden on a small regional safety team
- Improved consistency of safety talks across U.S. and Canadian care facilities
- Gave supervisors ready-to-use materials for huddles and short safety meetings
- Improved documentation of attendance, participation and follow-up actions
- Helped workers surface hazards before they became incidents

A lean safety team can't create every safety talk from scratch and still manage the program.

Visit www.safetynow.com or call 1.800.667.9300 to learn how SafetyNow ILT helps employers support supervisors with ready-to-deliver training kits, meeting materials and practical documentation tools.

