

ADMINISTRATIVE ORDER NUMBER 2-3

SUBJECT: Safety Policy/Injury & Illness Prevention Program

Responsible Department: Personnel Services Department

Date Issued: 12-1-1998

Date Revised: 7-11-2017

Approved: *(Signature on File)*

PURPOSE

The purpose of the policy is to provide all City employees with a safe work environment and to conduct everyday business in a manner that promotes safety and provides protection from workplace hazards.

POLICY

It is the policy of the City of Fresno (COF) to maintain a safe and healthy work environment for each employee and to comply with all applicable occupational health and safety regulations. This program will establish the framework for safety and compliance to every department within the City of Fresno.

RESPONSIBILITY

All managers and supervisors are responsible for implementing and maintaining the Safety Policy/Injury & Illness Prevention program in their work areas and for answering worker questions about the Program. The Risk Manager is the Injury and Illness Prevention Program (IIPP) administrator and has the authority and responsibility to update this program as needed. A copy of this IIPP is available at www.fresno.gov as well as at City Hall in the Personnel Services Department Risk Management Division.

Management is responsible for ensuring all safety and health policies and procedures are clearly communicated and understood by all employees. Supervisors are expected to enforce the rules fairly and uniformly.

All employees are responsible for using safe work practices, for following all directives, policies and procedures, and for assisting in maintaining a safe work environment. The following is the City's system of ensuring all workers comply with the safety rules and maintain a safe work environment:

1. Informing employees of the provisions of the IIPP;
2. Evaluating the safety performance of all workers;

3. Recognizing employees who perform safe and healthful work practices. This recognition may be accomplished by:
 - a. Verbal recognition of a safe behavior observed
 - b. Keeping a posted record of days worked without injury
 - c. Formal recognition of individuals or groups for safety performance
 - d. Significant contribution to the maintenance of a safe workplace, as determined by their supervisors, will receive written acknowledgment of such contributions which is maintained in the employees' personnel files.
4. Providing training to workers whose safety performance is deficient;
5. Disciplining workers for failure to comply with safe and healthful work practices in accordance with Administrative Order 2-14, Guide to Corrective Action.

COMMUNICATION

It is the COF's policy to maintain open communication between management and staff on matters pertaining to safety. All input regarding safety is considered important, and employees are encouraged to actively participate in the City's safety program. Employees should feel free to express any safety concerns during safety meetings, individually to supervisors or in writing. All safety suggestions will be given serious consideration and each will receive a response. In turn, the City will provide current safety updates and activities, safety reading materials, signs, posters and a bulletin board for easy access to information. Also, regular safety meetings will be held so all employees have an opportunity to receive safety training and voice personal opinions regarding safety and health matters.

The following is the COF's system of communication designed to facilitate a continuous flow of communication of safety and health information:

1. New employee orientation
2. Workplace-specific safety and health training.
3. Safety meetings conducted every 30 working days in each department, by the department supervisor or safety specialist. Safety meetings are required by Cal/OSHA as a means to successfully communicate important information to employees, as well as promote safety awareness. These meetings will be documented in the form of minutes which will include attendance records. Collectively, a City-Wide safety meeting will be held with all Department Heads once every-other-month to provide information concerning major issues, compliance updates, and best practices as it pertains to Health & Safety for the COF.
4. Effective communication of safety and health concerns between employees and supervisors, including language translation where appropriate.
5. Posted and distributed safety information.
6. A system for employees to anonymously inform management about workplace hazards.

7. Supervisor Hazard Reporting Program - Supervisors will report any unsafe acts or unsafe conditions in writing immediately by submitting an email directly to the Risk Manager (COFsafety@fresno.gov). The Risk Manager will initiate immediate abatement procedures, either personally or by delegation.
8. Employee Hazard Reporting Program - Employees will also be responsible for reporting any unsafe act or unsafe condition to their supervisor via a written Safety Hazard Notice. The supervisor will then forward the notice on to the Risk Manager.
9. General code of safe work practices.

HAZARD ASSESSMENT

Periodic inspections to identify and evaluate workplace hazards shall be performed by the Safety Committee according to the following schedule:

1. Monthly;
2. When new substances, processes, procedures or equipment that present potential new hazards are introduced into our workplace;
3. When new, previously unidentified hazards are recognized;
4. When occupational injuries and illnesses occur;
5. When we hire and/or reassign workers to processes, operations, or tasks for which a hazard evaluation has not been previously conducted; and
6. Whenever workplace conditions warrant an inspection.

Periodic inspections consist of identification and evaluation of workplace hazards or any other effective methods to identify and evaluate workplace hazards.

ACCIDENT/EXPOSURE INVESTIGATIONS

Investigation of workplace accidents, hazardous substance exposures and near-accidents will be done by the safety specialist or supervisor. Accident investigation is a systematic method for collecting factual information making it possible to accurately reconstruct the accident and determine the underlying reasons for the cause of the accident. The investigation is fact-finding, not fault finding. Once the primary causes for the accident have been determined, preventative measures can be identified and effectively instituted.

Each supervisor has a prominent role in conducting an accident investigation. The responsibility for conducting an accident investigation includes collecting the facts, determining the sequence of events that resulted in the accident, identify action to prevent recurrence, and provide follow-up to ensure corrective action was effective. All accidents should be investigated promptly regardless of their severity. Promptness of the investigation is essential since conditions at the accident scene change. Moreover, witnesses are more likely to relate circumstances as they were, without the added conjecture that comes late from discussions of the accident with other employees.

Promptness in checking the scene assures employees that management is highly concerned for their well-being.

Each department supervisor/manager shall utilize the Supervisor's Report of Injury/Incident to promptly investigate, thoroughly analyze, and report to Risk Management all accidents involving personal injury and/or property damage or the potential there for, once they occur (send to: COFsafety@fresno.gov). Accident investigation reports shall be submitted within 24 hours of the first notice to the supervisor/manager and will include:

1. Visiting the scene as soon as possible;
2. Providing medical care when necessary;
3. Interviewing affected workers and witnesses;
4. Examining the workplace for factors associated with the accident/exposure/near-accident;
5. Determining the root causes of the accident/exposure/near-accident; and

HAZARD CORRECTION

Unsafe or unhealthy work conditions, practices or procedures at our work facilities shall be corrected in a timely manner based on the severity of the hazards and according to the following procedures:

1. When observed or discovered;
2. When an imminent hazard exists which cannot be immediately abated without endangering employee(s) and/or property, all exposed workers will be removed from the area except those necessary to correct the existing condition. Workers necessary to correct the hazardous condition shall be provided with the necessary protection; and
3. All such actions taken and dates they are completed shall be documented on the attached Identified Hazards and Correction Record, or another comparable tracking mechanism.

TRAINING AND INSTRUCTION

All employees, management and supervisors, shall have training and instruction on general and job-specific safety and health practices. Training and instruction shall be provided as follows:

1. When the IIPP is first established;
2. To all new employees;
3. To all employees given new job assignments for which training has not previously provided;
4. When new substances, processes, procedures or equipment are introduced to the workplace and represent a new hazard;

5. Upon being made aware of a new or previously unrecognized hazard;
6. To supervisors to familiarize them with the safety and health hazards to which workers under their immediate direction and control may be exposed; and
7. To all workers with respect to hazards specific to each employee's job assignment.

This training will include (but is not limited to):

1. Explanation of the COF's IIPP, emergency action plan and fire prevention plan, and measures for reporting any unsafe conditions, work practices, injuries and when additional instruction is needed.
2. Provisions for medical services and first aid, including emergency procedures.
3. Proper housekeeping, such as keeping stairways and isles clear, work areas neat and orderly, and promptly cleaning up spills.
4. Prohibiting horseplay, scuffling, or other acts that adversely influence safety.
5. Proper storage to prevent:
 - a. stacking goods in an unstable manner
 - b. storing materials and good against doors, exits, for extinguishing equipment and electrical panels
6. Heat Illness Prevention for covered employees. A copy of the COF's HIPP can be found at: <https://www.fresno.gov/personnel/wp-content/uploads/sites/12/2016/09/AO231HeatIllnessPreventionPlan.pdf>

Where applicable our training may also include:

1. Prevention of musculoskeletal disorders, including proper lifting techniques.
2. Use of appropriate clothing, including gloves, footwear, and other personal protective equipment.
3. Information about chemical hazards to which employees could be exposed and other hazard communication program information.
4. Proper food and beverage storage to prevent them from becoming contaminated.

In addition, specific instruction will be provided to all workers regarding hazards unique to their job assignment, to the extent that such information was not already covered in other training.

RECORDKEEPING

The City has taken the following steps to implement and maintain its IIPP:

1. Annual Review of IIPP by Risk Management

Health & Safety records in accordance with the City's record retention schedule will be kept as follows:

1. Records of scheduled and periodic inspections including the person conducting the inspection, the workplace and the actions taken to correct the identified unsafe conditions and work practices.
2. Documentation of safety and health training for each employee, including the employee's name or other identifier, training dates, type of training, and training providers are recorded in the employee's home department.
3. OSHA Recordable record keeping shall be kept separately by each department in accordance with OSHA records retention schedule.
4. Form DWC-1 shall be given to every employee the day we have knowledge of a work related or potential work-related injury.
5. Supervisor's Report of Injury/Accident shall be filled out and emailed to Risk Management within 24 hours of being reported.

OSHA VISIT GUIDELINES

These guidelines are designed to offer front-line management direction in the event of an OSHA inspection.

OSHA may visit our facilities for any of four reasons:

1. Reportable accidents and injuries
2. Employee complaints
3. Site-Specific Targeting (SST) Inspections
4. Regularly scheduled visits

A regulatory visit made by an OSHA inspector should be handled with a *"team approach"* that includes immediate notification of the:

- Risk Manager (559) 621-6900
- Department Manager
- Facilities Manager

In some cases, due to travel and scheduling constraints, this "team approach" may not always be practical. As a result, these procedures have been written to assist our front-line management who may have to handle a portion of, or the entire inspection.

However, if additional team members can get to the site within a reasonable time, it is appropriate to explain to the compliance officer the City's team approach and to ask the compliance officer to wait until they arrive.

When the Inspector Arrives (Initial Contact)

You should take the following steps when dealing with an OSHA facility visit:

- Promptly greet the inspector - unnecessary delays may present the wrong impression.
- Request to see the inspector's credentials
- Inquire as to the purpose of the inspection or visit, and ask what prompted the visit.
- Courteously escort the inspector to the nearest office and explain our notification procedures.

Every attempt should be made by Risk Management to arrive at the site immediately. It is appropriate for those on site to ask the inspector to wait a reasonable period of time (*not more than one hour*) to enable the City's safety team to participate in the inspection.

We may also be asked to provide an employee union representative if requested by the inspector. This is generally the shop steward or other bargaining unit employee designated by the union.

During the inspection

You should carefully document the entire inspection in written and photographic form. We want to answer all questions truthfully. If you do not know the answer, say so.

Collect the same evidence as the inspector. A digital camera/smartphone is a necessary tool to document the inspection. Duplicate any photos taken by the inspector.

Do not make statements or admissions. Only provide information that is requested.

You have the right to be present during all management interviews.

Post Inspection

The inspector will summarize preliminary findings at the completion of inspection. They may also issue a formal document request. Immediately notify Risk Management in the event they were not able to participate in the inspection.