

# City of Show Low

## Health and Safety Manual



January 2019

To All City Employees:

Our environment affects every aspect of our work lives. The benefits of a safe and healthy work environment are high morale, productivity and efficiency. Please keep and use this manual as a tool to help us continue to create a safe and healthy work environment for our employees.

The City of Show Low is dedicated to the health and safety of our greatest resources, our employees. For this reason, we have created the Health and Safety Manual, Accident Review Board, and Safety Committee which promote and encourage health and safety on the job and at home. I challenge all employees to promote the implementation of the following policies and procedures contained in this manual.

Formal and informal safety training will be on-going as part of your employment. Receiving this manual is your first City safety training experience. Please make every effort to read and learn from the manual and if you have questions about it, please don't hesitate to ask.

The City requires all employees to work safely. Each person is responsible for maintaining a safe working environment. If you have suggestions or concerns related to safety, please share them with your supervisor or a Safety Committee member.

Sincerely,

Ed Muder  
City Manager

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# Introduction

**The City's position on injuries, accidents and incidents is: "If it's Predictable, it's Preventable".**

An effective health and safety program minimizes accident frequency and severity and proactively looks for ways to mitigate areas of risk. Only when our City has reached a zero accident rate and zero lost time injury record can we consider our program a complete success.

Accident prevention is an issue both at home and the worksite. City standards for safety are high, because our goal is to create a strong safety culture. Our safety programs are designed to eliminate hazardous processes and working conditions. Our employees must always have an awareness of the areas of risk in their work environments in order for us to be successful at accident prevention.

The City of Show Low has a basic responsibility to treat the safety of our employees as our number one priority. The successful operation of the City will depend not only on service and maintenance, but also on how safely each job is performed. There is no job so important or service so urgent, that we cannot take the time to work safely.

The City of Show Low is responsible for the leadership of the Health and Safety Program and for providing safeguards to ensure safe working conditions. All City employees are responsible for developing proper attitudes towards safety for themselves and their co-workers. All employees are also responsible for ensuring that all work is performed with the highest regard for the safety and health of all personnel involved. Employees are responsible for compliance with all rules and regulations and for continuously practicing safety while performing their duties. The City's goal is to keep job related injuries and illnesses at a minimum. To help meet this goal, all employees will report "Near Miss" situations immediately either to their supervisor or Human Resources. All hazards will be systematically identified and eliminated, or controlled, using the most effective technique possible.

# City Safety Philosophy Statement

**IF IT'S PREDICTABLE, IT'S PREVENTABLE.** The City's philosophy toward safety is that: injuries should NOT occur. All City employees must be trained to work safely and must also understand that it is to their advantage, to work safely. Managers and supervisors are responsible for the adequate safety training of employees and all employees share the responsibility for preventing injuries. Safety is smart, is good business, and is the way we operate at the City.

The City of Show Low will always strive to comply with all applicable safety laws and regulations such as those established by OSHA, EPA, DOT and all other applicable federal, state and local safety and health regulations. We believe that complying with safety laws enhances the safety of our employees and employee safety is of the highest importance to the City.

The main purpose of the City of Show Low's Health and Safety Program is to prevent injuries and accidents and create safety awareness in all employees. Other objectives of our program include: creating and maintaining a positive safety culture, and improving employee morale.

This manual presents the plans, procedures and guidelines to promote the City of Show Low's Health and Safety Program. If any policy is more restrictive, it shall take precedence over the provisions of this manual.

## Elements of Our Health and Safety Program

### **Administration**

#### **Department Directors**

Department Directors must be completely familiar with the Health and Safety Program in order to ensure its effective implementation. The commitment from management and their responsibility for this program will assure its success. Safety goals are communicated to City staff on a regular basis and safety performance will be monitored and evaluated regularly. All employee performance achievement plans should include safety elements within them.

#### **Managers and Supervisors**

Managers and supervisors must be completely familiar with the Health and Safety Program in order to ensure its effective implementation. They should be aware of all safety considerations when introducing a new process, procedure, machine or material to the workplace. Through regular inspection of facilities and equipment, managers and supervisors will assure a place of employment reasonably free from hazards. Managers and supervisors are tasked directly with review of all accidents to ensure that proper reports are completed and appropriate action taken for prevention.

Supervisors will provide complete safety training to employees along with the proper personal protective equipment (PPE) necessary prior to assignment of duties. Supervisors will make sure that each of their employees understands and puts into practical use the training and safe work procedures the City provides. Managers and supervisors should set the example for safe work performance and consistently and fairly enforce all City safety rules. It is their responsibility to see that all injuries, no matter how minor, are treated and reported immediately. Proper reporting of injuries is done to the city's triage contractor "TriageNow" via their

toll free phone number, 24/7/365. The injured employee will: notify their supervisor of the injury, contact 911 if it is a life/limb threatening injury and call TriageNow with their supervisor (844-282-7823). The Accident Review Board, (ARB), with the help of area supervisors, will help investigate injuries/accidents to determine the root cause and will assist with determining corrective actions.

## **Employees**

Employees should follow and adhere to all safety rules and regulations; this includes complying with all federal, state, and local rules and regulations relevant to their work. This includes wearing appropriate PPE and maintaining all equipment in good condition. Employees will support one another by encouraging co-workers to work safely and by reporting unsafe acts, unsafe conditions, and Near Miss situations immediately. A Near Miss is defined as “A safety event, injury, unsafe condition or property damage that almost happened or could happen.” The Near Miss Policy is available through Human Resources and on the City website. Immediate reporting of all accidents and injuries to a supervisor is required by all City employees. Employees at every level are responsible for knowing and following the safety practices described in the written safety manual.

No employee will be disciplined or discharged for reporting any Near Miss, injury, workplace hazard or unsafe condition. Employees who wish to remain anonymous may report unsafe conditions or hazards by using the Near Miss forms available on the shared drive, the “T” drive on the City’s network and on the City website.

## **Safety/Loss Control Coordinator**

The Safety/Loss Control Coordinator is the guiding force behind the Safety Committee and Accident Review Board (ARB), and is knowledgeable or acquires the knowledge necessary to assure the City is meeting or exceeding all safety laws and practices. Along with the Safety Committee and ARB guidance, the Safety/Loss Control Coordinator develops action plans to address incidents and injuries and develops proactive plans to mitigate future incidents and injuries. The Safety/Loss Control Coordinator helps create a positive attitude towards safety, Near Miss reporting and the prevention of accidents by all employees.

## **Safety Committee**

The Safety Committee members review the Health & Safety Manual annually. The Safety Committee’s goal is to uphold the City’s Safety Philosophy. Upholding the City’s Safety Philosophy is brought about by keeping safety a constant topic of discussion. This can be accomplished in many ways:

- Encourage active interest and reporting of hazardous conditions and Near Miss reporting by employees.
- Post all safety information distributed and add items of interest related to the particular work area.
- Instill pride into safety activities. Understand the importance of safety as a critical element of all daily routines.
- Utilize the daily email Safety Topics and Opportunity to Improve Safety (OIS) for training discussions.
- Ensure participation in the Safety Incentive Draw Program, the City’s safety contest.
- Support City-wide safety initiatives and training events.

# Training and Education

## Safety Training

Effective safety training is one of the best means of preventing injuries and accidents. Safety training will be conducted on a continuous and on an as-needed basis. Some safety training sessions for management and supervisory personnel will be administered and/or coordinated by the Safety/Loss Control Coordinator. These sessions may include a discussion of techniques and procedures for safety training of employees, hazard identification, and accident investigation and reporting.

All employees are trained on AED (Automated External Defibrillators), CPR (Cardio Pulmonary Resuscitation) and basic First Aid. Other specialized safety training for certain job classifications and locations may be part of employee training as well.

### SAFETY TRAINING FOR EMPLOYEES

#### A. New Employees

New employees will receive training sessions on safety. This training will include a review of safety policies and a thorough explanation of the approved and safe procedures for accomplishing all phases of each job assignment.

Emphasis will be on safe operation of equipment and machines specific to the job hazards, safety precautions to be followed, and the proper use of required personal protective equipment (PPE).

New employees will be thoroughly trained by their immediate supervisor concerning responsibilities for accident reporting and Near Miss reporting.

Human Resources is responsible for providing and tracking the following basic safety training requirements for all city employees:

1. Each new employee has a copy of and has read this City of Show Low Health & Safety Manual;
2. Fire Extinguisher Use;
3. AED use and CPR and basic First Aid for all non-temporary employees;
4. Motor Vehicle Safety for all employees, excluding those in positions requiring a CDL;
5. Drug Free Workplace Policy.

#### B. Supervisors

It is the responsibility of each supervisor to familiarize employees with new or revised safety policies, procedures and practices as they are implemented.

In addition, supervisors will periodically review safety policies and pertinent safety procedures with each assigned employee.

## Fire Prevention Plan

### Fire Extinguisher Use

The Timber Mesa Fire District has the primary responsibility for fighting fires, but each employee has the responsibility of being alert for possible fire hazards. In addition to being alert for fire hazards, employees will be trained in the fundamental use of fire extinguishers and the basic types of fires.

Fire extinguishers are found in most City facilities and must be inspected monthly for charge, seal and general condition. Fire extinguishers that are conductors of electricity, such as water and acids, are not used for electrical fires.

Facility Emergency Action Plans (EAP) tie in closely with fire extinguisher use. EAPs that are specific to sites are developed according to OSHA 29 CFR 1910.38. The facility EAP's will address or include the following: emergency evacuation procedures and routes, procedures to account for all employees after an evacuation, rescue and medical duty assignments if applicable, means of reporting emergencies, and the contact person for the plan.

For a fire to start three things are required: Fuel, Oxygen and Heat. **Sources of Heat are everywhere, some sources that are commonly found in the workplace are:**

- Electricity - sparks, shorts, overloads
- Smoking - improper disposal of cigarettes
- Friction - bearings, machine parts, motors
- Hot materials/surfaces - light bulbs, driers, ducts, abnormal temps
- Burner flames - incinerators, torches
- Welding/cutting
- Spontaneous ignition - oily rags
- Mechanical or static sparks - spontaneous or from impact
- Lightning

An overview of the kinds of fires will follow along with the types of fire extinguishers used by the Fire Department to fight them:

### KINDS OF FIRES:

#### CLASS "A" FIRES - WOOD, TEXTILES, AND RUBBISH:

Fire extinguishers employing the following substances may be used for fighting fires involving wood, textiles, paper and rubbish in which the quenching and cooling of water is of the greatest importance:

Stream or fog nozzles, soda-acid (chemical) pressurized water, and knapsack A-B-C multi-purpose dry chemical pumps.

Foam extinguishers may be used but are not conducive to best results since foam does not have the cooling effect required.

#### CLASS “B” FIRES - FLAMMABLE LIQUIDS, GASOLINE, OILS, ETC.:

Fire extinguishers employing the following substances may be used in fighting fires involving oil and grease and other flammable liquids on which the smothering or blanketing effect of the extinguishing agent is of the greatest importance, especially fires in pools, tanks, etc.: foam carbon dioxide (CO<sub>2</sub>) and dry powder.

#### CLASS “C” FIRES - ELECTRICAL

Dry chemical or CO<sub>2</sub> fire extinguishers must be used in fighting fires involving electrical equipment. This type of fire extinguisher must be used because the CO<sub>2</sub> does not conduct electricity. Water is not used to fight a C type of fire.

#### CLASS “D” FIRES – METALS

Combustible metals, including magnesium, titanium and sodium. To fight a Type D fire, special training is required.

When removing supplies of paints, solvents, or other flammables from storage, only the minimum supply to do the job should be taken. At no time should the quantity removed exceed one day’s working supply.

Combustible products of rubbish, waste or other residues cannot be allowed to accumulate. Oil soaked rags and similar materials subject to spontaneous combustion must only be stored in non-combustible containers with self-closing lids.

Flammable liquids are not to be stored in aisles or in walkways and should be located so that there will be no interference with evacuation of the area in case of fire.

Cigarette butts, matches, or other similar materials must not be discarded without fully extinguishing the substance.

Ashtray contents, cigarette butts, or matches can only be disposed of in approved non-combustible containers.

Smoking, striking of matches or other sources of ignition is not be permitted within “NO SMOKING - FIRE HAZARD” areas.

All gasoline or flammable solvents or liquids must not be stored inside a building in other than approved flammable storage containers.

This fire extinguisher type list is not all-inclusive; there are additional types of fire extinguishers located throughout the City. Your supervisor will ensure that you receive training on the types that are located in your work area. **Where there’s smoke, there’s danger**

Most fire deaths are not caused by burns; instead, smoke enters the lungs and causes the victim to black out. Then death is caused either from poisons in the smoke, or because the fire consumes all nearby oxygen, leaving the victim to suffocate before the flames ever reach him.

For these reasons, it's vitally important to learn these tips to protect yourself from smoke and fumes:

- If trapped in a burning building, immediately call 911, and then shut all doors within reach if possible. Crawl to the nearest exit on your hands and knees. Smoke and fumes rise rapidly, and staying low will mean you breathe less of these harmful substances.
- Use a blanket, tarp, coat, or other large cloth as a shield, throwing it over your body. A wet cloth or handkerchief over mouth and nose also help reduce inhaled smoke.
- If you have access to a face respirator, by all means use it!
- Once outside the building, move away from the smoke. The threat to your lungs is present as long as smoke and fumes are in the area, indoors or out!

If there is any doubt as to what type the fire is, or if the fire is anything but small, or if there's any doubt whether you are trained or able to handle it, get out and sound the alarm.

## General Steps in the Event of Fire

1. Call 911 or assign a person to call 911, (give the exact location of fire and answer all questions calmly) and sound the building fire alarm.
2. Remove any injured employees from the area of the fire; warn people in the area of the fire; evacuate the building of all personnel including the general public, not involved in fighting the fire.
3. Confine the fire if possible. If indoors, close doors of adjacent rooms.
4. Fight the fire using firefighting extinguishers suitable for the specific type of fire. If the fire is between you and the exit door, do not fight the fire, evacuate the building immediately.

## Fire Drills

Supervisors and the Safety Committee shall help the Safety/Loss Control Coordinator develop an emergency evacuation plan for their employees. This plan will include action to be taken by employees in the event of a fire or other emergency. The plan shall include notification procedures, plans for handicapped personnel evacuation, and designate an assembly area for employees outside the building.

An evacuation route map should be posted at each major employee work center. A floor plan of the level on which the work center is located should be drawn. Arrows will illustrate routes an employee may utilize to evacuate the building. Once an employee has reached the exterior of the building, he/she should report directly to the assembly area.

Fire is always unexpected so drills should be too. If the drill is always conducted in the same way at the same time, it loses much of its value; and when an actual fire occurs, it is not possible to follow the usual routine of the fire exit drill to which occupants have become accustomed. Confusion and panic may ensue.

Drills should be carefully planned to simulate actual fire conditions. Not only should they be held at varying times, but they should use different means of exit. Assume, for example, that some given stairway is unavailable due to fire or smoke and all of the occupants must be led out by some other route. Fire drills should be designed to familiarize the occupants with all available means of exits, particularly emergency exits that are not habitually used during normal occupancy of the building.

Supervisors shall select areas of assembly; all employees must be aware of these locations. A roll call or head count shall be taken by the employee's supervisor to determine that all employees assigned to each section are present or accounted for.

In the conduct of the drills, emphasis shall be placed upon orderly evacuation under proper discipline rather than upon speed. Drills shall include suitable procedures to make sure that all persons in the building or all persons subject to the drill actually participate.

A fire exit drill will be conducted in all city occupied buildings as often as necessary to keep employees prepared in the case of an emergency.

## **Motor Vehicle Safety**

### 1. Motor Vehicles

Operators of city-owned vehicles or equipment are responsible for checking all safety devices before driving or operating the vehicle or equipment. Any defects found on vehicles or equipment should be reported to the employee's supervisor before use. Any defects found on City Motor Pool vehicles should be reported using the form available at the Customer Service desk. The vehicle will not be operated until the defect has been corrected.

Only fully qualified and properly licensed operators shall be permitted to drive or operate City vehicles. All drivers of City vehicles shall comply with all laws governing the safe and legal operation of vehicles.

City employees operating or occupying a city vehicle as a passenger must wear seat belts if the vehicle is so equipped. **City employees will avoid all activities considered to be "distracted driving" in any of its forms. Distracted driving is defined as the practice of driving a motor vehicle while engaged in another activity, typically one that takes attention away from operating the vehicle. The final determination as to whether an activity is considered distracted driving or not is made by Human Resources and the employee's supervisor. Employees will also refrain from smoking or using vaporizing products in any City vehicles or drivable equipment. The Motor Vehicle Safety rules and regulations for Police Department employees are covered under SLPD policy.**

The use of a radio for communication does not release the employee from possible liability in case of an incident or accident. The employee always has the obligation to drive defensively and safely.

Vehicles used for transportation of employees must have capabilities that will ensure safe seating and seat belts for all passengers. The vehicle driver shall be responsible for assuring that no passengers travel in the bed of a City truck before moving the vehicle.

Trucks transporting materials shall not be loaded to a height of greater than 13 feet, 6 inches, from the ground surface. No vehicle or load shall be of a width greater than ninety-six inches unless special provisions are required, then proper authorization must be obtained. All materials shall be tightly secured to prevent movement in transport. All cargo that extends four feet beyond the end of the bed shall be clearly marked with a red cloth not less than sixteen inches square; at night red lights or reflectors shall be used as required.

Speed limits on public roads and highways will be strictly observed by all drivers of City vehicles.

Vehicle speed in parking lots, maintenance yards, or in close proximity to persons or equipment shall be reasonable and prudent for the environment. Lower speed limits may be imposed for selected areas. Always use common sense when driving in congested areas such as those mentioned.

Defensive Driving: Defensive driving represents an approach to driving that can lessen your chances of being involved in a motor vehicle accident. Defensive driving is driving so as to prevent accidents in spite of the actions of others or in the presence of adverse driving conditions. Employees authorized to drive City vehicles and operate City equipment are expected to drive defensively and safely in all situations.

Winter Driving: Driving in the winter means snow, sleet, and ice and that can lead to slower traffic, hazardous road conditions, hot tempers and unforeseen dangers. To avoid such problems, it is best to allow extra time when traveling and include some basic necessities in your trunk: blankets, snow shovel, water, snacks, and flashlight. It is important to pay attention to forecasts on radio, TV, the internet, or forecasts in the daily papers. Basic winter driving safety includes the following rules: don't drive unless absolutely necessary, slow way down, greatly increase your following distances, look left-right-left when starting up at intersections and if you're not sure if there is ice on the road assume and drive like there is.

Standard Accident Prevention Formula: See the hazard. Think about what is going to happen or what might happen as far ahead of encountering the situation as possible. Never assume everything will be "all right".

## 2. Distracted Driving Policy

The purpose of this policy is to increase employee safety and eliminate unnecessary risks behind the wheel. The City of Show Low is committed to stopping distracted driving and has created the following rules:

City employees may not use a hand-held phone while operating a City owned vehicle – whether the vehicle is in motion or stopped at a traffic light. This includes answering or making phone calls, engaging in phone conversations and reading or responding to emails, instant messages, tweets, or text messages.

This policy applies to all City employees when **any** of the following conditions apply:

- Operating a City vehicle
- Operating a personal vehicle on City business
- Driving on City property on City business

If city employees need to use their phones, they must pull over safely to the side of the road or another safe location.

Exemptions:

- Public Safety employees may use electronic devices while driving and then only in the course and scope of duty. This does not provide release of liability for their driving behavior
- Cell phone use while operating a City motor vehicle is allowed in the event of an emergency
- Public Works operations radio use

Any violations of this policy may result in revocation of these privileges, disciplinary actions, or termination of employment (pursuant to the Show Low Personnel Rules and Regulations), and possible other legal consequences. A singular incident may be grounds for disciplinary action, up to and including dismissal.

## **GOOD DRIVING = A GOOD PUBLIC IMAGE**

### **Vehicle Accident Reporting Procedures**

**Regardless of severity, all city vehicle accidents must be reported, whether on private property or public property. Vehicle accidents with injuries or property damage must be reported immediately to 911.** All accidents must be reported to the employee's supervisor, Human Resources or the Safety/Loss Control Coordinator. If there are injuries involved, they must be attended to first. Render first aid if you are trained to do so and the treatment of the injury is within your scope of training. Request an ambulance if needed. Unless necessary to prevent further accident or injury, **do not move vehicles until directed to do so by law enforcement.** If available, place warning triangles and/or traffic cones to protect the scene. Use the accident reporting packet provided in the vehicle glove box or other storage place in the equipment/vehicle. The Certificate of Insurance (COI) should also be located in the same area as the accident reporting packet.

Make no comment or statement regarding the accident, or any injury or damage, except to law enforcement personnel, your supervisor, or an identified representative of the City of Show Low.

Any vehicle accident must be reported immediately as follows:

- Notify the Police Department by radio (if available) or by phone. If on a state highway or out of town, call 911 so that the highway patrol or local police are notified.
- Indicate if there are injuries and if an ambulance is necessary.

You or the Police Officer must obtain the following information from the driver(s), passenger(s), and witnesses:

- Name(s), addresses and phone numbers
- Driver license numbers (from drivers)
- Vehicle license numbers (if applicable)
- Insurance carrier

If you happen to hit an unoccupied vehicle, and the owner cannot be located, leave a note on the damaged vehicle stating that your vehicle is owned by the City of Show Low, your name, city address and city phone

number. Do not leave the scene until law enforcement arrives to make a report on the incident. Report to your supervisor as soon as possible, giving the location, make, model, type and color of vehicle, extent of damage, and the license number of the vehicle struck.

All forms, along with a copy of the police report or case number, must be forwarded to Human Resources as soon as possible after the accident.

## General Safety Rules

### A. Personal Conduct

All employees will conduct themselves in a manner that assures maximum safety to all persons affected by their actions.

Do not distract others who are working. When approaching a machine or forklift operator for any purpose, do so from the front or side in a way that they will see you coming and will not be shocked or surprised.

At no time will employees engage in practical jokes, scuffling, horseplay, or misuse of City equipment.

Exercise caution at all times, excessive haste is the cause of many accidents. Walk, do not run.

The use of intoxicating substances during working hours is prohibited. Also, being under the influence of any drug or alcohol, which impairs an employee from performing their assigned duties, is prohibited. Violation(s) of this policy may be sufficient cause for termination of employment. **The Personal Conduct rules and regulations for Police Department employees are covered under SLPD policy.**

Employees shall strictly observe any designated “No Smoking” areas on City property. A posted “No Smoking” sign means no vaporizing substances too. Smoking and vaporizing substances are also prohibited in City vehicles and operable equipment.

Any source of ignition, including smoking, is prohibited in any area where a match, flame, spark, or careless disposal of lighted material constitutes a fire hazard.

Do not operate any equipment or machinery that you have not been trained on.

Personal work clothing must be suitable for the specific job and clothing should offer the employee maximum protection from accidental injury. Loose clothing, jewelry, or hanging objects shall not be worn while working around moving equipment. Work areas shall be kept clean.

### B. Personal Protective Equipment

Prescribed personal protective equipment (PPE) should be used at all times in work areas as dictated by safety procedures.

Approved hard hats shall be furnished to employees and worn when the employee is exposed to hazards from falling objects.

Operate all machinery with guards in place. Tampering with safety devices is cause for immediate disciplinary action, up to and including termination.

Approved safety shoes shall be worn in those departments, shops or by crews requiring safety approved footwear.

Goggles, face shields, and other suitable protection devices shall be worn when employees are exposed to possible flying particles or possible splashing from chemicals.

Use appropriate gloves when handling materials with sharp or jagged edges, which might result in lacerations. Protective gloves should also be used to prevent exposure when handling chemicals.

Approved respiratory masks shall be used when employees are exposed to concentrations of dust, fumes, vapors, or gases. Respiratory equipment is provided for certified employees per the City's Respiratory Protection Policy.

PPE shall be kept clean and free from damage. Frequent inspections shall be performed to assure PPE is functional and not outdated. Damaged or defective PPE or clothing shall not be used and shall be replaced or repaired prior to use.

Always consult the Safety Data Sheet (SDS) of the materials with which you are working, instruction is given there on the extent of PPE required when working with a particular substance. The SDS may require PPE which is beyond the minimum required.

### C. Handling of Materials

All employees are responsible to know and practice proper lifting techniques:

1. Get close to the object--work within your Power Zone.
2. Position your feet shoulder width apart, one slightly ahead of the other.
3. Bend at the knees--keep the natural curve of your back.
4. Test the object for weight and shifting contents.
5. Get a firm grip and grasp opposite corners.
6. Lift with a smooth steady motion--don't jerk.
7. Move your feet. Step or pivot--don't twist.
8. Use equipment or get help when needed to assist in the lift or lower.

Before an object is lifted, it shall be inspected for grease or slippery substances to ensure that the object will not slip from a grip.

Long objects shall not be carried without assuring that the way is clear and vision is unobstructed to ensure that other persons or objects will not be struck by the load.

Do not leave any liquid, materials or tools on the floor that may cause slips, trips or falls.

## **Emergency Telephone Numbers**

- |    |                           |       |
|----|---------------------------|-------|
| A. | Fire District             | 9-1-1 |
| B. | Emergency Medical Service | 9-1-1 |
| C. | Ambulance Service         | 9-1-1 |
| D. | Police Department         | 9-1-1 |

Emergencies usually require response from the Police Department, Fire District or Emergency Medical Services. Call 911 immediately to access these emergency services.

## **Accident Investigation and Reporting**

Once an accident occurs, call 911 immediately, administer first aid and or provide medical attention if you are qualified and medical attention is needed. Assure the protection of other employees and equipment and:

- Stay with injured persons until emergency medical services arrive.
- Take photos of the scene.
- Equipment involved in the accident should be examined.
- In the event of a fatality, or serious injuries also contact the City Manager, City Attorney, Human Resources and Safety/Loss Control Coordinator as soon as possible.

It is the responsibility of all employees to immediately report all accidents to the Human Resources Department via telephone or by using the City Incident Report or any other required document. Any workplace injuries must be immediately reported to the employee's supervisor and then to TriageNow, our triage service, at 844-282-7823. TriageNow will complete the Employer's Report of Industrial Injury form 101 and will send it to Human Resources.

All accidents involving employees and/or damage to City property require an "Incident Report" to be completed as well and sent to Human Resources. Incident Reports are found on the shared "T" drive or with the employee's supervisor. All forms should be completed in as detailed a manner as possible to provide the investigator pertinent information. The Safety/Loss Control Coordinator will lead the investigation of such events. The initial written responsibility for reporting the incident/accident lies with the area supervisor. The Safety/Loss Control Coordinator will contact the City's insurance carrier once the documentation has been received.

After any accident occurs, the supervisor, manager, and Safety/Loss Control Coordinator will investigate the event. The purpose of the investigation is to provide information for determining the cause of the accident and what can be done to prevent a similar one from recurring.

During any investigation, remember that the objective is FACT FINDING, NOT FAULT FINDING!

In any investigation, the following information should be gathered:

- What was the injured person doing at the time of the injury/accident?
- What tools or equipment were involved?
- Where did the accident occur (location, area, or job site)?
- What was happening around the work area (external influences)?
- Did the injured person know what the hazard was?
- Was the injured person trained to do the job?
- What contributed to the accident, i.e. another work group, defective tools, etc.
- Was more than one person involved? If so, who and how.
- Were there any witnesses. If so, who are they and what did they see?
- Was the accident preventable in your opinion?

Based on answers received during the investigation, recommendations will be made to prevent recurrence. Recommendations must be action oriented. "Being more careful" does not qualify as a correction of a hazard. In order to perform a useful investigation, the investigator will have to interview any witnesses. The investigating person will attempt to recreate the entire incident. The investigator needs to identify what was going on before and during the accident in order to prevent it from recurring.

The following guidelines will help the investigator conduct an investigation:

- Complete the investigation as soon after the incident as possible.
- Photograph the area, tools, equipment and processes.
- Interview all persons involved in the incident.
- Put each person at ease; make them as comfortable as possible.
- Don't place blame, get the facts.
- Interview separately so employees don't influence each other
- Ask open ended questions, rather than "yes-no" questions.
- Let the witnesses know what is being done to help the injured worker.
- Do not accept, deny, or promise anything...this is fact finding only.

After asking the injured employee and witnesses to describe what happened in regards to the particular accident, review the following questions to be sure everything has been covered. Ask additional questions of the employee and witnesses if the information is not already obtained. Repeat questions if you need to qualify any of the answers you have already been given. If the answers to these questions indicate an apparent lack of safety preparedness, follow-up on those points to ensure accuracy of the answers.

Accident investigations are designed to get to the root cause of the accident, not to place blame. Facts are facts...information must flow freely to protect each and every employee from similar accidents.

- Were there adequate procedures for the employee to follow?
- Are procedures enforced?
- If there are adequate procedures, was training received/given?
- Did peer pressure have anything to do with the unsafe activity?
- Was a hazard involved in the accident?
- If so, had the hazard been previously identified?
- What had been done to correct the hazard?
- Had there been any other similar accidents or close calls?
- Was housekeeping in the area around the accident a problem?

- Were there any unusual circumstances at the time of the accident (weather, etc.)
- Was proper equipment available for the job?
- If so, was the equipment used properly?
- Was training given/received on the equipment?
- Was personal protective equipment used properly?
- Had management and supervisors emphasized the expectations for safe work?

## **After the Accident:**

The Safety/Loss Control Coordinator is responsible for completing and maintaining any Worker's Compensation forms and records and accident-related required OSHA forms. The Safety/Loss Control Coordinator and Human Resources will implement the following programs as they apply: FMLA, Short Term Disability, Long Term Disability, Worker Compensation Claims and the City's Drug Free Workplace Program.

On request from employees and former employees, the City will provide copies of current and past OSHA Form 300A summary pages only, by the end of the next business day. On request from an employee's representative the summary page will be provided within seven calendar days. The detail report is a confidential portion and cannot be shared. One copy will be provided at no charge, additional copies are charged per page.

The City does not discriminate against employees for:

- Reporting a work related fatality, injury or illness;
  - Filing a safety and health complaint;
  - Asking for access to occupational injury and illness records;
  - Exercising any rights afforded by the Occupational Safety and Health Act.
- The City of Show Low is an EOE/ADA employer.

## **Temporary Alternate Work**

The City of Show Low is committed to providing and promoting a safe and healthy workplace for its employees. The prevention of injuries and accidents is our main concern. In the event that an employee is injured at work it is to his/her benefit that they participate in the Temporary Alternate Work program. Information on this program is found on the shared "T" drive under the Safety folder.

## **Emergency Response Plan**

Proper emergency planning and response are important elements of the City's safety program to help minimize exposure and injury to employees and citizens. Recognizing an emergency situation before it becomes full-blown is important. In the event of an emergency that requires notification to go out to the entire City, or parts of it, the following resources will be utilized:

1. The City Manager, or person(s) acting in his/her stead, will be the decision making authority;
2. The local 911 system provides notification to Fire, Police and Emergency Medical Services;
3. Navajo County will activate their emergency notification system;
4. Show Low TV will broadcast emergency information;

5. Local Radio stations will broadcast emergency information;
6. The local transit system should also be notified.

Because each emergency situation is unique and requires specific attention, all situations cannot be mentioned in this document. We will rely on the information received from the contacts for emergency notification information prior to making decisions; these contacts are the Show Low Police Department Public Information Officer and the City of Show Low City Clerk. Both departments will act as the points of contact between the City and public authorities. The Police Department maintains the list of necessary emergency contact phone numbers. The Police Department also coordinates the Local Emergency Planning Committee (LEPC), which meets regularly to discuss possible response situations and holds regular drills to test our emergency readiness.

The Police and Public Works Departments will respond to certain emergency situations appropriate to their work assignments. The responding department's employees are adequately trained, properly equipped, are capable of responding in a safe manner and are managed competently.

For emergency hazardous substance or chemical spills the Timber Mesa Fire District must be notified and will initiate clean-up and incident notification. The Fire District maintains the necessary protective equipment for clean-up of these spills. The most likely locations for spills would be on one of the two major highways running through the community. If decontamination is required, the Fire District has established procedures that they will employ.

All areas of possible danger need to be controlled during emergencies by prohibiting unauthorized personnel from entering. Trained employees will control entry and exit in the area; all other employees will be evacuated. The Police Department and Navajo County Sheriff's Department have established evacuation routes and procedures for the City. A formalized critique of all emergency responses is performed by the Police and/or Fire Departments/Districts once the situation has been dealt with completely.

Each City building is required to have an Emergency Action Plan (EAP) which will include: emergency contact numbers; emergency evacuation routes for the building, the location of fire extinguishers, exits, first aid kits, AEDs and locations for employees to meet in case of an evacuation. Also included are procedures for accounting for employees, and a method of tracking fire drills and the results of fire drill training. Copies of these plans are maintained in each building, they are updated as necessary and the updates are communicated to each employee as soon as practicable.

Fire/evacuation drills must be performed at each City facility and participation is mandatory. Each drill must be documented with the date, time and the outcome. It is the duty of each employee to understand and be familiar with the Emergency Action Plan for the facility they work in.

## **Hazard Communication Plan (Haz-Com)**

The City's Hazard Communication Plan was created to provide complete compliance with all regulations and policies laid down by ADOSH/OSHA in regards to the Hazard Communication Standard, (CFR 29 Part 1910.1200).). Another purpose of the plan is to work as an organizational tool to aid in the establishment and maintenance of a healthier, safer working environment. This Haz-Com Plan is found on the shared "T" drive under the Safety folder.

## **Exposure Control Plan (Blood Borne Pathogens)**

The City of Show Low is committed to providing a safe and healthful work environment for our entire staff. In pursuit of this endeavor, the Exposure Control Plan (ECP) is provided to eliminate or minimize occupational exposure to blood borne pathogens in accordance with OSHA standard 29 CFR 1910.1030, "Occupational Exposure to Blood Borne Pathogens." The Exposure Plan is found on the shared "T" drive under the Safety folder.

## **Drug Free Workplace**

The City of Show Low Drug Free Workplace Policy is included in the Personnel Rules and Regulations Manual, which is given to each employee when they begin work for the City. New employees are asked to read the manual in its entirety and to confirm their understanding and receipt of the manual in writing.

## **Risk Assessment Team (Safety Inspections)**

Safety inspections consist of the searching for, finding and correcting unsafe work conditions and practices before they result in accidents. These inspections are the responsibility of every supervisor and take place at all levels of the organization. These inspections are mandatory and are regularly performed by the Safety/Loss Control Coordinator and the respective department supervisor. Working as a team during these inspections the Safety/Loss Control Coordinator and department supervisor are considered the Risk Assessment Team (RAT). Experienced operating personnel are the most qualified to conduct such inspections. Experts will be consulted for various other inspections, such as fire hazards, electrical inspections, etc.

All City facilities are to be inspected by the Safety/Loss Control Coordinator and the respective supervisor. These inspections are intended to look for design, operational and structural defects that may create a hazard. These inspections are to be documented with the date and name of person conducting inspection. Hazards identified as a result of these inspections will be reviewed with the Safety Committee. The Safety Committee will work on action plans to help mitigate any discovered risks.

## **OSHA Inspections**

The topics covered in this manual will help us prepare for an inspection from an OSHA or ADOSH representative. Typically OSHA inspectors arrive after a serious accident; however they do make unscheduled visits to worksites. In the event that an OSHA inspector comes to a City facility, please take the following steps:

1. Upon arrival ask the inspector to see their credentials, and then attempt to find a Department Director, Manager or the Safety/Loss Control Coordinator. It is best if there are two representatives from the department being inspected along with the Safety/Loss Control Coordinator. We have one hour for this group to come together with the OSHA Inspector. It's important that you understand the importance of an OSHA inspection and know whom to contact if one takes place. The City representatives will stay with the inspector from start to finish.
2. An opening conference will ensue in which the inspector will provide the City representatives with a copy of the complaint or reason for the inspection.

3. City representatives will provide the inspector with the most recent copy of the City Health and Safety Manual.
4. The inspector will be escorted to the facility to be inspected. The City representatives will bring a digital camera, pencil and paper for taking notes, and if possible a tape recorder to record the exact conversation with the inspector. City representatives will take pictures of each item that the inspector takes pictures of. The use of the camera and tape recorder are within the City's rights.
5. A closing conference will be held in which the City will ask the inspector about any possible violations he/she found, the City may ask for clarification at this time. If the inspector asks for more information or says he/she needs to return at some other time, the City will ask "WHY". An inspection may last two or three days depending on the violation or complaint and the inspecting parties need to be escorted by the same group at all times.
6. If we have a serious accident in which employees are injured, or a fatality has occurred, contact the City Manager, City Attorney, Department Director, Police Chief, Human Resource Manager and the Safety/Loss Control Coordinator. In the case of a serious accident, criminal charges could be filed so the chain of command needs to be notified as soon as possible so a proper investigation can be done.

## **Disciplinary Action**

**Employees who fail to comply with safety rules will be subject to immediate disciplinary action up to and including termination.**

Safety rules must be strictly adhered to and if they are not, discipline will be given out. The discipline will depend upon facts and circumstances of each case. Each case will be considered in light of a variety of factors, including but not limited to:

1. What was the seriousness of the incident and the circumstances?
2. Was the accident reported immediately? When was accident reported?
3. What, if any, safety rules were violated in this accident?
4. What is the nature of previous incidents involving the employee?
5. What is the general practice of the City as it relates to the incident?

**Supervisors will be subject to immediate disciplinary action up to and including termination for the following reasons:**

1. Repeated safety rule violation by their department employees
2. Failure to use the disciplinary procedures that are in place
3. Failure to provide adequate training prior to job assignment
4. Failure to report accidents immediately
5. Failure to send employee for medical attention
6. Failure to control unsafe conditions or work practices
7. Failure to maintain good housekeeping standards and cleanliness in their departments

Employees and supervisors who fail to comply with safety rules will be subject to disciplinary action up to and including termination. Supervisors will follow the normal disciplinary procedures as stated in the City's Personnel Rules and Regulations. (Police Department employees are covered under their own regulations in this matter),

## Forms:

### NEW EMPLOYEE SAFETY INDOCTRINATION CHECK LIST

Date Checklist Completed \_\_\_\_\_

The purpose of this form is to document the employee's initial safety training in accordance with the City's Health and Safety Manual. Supervisors must review all safety issues related to the job thoroughly to enhance the new employee's knowledge of possible hazards. The City's goal of zero accidents and zero lost time injuries begins with this training. **This report is to be completed by the supervisor and the new (or transferred) employee within 5 days after employment or transfer and must be returned to the Human Resources Department.**

Employee Name (Please print)

\_\_\_\_\_  
First Middle Last

Department \_\_\_\_\_ Position \_\_\_\_\_

Date employed (transferred) \_\_\_\_\_ Probationary period from \_\_\_\_\_ to \_\_\_\_\_

Summarize employee's past work experience

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The supervisor and the new employee are to review the following safety concerns, make notes and discuss those that apply:

**(Note discussion where appropriate)**

1. City safety policies and programs (Employee has received a copy and will read the City Health and Safety Manual.)

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2. Safety rules, both general and specific to job assignment (list the job specific items discussed)

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3. Safety rule enforcement procedures, name of person to contact

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4. Use of tools and equipment (list of tools)

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5. Proper guarding of equipment (list equipment)

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6. Review of LOTO procedures (list equipment)

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7. Proper work shoes and other personal protective equipment, as needed, list those necessary and provided

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8. Review safe lifting procedures and use of specific lifting equipment, such as hoists, hand truck, etc.

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9. How, when and where to report injuries

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10. Importance of housekeeping

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11. Special hazards of job

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12. When and where to report unsafe conditions

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13. Emergency and evacuation procedures

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14. Employee responsibility for the prevention of accidents

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15. The law that states only work related injuries are covered by workers' compensation

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16. Training on any toxic material employee might be exposed to, review Haz-Com policy and SDS location

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17. Fire extinguisher use and Fire Safety

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18. Vehicles employee may operate - discussed safe operation

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19. City policy on medical treatment for work related injuries, location of First Aid materials, etc.

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20. Employee is to receive special additional instruction and guidance from:

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21. Supervisor will adequately and frequently review performance of new employee, superior behavior will be reinforced and substandard behavior will be corrected

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22. Supervisor will formally review employee's safety performance on \_\_\_\_\_ (calendar has been marked)

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23. Employee agrees to fully cooperate with the safety efforts of the employer, follow all safety rules and use good judgment concerning safe work behavior.

Additional comments and notes:

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I have instructed the above-named employee on the topics noted.

\_\_\_\_\_  
Supervisor Signature and Date

I acknowledge that information on the above topics was furnished to me during my orientation by the supervisor named.

\_\_\_\_\_  
Employee Signature and Date

## References

[www.OSHA.gov](http://www.OSHA.gov)