



SBCAG

**SANTA BARBARA COUNTY
ASSOCIATION OF GOVERNMENTS**

SAFETY AND HEALTH PROGRAM

Designate one person to call 911 for all urgent events. Someone else may call other numbers that are indicated by the nature of the event. Do not flood any of them with multiple calls for the same event. This may prevent emergency responders from getting the right information in a timely manner.

EMERGENCY PHONE NUMBERS

Animal Control	805-691-5285
California Highway Patrol	805-967-1234
CalOSHA (Ventura)	805-654-4851
Campus Security- Calle Real & Casa Nueva 24/7	805-856-8198
Goleta Valley Cottage Hospital	805-967-3411
Occupational Medicine Center (Patterson)	805-898-3311
Poison Control Center	800-777-6476
SB County Fire	805-681-5500
SB County Flood Control	805-568-3440
SB County Office of Emergency Services	805-560-1081
SB County Sheriff	805-681-4100
SC Edison	800-611-1911
SC Gas Company	800-427-2200

INTRODUCTION

The Occupational Safety and Health Act of 1970 clearly states our common goal of safe and healthy working conditions to be the first consideration in operating this business. Similarly, in California, every employer has a legal obligation to provide and maintain a safe and healthful work place for employees per the California Occupational Safety and Health Act of 1973.

Safety and health in our business must be part of every operation. Without question, it is every employee's responsibility at all levels.

It is the intent of the Santa Barbara County Association of Governments (SBCAG) to comply with all laws. To do this, we must constantly be aware of conditions in all work areas that can produce injuries. No employee is required to work at a job he/she knows is not safe or healthy. Your cooperation in detecting hazards and, in turn, controlling them is a condition of your employment. Inform your supervisor immediately of any situation beyond your ability or authority to correct.

The personal safety and health of each employee of SBCAG is of primary importance. To the greatest degree possible, management will provide all mechanical and physical activities required for personal safety and health.

We will maintain a safety and health program conforming to the best practices of organizations of this type. To be successful, such a program must embody proper attitudes toward injury and illness prevention on the part of supervisors and employees. It also requires cooperation in all safety and health matters, not only between supervisor and employee, but also between each employee and his/her co-workers. Only through such a cooperative effort can a safety program, in the best interest of all, be established and preserved.

OBJECTIVE

Our objective is a Safety and Health Program (Program) that will reduce the number of injuries and illnesses to an absolute minimum, not merely in keeping with, but surpassing, the best experience of operations similar to ours. Our goal is zero accidents and injuries.

Our Program includes:

- Providing mechanical and physical safeguards to the maximum extent possible.
- Conducting safety and health inspections to find, eliminate or control safety and health hazards as well as unsafe working conditions and practices, and to comply fully with the safety and health standards for every job.
- Training all employees in good safety and health practices.
- Providing necessary personal protective equipment and instructions for use and care.
- Developing and enforcing safety and health rules, and requiring that employees cooperate with these rules as a condition of employment.
- Investigating, promptly and thoroughly, every accident to find out what caused it and correct the problem so that it will not happen again.
- An Injury and Illness Prevention Plan (IIPP), a Workplace Violence Prevention Plan, and a Heat Illness Prevention Plan for both indoors and outdoors.

We recognize that the responsibilities for safety and health are shared:

- The employer accepts the responsibilities for leadership of the safety and health program for its effectiveness and improvement, and for providing the safeguards required to ensure safe conditions.
- Supervisors are responsible for developing proper attitudes toward safety and health in themselves and in those they supervise, and for ensuring that all operations are performed with the utmost regard for the safety and health of all personnel involved, including themselves.
- Employees are responsible for wholehearted, genuine operation of all aspects of the safety and health program - including compliance with all rules and regulations and for continuously practicing safety while performing their duties.

This Program is intended to promote safety awareness and to improve the work environment for Santa Barbara County Association of Governments personnel. The hazards of office work may seem slight, but danger lies in their inconspicuousness. Accidents, both minor and serious, CAN and DO happen in any office.

This Program is intended to serve as a guide for successfully completing a job while minimizing the risk of injury. In order for safe work practices to become a regular part of

office operations and procedures, the Program should be read and understood by all personnel.

The information in this booklet has been developed to serve as a guide in the prevention of illness and on-the-job injuries.

<p>Evacuation Procedures</p> <ul style="list-style-type: none"> • Remain calm, follow emergency guidelines and direction given by emergency personnel. • Take all, and only, necessary personal possessions. • Offer assistance to disabled individuals and others. • If the building must be vacated, go to the Emergency Assembly Area (EAA). • Be sure everyone is accounted for at the EAA. 	<p>EARTHQUAKE</p> <ul style="list-style-type: none"> • Take COVER under a sturdy desk or table. AVOID windows, hanging objects and tall furniture. • HOLD the position until the ground stops shaking, then evacuate the building. • EVACUATE and ASSEMBLE at the primary Emergency Assembly Area. • DO NOT re-enter the building until it has been inspected. 	<p>POWER OUTAGE</p> <ul style="list-style-type: none"> • HELP co-workers in darkened areas move to safe locations. • UNPLUG personal computers, if instructed to do so, and do not plug them back in until instructed to do so. • If instructed to leave the building, TAKE personal belongings and LOCK applicable drawers and cabinets. • SECURE any hazardous materials or equipment before leaving.
	<p>FIRE</p> <ul style="list-style-type: none"> • NOTIFY the fire department: 9-911 from a District phone or cell phone. • EVACUATE the building: move away from fire and smoke. • Use the STAIRS ONLY, not elevators. • FEEL closed doors with the back of your hand. Do not open hot doors. • PULL fire alarm as you leave . • ASSEMBLE at the primary Emergency Assembly Area. 	<p>HAZARDOUS MATERIALS RELEASE</p> <ul style="list-style-type: none"> • MOVE away from the site of the hazard to a safe location. • FOLLOW the instructions of emergency evacuation personnel, and emergency responders when they arrive. • ALERT others to keep clear of the area. • EVACUATE and ASSEMBLE at the primary Emergency Assembly Area. • NOTIFY emergency responders if you have been exposed or have information about the release.
	<p>EMERGENCY ASSEMBLY AREA FOR THIS BUILDING</p>  <p>Assemble at the secondary EAA if access to the primary EAA is obstructed.</p>	<p>BOMB THREAT / EXPLOSION</p> <p>BOMB THREAT:</p> <ul style="list-style-type: none"> • CHECK work areas for unfamiliar items. Do not touch suspicious items. • If instructed to leave the building, TAKE personal belongings. • LEAVE doors and windows OPEN. <p>EXPLOSION:</p> <ul style="list-style-type: none"> • TAKE COVER under sturdy furniture. • EVACUATE the building as directed by emergency responders and ASSEMBLE at the primary Emergency Assembly Area. • AVOID windows.
	<p>SAFETY FIRST!</p>	<p>WHEN YOU HEAR MEGAPHONE SIREN</p> <ul style="list-style-type: none"> • LISTEN for details: Is it a drill, fire, bomb threat, hazardous materials release, or some other threat? • EVACUATE and ASSEMBLE at the announced Assembly Area. • GATHER staff and visitors with you. • TAKE all, and only, necessary belongings. • WAIT for roll to be called and approval to re-enter the building.

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1. GENERAL SAFETY GUIDELINES

- 1.1 Drive with caution while entering parking areas and be observant of pedestrians.
- 1.2 Adhere to all traffic laws and rules including but not limited to speed limits and use of seat belts by driver and passengers when driving personal, rental, or agency vehicles for SBCAG business.
- 1.3 While walking to or from your vehicle, watch for vehicles entering and/or parking in the parking area.
- 1.4 Always use the regular entrances, roadways, and walkways when going to and from your work. Do not take shortcuts through unimproved areas.
- 1.5 When using stairs, take one step at a time, keep to the right, and hold onto the handrail. Always keep your vision unobstructed (especially when carrying packages). Running or crowding on stairways, aisles, and in corridors is a dangerous practice and should be avoided.
- 1.6 If your work involves the handling of boxes or bundles, books, ledgers, portable filing cases, or other items of office equipment, limit lifting to items you are able to properly handle. Lift by leg power with the back erect. Do not lift with your back in a bent position.
- 1.7 Broken glass should be placed in a container marked "Broken Glass," or deposited directly in an outside waste bin. Do not place broken glass in wastepaper baskets.
- 1.8 Uncapped fountain pens, pencils, or other pointed objects should not be carried in pockets or attached to clothing with points exposed, nor should they be placed on desks with points toward the user. You should not walk through congested aisles or work areas with pens, pencils, knives, scissors, or sharp metal rulers carried in the hand with points exposed. Desk and file drawers should not be opened with pencil in hand.
- 1.9 Do not read or use your cell phone while walking or driving unless using hands free technology. Be observant of your surroundings and watch your step.
- 1.10 Extra care should be exercised if wearing shoes with extremely high heels. Extra care is required on stairways, grates, escalators, and at elevator entrances to prevent hooking the heel and/or tripping and falling.
- 1.11 Be sure to keep fingers in the clear when closing bookcases, drawers, and doors. Always grasp the handles or door knob and keep fingers away from edge of drawers or doors.

- 1.12 Desk and side chair(s) should be inspected periodically to assure they are in good working order. If necessary, have them repaired or replaced.
- 1.13 Use only approved stepladders. Stools, chairs, boxes, and drawers of file cabinets shall not be used in place of stepladders.
- 1.14 Adjust your chair to obtain proper height and posture. Hold onto your chair as you seat yourself. The chair could move, allowing you to fall to the floor and/or strike your back on the chair.
- 1.15 Check behind you before pushing your chair back from your desk to avoid striking someone or something.
- 1.16 Do not lean back on rear legs of a straight chair. The chair may slip or break, causing a fall.
- 1.17 Horseplay and/or throwing materials should be avoided.
- 1.18 Stay clear of locations where overhead work is in progress.
- 1.19 Doors should be kept either wide open or completely closed. Do not leave them partly open. Care should be used in opening doors to avoid striking persons on the other side. If exterior doors are left open, secure them.
- 1.20 File cabinets - open only one drawer at a time.
- 1.21 Heavy material should be filed in the lower drawers of file cabinets with lighter materials filed in the upper drawers. Lower drawers should be filled first.
- 1.22 File cabinet drawers and other drawers and doors should be closed when not in use.
- 1.23 Articles on desks or cabinets should not project beyond the edges of such surfaces.
- 1.24 All desks, tables, and file cabinets with drawers and/or trays must be provided with proper stops.
- 1.25 Acquaint yourself with the location of fire extinguisher and fire alarm boxes. All employees should be familiar with the use of this equipment. Employees should also know alarm procedures and emergency exit locations.
- 1.26 Good housekeeping throughout the office is of paramount importance. A clean and orderly office makes a safe and desirable place in which to work.
- 1.27 Aisles should be kept clear of stumbling hazards, such as cartons, bottles, lunch boxes, umbrellas, etc.
- 1.28 Refuse should be deposited in designated containers.

- 1.29 Use storage space provided for storing miscellaneous material. Do not use the tops of lockers, cabinets, or other equipment for this purpose.
- 1.30 Slipping hazards and torn or loose floor coverings should be brought to the attention of the Safety Officer. Never bypass or ignore obvious hazardous conditions. Correct or highlight hazards and report them as soon as observed.
- 1.31 Pickup small items from the floor such as paper clips, rubber bands, etc. to help prevent falls.
- 1.32 Exercise caution while using stapling devices, metal fasteners, or paper clips.
- 1.33 Use care while operating the paper cutter. Lock blade in the down position after use and before moving the paper cutter.
- 1.34 When removing a staple with a staple remover, hold your free hand over the staple to prevent it from flying.
- 1.35 Do not close or seal envelopes by stapling.
- 1.36 Never back into or out of an elevator. Watch your step when getting on or off the elevator. Narrow heels can become caught in the small floor openings.
- 1.37 Discard smoking materials in the proper container before entering the building. Smoking is permissible only in designated smoking areas outside. Do not throw smoking materials on the ground. Use the approved disposal container for all materials.
- 1.38 Use care and courtesy in using automatic elevators. Do not interfere with the automatic operation of the elevator.
- 1.39 Do not use your body, arms, or hands to apply force against glass or paneled doors.
- 1.40 Chairs should be recessed into the desk when not in use.
- 1.41 Work areas should have adequate lighting for the work performed in that area.

2. OFFICE MACHINES/EQUIPMENT/SUPPLIES

- 2.1 Only authorized persons are permitted to operate or repair office machines or electrical equipment.
- 2.2 A machine, when being operated, should be placed firmly on the desk or stand provided for that purpose. It should not be placed on a side leaf or allowed to project over the edge of the desk.
- 2.3 Exercise caution if you have long hair or when wearing loose clothing or dangling jewelry while operating office machines.
- 2.4 Machines must not be adjusted or cleaned while in operation. Turn off the switch before replacing ribbons, toner, etc.
- 2.5 If a machine malfunctions, advise administrative staff or your supervisor. Clear the jam only if you are authorized to do so.
- 2.6 Electrically operated calculators, adding machines, typewriters, heaters, etc., should be turned off when not in use.
- 2.7 Never put any equipment into operation until you have made sure that no one is in a position to be injured by its operation.
- 2.8 Report to the Safety Officer any equipment in need of repair or adjustment, such defects of electrical cords or overheating of a cord or switch.
- 2.9 Only approved paper cutting devices should be used in cutting operations. Razor blades, if permitted, should be used only in safe clamps or holders and should be stored in closed containers.
- 2.10 Thumb tacks or other sharp objects, when not in use, should be placed in closed containers.
- 2.11 Guards should always be in place except when cleaning or oiling equipment.
- 2.12 The gummed strips on envelopes should be moistened with devices provided for that purpose, not with the tongue.
- 2.13 Disconnect electrical equipment by grasping the plug rather than pulling on the cord.
- 2.14 Do not allow the cords of electrical equipment to rest on hot surfaces.
- 2.15 Only authorized employees are permitted to change light bulbs and fluorescent tubes.

3. ILLNESS AND INJURY

- 3.1 Any illness or injury occurring at work, no matter how slight, must be reported to your supervisor and the Safety Officer. Medical services will then be provided in accordance with existing procedure. In view of the serious complications which may result from even a small scratch, this requirement must be strictly followed. The supervisor and/or the Safety Officer is responsible for sending the ill or injured employee for medical attention, accompanied by another employee, if necessary.
- 3.2 Emergency Services are available at the Cottage Hospital Emergency Room (Patterson and Hollister, Phone: (805) 967-3411) and at the Occupational Medicine Center at 101 S. Patterson Av. (Phone: (805) 681-7500). These are the two closest locations to our office. If you are injured elsewhere, go to the closest available clinic or Hospital for treatment, after calling your supervisor (if possible).
- 3.3 Do not attempt to remove a foreign object from your eye. Do not let anyone else (other than a doctor or nurse) remove a foreign object from your eye.

4. FIRE PREVENTION

- 4.1 Fire can best be prevented by eliminating fire hazards. Many unsafe practices create such hazards and accordingly should be avoided. Some of these are: permitting loose wastepaper to accumulate on floors and in drawers, indiscriminate disposal of cigarette stubs, and disposing of burnt matches, cigarette and cigar stubs into wastepaper baskets.
- 4.2 "No Smoking in the Building" rules shall be observed at all times.
- 4.3 Flammable material should not be stored on site (especially in lockers and closets), and oily rags should not be put in open waste receptacles or stored in supply closets. These should be placed in closed fire proof containers designed for this purpose.
- 4.4 Report fires immediately and use fire extinguishers as instructed.
- 4.5 Personnel should become familiar with the extinguisher locations in the building and read the operating instructions fixed to each extinguisher.
- 4.6 Fire equipment must not be used for any purpose except fighting fires. Do not tamper with or obstruct access to any firefighting equipment. Use the proper type of extinguisher to fight a fire.
- 4.7 After a fire extinguisher has been used, notify your supervisor and/or SBCAG Safety Officer so it can be refilled and inspected.

5. EMERGENCY EVACUATION

5.1 When a fire alarm is activated or an emergency evacuation is ordered follow these procedures:

5.1.1 Take all, and only, NECESSARY personal possessions with you (purse, keys, medication, etc.) as you may not be allowed to re-enter the building for a long time. If time allows, turn off equipment such as computers, office machines or cooking appliances, etc. before leaving.

5.1.2 Take any visitors with you and calmly and quickly proceed to the nearest safe exit.

5.1.3 Use the handrails while descending the stairs when exiting the building.

5.1.4 Do not attempt to use the elevator. The elevator is programmed to default to the ground floor during a fire or power outage where the elevator doors will remain open.

5.1.5 Proceed to the primary assembly area, unless directions to proceed to the secondary assembly area are given or the primary assembly area is inaccessible, and await further instructions.

5.1.6 Wait for roll to be called and for further instructions. Remember that State law requires occupants to evacuate a building when the fire alarm sounds.

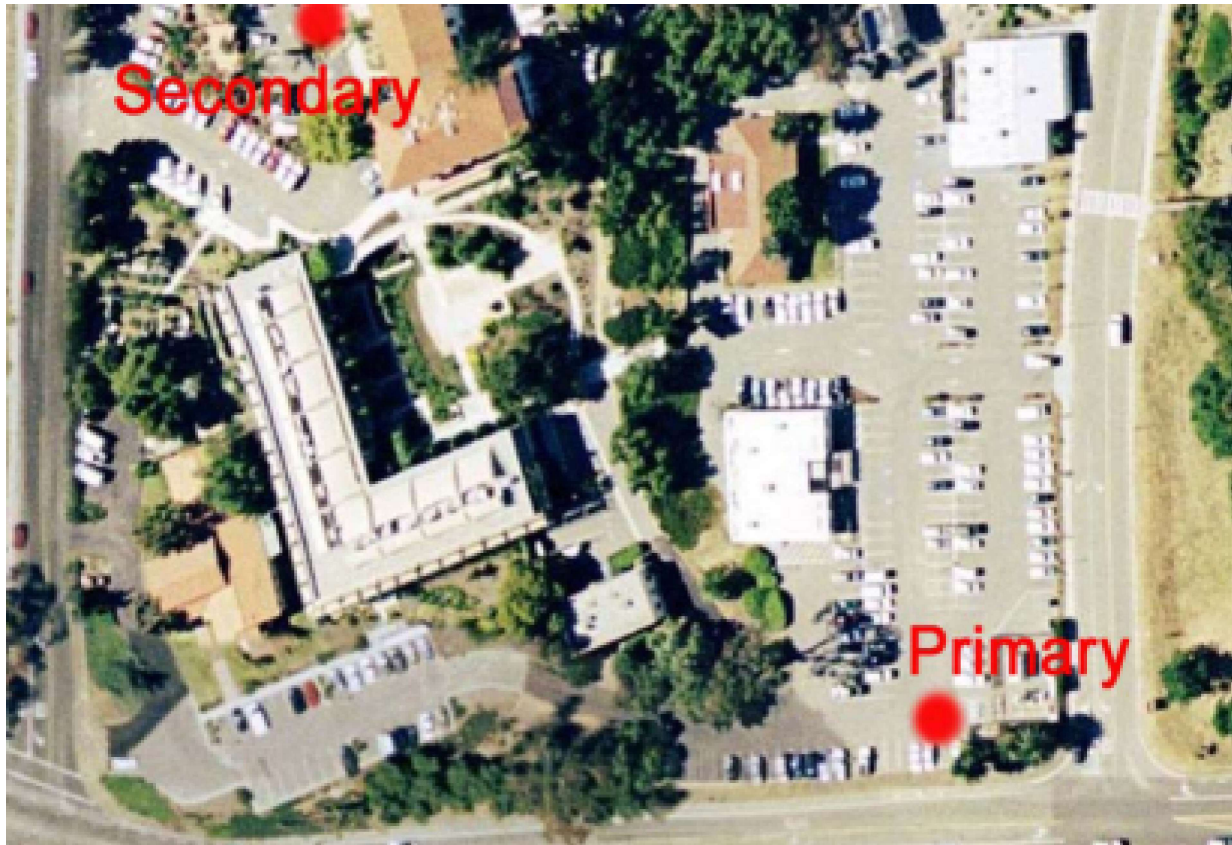
5.1.7 Patio Doors - Staff and visitors are encouraged to use primary exits rather than patio doors, unless patio doors are the safest and best exit under the existing circumstances.

5.2 CASA NUEVA BUILDING EVACUATION ASSEMBLY AREAS

A primary and secondary assembly area has been designated for the safe gathering of SBCAG staff and visitors in the event an evacuation of the office becomes necessary. They are:

5.2.1 Primary Lower Assembly Area - Located in the lower parking lot approximately 60 yards east of the southeast entry of the Casa Nueva building. This is at the far corner near the fenced in area.

5.2.2 Secondary Upper Assembly Area - Located in the parking lot adjacent to the main upper floor entrance into the offices at the north end of the Casa Nueva building. (Depending on the nature and location of the emergency or drill, anyone, including people on the second floor and mobility impaired persons, unable to safely assemble at the primary assembly area may assemble at the secondary area.)



- 5.2.3 As directed, proceed immediately to the assembly areas and wait for further instructions.
- 5.2.4 Keep the street and driveways clear for emergency response vehicles.
- 5.2.5 Do not re-enter the office until told to do so by the Safety Officer or his/her designee.
- 5.2.6 Complete the following checklist (next page) for both real emergencies and drills. If conducting a drill, take the necessary steps to inform the fire department, alarm company, and neighbors of the planned drill, advising them that their response is not requested.

Emergency Evacuation Contact Information

(Primary contacts noted in red)

APCD	Office	Cell	
Aeron Arlin Genet, APCD	805 979 8281	805 704 2616	
Kristina Aguilar	805 979 8288	805 896 6690	
David Harris		805 979 8311	805
451 6833			
Katlin McNally	805 979 8298	805 680 6593	
Alex Economou	805 979 8333	708 638 5890	

<u>SBCAG</u>	<u>Office</u>	<u>Cell</u>
Dave Troutner	805 961 8903	805 722 0768
Martha Gibbs	805 961 8916	805 588-2455

<u>DCSS</u>	<u>Office</u>	<u>Cell</u>
Maria Aguila	805 346 1458	805 568 4959
Jamie Wood	805 568-2379	805 729 5708
Lucia Reyes	805 568 3058	805 895 5013

<u>General Services</u>	<u>Office</u>	<u>Cell</u>
Lupita Padilla-Diaz	805 568 2625	
Rafael Reyez	805 568 2692	
Phung Loman	805 568 2697	805 366 7551
Lynne Dible	805 568 2678	805 602 7649

If alarm originates in SBCAG, and it is safe to do so, call General Services before initiating an evacuation. APCD, DCSS and General Services will do the same, if the alarm originates in their area. Remember; only pull the fire alarm in the case of a fire.

5.3 EMERGENCY EVACUATION CHECKLIST

Complete the following checklist for both real emergencies and drills. If conducting a drill, take the necessary steps to inform the fire department, the alarm company, and neighbors of the planned drill, advising them that their response is not requested.

Task	Completed
Have someone call 911 from a cell or other phone outside the building, to report the emergency. (If only a drill, simulate call.)	
Announce evacuation to assembly area. Depending on the severity of the emergency, ask volunteers to quickly check the restrooms and make a sweep of the office to ensure everyone has evacuated.	
Ensure that the Safety Officer takes the "Buddy" list, staff phone list, and a cell phone to the assembly area.	
Confirm that 911 has been called.	
The Safety Officer shall wear an orange vest and monitor people arriving at assembly area and will remind people	

not to dawdle and to be aware of traffic.	
<p>Staff accounting:</p> <p>Wait for the arrival of staff assigned and have them report on the status of anyone still in the office.</p> <p>The emergency coordinator will call roll from "Buddy List" and Visitors/Guest Sign-in Log.</p>	<p>_____</p> <p>_____</p>
<p>Safety Officer will coordinate calling staff in the field using a cellular phone.</p> <p>Assign someone to begin creating a missing persons list.</p>	<p>_____</p> <p>_____</p>
Report any known missing persons who may still be in the office to emergency responders. (If only a drill, record the names for later review.)	
Ask staff if anyone is injured. Have someone make a list of those injured and the nature of their injuries. Report the injuries to the emergency responders. (If only a drill, report the injuries to SBCAG Safety Officer and, if necessary, contact emergency personnel.)	
Brief staff on the nature of the emergency or drill.	
If a drill, ask staff for feedback on ways to improve emergency procedures and preparedness. If an emergency, ask staff for feedback at the next all-staff meeting.	
When the all clear is received by the emergency responders (fire/police) give instructions to staff to return to work or if necessary dismiss staff. (If only a drill, the Safety Officer or designee will give the all clear.)	

6. PHYSICAL REQUIREMENTS

One of the first points to be considered in office safety is the proper arrangement of equipment including desks, filing cabinets, shelves, and office machines.

Equipment should be so arranged that safe and comfortable working conditions are assured. Adequate working space should be provided for each employee, and aisles and passageways should be unobstructed and wide enough to meet traffic needs. Aisles should be kept clear of stumbling hazards and protruding objects, such as pencil sharpeners, electrical cords, etc., extending beyond the edges of desks and tables. Particular care should be taken to arrange desks so that telephone outlets are not located in aisles. It is desirable that they be located, wherever possible, under a desk in order to remove a tripping hazard.

6.1 FILE CABINETS

6.1.1 File cabinets, because of their height and extreme weight, can be a source of accidents and a cause of serious injury to employees if not properly secured. Open only one drawer at a time.

6.1.2 The method of securing vertical file cabinets will depend on the number in use and their location. Individual cabinets, where practicable, should be anchored to the floor or wall. Two or more side by side should be fastened together.

6.1.3 Precautions should be taken to see that floors on which heavy file cabinets are stored can safely support the weights involved. This also applies to other heavy equipment.

6.2 LOCKERS, BOOKCASES, AND SHELVES

6.2.1 It is recommended that this equipment be attached to walls or floors or otherwise secured against tipping and falling.

6.3 TELEPHONE AND OTHER CORDS

6.3.1 The length and location of telephone and other cords can cause many accidents. Such cords should be long enough to provide the user with the flexibility desired, but they should not constitute a tripping hazard. Cords on floors where employees have occasion to walk must be recessed in conduit installed flush with the floor, covered by formed metal strips, or otherwise enclosed in such a way as to eliminate a tripping hazard.

6.4 ELECTRICALLY OPERATED EQUIPMENT

6.4.1 All electrically operated equipment should be independently grounded.

6.5 VENTILATION

6.5.1 Adequate ventilation should be provided for those operations involving flammable or toxic vapors or fumes.

7. MAINTENANCE

7.1 SLIPPERY FLOORS

7.1.1 Every precaution should be taken to guard against slippery floors, stairs, and thresholds as many falls and serious injuries can result from this cause. If floors, stairs, and thresholds are highly polished or become extremely slippery, contact your supervisor who will make the necessary arrangements with the janitorial contractor to correct the hazard.

7.1.2 Use the floor mats at the building entrance doors to help reduce the slipping hazard of wet conditions.

7.2 OFFICE FURNITURE AND EQUIPMENT

7.2.1 Office furniture should be kept in good condition at all times. The tension on the springs of swivel chairs should be checked and maintained taut in order to avoid imbalance which can cause the occupied chair to overturn.

7.2.2 Wooden furniture is likely to develop sharp or splintered corners. Equipment of steel construction should be examined for sharp burrs before being placed in service, and the beading around the tops of steel desks, if loose, may constitute a hazard. Such defects should be reported for repairs.

7.2.3 The rollers and guides on cabinet drawers should be kept operating freely and in good working order. The safety locks or stops on each drawer should be checked periodically in order to guard against the possibility of pulling a drawer beyond the stop and having it fall.

7.2.4 Clocks, pictures, and framed calendars are to be securely fastened or anchored to walls

8. WORKPLACE VIOLENCE PREVENTION PLAN (WVPP)

8.1 KEY ELEMENTS OF VIOLENCE PREVENTION PLAN

8.1.1 Policy

The policy will be clearly communicated to all employees and states our commitment to providing a safe workplace and sets forth a code of conduct that prohibits all violence, threats and behavior that could be interpreted as intent to cause physical harm.

8.1.2 Incident Notification & Communication Process

The notification matrix provides a basic outline for internal and communications process flow.

8.1.3 Threat Management Team

Human Resources will respond to incidents or reports of troubling behavior under this policy.

8.1.4 Incident Management Process

Human Resources will investigate, manage, and resolve reports made under this policy.

8.1.5 Physical Security Measures

Security measures such as access control, alarm monitoring, cameras, and other systems will be used as part of a means of mitigation. Response procedures for employee safety during and after any situations are included.

8.2 CATEGORIES OF WORKPLACE VIOLENCE

This prevention and intervention plan addresses the hazards known to be associated with the four types of workplace violence as outlined by Cal/OSHA:

Type I involves a violent act or threat of violence by an individual with no legitimate relationship to the workplace who enters the workplace to commit a criminal act.

Type II involves a violent act or threat of violence directed at an employee by a client, customer, or visitor.

Type III involves a violent act or threat of violence against an employee by a current or former employee, supervisor, or manager.

Type IV involves a violent act or threat of violence by a person who does not work for SBCAG but has or has had a known personal relationship with and employee, such as an employee's spouse or significant other, an employee's relative or friend.

8.3 PHYSICAL SECURITY ASSESSMENTS

SBCAG Safety Officer will conduct facility safety/security audits and inspections. This will be scheduled annually, upon request or as a result of a recent incident. The process will consist of identification and evaluation of potential hazards of any changes in workplace function. Records of these inspections will include name of person conducting the inspection and will be recorded and maintained for five years.

8.3.1 Type I inspections may include assessing the following:

- The exterior and interior of the building for its attractiveness to criminal activity.
- The need for security surveillance measures.
- Procedures employees should follow.
- Posting of emergency phone numbers.

8.3.2 Type II inspections may include assessing the following:

- Access to the freedom of movement within the workplace.
- Workplace security systems such as locks or physical barriers.
- Frequency and severity of threatening or hostile situations that may lead to violent acts of persons receiving services provided by our agency.
- Employee's skill in safely handling treats or hostile persons receiving services.
- Effectiveness of procedures to warn others of a security danger or how to summon assistance.
- The use of workplace buddy systems for emergencies.

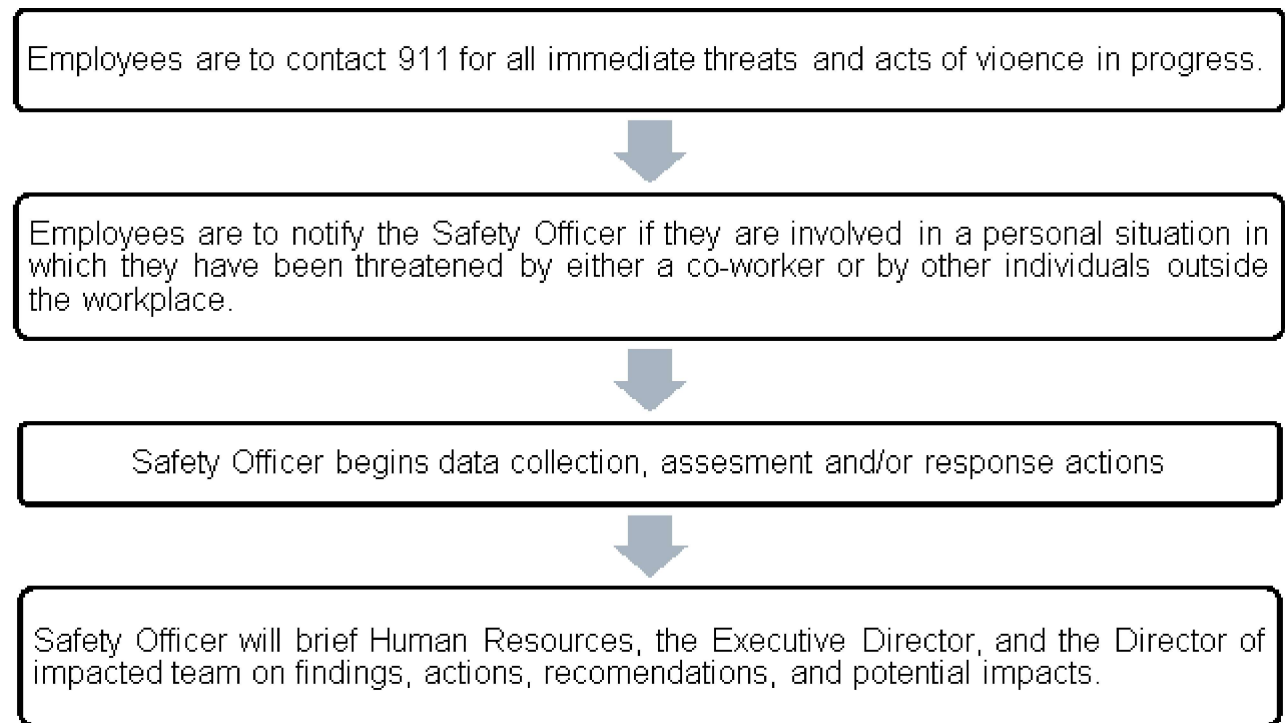
8.3.3 Type III inspections may include assessing the following:

- How well our harassment prevention policy has been communicated to employees.
- How well our employees communicate with each other.
- Employees knowledge of the warning signs of potential workplace violence.
- Access to and freedom of movement within the workplace by non-employees, including recently discharged employees with whom one of our employees had or has a dispute.

- Frequency and severity of worker reports of threats of physical or verbal abuse by employees.
- Any prior violent acts, threats of physical violence, verbal abuse, property damage or other signs of strain or pressure in the workplace.
- Worker disciplinary or discharge procedures.

All employees are encouraged to take an active role in creating a safe work environment. Any questions or concerns regarding this WVPP should be directed to the Human Resources and the Safety Officer.

8.4 INCIDENT NOTIFICATION AND COMMUNICATION PROCESS



Any communications that rise to the level of media involvement, will be coordinated via the SBCAG’s Public Information Manager.

8.5 THREAT MANAGEMENT

Due to the size of our organization, please contact the Safety Officer and/or Human Resources if you witness or are the target of problematic behavior.

Dave Troutner
 Safety Officer (Primary Contact)
 Office: 805 961 8903
 Cell: 805 722 0768

Martha Gibbs

Human Resources
Office: 805 961 8916
Cell: 805 588-2455

8.6 INCIDENT MANAGEMENT PROCESS

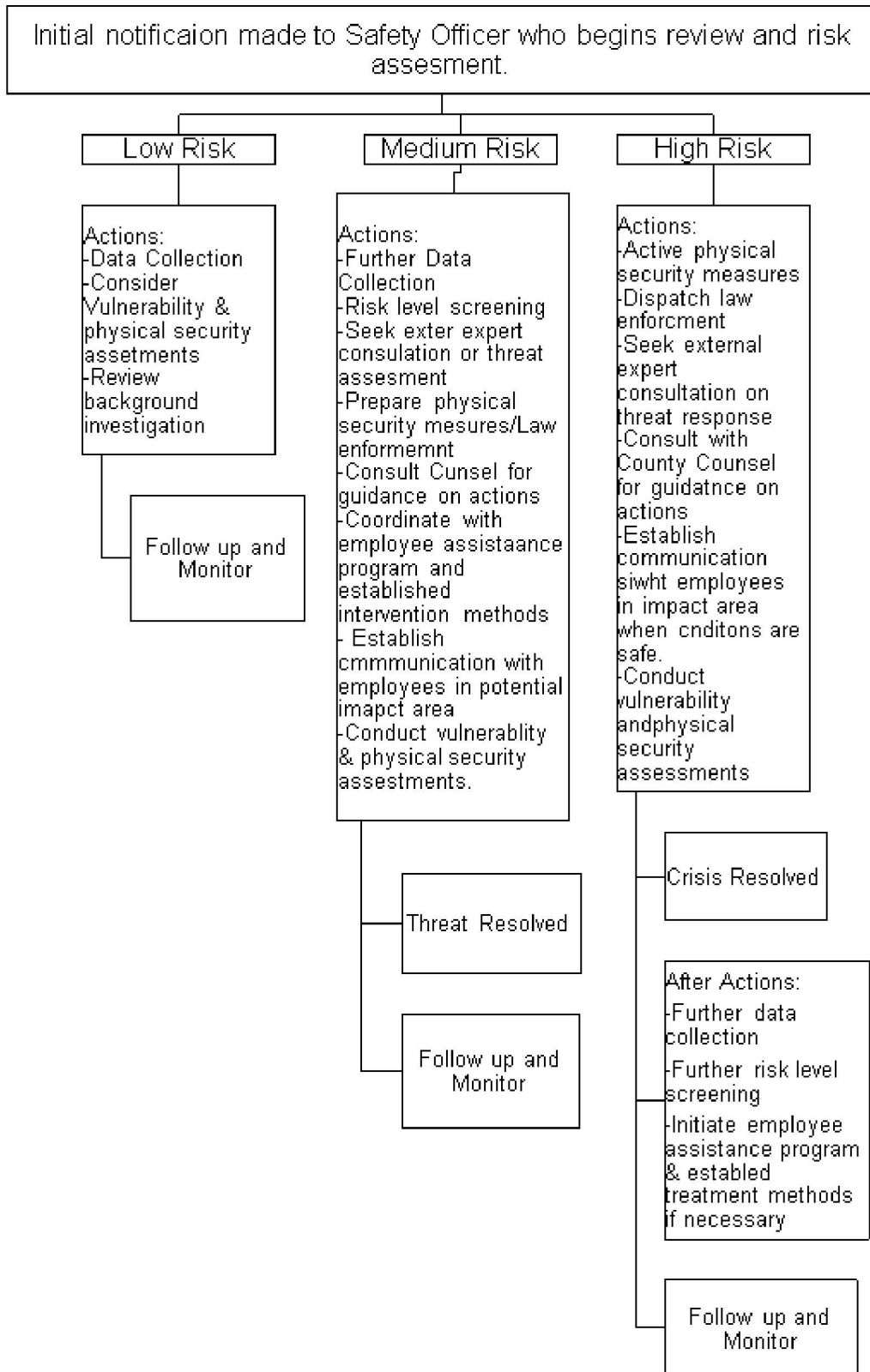
Inappropriate behavior and communications by a perpetrator usually will precede a violent incident. Conduct by perpetrator that falls short of actual violence often creates disruption and fear in the workplace prompting a need for formal intervention. The Safety Officer will examine a full range of factors and circumstances including an individual's personal history, grievances, motives, justifications, intention, and actions. The information gathered will typically reveal a level of risk posed by a person and provide necessary data to plan response strategies.

The Safety Officer will be alert to:

- Verbal abuse or harassment by any means or medium.
- Chronic, unsubstantiated complaints about injustice; victim mindset.
- Erratic or bizarre behavior that generate fear among co-workers.
- High degree of emotional distress.
- Fascination with weapons and an interest in violent events.

[flow chart on following page.]

8.6.1 Incident Management Process Flow



8.6.2 Data Gathering & Risk Screening

Upon notification of a situation, the Safety Officer will gather readily available information and conduct a screening to judge the general level of risk posed by the behavior or circumstances in question.

An initial risk screening aims to assist the Safety Officer in determining the urgency of the situation and appropriate initial actions to take. Information gathering should include “who, what, when, where, and why” of an incident.

Relevant Questions for Identifying Risk Factors:

- What is motivating the individual to make such statements or take actions that lead to concerns about the safety of the workplace and employees?
- What has the individual communicated, concerning intentions, whether by words or other disclosures or actions?
- What interest has the individual shown in violence or its justification, violent preparation or weapons?
- Has the individual engaged in planning and preparation for violence, such as approaching a target or site; breaching protocols; or monitoring, harassing, or stalking employees?
- Does the individual have a known or suspected current or history of mental disorder or substance abuse?
- Has individual exhibited paranoia, delusional ideas, extreme agitation, or suicidal tendencies?
- Does the individual blame others and exhibit a strong sense of entitlement or intolerance for others?
- Has the individual experienced any serious personal or financial stressors?
- Has the individual expressed genuine remorse for making threats or engaging in behavior that has generated concern for safety?
- Has the individual engaged in appropriate problem-solving or sought professional treatment or legal recourse to manage the situation or problems?
- What services have been offered to the individual and which have been accessed?

8.6.3 Assessment Criteria

Assessment criteria are aids, not diagnostic instruments or operational instructions. They are to be used for initial review of potential threat situations. Assessments may be further evaluated by an external violence and risk assessment expert such as a Sheriff personnel.

	Low Risk	Moderate Risk	High Risk
Aggression	<ul style="list-style-type: none"> • One or two indirect threats or intimidating actions • One or two angry outburst/hostile in nature • One or two perceived harassment incidents • Incidents short of physical action or property damage 	<ul style="list-style-type: none"> • Two or more threats with specific time, target and method • Intimidation or repeated bullying • Repeated angry outbursts • Vandalism or destruction of another's property • Intentionally restricting movement of another person 	<ul style="list-style-type: none"> • Clear, direct multiple threats, especially to authority with evidence of a violent plan • Intense anger • Fear-inducing, seeking direct contact, stalking, violating physical security protocols with malicious intent • Grabbing, striking, hitting, slapping or clearly using harmful force.
Weapons Involvement	<ul style="list-style-type: none"> • Weapons in home • Long term sanctioned use, hunting, target practice 	<ul style="list-style-type: none"> • Weapons in vehicle • Increased weapons training without reason • Emotions stimulated by use of weapons • Acquires weapons in connection with an event • Inappropriate display of weapons not directed toward others 	<ul style="list-style-type: none"> • Carries weapons on person outside of home • Escalates training on weapon for emotional release • Intense preoccupation with comments on violent use of weapons • Use or display of weapons to intimidate or harm
Negative Mental Status	<ul style="list-style-type: none"> • Intermittent sadness, agitation • Tendencies toward suspiciousness, blaming others, jealousy or defensiveness • Low/moderate substance abuse with links to violent behavior 	<ul style="list-style-type: none"> • Pervasive sadness • Regular mood swings, agitation • Paranoid thinking hallucinations and/or delusions, blaming others, hostile attitude • Methamphetamine, cocaine, alcohol abuse or other controlled substance • Lacks empathy 	<ul style="list-style-type: none"> • Depression with anger • Rapid mood swings, sustained agitation • Paranoia homicidal/suicidal thoughts, psychotic thoughts • Substance abuse drives aggression • Perception of being alone, unconnected to others • Feels humiliation or injustice over disciplinary action or relationship issue, feels to be a target of provocation
Negative Organizational Issues	<ul style="list-style-type: none"> • Possible discipline, negative performance review, suspension or non- 	<ul style="list-style-type: none"> • Recent or pending disciplinary action • Unstable employment 	<ul style="list-style-type: none"> • Separation or termination inevitable • Terminated & all legal

	violent related termination <ul style="list-style-type: none"> • Bypassed for raise, promotion or opportunity 	history <ul style="list-style-type: none"> • Probable suspension, termination or demotion, reinstatement unlikely 	resources for reinstatement or compensation exhausted; rules against subject
Personal Stressors	<ul style="list-style-type: none"> • Mild financial problems • Minor legal issues • Minor health problems 	<ul style="list-style-type: none"> • Significant financial pressures • Chronic, demoralizing health problems • Negative coping skills 	<ul style="list-style-type: none"> • Loss of relationship • Serious financial crisis • Serious health issues • Serious legal issues • Destructive coping skills
History of Violence	<ul style="list-style-type: none"> • Early problems at home • Behavior related job turnovers 	<ul style="list-style-type: none"> • Victim or witness to family violence • Arrests or convictions for non-violent offenses • Serious work-related confrontations • Prior restraining orders or protective orders 	<ul style="list-style-type: none"> • Credible evidence of violent history • Arrests or convictions for violent crimes • Violation of restraining or protective orders

8.6.4 Threat Response Actions

When an initial risk screening indicates that a concern for violence is unwarranted, the Safety Officer will refer the incident to be handled by Human Resources under normal disciplinary and employee relations procedures.

The Safety Officer should consider the following actions when directly involved with the person of concern.

- Conduct a more detailed investigation including searches of workplace computers, public records, databases, social media, and other sources legitimately available for information pertinent to expressed hostilities.
- Engage with external experts and/or Sheriff personnel to conduct a formal risk assessment and to counsel on step to take to address and mitigate the situation.
- Consider recommending discipline, suspension, or separation of employment in accordance with the SBCAG Employee Handbook. Refer employee to the EAP if warranted.
- Consult with legal counsel to determine obligations under the Americans with Disabilities Act and related state laws.
- If the threat is third party, consideration will be made to use the services of professional surveillance experts.

The Safety Officer should consider the following actions for the victim or target:

- Refer the employee to professionals who can provide emotional counseling and safety training such as the EAP and community-based programs.

- Discuss possible employment actions with the employee, such as administrative leave, alternative work schedules, or other accommodations within the employee handbook.
- Instruct employee to communicate all future contact by the threat.
- The Safety Officer should remain in close contact with victim or target until the situation is resolved.
- Instruct employees and victims to report criminal activity and threats to local law enforcement.

8.6.5 Threat Response Criteria

	Low Risk	Moderate Risk	High Risk
Risk Assessment	<ul style="list-style-type: none"> • Initial data intake by Human Resources • Interviews with victims, witnesses and instigator 	<ul style="list-style-type: none"> • Initial data intake by Human Resources • Interviews with victims, witnesses and instigator • Consult with violence risk assessment expert 	<ul style="list-style-type: none"> • Initial data intake by Human Resources • Violence risk assessment expert conducts interviews onsite with Human Resources, victims, witnesses and instigator
Security		<ul style="list-style-type: none"> • Consider law enforcement involvement • Initiate security plan for interviews with management, victims, witnesses and instigator 	<ul style="list-style-type: none"> • Coordinate law enforcement involvement • Initiate security plan for interviews with management, victims, witnesses and instigator • Coordinate personal security plans for individuals targeted
Legal Counsel (CC)	<ul style="list-style-type: none"> • CC audit of employment related issues and action including Title VII privacy, harassment • CC consultation on incident management strategies, including communication to maintain privilege and control and direction of background investigations 	<ul style="list-style-type: none"> • CC audit of employment related issues and action including Title VII privacy, harassment • CC consultation on incident management strategies, including communication to maintain privilege and control and direction of background investigations • Suspension/Separation action review • Consider civil (restraining order) or referral for criminal action 	<ul style="list-style-type: none"> • CC audit of employment related issues and action including Title VII privacy, harassment • CC consultation on incident management strategies, including communication to maintain privilege and control and direction of background investigations • Separation action review • Consider civil (restraining order) or referral for criminal action

8.7 PROCEDURES FOR POST INCIDENT RESPONSE AND INVESTIGATION

After a workplace incident, the Safety officer or their designee will implement the following post-incident procedures:

- Visit the scene of an incident as soon as safe and practicable.

- Interview involved parties, such as employees, witnesses, law enforcement, and/or security personnel.
- Review security footage of existing security cameras if applicable.
- Examine the workplace for security risk factors associated with the incident, including any previous reports of inappropriate behavior by the perpetrator.
- Determine the cause of the incident.
- Take corrective action to prevent similar incidents from occurring.
- Record the findings and ensuring corrective actions are taken.
- Obtain any reports completed by law enforcement.
- The violence incident log will be used for every workplace violence incident and will include information, such as:
 - The date, time, and location of the incident.
 - The workplace violence type or types involved in the incident.
 - A detailed description of the incident.
 - A classification of who committed the violence, including whether the perpetrator was a client or customer, family or friend of a client or customer, stranger with criminal intent, coworker, supervisor or manager, partner or spouse, parent or relative, or other perpetrator.
 - A classification of circumstances at the time of the incident, including, but not limited to, whether the employee was completing usual job duties, working in poorly lit areas, rushed, working during a low staffing level, isolated or alone, unable to get help or assistance, working in a community setting, or working in an unfamiliar or new location.
 - A classification of where the incident occurred, such as in the workplace, parking lot or other area outside the workplace, or other area.
 - The type of incident, including, but not limited to, whether it involved any of the following:
 - Physical attack without a weapon, including, but not limited to, biting, choking, grabbing, hair pulling, kicking, punching, slapping, pushing, pulling, scratching, or spitting.
 - Attack with a weapon or object, including, but not limited to, a firearm, knife, or other object.

- Threat of physical force or threat of the use of a weapon or other object.
- Sexual assault or threat, including, but not limited to, rape, attempted rape, physical display, or unwanted verbal or physical sexual contact.
- Animal attack.
- Other.
- Consequences of the incident, including, but not limited to:
 - Whether security or law enforcement was contacted and their response.
 - Actions taken to protect employees from a continuing threat or from any other hazards identified as a result of the incident.
 - Information about the person completing the log, including their name, job title, and the date completed.
- Reviewing all previous incidents.

Support and resources, such as counseling services through the EAP program, are provided to affected employees and could include time off work if necessary.

Ensure that no personal identifying information is recorded or documented in the written investigation report. This includes information which would reveal identification of any person involved in a violent incident, such as the person's name, address, electronic mail address, telephone number, social security number, or other information that, alone or in combination with other publicly available information, reveals the person's identity.

8.8 TRAINING

Appropriate Workplace Violence Prevention awareness and/or training shall be provided to employees as follows:

- Upon hire;
- Annually to all staff;
- Whenever a new or previously unrecognized workplace violence hazard has been identified and when changes are made to this WVPP. The additional training may be limited to addressing the new workplace violence hazard or changes to this WVPP; and
- As needed if deemed necessary.

If identified as a corrective action through annual safety audits, the Safety Officer and/or Human Resources will develop or find additional training recommended through any recommended actions.

8.9 RECORDKEEPING

SBCAG will:

- Create and maintain records of workplace violence hazard identification, evaluation, and correction, for a minimum of five (5) years.
- Create and maintain training records for a minimum of one (1) year and include the following:
 - Training dates.
 - Contents or a summary of the training sessions.
 - Names and qualifications of persons conducting the training.
 - Names and job titles of all persons attending the training sessions.
- Maintain violent incident logs for minimum of five (5) years. A Violent Incident Log is found in the appendices that can be used
- Maintain records of workplace violence incident investigations for a minimum of five (5) years. The records shall not contain medical information per subdivision (j) of section 56.05 of the Civil Code.
- All records of workplace violence hazard identification, evaluation, and correction; training, incident logs and workplace violence incident investigations required by Labor Code section 6401.9(f) will be made available to Cal/OSHA upon request for examination and copying.

8.10 EMPLOYEE ACCESS TO RECORDS

The following records will be made available to employees upon request and without cost for examination and copying within **15 calendar days of a request**:

- Records of workplace violence hazard identification, evaluation, and correction.
- Training records.
- Violent incident logs.

8.11 REPORTING RESPONSIBILITIES

As required by [California Code of Regulations \(CCR\), Title 8, Section 342\(a\), Reporting Work-Connected Fatalities and Serious Injuries](#), SBCAG will immediately report to

Cal/OSHA any serious injury or illness (as defined by [CCR, Title 8, Section 330\(h\)](#)), or death (including any due to Workplace Violence) of an employee occurring in a place of employment or in connection with any employment.

9. INJURY AND ILLNESS PREVENTION PLAN (IIPP)

9.1 ADMINISTRATION OF SBCAG'S ILLNESS, INJURY, AND PREVENTION PROGRAM

9.1.1 The Director of Human Resources has the authority and the responsibility for implementing and maintaining the IIP program for The Santa Barbara County Association of Governments.

9.1.2 Managers and supervisors are responsible for implementing and maintaining the IIP Program. A copy of this IIP Program is available from each manager and supervisor.

9.2 COMPLIANCE WITH IIP PROGRAM

9.2.1 All employees, including managers and supervisors, are responsible for complying with the safe and healthy work practices outlined in this IIPP document.

9.2.2 SBCAG ensures compliance with these practices by:

- Informing employees of the provisions of our IIP Program;
- Providing safety training; and
- Enforcing safe practices on a daily basis.

9.3 IIPP COMMUNICATION PLAN

9.3.1 All managers and supervisors are responsible for communicating with employees about occupational safety and health in a form readily understandable by all employees. Our communication system encourages all employees to inform their managers and supervisors about workplace hazards without fear of reprisal.

9.3.2 SBCAG's communication system includes:

- New Hire Orientation including a discussion of health and safety policies and procedures;
- Review of our IIP Program with new hires and annually thereafter with all employees; and
- Posted and distributed safety information.

9.4 HAZARD DETECTION AND ASSESSMENT

9.4.1 Periodic inspections to identify and evaluate workplace hazards are performed by a competent observer in the following areas of our workplace:

- Walkways and stairs;
- Offices and cubicles;
- Common areas, including bathrooms;
- Meeting rooms; and
- Kitchen/break area.

9.4.2 Periodic inspections are performed according to the following schedule:

- When the IIP Program is first established;
- When new substances, processes, procedures or equipment which present potential new hazards are introduced into the workplace;
- When new, previously unidentified hazards are recognized; and
- Whenever workplace conditions warrant an inspection.

9.5 PROCEDURES FOR PERFORMING ACCIDENT/EXPOSURE INVESTIGATIONS

9.5.1 Procedures for investigating work place accidents and hazardous substance exposures include:

- Interviewing injured employees and witnesses;
- Examining the work place for factors associated with the accident /exposure;
- Determining the cause of the accident/exposure;
- Taking corrective action to prevent the accident/exposure from reoccurring; and
- Recording the finding and actions taken.

9.6 PROCEDURES FOR CORRECTING HAZARDOUS CONDITIONS

9.6.1 Unsafe or unhealthy work conditions, practices, or procedures shall be corrected in a timely manner based on the severity of the hazards. Hazards shall be corrected according to the following procedures:

- When observed or discovered; and

- When an imminent hazard exists which cannot be immediately abated without endangering employees and/or property, SBCAG will remove all exposed employees from the area except those necessary to correct the existing condition. Employees who are required to correct the hazardous condition shall be provided with the necessary protection.

9.7 TRAINING AND INSTRUCTION

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

- When the IIP Program is first established;
- To all new employees;
- To all employees given new job assignments for which training has not previously been provided;
- Whenever new substances, processes, procedures or equipment are introduced to the workplace and represent a new hazard;
- Whenever SBCAG is made aware of a new or previously unrecognized hazard;
- To supervisors to familiarize them with the safety and health hazards to which employees under their immediate direction and control may be exposed; and
- To all employees with respect to hazards specific to each employee's job assignment.

9.7.2 General work place safety and health practices include but are not limited to the following:

- Implementation and maintenance of the IIP Program;
- Emergency action and fire prevention plan;
- Provisions for medical services and first aid including emergency procedures;
- Prevention of musculoskeletal disorders, including proper lifting techniques;
- Proper housekeeping, such as keeping stairways and aisles clear, work areas neat and orderly, and promptly cleaning up spills;

- Prohibiting horseplay, scuffling or other acts that tend to adversely influence safety;
- Proper storage to prevent stacking goods in an unstable manner and storing goods against doors, exits, fire extinguishing equipment and electrical panels;
- Proper reporting of hazards and accidents to supervisors;
- Hazard communication, including employee awareness of potential chemical hazards, and proper labeling of containers; and
- Proper storage and handling of toxic and hazardous substances including prohibiting eating or storing food and beverages in areas where they can become contaminated.

9.8 SBCAG'S RECORDKEEPING PROCEDURES

9.8.1 SBCAG's recordkeeping policy is defined by being a Category 3 employer. As a local governmental entity, SBCAG is not required to keep written records of the steps taken to implement and maintain our IIP Program. (8 CCR § 3203(b)(2).)

10. HEAT ILLNESS PREVENTION PLAN (HIPPP)

10.1 PROCEDURES FOR THE PROVISION OF WATER

10.1.1 Fresh, pure, suitably cool water will be provided to employees free of charge. Water fountains, filtered water dispensers, refrigerated filtered water, water bottles, single-use or disposable cups and a receptacle for disposing of the used cups will be provided and will be kept clean.

10.1.2 The Safety Officer will ensure that the water is fresh, pure, and suitably cool. They will periodically examine water faucets, fountains, and refrigerated water dispenser to ensure they are in proper working order. During hot weather or high indoor heat work conditions, it is recommended that staff use water that has been refrigerated or is cooler than the ambient temperature, but not so cool as to cause discomfort.

10.1.3 The water will be located on the first and second floor kitchen areas. These areas are equipped with filtered and regular tap water. The second floor kitchen area has refrigerated filtered water as well.

10.1.4 Employees will be reminded and encouraged to frequently consume small quantities of water throughout their shift when extreme heat conditions exist.

10.1.5 For outdoor work locations, when the temperature equals or exceeds 95 degrees Fahrenheit, or during a heat wave, staff meetings will be conducted before the commencement of work to both encourage employees to drink plenty of water and to remind employees of their right to take a cool-down rest when necessary. Additionally, the number of water breaks will be increased. Supervisors will lead by example and remind employees throughout the work day to drink water.

10.2 PROCEDURES FOR ACCESS TO COOL-DOWN AREAS FOR INDOOR PLACES OF EMPLOYMENT

10.2.1 Cool-down areas(s) will be located at Casa Nueva, 260 N San Antonio Road, Santa Barbara, CA 93110. The temperature in the indoor cool-down areas will be maintained at less than 82 degrees Fahrenheit by automatically setting temperature controlled thermostats.

10.2.2 The cool-down area(s) will be available at this site to accommodate all of the employees who are on a break at any point in time and will be large enough so that all employees on break can sit in a normal posture fully in the cool-down area(s) without having to be in physical contact with each other. Casa Nueva provides ample seating for all employees and guests in

conference rooms, offices and break rooms.

10.2.3 Employees will be informed of the location of the cool-down area(s) and will be encouraged and allowed to take cool-down breaks in the cool-down area(s) whenever they feel they need a break. An employee who takes a preventative cool-down rest break will be monitored and asked if they are experiencing symptoms of heat illness. In no case will the employee be ordered back to work until signs or symptoms of heat illness have abated (see the section on Emergency Response for additional information). If an employee exhibits signs or symptoms of heat illness while on a preventative cool-down rest, then appropriate first aid or emergency response will be provided. Preventative cool-down rest periods will be at least 5 minutes, in addition to the time needed to access the cool-down area.

10.3 PROCEDURES FOR ACCESS TO SHADE FOR OUTDOOR PLACES OF EMPLOYMENT

10.3.1 Shade will be as close as practicable to the employees when the outdoor temperature equals or exceeds 80 degrees Fahrenheit. When the temperature is below 80 degrees Fahrenheit, access to shade will be provided promptly, when requested by an employee.

Note: The interior of a vehicle will not be used to provide shade unless the vehicle has a working air conditioner and is cooled down ahead of time.

10.3.2 Enough shade will be available at the site to accommodate all of the employees who are on a break at any point in time. During meal periods, there will be enough shade for all employees who choose to remain in the general area of work or in areas designated for recovery and rest periods. To ensure that the provided shade will be enough, we will rotate employees in and out of breaks, including meal periods, and recovery and rest periods, if the number of employees in the crew is higher than the number that can fit comfortably under the shade.

10.3.3 Employees will be informed of the location of the shade and will be encouraged to take a five-minute cool-down rest in the shade. Such access will be permitted at all times. An employee who takes a preventative cool-down rest break will be monitored, encouraged to remain in the shade, and asked if they are experiencing symptoms of heat illness. In no case will the employee be ordered back to work until signs and symptoms of heat illness have abated, and in no event less than 5 minutes in addition to the time needed to access the shade. See the section on Emergency Response for additional information.

10.3.4 In the occasions where employees are working outdoors, shade structures will be relocated to be placed as close as practicable to the employees so that access to shade is provided at all times. To ensure this is done, the supervisor will be responsible for moving the shade structures where needed if employees find themselves working outdoors. All employees on a recovery, rest break, or a meal period will have full access to shade so they can sit in a normal posture without having to be in physical contact with each other.

10.3.5 Before trees or other vegetation are used to provide shade (such as in orchards), the thickness and shape of the shaded area will be evaluated to ensure that sufficient shadow is cast to protect employees throughout the workday, as the shade moves.

10.3.6 In situations where it is not safe or feasible to provide access to shade (e.g., during high winds), the unsafe or unfeasible conditions will be documented, and alternative procedures will be used to provide access to shade that provides equivalent protection.

10.3.7 All agency vehicles are equipped with working air conditioning. In instances where shade cannot be feasibly provided employees should utilize assigned vehicles to provide a cool place to sit.

10.3.8 All employees are encouraged to report to Casa Nueva where there is air conditioning to prevent outdoor heat exposure if possible.

10.4 PROCEDURES FOR TEMPERATURE ASSESSMENT FOR INDOOR PLACES OF EMPLOYMENT

10.4.1 A programmable thermostat will be used throughout the workplace to monitor temperature or heat index. Monitoring instruments will be maintained according to manufacturer's recommendations and the instruments used to measure the heat index shall be based on the heat index chart in Appendix A of Title 8 Code of California Regulations section 3396. The locations for the temperature measurements will be made at each control panel located though out the Casa Nueva Building. There are currently 5 separate thermostats located in the space used by SBCAG.

10.4.2 The temperature or heat index will be measured and recorded by the Safety Officer to ensure the range of heat and cool air are consistent through the space (between 68 and 78 degrees Fahrenheit).

10.4.3 Records of the temperature or heat index measurements, whichever value is greater, will be retained for 1 year or until the next measurements are taken, whichever is later, and made available to employees or designated

representatives upon request from the Safety Officer. The records will include the date, time, and specific location of all measurements.

10.4.4 Initial temperature or heat index measurements shall be taken where employees work and at times during the work shift when employee exposures are expected to be the greatest and when it is suspected to equal or exceed 82 degrees Fahrenheit.

10.4.5 Measurements will be taken again when they are reasonably expected to be 10 degrees Fahrenheit or more above the previous measurements where employees work and at times during the work shift when employee exposures are expected to be the greatest.

10.4.6 Any variation of temperature will be addressed and reported to the County of Santa Barbara General Services Facility maintenance department for repair.

10.5 PROCEDURES FOR MONITORING THE WEATHER FOR OUTDOOR PLACES OF EMPLOYMENT

10.5.1 The supervisor will be trained and instructed to check the extended weather forecast in advance using California phone numbers below or by checking the Weather Channel TV Network. The work schedule will be planned in advance, taking into consideration whether high temperatures or a heat wave is expected. This type of advance planning should take place whenever the temperature is expected to reach 70 degrees Fahrenheit or higher.

CALIFORNIA Dial-A-Forecast

Eureka 707-443-7062

Hanford 559-584-8047

Los Angeles 805-988-6610

Sacramento 916-979-3051

San Diego 619-297-2107

San Francisco 831-656-1725]

10.5.2 The supervisor will use published weather reports to determine the temperature throughout the job site and throughout the work day to monitor for an increase in outdoor temperature and to ensure that once the temperature exceeds 80 degrees Fahrenheit, shade structures will be opened and made available to the employees. In addition, when the temperature equals or exceeds 95 degrees Fahrenheit, additional preventive measures, such as high-heat procedures, will be implemented. See the high-heat procedures section for additional information.

Employees are encouraged to report to Casa Nueva Office location where there is air conditioning to prevent exposure to heat.

10.6 PROCEDURES FOR CONTROL MEASURES FOR INDOOR PLACES OF EMPLOYMENT

10.6.1 Control measures will be implemented when either of the following occurs:

- Indoor temperature or heat index is 87 degrees Fahrenheit or higher.
- Indoor temperature is 82 degrees Fahrenheit or higher and employees are either:
 - Wearing clothing that restricts heat removal or
 - Working in an area with high radiant heat.

10.6.2 Feasible engineering controls will be implemented first to reduce the temperature and heat index to below 87°F (or temperature to below 82°F for employees working in clothing that restricts heat removal or working in high radiant heat areas). Administrative controls will be added if feasible engineering controls are not enough to comply with the standard. If both feasible engineering and administrative controls are not enough to decrease the temperature and minimize the risk of heat illness, then personal heat-protective equipment will be provided.

10.6.3 The following engineering controls will be implemented to lower the indoor temperature, heat index, or both to the lowest possible level. These controls help make the work environment cooler or create a barrier between the employee and the heat:

- Cooling fans or air conditioning
- Increased natural ventilation, such as open windows and doors when the outdoor temperature or heat index is lower than the indoor temperature and heat index
- Reflective shields to block radiant heat such as blinds

10.6.4 The following administrative controls will be implemented once all feasible engineering controls have been implemented. These controls are modified work practices that can reduce heat exposure by adjusting work procedures, practices, or schedules:

- Modify work schedules and activities to times of the day when the temperature is cooler or schedule shorter shifts, especially during heat waves. Heat wave means any day in which the predicted high

temperature for the day will be at least 80 degrees Fahrenheit and at least 10 degrees Fahrenheit higher than the average high daily temperature in the preceding five days. For newly hired employees and unacclimatized existing employees, gradually increase shift length over the first one to two weeks.

10.6.5 The following personal heat-protective equipment will be provided if feasible engineering controls do not decrease the temperature enough and administrative controls do not minimize the risk of heat illness. This personal heat-protective equipment consists of special cooling devices that the employee wears on their body that can protect them in hot environments: Fans to cool and move air

10.7 HIGH-HEAT PROCEDURES FOR OUTDOOR PLACES OF EMPLOYMENT

High-Heat Procedures are additional preventive measures that this company will use when the temperature equals or exceeds 95 degrees Fahrenheit in outdoor places of employment.

10.7.1 Effective communication by phone for those assigned to work outdoors will be maintained so that employees at the worksite can contact a supervisor when necessary. If the supervisor is unable to be near the employees (to observe them or communicate with them), then cell phones or text will be used for this purpose.

10.7.2 Employees are encouraged to work in the offices that is air conditioned when it is determined there will be periods of extreme heat.

10.8 PROCEDURES FOR HANDLING A HEAT WAVE FOR OUTDOOR PLACES OF EMPLOYMENT

Heat wave means any day in which the predicted high temperature for the day will be at least 80 degrees Fahrenheit and at least 10 degrees Fahrenheit higher than the average high daily temperature in the preceding five days. During a heat wave, all employees are encouraged to work in the office (Casa Nueva) that is equipped with air conditioning to prevent exposure to excess heat.

10.9 PROCEDURES FOR ACCLIMATIZATION

Acclimatization is the temporary adaptation of the body to work in the heat that occurs gradually when a person is exposed to it. The body needs time to adapt when temperatures rise suddenly, and an employee risks heat illness by not taking it easy when a heat wave or heat spike strikes, or when starting a new job that exposes the employee to heat to which the employee's body hasn't yet adjusted. Inadequate acclimatization can be significantly more perilous in conditions of high heat and physical

stress. The following are additional protective procedures that will be implemented when conditions result in sudden exposure to heat that employees are not accustomed to. Outdoor work is minimal and in instances when an employee needs to work outdoors to accomplish field work we will follow the following procedures:

10.9.1 The weather will be monitored daily. The supervisor will be on the lookout for heat waves, heat spikes, or temperatures to which employees haven't been exposed for several weeks or longer.

10.9.2 New employees and those who have been newly assigned to a high-heat area will be closely observed by the supervisor or designee for the first 14 days.

10.9.3 The intensity of the work will be lessened during a two-week break-in period by using procedures such as scheduling slower paced, less physically demanding work during the hot parts of the day and the heaviest work activities during the cooler parts of the day (early morning or evening). Steps taken to lessen the intensity of the workload for new employees will be documented.

10.9.4 For indoor work areas, this 14-day observation period applies when the temperature or heat index equals or exceeds 87 degrees Fahrenheit, or when the temperature or heat index equals or exceeds 82 degrees Fahrenheit when an employee wears clothing that restricts heat removal or when an employee works in a high radiant heat area.

10.9.5 Employees and supervisors will be trained in the importance of acclimatization, how it is developed, and how these company procedures address it.

10.9.6 Employees are encouraged to work in the office that is equipped with air conditioning to prevent exposure to excess heat

10.10 PROCEDURES FOR EMERGENCY RESPONSE:

10.10.1 Effective means of bringing emergency services to the employee in need, or the employee in need to emergency services will be ensured by:

- For indoor places of employment, employees and the Safety Officer will use a map of the worksite that will allow them to give clear and precise directions to the worksite (e.g., street or road names, distinguishing features, and distances to major roads) to avoid a delay of emergency medical service.
- The Safety Officer, when necessary, will designate an employee or

employees to physically go to the nearest road or highway where emergency responders can see them. If daylight is diminished, the designated employee(s) shall be given reflective vests or flashlights to direct emergency personnel to the sick employee's location, which may not be visible from the road or highway.

10.10.2 Effective communication will be ensured by voice, direct observation, mandatory buddy system, or electronic means, such as cell phone or text and will be maintained so that employees can contact a supervisor or the Safety officer when necessary. If the supervisor and/or Safety Officer is unable to be near the employees (to observe them or communicate with them), then a cell phone or text message may be used for this purpose.

10.10.3 Appropriately trained and equipped personnel will be made available at the site to render first aid.

10.10.4 Determinations will be made if there is a language barrier present in the workplace that might inhibit the calling of emergency services.

10.10.5 To ensure that emergency medical services can be called, all supervisors and the Safety Officer will have access to or carry communication devices, such as a cell phone or landline phones. These communication devices will be checked prior to each shift to ensure that they are functional.

10.10.6 When an employee shows signs or symptoms of severe heat illness, emergency medical services will be called, and steps will immediately be taken to keep the stricken employee cool and comfortable to prevent the progression to more serious illness. Under no circumstances will the affected employee be left unattended.

10.10.7 During a heat wave, heat spike, or hot temperatures, employees will be reminded and encouraged to immediately report to their supervisor any signs or symptoms they are experiencing.

10.10.8 Employees and supervisors will be trained in these written procedures for emergency response.

10.11 PROCEDURES FOR HANDLING A SICK EMPLOYEE:

10.11.1 When an employee displays possible signs or symptoms of heat illness, a trained first aid employee and the Safety Officer will evaluate the sick employee and determine whether resting in the shade or cool area and drinking cool water will suffice or if emergency service providers will need to be called. A sick employee will not be left alone

in the or unattended under any circumstances as their condition could take a turn for the worse.

10.11.2 When an employee displays possible signs or symptoms of heat illness and no trained first aid employee or Safety Officer is available at the site emergency service providers will be immediately called by Safety Officer.

10.11.3 Emergency service providers will be called immediately if an employee displays signs or symptoms of severe heat illness (e.g., decreased level of consciousness, staggering, vomiting, disorientation, irrational behavior, incoherent speech, convulsions, red and hot face), does not look okay, or does not get better after drinking cool water and resting in the shade. While the ambulance is en route, first aid will be initiated (e.g., cool the employee by placing the employee in the shade, removing excess layers of clothing, placing ice packs in the armpits and groin area, and fan the victim). We will not let an employee displaying heat illness symptoms go home, because even if they start to feel better, their condition could worsen, and they may need emergency medical care.

10.11.4 If an employee displays signs or symptoms of severe heat illness (e.g., decreased level of consciousness, staggering, vomiting, disorientation, irrational behavior, incoherent speech, convulsions, red and hot face) emergency service providers will be called, the signs and symptoms of the victim will be communicated to them, and an ambulance will be requested.

10.12 PROCEDURES FOR EMPLOYEE AND SUPERVISOR TRAINING

To be effective, training must be understood by employees. Therefore, it must be given in a language and vocabulary the employees understand. Training records will be maintained and will include the date of the training, who performed the training, who attended the training, and the subject(s) covered. Training records will be maintained by the Safety Officer and Human Resources.

10.12.1 Supervisors will be trained prior to being assigned to supervise other employees. Training will include this company's written procedures and the steps supervisors will follow when employees exhibit symptoms consistent with heat illness.

10.12.2 Supervisors and employees will be trained as it is SBCAG's responsibility to provide water, access to cool-down areas or shade,

preventative cool-down rests, and first aid, as well as the employees' right to exercise their rights under this standard without retaliation.

- 10.12.3 Supervisors and employees will be trained in appropriate first aid and/or emergency response to different types of heat illness and made aware that heat illness may progress quickly from mild signs and symptoms to a serious, life-threatening illness.
- 10.12.4 Supervisors will be trained on how to track the weather at the job site (by monitoring predicted temperature or heat index highs and periodically using a thermometer). Supervisors will be instructed on how weather information will be used to modify work schedules, increase the number of water and rest breaks, or cease work early if necessary.
- 10.12.5 All employees and supervisors will be trained prior to working. Training will include all aspects of implementing this company's written procedures, including access to sufficient water and shade or cool-down area(s) at Casa Nueva, cool down rests, high-heat procedures, emergency response procedures, control measures, importance of frequent consumption of water, different types of heat illness, common signs and symptoms of heat illness, and acclimatization procedures. Employees and supervisors will also be trained on the environmental and personal risk factors of heat illness, as well as the burden of heat load on the body caused by exertion, clothing, and personal protective equipment. The importance of immediately reporting signs and symptoms of heat illness will be especially emphasized.
- 10.12.6 In addition to initial training, employees will be retrained annually.
- 10.12.7 Employees will be trained on the steps for contacting emergency medical services, including how they are to proceed when there are non-English speaking employees, how clear and precise directions to the site will be provided, how to transport ill employees to a point where they can be reached by an emergency responder, and the importance of making visual contact with emergency responders at the nearest road or landmark to direct them to their worksite, if necessary.
- 10.12.8 New employees will be assigned a "buddy," or experienced co-worker, to ensure that they understand the training and follow company procedures.

11. GENERAL ADMINISTRATION

Unless otherwise described in this Program, this Section 11 describes the administration of the Program. If there is a conflict between this Section 11 and other sections the more specific provisions will control.

11.1 RESPONSIBILITY

11.1.1 The Human Resources Director has the overall authority and responsibility for implementing and maintaining the provisions of this Safety and Health Program (Program). If there are multiple persons responsible for the plan, their roles are clearly described below.

Responsible Persons	Job Title/Position	Responsibility(ies)	Phone #	Email
Martha Gibbs	Human Resources Director	Overall responsibility implementing and maintaining the plan; Implements the final plan and any major changes.	(805)961-8916	mgibbs@sbcag.org
Dave Troutner	HR Generalist	Responsible for employee involvement and training; Organizes safety meetings, updates training materials, and handles any reports of workplace violence	(805)961-8903	dttroutner@sbcag.org
Dave Troutner	Safety Officer	Responsible for emergency response, hazard identification, and coordination with other employers; Conducts safety inspections, coordinates emergency response procedures, and communicates with other employers about the plan.]	(805)961-8903	dttroutner@sbcag.org
Marjie Kirn	Executive Director	Overall Authority of the Health and Safety Program	(805)961-8900	mkirn@sbcag.org

11.1.2 All managers and supervisors are responsible for implementing and maintaining the Program in their work areas and for answering employee questions about this Program.

11.1.3 All employees are responsible for using safe work practices; following this Program and its policies, plans, and procedures; and assisting in maintaining a safe and healthy work environment.

11.2 EMPLOYEE ACTIVE INVOLVEMENT

SBCAG ensures the following policies and procedures to obtain the active involvement of employees in developing and implementing this Program:

11.2.1 The Safety Officer will work with and allow employees to participate in:

- Identifying, evaluating, and determining corrective measures to protect safety and health
- The Safety Officer will attend quarterly safety meetings with APCD, CSS & County GS, who occupy the remainder of the Casa Nueva office, to discuss safety issues and concerns.
- The Safety officer will communicate areas of concern or areas of positive processes and outcomes to employees during our quarterly all staff meetings. Employees will be encouraged to discuss identification of workplace violence related concerns/hazards, evaluate those hazards and/or concerns, and how to correct them. These meetings may involve brainstorming sessions, discussions of recent incidents, and reviews of safety procedures.
- Designing and implementing training. Employees are encouraged to actively participate in training programs, and their suggestions will be incorporated into training materials as deemed appropriate.
- Reporting and investigating workplace violence incidents.

11.2.2 Management will ensure that all safety and health policies, plans, and procedures within this written Program are clearly communicated and understood by all employees. Managers and supervisors will enforce the rules fairly and uniformly.

11.2.3 All employees will follow all safety and health policies, plans, and procedures, and assist in maintaining a safe work environment as set forth in this Program.

11.2.4 This Program shall be in effect at all times and in all work areas and be specific to the hazards and corrective measures for each work area and operation.

11.3 EMPLOYEE COMPLIANCE

Our system to ensure that employees comply with the rules and work practices that are designed to make the workplace safer and healthier include at a minimum:

11.3.1 Training employees, supervisors, and managers in the provisions of SBCAG's Safety and Health Program including the Injury and Illness Prevention Plan (IIPP), Workplace Violence Prevention Plan (WVPP), and a Heat Illness Prevention Plan.

11.3.2 Provide retraining to employees whose safety performance is deficient with this Program.

11.3.3 Employees may be disciplined for failure to follow this Program as set forth in the Employee Handbook.

11.3.4 Recognizing employees who demonstrate safe work practices that promote a safe and health workplace via emails or memos placed in the employees file.

11.4 COMMUNICATION WITH EMPLOYEES

Open, two-way communication between management, staff, and other employers, about workplace safety and health is essential to a safe and productive workplace. The following communication system is designed to facilitate a continuous flow of workplace safety and health information between management and staff in a form that is readily understandable by all employees, and consists of one or more of the following:

11.4.1 New employee orientation includes this Program's plans, policies, and procedures.

11.4.2 Safety and health training programs as described in this Program.

11.4.3 Regularly scheduled meetings that address safety and health topics such as security issues and potential workplace violence hazards.

11.4.4 Effective communication between employees and supervisors about concerns under this Program such as communications in multiple forms to include email, verbal and allowance of the employee to review this program during work time.

11.4.5 Posted or distributed safety and health information.

11.4.6 Employees can report a safety or health incident to SBCAG without fear of reprisal or adverse action. Employees can make such a report as described in this Program or:

- To his/her immediate supervisor or to Human Resources via in-person or email.
- To law enforcement in cases of a violent incident, threat, or other workplace violence.

11.4.7 Employees will not be prevented from accessing their mobile or other communication devices to seek emergency assistance, assess the safety of a situation, or communicate with a person to verify their safety.

11.4.8 Employees' concerns about a safety or health issue will be investigated in a timely manner and they will be informed of the results of the investigation and any corrective actions to be taken as follows:

- Updates on the status of investigations and corrective actions are provided to employees through email or via quarterly all staff meetings. These updates could include information about the progress of investigations, the results of investigations, and any corrective actions taken.
- Updates during quarterly meetings with other employers in the building (Casa Nueva) to discuss the plan and any updates. These meetings could involve sharing updates to the plan, discussing recent incidents, and coordinating training sessions.
- Sharing training materials and incident reports with other employers at Casa Nueva to ensure a coordinated response to any incidents. This could involve sending copies of training materials and incident reports to other employers.

11.5 EMPLOYEE ACCESS TO THE SAFETY & HEALTH PROGRAM (Program)

SBCAG ensures that this Program is in writing, available, and easily accessible to employees and representatives of Cal/OSHA at all times. This will be accomplished by:

- Whenever an employee requests a copy of the written Program, we will provide the requester with a printed copy, unless the employee agrees to receive an electronic copy.
- We will provide unobstructed access through a company server or website, which allows an employee to review, print, and email the current version of this Program. Unobstructed access means that the

employee, as part of their regular work duties, predictably and routinely uses the electronic means to communicate with management or co-employees.

11.6 REVIEW & REVISIONS

11.6.1 This Program will be reviewed for effectiveness:

- At least annually.
- When a deficiency is observed or becomes apparent.
- After a workplace violence incident.
- As needed.

11.6.2 Review and revision of this Program will include the procedures listed in Section 11.2 EMPLOYEE ACTIVE INVOLVEMENT as well as the following procedures to obtain the active involvement of employees in reviewing the plan's effectiveness. Review of this Program may include, but is not limited to:

- Review of incident investigations and the violent incident log.
- Assessment of the effectiveness of security systems, including alarms, emergency response, and security personnel availability (if applicable).
- Review that violence risks are being properly identified, evaluated, and corrected.

11.6.3 Any necessary revisions to this Program are made promptly and communicated to all employees. These revisions may involve changes to procedures, updates to contact information, and additions to training materials.

11.6.4 This Program is reviewed annually or upon a change in legal requirements as follows:

<u>Review Date</u>	<u>Reviewer</u>

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11.6.5 This Program was last revised as follows:

Revision Date	Summary of Revisions

12. APPENDICES



A. Ergonomics for the Office

Proper Desk/Computer Positions

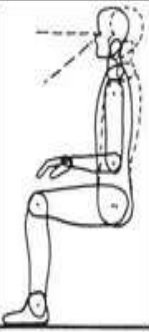
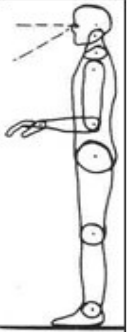


To understand the best way to set up a computer workstation, it is helpful to understand the concept of neutral body positioning. This is a comfortable working posture in which your joints are naturally aligned. Working with the body in a neutral position reduces stress and strain on the muscles, tendons, and skeletal system and reduces your risk of developing a musculoskeletal disorder (MSD). The following are important considerations when attempting to maintain neutral body postures while working at the computer workstation:

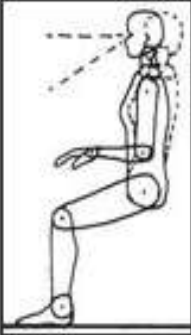



- Hands, wrists, and forearms are straight, in-line and roughly parallel to the floor.
- Head is level or bent slightly forward, forward facing, and balanced. Generally, it is in-line with the torso.
- Shoulders are relaxed and upper arms hang normally at the side of the body.
- Elbows stay close to the body and are bent between 90 and 120 degrees.
- Feet are fully supported by the floor or a footrest may be used if the desk height is not adjustable.
- Back is fully supported with appropriate lumbar support when sitting vertical or leaning back slightly.
- Thighs and hips are supported by a well-padded seat and generally parallel to the floor.
- Knees are about the same height as the hips with the feet slightly forward.

Regardless of how good your working posture is, working in the same posture or sitting still for prolonged periods is not healthy. You should change your working position frequently throughout the day in the following ways:

- Make small adjustments to your chair or backrest.
- Stretch your fingers, hands, arms, and torso.
- Stand up and walk around for a few minutes periodically.

These four reference postures are examples of body posture changes that all provide neutral positioning for the body.

<p>Upright sitting posture The user's torso and neck are approximately vertical and in-line, the thighs are approximately horizontal, and the lower legs are vertical.</p>		<p>Standing posture The user's legs, torso, neck, and head are approximately in-line and vertical. The user may also elevate one foot on a rest while in this posture.</p>	
	<p>Figure 1. Upright sitting posture</p>		<p>Figure 4. The user's legs, torso, neck, and head are approximately in-line and vertical</p>
	 <p>Figure 2. The user's torso and neck are approximately vertical and in-line. The thighs are approximately horizontal and the lower legs are vertical</p>	<p>Figure 3. Standing posture</p>	

<p>Declined Sitting posture. The user's thighs are inclined with the buttocks higher than the knee and the angle between the thighs and the torso is greater than 90 degrees. The torso is vertical or slightly reclined and the legs are vertical.</p>		<p>Reclined sitting posture. The user's torso and neck are straight and recline between 105 and 120 degrees from the thighs.</p>	
	<p>Figure 5. Declined sitting position</p>		
	<p>Figure 6. The user's thighs are inclined with the buttocks higher than the knee and the angle between the thighs and the torso is greater than 90 degrees. The torso is vertical or slightly reclined and the legs are vertical</p>	<p>Figure 7. Reclined sitting posture</p>	<p>Figure 8. The user's torso and neck are straight and recline between 105 and 120 degrees from the thighs</p>
			

B. Four Steps to Proper Lifting

FOUR STEPS TO PROPER LIFTING

1. SIZE UP THE LOAD

- Use a hand truck if possible.
- Get help if you need it.
- Check for slivers, nails, exposed staples.
- Use gloves if necessary.
- Make sure you have a clear path to where you are moving it to.



2. LIFT

- Bring the load as close to you as possible before lifting.
- Lift with your legs, not your back.
- Keep your head up, your back straight and bend at your hips.



3. MOVE

- Keep the load close to your body.
- Look where you are going.
- Shift your feet to turn, don't twist your body.




4. GET SET AND LOWER

- When setting a load down, let your leg muscles carry it down.
- Make certain your fingers and toes are clear before setting the load down.



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 Washington State Department of
Labor & Industries
Division of Occupational Safety and Health



ASSOCIATION

C. Defibrillator (AED) Location

This piece of equipment is located in the APCD break room, downstairs. It is in the bottom cupboard immediately to the left as you enter. There is a sign on the cabinet door. It is easy to use and hard to hurt anyone with. All instructions are included within its case. It will not shock someone who does not need it. Do not be afraid to use this if you believe it to be necessary. You could save a life!



D. ASHI (American Safety & Health Institute) Basic First Aid

Introduction

At work, injuries and illnesses kill more than two million people in the world each year. That's one death every fifteen seconds or six thousand people a day.

Safe practices and healthy choices at work, home, and play can prevent many injuries, illnesses, diseases, and deaths. However, once injury or sudden illness has occurred, providing effective first aid can make the difference between life and death; rapid versus prolonged recovery; and temporary versus permanent disability.

This program focuses on what you must know and do in order to provide confident, effective first aid care.

Legal Aspects of Providing First Aid

The Good Samaritan principle prevents someone who has voluntarily helped another in need from being sued for 'wrongdoing.' Since governments want to encourage people to help others, they pass specific "Good Samaritan" laws or apply the principle to common laws. You are generally protected from liability as long as:

- You are reasonably careful,
- You act in "good faith" (not for a reward),
- You do not provide care beyond your skill level.

If you decide to help an ill or injured person, you must not leave them until someone with equal or more emergency training takes over - unless of course, it becomes dangerous for you to stay

Consent

Consent means permission. A responsive adult must agree to receive first aid care. "Expressed Consent" means the victim gives his or her permission to receive care. To get consent, first identify yourself. Then tell the victim your level of training and ask if it's okay to help. "Implied Consent" means that permission to perform first aid care on an unresponsive victim is assumed. This is based on the idea that a reasonable person would give their permission to receive lifesaving first aid if they were able.

When Caring for Children

Consent must be gained from a parent or legal guardian. When life-threatening situations exist and the parent or legal guardian is not available, first aid care should be given based on implied consent.

When Caring for Older Persons

An elderly person suffering from a disturbance in normal mental functioning, like Alzheimer's disease, may not understand your request for consent. Consent must be gained from a family member or legal guardian. When life-threatening situations exist and a family member or legal guardian is not available for consent, first aid care should be given based on implied consent.

Use Common Sense

There is no evidence there has ever been a single successful lawsuit in the United States against a person providing first aid in good faith. Still, it is necessary to use common sense. Never attempt skills that exceed your training. Don't move a victim unless their life is in danger. Call for an ambulance immediately, even if you decide not to give first aid. Always ask a responsive victim for permission before giving care. Once you have started first aid, don't stop until qualified help arrives.

Basic First Aid for the Community and Workplace

Emotional Aspects of Providing First Aid

Both the first aid provider and the victim may suffer emotional distress during and/or following a traumatic incident. The seriousness or horror of the incident will be a factor in determining the amount of emotional distress. It may be worse in human-made events; for example, a terrorist attack or mass shooting. Providing first-aid care for a seriously injured or ill child is generally more emotionally difficult than caring for an adult.

Symptoms of a traumatic stress reaction include a pounding heartbeat and fast breathing which may begin during or within minutes of the traumatic event. Feelings of guilt for not having done more, worrying about the safety of loved ones, nightmares, and thinking about the event repeatedly may follow the incident.

Stress reactions are a normal, human response to a traumatic event and are usually temporary. With the help of family and friends, most people gradually feel better as time goes by. If you feel you need extra help coping after a

traumatic event, call your doctor or ask friends if they can recommend a mental-health professional. SBCAG has an Employee Assistance Program available to assist you. Their telephone number is: (888)293-6948.

Infectious Diseases

The risk of getting exposed to a disease while giving first aid is extremely low. Even so, it is prudent to protect yourself from any exposure.

Blood-borne pathogens are viruses or bacteria that are carried in blood and can cause disease in people. There are many different blood borne pathogens, but Hepatitis B (HBV) and the Human Immunodeficiency Virus (HIV) are the two diseases commonly addressed by health and safety standards. "Universal Precautions" is a way to limit the spread of disease by preventing contact with blood and certain body fluids. To "observe Universal Precautions" means that whether or not you think the victim's blood or body fluid is infected, you act as if it is.

Blood

Personal protective equipment provides a barrier between you and a victim's blood or body fluid. Disposable gloves are the most recognized barrier and should always be worn whenever blood or body fluids are or may become present.

Disposable Gloves

When using gloves, always quickly inspect them before putting them on. If a glove is damaged, don't use it! When taking contaminated gloves off, do it carefully. Don't snap them. This may cause blood to splatter. Never wash or reuse disposable gloves. If you find yourself in a first aid situation and you don't have any gloves handy, improvise. Use a towel, plastic bag, or some other barrier to help avoid direct contact. Make sure there is always a fresh supply of gloves in your first aid kit.

Eye Protection

Anytime there is a risk of splatter, goggles or safety glasses with side protection should also be used to help protect your eyes.

Prevention

To reduce the risk of infection, you should:

- Always wear personal protective equipment in first-aid situations.
- Carefully remove gloves, clothing, and any other contaminated material.

Place them in appropriately labeled bags or containers.

- After providing first aid, wash your hands and other exposed skin thoroughly with an antibacterial soap and warm water. If soap and water are not available, use an alcohol-based hand rub.
- Decontaminate all surfaces, equipment, and other contaminated objects as soon as possible. Clean with a detergent and rinse with water. Use a bleach solution of one quarter cup (.06 liter) of household bleach per one gallon (3.79 liters) of water to sanitize the surface. Spray on the solution and leave it in place for at least 2 minutes before wiping
- DO NOT eat, drink, smoke, apply cosmetics, lip balm, or handle contact lenses until you have washed your hands after performing first aid.



Wash your hands and other exposed skin thoroughly with an antibacterial soap and warm water. If soap and water are not available, use an alcohol-based hand rub

Responding to Emergencies

Roles and Responsibilities of the First Aid Provider

Roles

The basic role of a first aid provider is to recognize a medical emergency and make a decision to help.

Your personal safety is your highest initial priority, followed by the safety of the victim and any bystanders.

Responsibilities

- Maintain composure.
- Maintain personal health and safety.
- Maintain caring attitude.
- Maintain up-to-date knowledge and skills.
- Without putting yourself in danger, make the victims' needs your main concern.
- Do no further harm.

Emergency Action Steps

The Emergency Action Steps are intended to help the first aid provider respond to an emergency and manage life-threatening problems of the airway, breathing, and circulation in a victim of any age.

Whenever you recognize an emergency, you should assess the scene for safety. Pause for a moment as you approach the victim. If the scene is not safe, or at any time becomes unsafe, GET OUT!

1. Assess the victim

What is your first impression? Is the victim responsive? If the victim is:

- Unresponsive
- appears badly hurt
- seriously ill
- or quickly gets worse...

2. Alert EMS

Call 9-1-1 or activate your Emergency Action Plan.

3. Attend to the victim

Check the victim's airway, breathing, and circulation. Refer to the Universal First Aid Procedures at the end of this manual.

RECOVERY POSITION



1. Kneel next to the person. Place the arm closest to you straight out from the body. Position the far arm with the back of the hand against the near cheek.



2. Grab and bend the person's far knee.



3. Protecting the head with one hand, gently roll the person toward you by pulling the far knee over and to the ground.



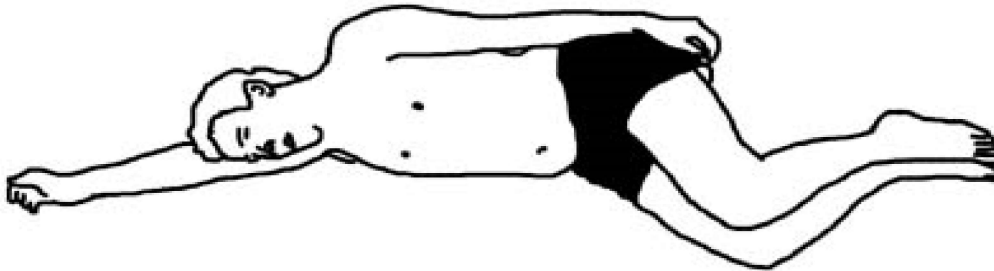
4. Tilt the head up slightly so that the airway is open. Make sure that the hand is under the cheek. Place a blanket or coat over the person (unless he or she has a heat illness or fever) and stay close until help arrives.

This position helps a semiconscious or unconscious person breathe and permits fluids to drain from the nose and throat so they are not breathed in. Do not use the recovery position if the person has a major injury, such as a back or neck injury. In that case use HAINES position, as described below.

If spinal or neck injuries are possible

When the injury is apparently the result of an accidental fall, collision or other trauma, the risk of spinal or neck injuries should be assumed. Movement of spinal-injured victims runs the risk of causing permanent paralysis or other such injuries, and is best left to trained medical personnel. They should be moved to a recovery position only when it is necessary to drain vomit from the airway.

In such instances, the correct position is called the "HAINES modified recovery position" (High Arm IN Endangered Spine.) In this modification, one of the patient's arms is raised above the head (in full abduction) to support the head and neck. There is less neck movement (and less degree of lateral angulation) than when the lateral recovery position is used, and, therefore, HAINES use carries less risk of spinal-cord damage.



The HAINES position

If an individual has suffered a fall or injuries that suggest damage to the spine, as a first aider the priority is to keep the airway open. If breathing, position should not be changed. If breathing has stopped, regardless of possible injury to the person, perform standard checks: (Danger, Response, Airway, Breathing, Circulation) and then move them into the recovery position to open the airway. If they do not start breathing, begin CPR. If they begin to breathe, keep them in that position.

Pregnant victims

A pregnant woman should always rest on her left side, as lying on the right side may cause the uterus to compress the Inferior vena cava, possibly resulting in death.

Victims with torso wounds

A victim with torso wounds should be placed with the wounds closest to the ground to minimize the possibility of blood affecting both lungs, resulting in asphyxiation

Provide First Aid Treatment

- Suspected Spinal Injury -Place your hands on both sides of victim's head to stabilize it.
- Suspected Limb Injury -Place your hands above and below the injury to stabilize it.

Consider performing physical assessment. Be prepared to inform Emergency

Responders of your assessment and actions thus far IMMEDIATELY upon their arrival.

E. Violent Incident Log

This log must be used for every workplace violence incident that occurs in our workplace. At a minimum, it will include the information required by LC section 6401.9(d).

The information that is recorded will be based on:

- Information provided by the employees who experienced the incident of violence.
- Witness statements.
- All other investigation findings.

All information that personally identifies the individual(s) involved will be omitted from this log, such as:

- Names
- Addresses - physical and electronic
- Telephone numbers
- Social security number

[Enter the date the incident occurred (Day, Month, Year)]

[Enter the time (or approximate time) that the incident occurred] a.m./p.m.

Location(s) of Incident	Workplace Violence Type (Indicate which type(s) (Type 1, 2,3,4))
[Enter location(s) where the incident occurred]	[Enter the workplace violence type(s)]

Check which of the following describes the type(s) of incident, and explain in detail:

Note: *It's important to understand that "Workplace Violence Type" and "Type of Incident" have separate requirements. For this part of the log, "Type of Incident" specifically refers to the nature or characteristics of the incident being logged. It does not refer to the type of workplace violence.*

Physical attack without a weapon, including, but not limited to, biting, choking, grabbing, hair pulling, kicking, punching, slapping, pushing, pulling, scratching, or spitting.

Attack with a weapon or object, including, but not limited to, a firearm, knife, or other object.

Threat of physical force or threat of the use of a weapon or other object.

Sexual assault or threat, including, but not limited to, rape, attempted rape, physical display, or unwanted verbal or physical sexual contact.

Animal attack.

Other.

Explain: [Provide a detailed description of the incident and any additional information on the violence incident type and what it included. Continue on separate sheet of paper if necessary.]

Workplace violence committed by: [For confidentiality, only include the classification of who committed the violence, including whether the perpetrator was a client or customer, family or friend of a client or customer, stranger with criminal intent, coworker, supervisor or manager, partner or spouse, parent or relative, or other perpetrator.]

Circumstances at the time of the incident: [write/type what was happening at the time of the incident, including, but not limited to, whether the employee was completing usual job duties, working in poorly lit areas, rushed, working during a low staffing level, isolated or alone, unable to get help or assistance, working in a community setting, or working in an unfamiliar or new location.]

Where the incident occurred: [Where the incident occurred, such as in the workplace, parking lot or other area outside the workplace, or other area.]

Consequences of the incident, including, but not limited to:

Whether security or law enforcement was contacted and their response.

Actions taken to protect employees from a continuing threat or from any other hazards identified as a result of the incident.

[Include information on what the consequences of the incident were.]

Were there any injuries? Yes or No. Please explain:

[Indicate here if there were any injuries, if so, provide description of the injuries]

Were emergency medical responders other than law enforcement contacted, such as a Fire Department, Paramedics, On-site First-aid certified personnel? Yes or No. If yes, explain below:

Did the severity of the injuries require reporting to Cal/OSHA? If yes, document the date and time this was done, along with the name of the Cal/OSHA representative contacted.

A copy of this violent incident log needs to be provided to the employer. Indicate when it was provided and to whom.

This violent incident log was completed by:

[Name of person completing this log], [Job Title of person completing this log], [Date this log was completed]

[Signature of person completing this log]

[Date of completion]