



JEFFERSON
COUNCIL ON AGING
ABILITY IS AGELESS

EMPLOYEE SAFETY MANUAL

MANAGEMENT POLICY STATEMENT

The Jefferson Council on Aging, Inc. (JCOA) is cognizant of the fact that employee safety is the most important consideration in the planning and operation of all facility activities. Safety is essential for employee welfare, morale and employee relations. With this in mind, management has decided to establish a comprehensive Safety Program within all departments and at all levels of activity. Realizing that accident prevention requires a continued effort and participation of employees, it is the firm policy of JCOA that no part of our job will be so important that we cannot take time to do it safely. Emphasis will be on mutually finding ways to operate accident free, on-time and economically, and not to permit safety to become a crutch for slack or inefficient operations. The success of our Safety Program depends on the safety, and well-being of our employees and their families. Therefore, it is imperative that workplace hazards be identified, appropriately evaluated and effectively controlled.

To achieve our safety objectives, management will comply with all applicable federal, state and local requirements or appropriate industry standards.

The full support of all employees is essential to the effectiveness of our Safety Program. Each employee has an obligation to cooperate fully in the program by helping to protect him/her and fellow employees. Your complete cooperation is requested.



Al Robichaux
Executive Director

PURPOSE

Jefferson Council on Aging, Inc., (JCOA) is totally committed to employee safety, client safety and loss control. It is our intention:

- *that all employees work under the safest conditions possible;
- *that we maintain a workplace and equipment free from recognized hazards;
- *that we maintain a safe environment for our clients and visitors work; and
- *that we provide information, training and supervision to enable employees to perform their jobs safely.

The information in this Safety Manual states basic safety rules and procedures that are to be followed by all JCOA employees. While this plan will help you recognize and avoid obvious hazards, it cannot possibly cover all situations. When in doubt, consult your supervisor for guidance.

EMPLOYEE COMPLIANCE

Jefferson Council on Aging, Inc. will endeavor to comply with safety regulations implemented by federal, state and local agencies. It is company policy that every employee and all property, as well as the citizens we serve, be protected from controllable hazards. We believe that accidents can be avoided by using good training methods, common sense and personal initiative. Therefore, each employee is responsible for complying with all safety regulations and the following basic principles:

1. Always Follow Safety Rules: Applicable safety rules and regulations are to be followed at all times.
2. Do Not Perform Unsafe Acts: Employees should never perform any task that they believe may be unsafe. Any such conditions or practices should be reported to a supervisor immediately.
3. Listen to Supervisors: Supervisors in charge of each operation have been instructed to familiarize employees with safe operations and practices. Many accidents occur when employees take shortcuts and ignore established safety rules and regulations. All employees must follow established safety rules in performing their assigned tasks.
4. Avoid Discipline or Discharge: Each employee is responsible for his or her performance and for following safety rules. Failure to do so will lead to disciplinary action or discharge as per JCOA policy.

ASSIGNMENT OF RESPONSIBILITY

While Executive Management has the ultimate responsibility for the prevention of accidents, the specific responsibility and commensurate authority for implementing the Safety Program rests with each member of the Management and Labor Team.

Therefore, as a matter of policy,

EXECUTIVE MANAGEMENT WILL...

- * Maintain an active progressive safety plan, in which all members of management will participate to promote safety awareness and safe work practices on and off the job;
- * Provide, within reason, a work environment in which identified occupational hazards are controlled when eliminations are not feasible;
- * Require that all employees follow established safety rules and job safe work practices;
- * Provide adequate budget approvals for the achievement of all approved safety objectives;
- * Establish a program, with a system of accountability, to audit and track safety performance of all subordinates.
- * Actively support the Safety Program as an example to subordinates, and with the decisions and directives that are required.
- * Delegate authority to others under his and/or her supervision to expedite and facilitate the application of the Safety Program.

MANAGEMENT AND SUPERVISORS WILL:

- * Be responsible and accountable for a superior level of safety performance in their areas;
- * Educate and train employees regarding on and off-the-job hazard
- * Institute work practices which reflect the safest and most efficient methods available for accomplishing assigned tasks.

IMMEDIATE SUPERVISORS AND COORDINATORS WILL...

- * Be responsible for actively supporting the Jefferson Council on Aging, Inc. Safety Program. Supervisors will be held accountable for the safety performance of their departments;
- * Teach each employee the hazards of the job and how to avoid or control them;
- * Impart to each employee that the violation of established safety rules WILL NOT be tolerated;
- * Take prompt corrective action whenever unsafe acts or unsafe conditions are observed or reported by employees;
- * Provide needed safety equipment or other protective devices for assigned tasks as required;
- * Conduct regular safety inspections of his/her area of responsibility. Submit a written report to your manager upon completion of the inspection;
- * Instill positive safety awareness in each employee through personal safety contacts.
- * Report and investigate all accidents. Determine the source of the accident and implement corrective actions that will prevent recurrence in a timely manner;
- * Provide continuing safety training sessions to all new employees and/or transferred employees;
- * Conduct and/or participate in safety meetings and be informed on each portion of the Safety Program and related safety issues;
- * Enforce good housekeeping practices;
- * Observe and enforce proper use of required personal protective equipment;
- * Ensure that all of your employees are aware of the Safety Program and that a copy of the written safety rules is issued to and signed for by each employee;
- * Provide leadership in Safety Program planning and/or revisions;
- * Ensure that the employees you supervise are participating effectively in the Safety Program;

- * Review all major accidents (Lost Time Cases, Restricted and/or Light Duty Cases, Medical Treatment Cases and Fatalities) with each employee in your area of responsibility;
- * Obtain and/or render prompt first-aid to injured employees.

DESIGNATED SAFETY COORDINATORS WILL...

- * Serve in a staff capacity without line authority;
- * Coordinate safety activities;
- * Conduct safety educational programs for supervisory personnel;
- * Coordinate departmental safety interests and motivational programs;
- * Evaluate all OSHA (Occupational Safety and Health Administration) recordable case investigations;
- * Assist in scheduled facility inspections;
- * Periodically attend scheduled safety meetings;
- * Provide safety orientations to all new employees;
- * Audit departments, sections and units in order to determine compliance with all required safety rules, policies and procedures. Submit findings to the Executive Safety Committee;
- * Assist in establishing procedures and guidelines for the Safety Program(s), and keep them updated;
- * Develop safety recommendations for specific operations;
- * Attend training schools and/or seminars that provide current methods and/or systems training in accident prevention and safety development;
- * Investigate accidents as considered necessary by management.

Note: In the absence of a Safety Coordinator, the Administrative Director will handle the above functions.

EMPLOYEES WILL...

- * Be expected to review the Safety Program and read and follow the safety rules.
- * Support and participate in the Safety Program.
- * Be expected to perform their jobs in the safest manner prescribed;
- * Be encouraged to report workplace hazards and make suggestions for control and/or elimination;
- * Be expected to conduct themselves in a way that enhances their personal safety and that of their fellow workers;
- * Work according to good safety practices as instructed, discussed or posted by supervision;
- * Keep the work area and/or job site clean and organized;
- * Refrain from engaging in horseplay. Unsafe acts by you or others may be the cause of a serious injury;
- * Request and use personal protective equipment provided for specific tasks;
- * Report ALL injuries and/or accidents to your immediate supervisor on the day of occurrence, even if you deem them to be minor;
- * Refrain from taking shortcuts in your work practices. Violation of established safety rules will not be tolerated;
- * Attend all safety meetings and take an active part in the discussions;
- * Not start any work under conditions not believed to be safe without first reporting these conditions immediately to the attention of the supervisor in charge.

FACILITY INSPECTIONS

Each manager (supervisor/coordinator) will conduct a quarterly facility inspection of their area of responsibility. A written report (checklist or narrative) is to be completed for each inspection. This report is to be retained for a period of one year. The report will cover the identification of recognized unsafe practices, unsafe conditions and any other items inherent to a particular job. The report and/or form will include a space to indicate corrective measures taken.

Inspections serve two basic functions:

1. To maintain a safe work environment and control the unsafe action of people.
2. To maintain operational profitability. Management inspections can be used to measure the supervisor's performance.

Reason for inspections is:

- * To check the results against safety objectives;
- * To re-awaken interest in safety;
- * To reevaluate safety by example;
- * To detect and reactivate unfinished business;
- * To collect data for safety meetings;
- * To note and act upon unsafe behavioral trends;
- * To improve safety standards;
- * To check new facilities;
- * To solicit the supervisor's help;
- * To spot unsafe acts and unsafe conditions;

Scheduled safety inspections should in no way relieve the supervisory force of its inherent responsibility for continuous surveillance of the workers, equipment, work environment and productivity.

ACCIDENT INVESTIGATION

An accident investigation will be conducted for each injury requiring a visit to a clinic, physician or hospital. A written report will be made for each recordable case completed. The report will include information on the person injured, his or her job title, tasks being performed at the time of the accident, the cause of the accident and what corrective action was taken.

It is generally agreed, by management, that the immediate supervisor is the most knowledgeable of the work area and therefore, best able to determine most of the underlying causes of an accident. Depending on the nature and/or severity of the accident and/or other conditions, accidents may also be investigated by the Safety Coordinator, the Safety Committee or Executive Management.

SAFETY MEETINGS

Each supervisor shall conduct a formalized safety meeting, with all his or her employees on a quarterly basis or more often if needed. A written record will be kept indicating the topics discussed, date and the names of the persons attending the meeting. The Safety meeting record will be retained for a period of one year. Safety meetings shall be used for communication of safety data and employee training needs.

Suggestions and recommendations from employees should be encouraged by supervisors. The following may be included in the order of business:

- * Communication of new programs, policies and procedures.
- * Review of accidents.
- * Review of the latest safety inspection and status of hazard corrections.
- * Safety education such as members of the group speaking on various safety subjects or guests may bring specialized instruction on the use of new equipment.
- * Supervisors should seek input from workers. Employees have often given management information in meetings which has contributed to the safety policy, increased production and improved engineering design.

SAFETY RULES

The purpose of safety rules is to thoroughly acquaint each of you with a set of safe working rules and procedures that will help you to preserve your health and welfare. It is well understood that you and your family are the beneficiaries of a good Safety Program.

No safety manual, however complete, can cover all conditions that might arise; therefore, it is necessary for you to use your best judgement along with the observance of established safe work practices. It is the desire of JCOA to establish the safest working conditions by using the safest protective devices and equipment available, and to promote a good housekeeping program.

It is necessary to have your cooperation to promote a good safety program. If you do not completely understand all of your job procedures and safety rules, ask your supervisor for an explanation prior to starting work. It is Management's responsibility to provide the equipment and methods for your safe work performance. However, it is your responsibility to work according to established procedures. Accidents are caused; they don't just happen. You can prevent accidents by putting forth your best daily efforts and giving your complete cooperation in accomplishing your assigned tasks. Remember your job is only as safe as you make it.

GENERAL SAFETY RULES

PERSONAL CONDUCT

The following will not be tolerated:

1. Deliberate failure to follow established safe work practices, rules or regulations provided by Management.
2. Disregard of any supervisor's instructions.
3. Attitudes of indifference, recklessness, hostility and inattention to the job being performed.
4. Horseplay of any kind.
5. Drinking of alcoholic beverages or taking controlled drugs.
6. Sleeping on the job.

PHYSICAL CONDITION

The following physical conditions must be reported to your supervisor immediately upon receiving either a verbal or written report from a medical doctor who has treated you, if it has an impact on performing your job safely:

1. Defective eyesight;
2. Defective hearing;
3. Muscular weakness;
4. Either high or low blood pressure;
5. Heart disease and/or problems;
6. Any other physical defect that might affect your safe work performance;
7. All accidents, whether resulting in injuries or not, all sickness or other ailments no matter how slight they may seem, which are in any way attributable to or connected with your employment, must be reported to your supervisor.

HOUSEKEEPING AND PERSONAL WELFARE

1. Clean bodies and clothes are essential to good health and should be maintained.
2. All trash and/or waste containers, packing and paper boxes, etc. must be put in the proper place.
3. Nails protruding from boards, boxes or shipping containers, etc. must be removed or bent down immediately.
4. Aisles, ramps, steps, platforms and other passage ways must be kept clean and free of obstruction.
5. Toilets and break areas are provided for personal needs and must be used for these purposes. They are to be kept clean and orderly at all times.
6. In the event of a fire, notify the fire department and try to extinguish the fire prior to it becoming uncontrollable if that can be done safely. Report the incident to your supervisor and to the Safety Coordinator immediately.
7. All employees are requested not to leave valuables unattended (on desk top or in unsecured desks). Report all thefts to your immediate supervisor at once. It is requested that you do not bring valuables to work.
8. Do not lean and/or tilt back on the rear legs of a work chair or place feet on desk tops. Most chair fall accidents happen when a person was sitting down, rising or moving about on and/or

- in a chair. However, a few do occur when leaning and/or tilting back on rear chair legs.
9. Electrical cords are not to be placed across employee walkways. Failure to secure and/or tape down cords has the potential to cause an employee tripping hazard.
 10. Do not store materials and/or boxes in employee walkways. Should an employee have to step over items to continue on their way, this action may result in a fall and/or trip.
 11. Only authorized employees shall operate office machinery and/or equipment.
 12. Razor blades, thumb tacks and other sharp objects shall not be thrown loosely into desk drawers. Never leave knives or scissors on a desk top unattended.
 13. Energy Conservation: All employees are requested to turn off personal appliances and work equipment not in use prior to leaving work at the close of the work day.
 14. In the event of a fire, notify the fire department and try to extinguish the fire prior to it becoming uncontrollable. Report the incident to your supervisor immediately. **DO NOT STAY IN THE BUILDING IF THE FIRE BECOMES UNCONTROLLABLE.**
 15. Do not stack materials so that they block electrical boxes, or doors. All aisles and exit doors are to be kept clear at all times.
 16. Obey all NO SMOKING signs. Smoking is not permitted in any JCOA operated facility, JCOA owned vehicle or by JCOA employees who are in client's homes conducting official JCOA business.
 17. Store heavy supplies and tools on lower shelves and lighter items on upper shelves. Do not overload shelves or boxes.
 18. Inspect electrical equipment thoroughly before operating it. Check for worn insulation and loose contacts and switches. Report faulty equipment to your supervisor.
 19. Inspect extension cords for broken or exposed wire strands before using them. Care must be taken not to kink or bend extension cords in use. Use only properly grounded extension cords with equipment and tools that require grounding.
 20. Do not pull a plug from a socket by yanking on the cord.
 21. Keep electrical equipment free of water and/or moisture.
 22. Turn off personal equipment and appliances such as fans, heaters, computers, radios, etc. when leaving your work area for the day.
 23. When carrying materials, do not pile them high enough that they obstruct your vision. Do not carry stacks of materials on stairs. Use elevators.
 24. Chairs, waste baskets, etc. must not be placed in or across aisles or where they create a

tripping hazard. Electrical cords are not to be placed across employee walkways.

25. Chairs are not to be stood on at any time.

26. Leaning and/or tilting back on the rear legs of a work chair or placing feet on desk is strictly forbidden.

27. Only one file drawer is to be opened at a time.

28. Never leave a file or desk drawer open when unattended.

29. Climbing on an open file or desk drawer is forbidden.

30. Do not use chairs and/or tables, desk or castered equipment in place of ladders. Use an approved ladder.

31. Do not use the top step of an ordinary step ladder as a step. Face the ladder when ascending or descending.

Safe Loading, Hauling and Lifting

32. Get a firm grip on the object.

33. Keep hands away from the ends to prevent them from being pinched.

34. Check route over which an object is to be carried for obstruction or spillage on the floor.

35. When you are changing direction, turn the entire body, including your feet. Do not twist your body.

36. Slide an object into a tight space instead of lifting.

37. Place one foot alongside the object, the other behind the object.

38. Bend your legs and stoop down to the object, keeping the back straight, but inclined forward.

39. Keep arms and legs close to the body. Grip the object with the palms.

40. Tuck your chin in and look down at the object. Keep your chin in this position as you lift up.

41. Position your body weight over your feet. Start the lift with a thrust of the rear foot.

42. When placing an object down, bend your knees and stoop down to the ground. Keep chin in and back straight and incline forward.

SAFE VEHICLE OPERATION

See designated vehicle safety document.

13. Additional safety rules may be added by supervision in each individual work unit. These rules will also be followed by all employees.

Safety is everyone's responsibility; let's prevent accidents rather than treat the results that unsafe practices and unsafe conditions can produce.

COMPLIANCE WITH RULES

All personnel are expected to comply fully with these Safety Rules. Any failure to do so will result in appropriate disciplinary action. All disciplinary action will be consistent with fair and just treatment of each individual employee. Any disciplined employee who feels he or she has not been fairly treated should follow the established procedures in resolving this problem.

The listed Safety Rules are illustrative and should not be viewed as an exclusive listing to encompass situations not specifically mentioned. Management reserves the right at all times, when circumstances warrant it, to promulgate new rules or modify existing ones to insure a safe, healthy and productive work environment for all our employees, contractors and guests.

TRAINING

Each department, section, office or unit manager shall train each new employee, an existing employee on a new job or when new jobs or work is initiated, in the correct work procedures to follow, use of required personal safety equipment and where to get assistance when needed. This training will be accomplished by the job supervisor, but may be done by a training specialist or an outside consultant such as a vendor or safety consultant and/or safety coordinator.

Training shall be provided to all persons in supervisory positions in the following:

- * How to conduct safety meetings.(should be done quarterly)
- * How to conduct facility and/or area inspections. (should be done quarterly)
- * How to conduct accident investigations.
- * How to perform a Job Safety Analysis.
- * How to use safety in job plans.
- * How to use leadership skills.

It is important that the supervisor not only instruct the employee in his or her duties, but also demonstrate the correct method to perform the work. This training should be followed up frequently until the immediate supervisor is satisfied that the worker is carrying out the instructions and has learned to work correctly and safely. Job training is an effective method of starting the employee off right, not only in developing his or her skills for the work assignment, but also in molding safe attitudes.

RECORDKEEPING

The Safety Coordinator shall maintain written copies of the following records for the previous year and the current year to date:

- * Accident Investigations.
- * Safety meeting minutes.
- * Employee training records.
- * Area and/or facility inspection reports.
- * Employer's Report of Occupational Injury and Illness Quarterly Summary, LDOL-WC-1017A

The types of work-related injuries that must be recorded and investigated are:

- * All fatalities.
- * All lost-work day cases.
- * All restricted and/or light duty cases.
- * All cases that require medical treatment beyond first aid.
- * All cases that require job transfers, termination or resulted in loss of consciousness and/or rehabilitation.

The employer is required to report to OSHA all work-related fatalities and multiple hospitalization accidents within 8 hours of notification of the accident.

FIRST AID

First aid is the emergency one time treatment of the ill and/or injured before professional medical or surgical attention can be obtained. The first aid requirement for your facility can be met in one of three ways:

1. A trained first aid person available at each job site for each shift.
2. Arrangements made with a clinic or other provider to handle first aid duties at your worksite.
3. A hospital or other medical service provider that can handle emergency medical needs is within five to ten minutes away from your facility when requested using the 911 system.

Ideally, in addition to the above, effective first aid facilities should be maintained. It is suggested that supervisory personnel be encouraged to enroll in the approved American Red Cross multimedia or first response course. This will assure that, when seconds count, there are personnel available at all times trained to assist injured employees. A first aid kit with proper supplies and job hazard exposures should be maintained and restocked as needed.

EMERGENCY PREPAREDNESS PLAN

Management has developed a written emergency preparedness plan to ensure to the extent possible the safety of all employees, visitors, contractors and vendors in the facility at the time of emergency situations.

In the event of:

Hurricane – Compliance with regional recommendation of evacuation. Personal preparation time will be given so that each employee can ride out the storm safely. All doors of offices that have

windows shall be closed. All blinds shall be closed. All computers and electrical equipment should be turned off. Back up files made to protect computer data. Perishable food items disposed.

Tornado/Sudden Weather Episode/Oil or Chemical Spill – All employees should gather in the conference room in Suite 216 until notice of threat has passed. All doors to offices that have a window should be closed. All blinds should be closed.

Fire – When an uncontrollable fire has been determined, **911 will be called** and immediate evacuation of all employees shall take place, a public announcement shall be made to start evacuation. Employees from Suite 216 shall exit the front office door and descend stairs to exit doors on the east side of the building. Persons with ambulatory restrictions shall wait at the top of the stairs for firemen to carry them down. A designated staff member will wait with these people. Employees from Suite 107 shall exit the front office door to exit the doors on the east side of the building. All employees will congregate just outside the southeast corner of the building for a head count. The Safety Coordinator shall account for all employees.

There shall be an annual fire drill for all employees.

Medical Emergencies – Depending on the emergency, first aid administered; 911 called, CPR administered by a trained employee.

All employees and contractors shall be trained in the facility's emergency plan. A facility **training drill will be conducted annually** to test the emergency plan. Monthly inspections of all access and egress aisles and doors will be conducted to determine that they are clear, unobstructed and operable. Evacuation routes shall be posted in all work areas showing primary and secondary routes for employees' evacuation to a safe predetermined location for a head count.

The emergency preparedness program includes the following:

- a. A written Emergency Preparedness Plan covering all contingencies.
- b. The plan is in compliance with federal, state and local laws.
- c. Emergency phone numbers posted.
- d. Evacuation plans and assembly areas identified.
- e. Emergency shutdown and startup procedures developed and implemented. (if applicable)
- f. Employees and contractors are trained in the plan.

To the extent feasible and practical, all foreseeable emergencies should be analyzed by management and emergency plans developed to save lives and minimize disaster damage to property.

ACKNOWLEDGEMENT

I, _____, acknowledge that I have received a copy of
Print Name

the Jefferson Council on Aging, Inc.'s Safety Policy.

I have read and understand the contents of this handbook and will act in accord with these policies and procedures as a condition of my employment with the Jefferson Council on Aging, Inc.

I understand that if I have questions or concerns at any time about this handbook, I will consult my immediate supervisor, the Human Resources Supervisor, or the Executive Director for clarification.

Name

Date