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# **Care at Home, Inc.**

## **Injury and Illness Prevention Program**

### **I. INTRODUCTION AND PURPOSE**

It is the policy of Care at Home to maintain a safe and healthy work environment for each employee (including temporary and contract employees), and to comply with all applicable occupational health and safety regulations. This Injury and Illness Prevention Program (IIPP) is intended to establish a framework for identifying and correcting workplace hazards within the department, while addressing legal requirements for a formal, written IIPP.

### **II. RESPONSIBILITIES**

#### **Company President**

The President of Care at Home has primary authority and responsibility to ensure the implementation of the IIPP and to ensure the health and safety of the company's staff. This is accomplished by communicating the company's emphasis on health and safety, analyzing work procedures for hazard identification and correction, ensuring regular workplace inspections, providing health and safety training, and encouraging prompt employee reporting of health and safety concerns without fear of reprisal.

#### **Safety Committee**

The Safety Committee has the ongoing responsibility to maintain and update this IIPP, to assess compliance with applicable regulations and policies, to evaluate reports of unsafe conditions, and to coordinate any necessary corrective actions. The Safety Committee meets at least quarterly and includes representatives from various departments. Each department has a designated representative on the committee. The Safety Committee membership may rotate periodically.

Unsafe conditions that cannot be immediately corrected by an employee or his/her supervisor should be reported to the Safety Coordinator or any Safety Committee member by filling out an "Incident Investigation Report" form.

Timely correction of workplace hazards will be tracked by the Safety Committee which will receive and review reports of unsafe conditions, workplace inspection reports, and injury reports. Specifically, the Safety Committee will:

- Review the results of periodic, scheduled workplace inspections to identify any needed safety procedures or programs and to track specific corrective actions.
- Review supervisors' investigations of accidents and injuries to ensure that all causes have been identified and corrected.
- Where appropriate, submit suggestions to management for the prevention of future incidents.
- Review alleged hazardous conditions brought to the attention of any committee member, determine necessary corrective actions, and assign responsible parties and correction deadlines.

- When determined necessary by the Committee, the Committee may conduct its own investigation of accidents and/or alleged hazards to assist in establishing corrective actions.
- Submit recommendations to assist department management in the evaluation of employee safety suggestions.

The Safety Committee must prepare and make available to all department personnel written minutes of issues discussed at the meetings. The Committee meeting minutes must be documented on the “Safety Committee Meeting Minutes” form. These minutes must be posted or made available in a convenient location and must be maintained on file for at least one year.

### **Safety Coordinator**

The Safety Coordinator is responsible for:

- Ensuring that the Safety Committee is aware of all accidents which have occurred, and all hazards which have been observed since the last meeting.
- Working with management to address facility-related safety concerns.
- Assisting in the coordination of required health and safety training.
- Maintaining copies of Safety Committee minutes and other safety-related records.

The Safety Coordinator may seek assistance from other Care at Home team members as necessary to meet these responsibilities.

### **Supervisors**

Supervisors play a key role in the implementation of the company’s IIPP. They are responsible for:

- Communicating to their staff Care at Home’s emphasis on health and safety.
- Ensuring periodic, documented inspection of workspaces under their authority.
- Promptly correcting identified hazards.
- Modeling and enforcing safe and healthful work practices.
- Providing appropriate safety training and personal protective equipment.
- Implementing measures to eliminate or control workplace hazards.
- Stopping any employee’s work that poses an imminent hazard to either the employee or any other individual.
- Encouraging employees to report health and safety issues to the Safety Committee without fear of reprisal.

### **All Employees**

It is the responsibility of Care at Home staff to comply with all applicable health and safety regulations, company policies, and established work practices. This includes, but is not limited to:

- Observing health and safety-related signs, posters, warning signals and directions.
- Reviewing the building emergency plan and assembly area.
- Learning about the potential hazards of assigned tasks and work areas.
- Taking part in appropriate health and safety training.
- Following all safe operating procedures and precautions.
- Using proper personal protective equipment.
- Warning coworkers about defective equipment and other hazards.
- Reporting unsafe conditions immediately to a supervisor, and stopping work if an imminent hazard is presented.
- Participating in workplace safety inspections.

### **III. IDENTIFYING WORKPLACE HAZARDS**

Regular, annual workplace safety inspections of all offices and employee environments must be conducted. By law, the first of these inspections must take place when the company first adopts the IIPP. The inspections should be noted on or other documentation, and the Safety Coordinator should maintain copies of this documentation. These regular inspections will be supplemented with additional inspections whenever new substances, processes, procedures, or equipment introduced into the workplace represent a new occupational safety and health hazard or whenever supervisors are made aware of a new or previously unrecognized hazard.

Generally, supervisors are responsible for identification and correction of hazards that their staff faces and should ensure that work areas they exercise control over are inspected at least annually. Supervisors should check for safe work practices with each visit to the workplace and should provide immediate verbal feedback where hazards are observed.

The "Incident Investigation Report," should be filled out when a referral is made to the Safety Committee as a result of a condition discovered during an inspection for which the responsible supervisor could not determine an immediate remedy. The "Incident Investigation Report" form can also be obtained by any employee, filled out and turned in anonymously.

### **IV. COMMUNICATING WORKPLACE HAZARDS**

Supervisors are responsible for communicating with all workers about safety and health issues in a form readily understandable by all workers. All personnel are encouraged to communicate safety concerns to their supervisor without fear of reprisal.

The Safety Committee is another resource for communication regarding health and safety issues for department employees. Each employee has a representative on the committee that will inform him or her of hazard corrections and committee activities. Additionally, Safety Committee minutes and other safety-related items are posted or made available at a convenient location. Employees will also be informed about safety matters by e-mail, voice mail, distribution of written memoranda, or by articles in the company newsletter (if applicable). Occasionally, the Safety Committee may also sponsor seminars or speakers or coordinate other means to communicate with employees regarding health and safety matters.

Supervisors are responsible for ensuring that employees are supplied access to hazard information pertinent to their work assignments. Information concerning the health and safety hazards of tasks performed by staff is available from a number of sources. These sources include, but are not limited to, Material Safety Data Sheets (MSDSs, see below), equipment operating manuals, the Safety Coordinator, container labels and work area postings.

### **Material Safety Data Sheets**

Material Safety Data Sheets (MSDSs) provide information on the potential hazards of products or chemicals. Hard copies of MSDSs for the chemicals used by the company are available to all employees in a convenient location. If an MSDS is found to be missing, a new one can be obtained by faxing a written request to the manufacturer. A copy of this request should be kept until the MSDS arrives.

### **Equipment Operating Manuals**

All equipment is to be operated in accordance with the manufacturer's instructions, as specified in the equipment's operating manual. Copies of operating manuals should be kept with each piece of equipment. Persons who are unfamiliar with the operation of a piece of equipment and its potential hazards must at least read the operating manual before using the equipment. Training should also be sought from an experienced operator or supervisor.

## **V. CORRECTING WORKPLACE HAZARDS**

Hazards discovered either as a result of a scheduled periodic inspection or during normal operations must be corrected by the supervisor in control of the work area. Supervisors of affected employees are expected to correct unsafe conditions as quickly as possible after discovery of a hazard, based on the severity of the hazard.

Specific procedures that can be used to correct hazards include, but are not limited to, the following:

- Tagging unsafe equipment "Do Not Use Until Repaired," and providing a list of alternatives for employees to use until the item is repaired.
- Stopping unsafe work practices and providing retraining on proper procedures before work resumes.

- Reinforcing and explaining the need for proper personal protective equipment and ensuring its availability.
- Barricading areas that have chemical spills or other hazards and reporting the hazardous conditions to a supervisor or the Safety Coordinator.

Supervisors should use the "Incident Investigation Report" to document corrective actions, including projected and actual completion dates. If necessary, supervisors can seek assistance in developing appropriate corrective actions by submitting the "Incident Investigation Report" to the Safety Committee. If the Safety Committee requires assistance from other resources such as emergency service providers, these resources should be contacted immediately.

If an imminent hazard exists, work in the area should cease, and the appropriate supervisor must be contacted immediately. If the hazard cannot be immediately corrected without endangering employees, property, or clients, all individuals need to be removed from the area except those qualified and necessary to correct the condition. These qualified individuals will be equipped with necessary safeguards before addressing the situation.

## **VI. INVESTIGATING INJURIES AND ILLNESSES**

### **Injury Reporting**

Employees who are injured at work must report the injury immediately to their supervisor. If immediate medical treatment beyond first aid is needed, call 911. The injured party will be taken to the appropriate hospital or medical center. If non-emergency medical treatment for work-related injuries or illnesses is needed, call the U.S. Healthworks, Medical Group of CA, 1893 Monterey Hwy, Ste 200, San Jose CA 95112 at (408) 288-3100.

The supervisor of the injured employee must work with the Human Resources Department to ensure that the "Employer's Report of Occupational Injury or Illness" and a "Workers' Compensation Claim Form" are completed properly and submitted to the Workers' Compensation Insurance company.

If the injured employee saw a physician, the supervisor should obtain a medical release form before allowing the employee to return to work. The health care provider may stipulate work tasks that must be avoided or work conditions that must be altered before the employee resumes his or her full duties.

### **Injury Investigation**

The employee's supervisor is responsible for performing an investigation to determine and correct the cause(s) of the incident. Specific procedures that can be used to investigate workplace accidents and hazardous substance exposures include:

- Interviewing injured personnel and witnesses.
- Examining the injured employee's workstation for causative factors.
- Reviewing established procedures to ensure they are adequate and were followed.
- Reviewing training records of affected employees.

- Determining all contributing causes to the accident.
- Taking corrective actions to prevent the accident/exposure from reoccurring.
- Recording all findings and actions taken.

The supervisor's findings and corrective actions should be documented and presented to the Safety Committee using the "Incident Investigation Report." If the supervisor is unable to determine the cause(s) and appropriate corrective actions, other resources should be sought. Available resources include the department's Safety Committee and the Human Resources Department.

The Safety Committee will review each accident or injury report to ensure that the investigation was thorough and that all corrective actions are completed. Investigations and/or corrective actions that are found to be incomplete will be routed back to the supervisor for further follow-up, with specific recommendations noted by the committee. The Safety Coordinator will bring corrective actions that are not implemented in a reasonable period of time to the attention of the Department head.

## **VII. EMPLOYEE HEALTH AND SAFETY TRAINING**

Employee safety training is provided at no cost to the employee and is conducted on company time. A knowledgeable supervisor, the human resources department, or other department personnel may present safety training. Regardless of the instructor, all safety training should be documented using the "Training/Continuing Education Sign-in Sheet."

### **Initial IIPP Training**

Law requires training on this Injury and Illness Prevention Program (IIPP) for all current and new employees. This training can be provided by allowing employees to read the IIPP on their own, with the Safety Coordinator, Human Resources representative or the Administrator. **Completion of this training must be documented by having each employee sign an "IIPP Training/Continuing Education Sign-In Sheet"**. This record must be maintained, along with the written IIPP for a minimum of one year, and must be made available to Cal/OSHA inspectors.

When the IIPP is first implemented, all department personnel will be trained on the structure of the IIPP, including individual responsibilities under the program, and the availability of the written program. Training will also be provided on how to report unsafe conditions, how to access the Safety Committee, and where to obtain information on workplace safety and health issues.

Personnel hired after the initial training session will be oriented on this material as soon as possible by the Safety Coordinator or appropriate supervisor. These individual training sessions should be documented using the "IIPP Training/Continuing Education Sign-In Sheet."

### **Training on Specific Hazards**

Supervisors are required to be trained on the hazards to which the employees under their immediate control may be exposed. This training aids a supervisor in understanding and enforcing proper protective measures.

All supervisors must ensure that the personnel they supervise receive appropriate training on the specific hazards of work they perform, and the proper precautions for protection against those hazards. Training is particularly important for new employees and whenever a new hazard is introduced into the workplace.



Such hazards may include new equipment, hazardous materials, or procedures. Health and Safety training is also required when employees are given new job assignments on which they have not previously been trained and whenever a supervisor is made aware of a new or previously unrecognized hazard.

Specific topics which may be appropriate to personnel include, but are not limited to, the following:

- Fire prevention techniques and fire extinguisher use.
- Obtaining emergency medical assistance and first aid.
- Disaster preparedness and response, including building evacuation procedures.
- Health and safety for computer users.
- Back care, body mechanics, and proper lifting techniques.
- Hazard communication, including training on MSDSs, chemical hazards and container labeling.
- Proper housekeeping.
- Sharps Injury prevention and procedures.

### **VIII. ENSURING COMPLIANCE**

All personnel have the responsibility for complying with safe and healthful work practices, including applicable regulations, company policy, and departmental safety procedures. Overall performance in maintenance of a safe and healthy work environment should be recognized by the supervisor and noted in performance evaluations. Employees will not be discriminated against for work-related injuries, and injuries will not be included in performance evaluations, unless the injuries were a result of an unsafe act on the part of the employee.

Standard progressive disciplinary measures in accordance with the applicable personnel policy will result when employees fail to comply with applicable regulations, company policy, and/or departmental safety procedures. Staff members will be disciplined for unsafe practices in accordance with the employee handbook. All personnel will be given instruction and an opportunity to correct unsafe behavior. Repeated failure to comply or willful and intentional noncompliance may result in disciplinary measures up to and including termination.

### **IX. RECORD KEEPING**

Documents related to the IIPP are maintained in a safe and convenient location for record keeping. Documents that should be kept on file include:

- Periodic Workplace Safety Check off Sheets (Office & Home Inspections Sheets)
- IIPP Training/Continuing Education Sign-In Sheets
- Incident Investigation Report
- Safety Committee Meeting Minutes