



# **INJURY AND ILLNESS PREVENTION PROGRAM**

## **Health and Safety Policy**

*(Revised 12/15/20)*

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## POLICY STATEMENT ON SAFETY

The safety and health of Wayfinder Family Services (“Wayfinder”) employees is of primary importance to us. As a company, we are committed to maintaining a safe and healthful working environment. Wayfinder will provide all necessary safeguards, programs, and equipment required to reduce the potential for accidents and injuries.

To achieve this goal, we have developed and implemented a comprehensive safety manual and Injury and Illness Prevention Program (IIPP) tailored for the programs and inherent exposures associated with the services provided by Wayfinder. The IIPP is intended to reduce and eliminate workplace injuries across all programs and operations. A complete copy of the program is maintained at our office at 5300 Angeles Vista Blvd. Los Angeles, CA 90043. You may ask to review it at any time. A copy of relevant portions of the program that are applicable to your specific assignment will also be provided to you. You may also contact the Associate Vice President of Human Resources or the, Director of Talent Management, if you have any questions or concerns.

It is the intent of Wayfinder to comply with all laws relating to occupational safety and health. To accomplish this, we require the active participation and assistance of all employees. The policies and procedures contained in the following manual are mandatory. You should also be constantly aware of conditions in all work areas that can produce injuries or illness. No employee is required to work at a job that he or she knows is not safe. Never hesitate to inform your supervisor of any potentially hazardous situation or condition that is beyond your ability or authority to correct immediately. No employee will be discriminated against for reporting safety concerns to Wayfinder.

It is the responsibility of each employee to support Wayfinder’s safety program and to perform in a manner that assures employee’s own personal safety and the safety of others, including clients, visitors and vendors. To be successful in our endeavor, all employees on every level must adopt proper attitudes towards injury and illness prevention. We must also cooperate in all safety and health matters, not only between Wayfinder and employees, but also between each employee and their respective coworkers. Only through such an effort can any safety program be successful. Our objective is a safety and health program that will reduce the total number of injuries and illnesses to an absolute minimum. Our ultimate goal is zero accidents.

**Miki Jordan, Chief Executive Officer**

## SAFETY AND HEALTH POLICY

Wayfinder is firmly committed to maintaining a safe and healthful working environment. To achieve this goal, Wayfinder has implemented this comprehensive Injury and Illness Prevention Program ("IIPP"). This Program is designed to prevent workplace injuries, accidents and illnesses. A complete copy of the Program is maintained in the Human Resources office and is available for your review.

The success of any safety program depends on the safety consciousness and cooperation of everyone at Wayfinder. Employees at all levels are expected to assist Wayfinder in the prevention of workplace accidents and injuries and to follow all safety and health rules. It is the duty of each employee to adhere to all safety rules and to report any potential safety hazards to their supervisor immediately.

Any injury that occurs on the job, even a slight cut or strain, must be reported immediately through the employee's supervisor and if supervisor is not available to their Program/Department Head or to a member of the Human Resources Department. Workers' Compensation insurance is provided according to California law for occupational injuries or illness. Refer to the Nurse first response Triage Process For Work-Related Injuries protocol (Appendix A). The cost of this insurance is borne entirely by Wayfinder. Specific information regarding workers' compensation can be obtained from the Human Resources Department.

### I. RESPONSIBILITY FOR SAFETY AND HEALTH

All employees of Wayfinder are responsible for working safely and maintaining a safe and healthful work environment.

#### Injury and Illness Prevention Program Administrator

The Injury and Illness Prevention (IIPP) Program Administrators are the Associate Vice President of Human Resources and the Director of Talent Management, or their designee, are responsible for the implementation and maintenance of the Injury and Illness Prevention Program. The duties of the Program Administrators include, but are not limited to:

1. The development and administration of the safety and health program.
2. Development of methods and procedures for the implementation of the program.
3. Provide support and direction in the training and development of personnel.
4. Monitor the implementation of the IIPP and develop means of accountability for the enforcement of the program.

5. Monitor and aid in the investigation of accidents and documentation.
6. Monitor corrective action necessary to prevent incident recurrence.
7. Maintain Injury and Illness records for Wayfinder.

The Program Administrators may assign all or some of these tasks to other individuals.

## Supervisors

All supervisors are responsible for the safety and health of the employees who report to them or work under their direction or control, and for the safety and health of individuals who enter their departments or work areas. To fulfill this duty:

1. Each must assume full responsibility and authority to enforce the provisions of this Injury and Illness Prevention Program.
2. Each must make sure the necessary safety equipment and protective devices for each job are available, used, and maintained properly.
3. Each must regularly inspect their program/department for workplace hazards and report any unsafe workplace condition or hazard.
4. Each must ensure their program/department submits the monthly written self-inspections to the chair of the Safety Committee on the appropriate forms.
5. Each must take the initiative in recommending correction of deficiencies noted in work procedures, equipment, facilities, employee job training, or attitudes that adversely affects our efforts to control accidents and injuries.
6. Each must enforce the work policies by being impartial in taking disciplinary action, as defined in this manual against those who fail to conform. At the same time each supervisor is encouraged to be prompt with positive recognition to those who perform well.
7. Each must ensure that each employee is fully trained for the job assigned, that each employee is familiar with published procedures and work rules, and that each employee certifies in writing that they understand compliance is mandatory. Ensure that all training is properly documented with appropriate signatures and a written description or copy of the training materials.
8. Each must immediately report all workplace accidents, injuries, or illnesses

to the Human Resources Department immediately after the employee receives any needed medical treatment/transport.

9. Each must investigate all workplace accidents, injuries or illnesses, fill out the necessary forms, conduct appropriate witness interviews and take photos and take immediate action to eliminate potential hazards and make corrective actions to eliminate new hazards. Each must fully cooperate in shutting down operations considered to be an imminent danger to employees, or in removing personnel from hazardous jobs.
- j. Each must ensure a member from their department/program attend any safety meetings and schedule regular on-site safety meetings with employees, documenting attendees and discussion topics.
- k. Each should encourage their employees to participate in recognition, correction, or reporting of any safety or health problems without fear of reprisal.

## Employees

All employees are required to conduct themselves in a manner that is consistent with Wayfinder's safety rules and policies. To fulfill this duty, each employee must:

1. Attend all required meetings (including safety meetings);
2. Comply with all Wayfinder safety rules, policies and procedures;
3. Comply with all Wayfinder operating rules, policies and procedures;
4. Immediately report all workplace accidents, injuries or illnesses or "near misses" involving the employee, or to which the employee is a witness, to their supervisor in a timely manner;
5. Immediately report all unsafe conditions or hazards to their supervisor or to their department head. Employees may report such conditions or hazards anonymously.

## Safety Committee

A Safety Committee has been established to improve health and safety at Wayfinder It will be comprised from staff members among the different programs and departments of the Wayfinder.

General responsibilities of the members of the safety committee will be as follows:

- a. Set an example of how to work safely.
- b. Familiarize themselves with the Wayfinder's Injury & Illness Prevention Plan.



- c. Attend and actively participate in Safety Committee meetings. Safety meeting minutes will be disseminated to safety committee members after safety meetings are conducted.
- d. Work with supervisor to review accidents and near misses to eliminate hazardous conditions and unsafe work practices.
- e. Conduct periodic surprise safety inspections and may participate with a facility staff member in an agency-wide safety audit.
- f. Communicate safety to employees, including relaying relevant safety information, training materials, etc. to their programs or departments.
- g. Enforce safety rules.

## II. COMMUNICATING WITH EMPLOYEES ON SAFETY AND HEALTH ISSUES

Wayfinder believes that communicating with employees concerning workplace hazards and the methods used to control them will help create the safest possible work environment. Wayfinder, therefore, places a great deal of importance in communicating with employees about health and safety issues.

Wayfinder's system for communicating with employees on safety and health issues includes:

### The Injury and Illness Prevention Program

A complete copy of the IIPP is kept in the Human Resources Department. Employees are required to read and be familiar with its terms.

### Safety Meetings

Safety meetings will be conducted by the chair of the Safety Committee or designee at least quarterly to maintain and update this IIPP, to assess departmental compliance with applicable regulations and Wayfinder policies, to evaluate reports of unsafe conditions, and to coordinate any necessary corrective actions. The Safety Committee includes representatives from all programs/departments. The safety meetings will be documented via safety minutes and these minutes must be posted or made available in a convenient location and must be maintained on file for at least one year.

For timely correction of workplace hazards, the Safety Committee will review the results of periodic, scheduled workplace inspections, accident investigations, hazards reported, special topics and when appropriate, submit recommendation to department management for the prevention of future incidents.

## Anonymous Notification Procedures

Wayfinder has a system of anonymous notification whereby employees who wish to inform the Wayfinder of work hazards may do so anonymously by calling extension 444 or sending an email to [suggestions@wayfinderfamily.org](mailto:suggestions@wayfinderfamily.org).

Program Administrator will investigate all reports in a prompt and thorough manner.

## Posting

The Wayfinder will post safety or health information on a regular basis.

## Training

The Wayfinder has training requirements designed to instruct each employee on general safety procedures as well as on safety procedures specific to the employee's job. These training requirements are described in greater detail in Section VI.

Training will be documented using the Wayfinder's **In-Service Training Form** (Appendix B). This documentation will be retained for as long as Wayfinder deems feasible, but in no case will the records be retained for less than three years.

## III. COMPLIANCE WITH THE INJURY AND ILLNESS PREVENTION PROGRAM

All employees including all supervisors are responsible for complying with safe and healthful work practices. Violation of Wayfinder's Injury and Illness Prevention Program or safety rules, policies or procedures may result in discipline up to and including termination.

Our system of insuring that all employees comply with these practices includes the following:

- a. Informing employees of the provisions of our IIPP.
- b. Evaluating the safety performance of all employees.
- c. Providing training to employees whose safety performance is deficient.
- d. Disciplining employees for failure to comply with safe and healthful work practices.

## IV. RECORD KEEPING

Wayfinder has taken the following steps to maintain our IIPP recordkeeping:

- a. Records of safety inspections, including the person(s) conducting the inspection, the unsafe conditions, work practices that have been identified and the action

taken to correct the identified unsafe conditions and work practices are maintained in the monthly inspection's binder. Documentation of safety and health training for each employee are maintained in the in-service training binder or on Relias, our online learning management system.

- b. Injury and Illness records are recorded as required on appropriate OSHA logs.
- c. On-site incident records are recorded for recordkeeping and monitoring for incident trends.
- d. Individual employee injury or illness claim reports are kept and monitored.

Records listed below are required by Cal-OSHA and will be maintained for the following periods:

- Employee exposure records 30 years
- Cal-OSHA No. 300 Log 5 years
- Summary of Occupational Injuries 5 years
- Accident Investigations 5 years
- Employee Injury Reports 5 years
- Environmental monitoring records 30 years
- Safety trainings, safety meetings, and audits 5 years

Wayfinder will make additional copies of this Injury & Illness Prevention Program (IIPP) available to employees and appropriate regulatory agencies upon request.

## V. HAZARD ASSESSMENT AND CORRECTION

### Identification of Workplace Hazards

#### Periodic, Scheduled Inspections

The Wayfinder will conduct regular scheduled safety and health inspections. These inspections will be performed once a month. The purpose of these periodic inspections is to ensure that all identified hazards are corrected or controlled and to identify, correct and control any new hazards that have arisen in the workplace and to address any follow up to unsafe conditions and unsafe behaviors noted during the inspection. These periodic scheduled inspections will be performed by supervisors from each program/department.

#### Unscheduled Inspections

In addition to scheduled inspections an ongoing review, Program Administrators or assignees will arrange for unannounced, unscheduled, surprise inspections. The list of subjects for these inspections will be chosen randomly.

### Ongoing Workplace Review

Every supervisor or employee must engage in daily, ongoing, safety and health monitoring and inspection of their department/work area. Any potential safety or health concerns should be reported to an immediate supervisor or Program Administrator.

### New Matters

Program Administrators or their designee will arrange for an inspection/investigation of any new substance, process, procedure, or equipment introduced into the workplace. Program Administrators will also arrange for an inspection and investigation whenever Wayfinder is made aware of a new or previously unrecognized hazard.

### Documentation of Inspections

All scheduled or unscheduled building inspections (except for the daily ongoing monitoring of work areas) will be documented on the **Housekeeping/Maintenance/Safety Inspection form** (Appendix C). If any item is rated as unsatisfactory, the person conducting the inspection must submit an online Work Hub maintenance work order in order to facilitate correction of the unsafe item or action.

All documentation concerning the Injury and Illness Prevention Program will be retained by the Wayfinder for as long as the Wayfinder deems feasible, but in no case will these records be retained for less than five years.

### Employee Reporting of Hazards

Employees are required to immediately report any unsafe condition, unsafe act, or hazard that they discover in the workplace to their supervisor or Program Administrator. No employee will be disciplined or discharged for reporting any workplace hazard or unsafe conditions. Employees are encouraged to do so. Employees may remain anonymous if they wish when reporting unsafe conditions or hazards.

Wayfinder takes all reports of unsafe conditions seriously. Prompt attention will be given to all actual and potential hazards that have been reported to Wayfinder. Wayfinder will inform the employee (if known to Wayfinder) who reported the hazard of the action that was taken to correct the hazard or the reasons why the condition was determined not to be hazardous.

### Correcting the Hazard and Preventing Recurrence

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:

1. When observed or discovered; during scheduled or unscheduled inspections and
2. When an imminent hazard exists, which cannot be immediately abated without endangering employee(s) and/or property, we will remove all exposed workers from the area except those necessary to correct the existing condition. Workers who are required to correct the hazardous condition shall be provided the necessary protection.

Program Administrators will ensure that the proper personnel are assigned responsibilities to take all steps necessary to correct the hazard and avoid similar accidents in the future. Preventative action will include, if necessary:

- a. Replacing all defective or broken tools and equipment.
- b. Replacing unsafe procedures with safe ones.
- c. Proper training and re-training employees how to correct expected hazards, and to conduct drills as necessary to further ensure responding employees can do so safely.
- d. Monitoring the hazard to ensure that it remains corrected or controlled.

## VI. SAFETY AND HEALTH TRAINING

Awareness of potential health and safety hazards, as well as knowledge of how to control such hazards, is critical to maintaining a safe and healthful work environment and preventing injuries, illnesses, and accidents in the workplace. Wayfinder is committed to instructing employees in safe and healthful work practices. To achieve this goal, Wayfinder will provide training to employees on general safety procedures and on any specific safety procedures for each employee's job.

### When Training Will Occur

All employees, including all supervisors, shall provide training and instruction on general and job-specific safety and health practices. Training and instruction are provided:

1. Upon hiring;
2. Whenever an employee is given a new job assignment for which training has not previously provided;
3. Whenever new substances, processes, procedures or equipment are introduced to the workplace and represent a new hazard;

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

### Areas of Training for Employees

All employees will receive training on the following subjects:

1. General Safe Work Practices
2. Emergency Action Plan
3. Earthquake Procedures
4. Fire Procedures
5. Safety Rules
6. Ergonomics, as appropriate

## VII. ACCIDENT INVESTIGATION AND REPORTING PROCEDURES

### Wayfinder Policy

All work-related accidents will be reported to the Human Resources Department in a timely manner. Minor incidents and near misses will be reported as well. A near miss is an incident which, although not serious, could have resulted in a serious injury or significant property damage. A report and review of these instances may avoid serious accidents in the future.

### Responsibility for Accident Investigation

Each Program/Department supervisor must report all work-related accidents involving their employees. A supervisor must prepare the Staff Incident Report form. A copy must be forwarded to the designated Program Administrator. The Program Administrator will ensure that the investigation was thorough, and that proper action has been taken to avoid similar accidents in the future.

## Procedures for Investigating Accidents

### CHECK THE SCENE

- a. Begin where the accident occurred. The first step is to carefully examine where the injury occurred.

- b. Reconstruct as much as possible the chain of events leading up to the injury and attempt to determine the single event that caused the injury. Have the employee tell you what happened. If necessary, have the employee show you up to the point where the injury occurred. **DO NOT let them do the part of the incident that resulted in the injury.**
- c. Draw a diagram of the location if it will be helpful in arriving at a conclusion.
- d. Sketch in machinery, equipment and any other nearby physical objects, together with the places where witnesses were standing.
- e. Take photos of areas, equipment and materials that were involved with the accident whether in good condition or bad (whenever possible).

## WRITE IT DOWN

- f. Make notes on all facts that may relate to the cause of the injury. As an example: employee had complained of dizziness or employee had not used proper equipment.
- g. Write down any procedure used that is, unsafe act or unsafe procedure, etc.
- h. Write down any unsafe conditions in the work area (i.e.: defective tools).
- i. Write down other items such as: the time of your investigation, the lighting conditions, the weather conditions, if pertinent, a description of supplementary evidence and conversations having a bearing on the case.

## COLLECT THE EVIDENCE

If an injury or near miss occurs when machine parts or structures fail it is essential to determine what failed and why. This can frequently be done without laboratory analysis and corrective action can be initiated without great expense. If, however, a detailed study is determined to be essential, then all components must be collected and submitted for study immediately if cost of analysis is economically feasible.

## INTERVIEW THE WITNESS

It is important to interview witnesses at the scene or as soon, thereafter, as possible. Make brief notes and identify who gave the information.

## INTERVIEW THE VICTIM

- j. Timing is important. If the injury is minor, the interview should be made as soon as the investigation of the scene and a review of the medical report is complete.
- k. If the injury is serious, selecting the right time is a judgment factor. Too soon afterward and the victim may be confused and inaccurate; waiting too long may cause them to be cautious and evasive. Let the employee tell the story as they wish without action interrogation, but a complete picture should be encouraged. The interview must be complete, and it may be necessary to question the employee or witnesses several times in order to verify information and stories.

## WEIGH THE EVIDENCE

- l. It is essential to eliminate any inconsistencies in the testimony of the injured or witnesses even if further questioning is required.
- m. When assembled, all facts should be reviewed for completeness before submission of the Supervisor's Accident Investigation Report Form.

## TAKE CORRECTIVE ACTION TO PREVENT THE ACCIDENT OR EXPOSURE FROM REOCCURRING.

## RECORD THE FINDINGS AND ACTIONS TAKEN.

# VIII. EMERGENCIES

## Emergency Plan

Each site has an established emergency plan which provides organized procedures for the handling of emergency situations such as an earthquake, fire and bomb threat.

The emergency plan will include staff duty assignment to respond to an emergency. Site supervisors will be responsible to oversee the emergency plan at each program or administrative facility.

Periodic drills will be conducted and documented as to date and time in a drill log form. The drill reports will be kept at each site.

To respond for an active shooter event, refer to Appendix D.

Employees will report all incidents of workplace violence by dialing 9-1-1, to their immediate supervisor, and to the Human Resources department. Wayfinder will, to the



extent possible, handle reports of workplace violence confidentially, except to the extent necessary to communicate to individuals who need to know pertinent information so that they make take appropriate actions. Wayfinder also may be required to report such incidents to comply with state and federal laws and regulations. Wayfinder will be sensitive and responsive to the potential for fear of reprisal by employees who report threats or acts of violence.

## IX. SECURITY PROCEDURES

Wayfinder is concerned about the safety of all employees. All employees must make an individual commitment to our personal well-being and the well-being of our fellow employees by observing the following personal security practices:

### ALL EMPLOYEES:

- a. Be alert any time you leave or approach your parked vehicle. Check the surrounding area and examine the interior of your car before leaving and entering it.
- b. Have your keys in hand before you get to your car.
- c. Never leave your car unlocked or windows down.
- d. Always lock all doors behind you immediately.

## X. WORKPLACE VIOLENCE

The Wayfinder has adopted a zero-tolerance policy for workplace violence as outlined in Wayfinder's Personnel Policy Manual. Employees will report all incidents of workplace violence by dialing 9-1-1, to their immediate supervisor, and to the Human Resources department. Wayfinder will, to the extent possible, handle reports of workplace violence confidentially, except to the extent necessary to communicate individuals who need to know pertinent information so that they make take appropriate actions. Wayfinder also may be required to report such incidents to comply with state and federal laws and regulations. Wayfinder will be sensitive and responsive to the potential for fear of reprisal by employees who report threats or acts of violence.

## XI. ERGONOMICS

The goal of Wayfinder's ergonomics program is to educate Wayfinder employees on proper body mechanics to minimize and prevent the frequency and severity of cumulative trauma disorders and repetitive motion injuries. The program focuses on providing the worker with the appropriate tools for their environment and is mutually beneficial to both the worker and Wayfinder.

The methods and procedures used to identify, evaluate, and correct these types of injuries include, but are not limited to:

- Employee training
- Workstations evaluations
- Administrative/engineering controls

## FREQUENCY

Office Ergonomics training is provided as appropriate by Wayfinder but will be provided at a minimum to all new employees. Employees in positions and departments with high incidences of injuries related to poor workstation design or repetitive motion will be required to attend training periodically.

## RESPONSIBILITIES

### Supervisors

- Ensure employees receive training in proper ergonomic safety practices
- Ensure employees properly use equipment and accessories
- Report and correct work conditions that may contribute or cause Repetitive Motion Injuries (RMI)
- Arrange for ergonomic workstation evaluations with Human Resources

### Human Resources

- Implement and coordinate Way finder's ergonomics program
- Provide resources to prevent injuries
- Coordinate with departments to evaluate workstation and job junctions in the event of a reported RMI
- Identify RMI workers' compensation claims
- Investigate work areas where RMIs have been reported or upon request of the supervisor or employee
- Recommend corrective actions to reduce RMIs
- Conduct follow-up evaluations
- Recommend professional ergonomic consultation where problems persist

### Employees

- Report suspected RMI discomfort or symptoms to a supervisor immediately
- Recognize the risk factors of RMIs and take appropriate action to minimize exposures
- Report working conditions that may lead to RMI to supervisor or Human Resources
- Follow ergonomic program guidelines

Accidents that involve repetitive motion injuries will be investigated to ensure that

procedures described in the ergonomics program were being followed.

## Preventing Injuries at Computer Workstations

Repetition, awkward posture, high force levels and eye strain can lead to discomfort and injury when using a computer. Notify the human resources immediately if you feel any pain or feel that you need your workstation evaluated and modified. Here are some ways to reduce your risk exposure:

### Repetition

1. Alternate tasks
2. Take frequent breaks from keying or using the mouse.
3. Reduce or eliminate unnecessary work

### Awkward Posture

1. Sit supported against the back of your chair.
2. Avoid bending or twisting your neck or trunk.
3. Keep elbows at a 100 to 110-degree angle when using the keyboard and mouse.
4. Keep wrists in a straight or neutral position when keying or using the mouse.
5. Keep fingers in a relaxed position when keying or using the mouse.
6. Keep work materials within close reach.
7. Use a telephone headset for frequent/prolonged phone use.
8. Change positions/tasks frequently.

### Force/Pressure

1. Key with a light touch.
2. Avoid prolonged or excessive grasping of the mouse.
3. Use larger diameter pens to reduce grip when writing.
4. Select chair with adequate padding.
5. Avoid resting elbows and wrists on sharp or hard edges and surfaces.

## Eye Strain

1. Reduce glare on your computer screen by adjusting its placement and tilt, using a glare guard or using window blinds and light filters.
2. Rest eyes intermittently by focusing on distant objects.
3. Take visual breaks.
4. Blink often when viewing the monitor.
5. Wear appropriate corrective lens for computer work.
6. Adjust the font, flicker and contrast of your monitor screen.

## Preventing Musculoskeletal Disorders

### Prevention

1. Warm up and stretch before starting activities that are repetitive, static or prolonged.
2. Take frequent breaks from any sustained posture every 20-30 minutes and stretch stiff muscles.
3. Respect pain. Change positions or stop whenever activities cause pain.
4. Recognize early signs of the inflammatory process and *treat early*.
5. Only use splints and wrist supports after instruction by your physician or therapist.

### Posture

1. Maintain erect position of back and neck with shoulders relaxed. Minimize twisting and bending motions. Position equipment and work tasks so that your body is directly in front of and close to your major work tasks.
2. Use proper positioning during all activities. Keep upper arms close to the body, elbows at 100 degrees, forearms neutral (thumb toward ceiling), and wrist straight. Keep feet flat on the floor when seated by proper adjustment of your chair.
3. Keep wrists as neutral as possible. Avoid extreme motions. There is a safe zone of movement for your wrist. This zone is about 15 degrees in all directions.
4. Avoid bending neck forward for prolonged periods of time. If typing from

a manuscript, place the document on a holder beside or below your computer screen.

5. Avoid static positions for prolonged periods. Muscles fatigue faster when they are held in one position. Keep moving to increase your blood circulation.

#### Task Modification

1. Whenever possible, alternate activities frequently throughout the day. Rotate heavy and/or repetitive tasks with lighter, less repetitive tasks.
2. If symptoms become worse, or a specific activity consistently causes discomfort, reassess the task setup and look for alternative methods.
3. Avoid repetitive or prolonged grip/pretension activities. Avoid pinching with wrist flexion or wrist deviation (bending to side). Take frequent breaks to stretch and rest hands.
4. Avoid tugging, jerking, or pounding with the hand.

#### Tool/Environmental Modification

1. Avoid tools with finger grooves, hard plastic handles, sharp edges, small diameter, or large diameter handles.
2. Use the longest tool possible (screwdrivers, wrenches) for the best leverage.
3. Use a step stool or ladder when necessary to reach above shoulder level, or to lift objects overhead.
4. Use adjustable keyboard trays large enough to support a pointing device to properly position your keyboard. Negative tilt adjustability is highly recommended if you sit in an upright position to work.
5. Use carts/dollies to carry heavy loads. Avoid the need to handle heavy loads by making several trips.

#### Body Mechanics

1. Use the largest joints and muscles to do the job.
2. Use two hands to lift rather than one, even with light objects and tasks. Avoid lifting with the forearm in full pronation (palms down) or supination (palms up).
3. Slide or push and pull objects instead of lifting.

4. Keep reaching to a minimum. Position objects close to the body within easy reach. Carry objects close to body at waist level.

## XII. PROCEDURE SHEET: BLOOD-BORNE PATHOGENS

### Blood-borne Diseases

Blood-borne pathogens are microorganisms such as viruses or bacteria that are carried in blood and cause disease in people. There are many different blood-borne pathogens including malaria, syphilis, and brucellosis, but Hepatitis B (HBV) and the Human Immunodeficiency Virus (HIV) are the two diseases specifically addressed by the OSHA Blood-borne Pathogens Standard.

#### HEPATITIS B (HBV)

"Hepatitis" means "inflammation of the liver," and, as its name implies, Hepatitis B is a virus that infects the liver. While there are several different types of Hepatitis, Hepatitis B is transmitted primarily through "blood to blood" contact. Hepatitis B initially causes inflammation of the liver, but it can lead to more serious conditions such as cirrhosis and liver cancer.

The Hepatitis B virus is very durable, and it can survive in dried blood for up to seven days. For this reason, this virus is the primary concern for employees such as housekeepers, custodians, and other employees who may come in contact with blood or potentially infectious materials in a non-first-aid or medical care situation.

#### HUMAN IMMUNODEFICIENCY VIRUS (HIV)

AIDS, or acquired immune deficiency syndrome, is caused by a virus called the human immunodeficiency virus, or HIV. Once a person has been infected with HIV, it may be many years before AIDS actually develops. HIV attacks the body's immune system, weakening it so that it cannot fight other deadly diseases. AIDS is a fatal disease, and while treatment for it is improving, there is no known cure.

The HIV virus is very fragile and will not survive very long outside the human body. It is primarily of concern to employees providing first aid or medical care in situations involving fresh blood or other potentially infectious materials. It is estimated that the chances of contracting HIV in a workplace environment are only 0.4 %. However, because it is such a devastating disease, all precautions must be taken to avoid exposure.

#### Modes of Transmission

Blood-borne pathogens such as HBV and HIV can be transmitted through contact with infected human blood and other potentially infectious body fluids such as:

- Semen (the viscid, whitish fluid: from the male)
- Vaginal secretions (fluid: from the female cervix)

- Cerebrospinal fluid (colorless liquid that surrounds the brain and spinal cord)
- Synovial fluid (fluid that lubricates and cushions the joint)
- Pleural fluid (fluid between the pleural membranes of the lung and the inner chest wall)
- Peritoneal fluid (fluid in the gastrointestinal organs)
- Amniotic fluid (fluid which surrounds the fetus)
- Saliva
- Anybody fluid that is visibly contaminated with blood

It is important to know the ways exposure and transmission are most likely to occur in your particular situation, be it providing first aid to a student in the classroom or cleaning up blood from a hallway.

HBV and HIV are most commonly transmitted through:

- Sexual Contact
- Sharing of hypodermic needles
- From mothers to their babies at/before birth
- Accidental puncture from contaminated needles, broken glass, or other sharps
- Contact between broken or damaged skin and infected body fluids
- Contact between mucous membranes and infected body fluids

Unbroken forms an impervious barrier against blood-borne pathogens. However, infected blood can enter your system through:

- Open sores
- Cuts
- Abrasions
- Acne
- Any sort of damaged or broken skin such as sunburn or blisters

Blood-borne pathogens may also be transmitted through the mucous membranes of the:

- Eyes
- Nose
- Mouth

For example, as splash of contaminated blood to your eye, nose, or mouth could

result in transmission.

## Personal Protective Equipment and Work Practices

Probably the first thing to do in any situation where you may be exposed to blood-borne pathogens is to ensure you are wearing the appropriate personal protective equipment (PPE). This is a simple precaution you take in order to prevent blood or potentially infectious body fluids from coming in contact with your skin. To protect yourself, it is essential to have a barrier between you and the potentially infectious material.

Rules to follow:

- Always wear personal protective equipment in exposure situations.
- Remove PPE that is torn or punctured or has lost its ability to function as a barrier to blood-borne pathogens.
- Replace PPE that is tom or punctured.
- Remove PPE before leaving the work area.

### GLOVES

Gloves should be made of latex, nitrile, rubber, or other water impervious materials. If glove material is thin or flimsy, double gloving can provide an additional layer of protection. Also, if you know you have cuts or sores on your hands, you should cover these with a bandage or similar protection as an additional precaution before donning your gloves. You should always inspect your gloves for tears or punctures before putting them on. **If a glove is damaged, don't use it!**

When taking contaminated gloves off, do so carefully. Make sure you don't touch the outside of the gloves with any bare skin and be sure to dispose of them in a proper container so that no one else will come in contact with them, either.

### GOGGLES

Anytime there is a risk of splashing or vaporization of contaminated fluids, goggles and/or other eye protection should be used to protect your eyes. Again, blood-borne pathogens can be transmitted through the thin membranes of the eyes, so it is important to protect them. Splashing could occur while cleaning up a spill, during laboratory procedures, or while providing first aid or medical assistance.

### APRONS

Aprons may be worn to protect your clothing and to keep blood or other contaminated fluids from soaking through to your skin.



Normal clothing that becomes contaminated with blood should be removed as soon as possible because fluids can seep through the cloth to come in contact with the skin. Contaminated laundry should be handled as little as possible, and it should be placed in an appropriately labeled bag or container until it's decontaminated, disposed of, or laundered.

Remember to use universal precautions and treat all blood or potentially infectious body fluids as if they are contaminated. Avoid contact whenever possible, and whenever it's not, wear personal protective equipment. If you find yourself in a situation where you must come in contact with blood or other body fluids and you don't have any standard personal protective equipment handy, you can improvise. Use a towel, plastic bag, or some other barrier to help avoid direct contact.

## Hygiene Practices

**Hand washing** is one of the most important (and easiest) practice to prevent transmission of blood-borne pathogens. Hands or other part of the skin should be thoroughly washed as soon as possible following the exposure incident. Use soft, antibacterial soap, if possible. Avoid abrasive soaps, as these may open fragile scabs or other sores.

Hands should also be washed immediately (or as soon as feasible) after removal of gloves or other personal protective equipment.

Because hand washing is so important, you should familiarize yourself with the location of the hand washing facilities nearest to you. Public restrooms, janitor closets, and so forth may be used for hand washing if they are normally supplied with soap. If you are working in an area without access to such facilities, you may use an antiseptic cleanser in conjunction with clean cloth/paper towels or antiseptic towelettes. If these alternative methods are used, hands should be washed with soap and running water as soon as possible.

### Decontamination and Sterilization

All surfaces, tools, equipment and other objects that come in contact with blood or potentially infectious materials must be decontaminated and sterilized as soon as possible. **Equipment and tools must be cleaned and decontaminated before servicing or being put back to use.**

Decontamination should be accomplished by using:

- A solution of 5.25 % sodium hypochlorite (household bleach/Clorox) diluted between 1:10 and 1:100 with water. The standard recommendation is to use at least a quarter cup of bleach per one gallon of water.

If you are cleaning up a spill of blood, you can carefully cover the spill with paper towels or rag, then gently pour the 10% solution of bleach over the towels or rags and leave it for at least 10 minutes. This will help ensure that any blood-borne pathogens are killed before you actually begin cleaning or wiping the material up. By covering the spill with paper towels or rags, you decrease the chances of causing a splash when you pour the bleach on it.

If you are decontaminating equipment or other objects (be it broken glass, saw blades, mechanical equipment upon which someone has been cut, first aid boxes, or whatever) you should leave the disinfectant in place for at least 10 minutes before continuing the cleaning process.

Of course, any materials you use to clean up a spill of blood or potentially infectious materials must be decontaminated immediately, as well. This would include mops, sponges, re-usable gloves, buckets, pails, etc.

### XIII. SAFE WORK PRACTICE RULES

The Wayfinder has established the following safety rules. All employees must follow these rules. Violation of these rules may result in discipline up to and including termination. This list of rules is, of course, not all-inclusive. All employees are to use common sense, work safely and read and follow the terms of the Wayfinder's Injury and Illness Prevention Program. Failure to do so may also result in discipline up to and including discharge. Please remember that this does not change the fact that your employment at the Wayfinder is at-will. This list is intended to protect your safety and health.

#### Office Safety

1. Use proper techniques for lifting or moving objects. Do not lift objects while leaning over a desk or chair. This places undue strain on the lower back.
2. Maintain good housekeeping around the work areas. Keep items stored off of the floor. Maintain clear walkways and aisles. Pick up dropped or spilled items.
3. Place cords under desks and tables so they do not cross walkways and aisles. Utilize power surge protectors for electrical plugs.
4. Floor mats can easily shift and curl. Watch for curled edges and folds in mats and carpets. Repair torn mats and floor covers.
5. Use chairs properly for sitting, not as step stools. Observe good sitting posture and do not lean back in chairs. Report any damaged furniture to

the facilities department.

6. Use a step stool or ladder to reach high placed items. Do not stand on desks, tables or chairs. Make sure the equipment is in good condition and sufficient size to do the job.
7. Use only office equipment that is in good working condition. Report equipment needing repairs. Make sure electrical cords are not frayed.
8. When using paper cutters, keep the paper guide guard in place and return the blade to the down position when not in use.
9. Properly dispose of trash. Do not place cigarette butts into common waste cans with paper combustibles. Place broken glass in waste cans after wrapping in other protective material. Use appropriate personal protective equipment when handling broken glass.
10. Avoid overloading top file drawers. Too much weight can cause the cabinet to tip over.
11. Pull out only one drawer at a time to prevent the cabinet from tipping over.
12. Do not leave open drawers unattended. This creates an exposure to other employees.
13. Use the handles to open and close drawers to protect fingers from being pinched.
14. Keep storage cabinets, racks and bookshelves bolted to the floor and walls for security.
15. Do not store heavy objects on high shelves. This creates a material handling exposure. Items stored on high shelves can fall and injure you or another employee.
16. Keep materials in the cabinets, shelves or racks to maintain clear aisles and walkways.

## Fire Protection

1. Portable fire extinguishers are maintained, and wall mounted for accessible use in the event of a minor fire emergency. Keep extinguisher in their designated place.
2. Maintain clear access by not blocking access or visibility of the extinguisher.

3. Report any fire extinguisher that is missing or has been discharged or shows indicator signs of discharge.
4. Only qualified persons should use a fire extinguisher. Do not attempt to fight a large fire with a fire extinguisher. Report the emergency immediately from a safe location away from the fire.

## Lifting and Material Handling

Utilize proper lifting techniques:

1. Test the load to evaluate the weight of the object.
2. Squat and stand close to the load before lifting. Get a good grip on the item being lifted.
3. Keep the back straight rather than rounded/curved when lifting
4. Keep the head and chin upright to ensure good lifting posture with the back and legs.
5. Keep the load close to the body during the lift and moving the object.
6. Lift with the legs, not bending at the waist and lifting with the back.
7. Avoid twist during the lift and when setting down the load.
8. Utilize material handling aids to move equipment such as: carts, dollies, hand trucks, rolling carts or chairs, mechanical lifting devices.
9. Get help to lift and move heavy or oversized objects.
10. Avoid carrying too much material at one time. Make additional trips if necessary.
11. Avoid lifting and placing loads on the floor or above shoulder heights.
12. Check the path of travel for moving the load. Avoid obstacles.
13. Keep objects within easy reach.
14. Use elevators when carrying boxes.
15. Be mindful of not carrying a load that obstructs your view.

## Hand Tools and Equipment

1. All hand tools must be kept clean and in good repair and used only for the purpose for which designed.

2. Tools having defects that will impair their intended operation or render them in any way unsafe for use must be removed from service immediately.
3. When work is being performed overhead, tools not in use must be secured or placed in holders.
4. Throwing tools or materials from one location to another, from one employee to another, or dropping them to lower levels, **is not permitted**.
5. Power tools must be inspected, tested and determined to be in safe operating condition prior to use. Continued periodic inspections must be made to assure safe operating condition and proper maintenance.
6. Loose, fringed or frayed clothing, loose, untied, long hair, dangling jewelry, rings, chains, or wrist watches must not be worn while working with any power tool or machine.
7. Don't carry sharp tools in clothing. Always use the proper carrying case or tool kit.
8. Use only those power tools you are qualified and authorized to use.

## Housekeeping

Everyone is responsible for maintaining a clean, safe working area at all times. Housekeeping cannot be just fair; it must be excellent at all times for the sake of safety. A messy work area can always be counted on to produce accidents.

1. Trash can and dumpsters should be emptied on a regular basis. Overhanging objects or long pieces of wood could cause injury.
2. Keep exits, entrances and aisle ways clear; observe established aisles when passing through work areas.
3. Keep work areas neat and orderly and free of trip hazards such as extension cords, air hoses, loose banding, etc.
4. Oil, water, or other liquids that have been spilled or leaked on the floor may cause slipping hazards. If you spill the liquid, clean it up; if help is required, notify your supervisor.
5. Pick up your tools, scrap, and other items from the work area so that no one will slip or trip on them.
6. Oily rags must be placed in a covered metal container.

7. Keep debris from blocking access to ladders, electrical equipment, and other important areas in case of emergency.
8. Never leave nails sticking up in boards or planks. Promptly remove them or bend them over when found.
9. Never pick up sharp objects with your bare hands. Use appropriate gloves and cleaning equipment (i.e. dustpan and broom, etc.).

### Safe Operating Guidelines

All employees operating motor vehicles for the Wayfinder must utilize "defensive driving" procedures:

1. Seatbelts must be worn by driver and all passengers.
2. No unauthorized passengers.
3. No use of portable electronic devices for texting, email, placing phone calls or other unsafe use while operating a motor vehicle.
4. No drinking or eating while driving.
5. Always look before backing up.
6. Obey all speed limits and rules of the road.
7. Maintain a safe distance when following other vehicles.
8. Use turn signals properly.
9. Set brakes and curb wheels (where required) when leaving car.
10. Be courteous to other drivers.
11. Do not exceed vehicle capacity.
12. Only drive when you are in good physical condition to do so.
13. Be familiar with the vehicle you are driving.
14. Check your lights, windshield wipers, tires, horn, and blinkers before driving.

### Use of Cell Phone

Wayfinder asks that employees devote their full time, energy and attention at work to their job responsibilities and duties. The use of privately-owned cell phones, computing or mobile devices while at work represents an obvious

distraction that can affect an employee's productivity and efficiency as well as workplace safety. Employees must therefore comply with Wayfinder's policy regarding mobile devices.

Employees who are issued or are authorized to use a cell phone for business use are expected to refrain from using their phone while driving whenever possible. Employees shall refrain from text messaging, sending email, or other electronic communication from their cell phone or other electronic device while driving. Safety must come first before all other concerns.

## LADDERS

1. Ladders shall be utilized for safe access to all elevations where permanent or temporary stairways or suitable ramps or runways are not provided.
2. Never use ladders with broken or missing rungs or steps, broken or split side rails, or other faulty or defective construction. When ladders with such defects are discovered, they shall immediately be withdrawn from service.
3. Place ladder feet on a substantial base and keep the area around the top and bottom of the ladder clear.
4. Do not place ladders in passageways, doorways, driveways, or any location where they may be displaced by activities being conducted in any other work, unless protected by barricades or guards.
5. Tie, block, or otherwise secure ladders while in use to prevent their being displaced.
6. Never use metal ladders for electrical work or where they or the user may contact electrical conductors.
7. Require that ladders are equipped with non-skid safety feet.
8. Do not carry materials up or down - use a hand line.
9. Always face the ladder when ascending or descending.
10. Never overreach - work only within an arm's length of the ladder.
11. Allow only one person on a ladder at a time

## ENVIRONMENTAL CONTROLS

1. All work areas must be maintained with proper illumination.
2. All hazardous substances that may cause harm by inhalation, ingestion, skin absorption, or contact must be properly maintained.
3. Make sure the work area ventilation system is appropriate for the type of work

being performed.

4. Vacuuming, with appropriate equipment should be done whenever possible rather than blowing or sweeping dust.
5. Restrooms must be kept in a clean and sanitary condition by all employees.
6. All outlets for water not suitable for drinking must be clearly identified.

### Potentially Hazardous Substances in the Workplace: \ Wayfinder's Hazard Communication Program

The management of Wayfinder fully supports all workplace hazards and communication standards set by the United States Government, State of California and the Occupational Safety and Health Administration (OSHA).

The Wayfinder has secured Safety Data Sheets (SDS) from the suppliers of our workplace equipment and materials. The SDS Reports on these items are kept in a binder labeled "SDS Information." Binders are maintained at Wayfinder's various office sites. The SDS reports are available for inspection by any employee of the Wayfinder.