



THE CITY OF SAN DIEGO
Parks and Recreation Department
M E M O R A N D U M

DATE: November 16, 2009

TO: Distribution

FROM: Jay M. Goldstone, Chief Operating Officer

A handwritten signature in blue ink, appearing to read "Jay M. Goldstone".

SUBJECT: Updated Injury and Illness Prevention Program

Employee safety and loss prevention are significant and achievable goals for any large organization, and the City is no different. The importance of a safe working environment is not only critical to cost control but also to the health, well being and morale of our workforce.

As we deal with the largest budget deficit the city has ever faced, it is more important than ever to ensure a safe work environment and to communicate that expectation throughout all levels of our organization as we continue strengthening our safety culture. I will continue to emphasize safety performance as a key performance indicator for department directors and in turn, I expect that department directors will emphasize safety as an essential performance indicator at all levels throughout their departments.

The City has made a significant transition in recent years by having departments align safety responsibilities with the authority to ensure its success. Ultimately it is each department's responsibility to ensure a safe and healthful work environment. While this concept is generally observed, it is worth clarifying and reemphasizing. The purpose of this memo is to provide clarity to the roles and responsibilities for ensuring workplace safety and to distribute the City's updated Injury Illness Prevention Program.

Injury Illness Prevention Program

It is the responsibility of all City departments to ensure employees are trained on the City's *updated* Injury Illness Prevention Program (IIPP), a mandated program under Cal OSHA. With the exception of the City's "Big 6" Operating Departments (Police, Fire, Public Utilities, Park and Recreation, General Services and Environmental Services), the Risk Management department, Safety and Environmental Health Division will assist in providing IIPP training for employees. The Safety/Training staff within the Big 6 Departments shall ensure employees receive training via their respective safety programs.

City employees' must receive training on the City's Injury and Illness Prevention Program as follows:

- ❖ When the program is first established/revised;
- ❖ To all new employees;
- ❖ To all employees given new job assignments for which training has not previously been received.

Safety Authority and Responsibilities:

City Departments:

Departments must take an active role in implementing strategies to enhance the safety culture of the organization, not only as it relates to a safe and healthful workplace but also as it relates to public safety and public liability losses. City departments are responsible for implementing activities and programs to promote safety in the workplace. In addition, Department directors are expected to:

- Promote safety in every aspect of their operations, including ensuring compliance with the attached Injury Illness Prevention Program (IIPP);
- Ensure routine inspections are performed to identify workplace hazards, unsafe conditions and unsafe practices and once identified, corrective measures are implemented;
- Ensure that supervisory staff attend required and recommended safety training for their job classifications and in turn hold supervisors accountable for ensuring employees under their direction are provided safety and health training appropriate to regulatory mandates and recommended safe work practices;
- Ensure adherence to rules and regulations governing workplace safety including Federal, State, County and City safety programs, policies and procedures;
- Establish Safety Committee(s) comprised of representatives from all work areas to address safety and health issues affecting the workplace;
- Implement and maintain an effective Loss Prevention and Loss Control Program to track and measure department losses associated with accidents and injuries, including conducting accident and injury investigations;
- Appoint a designated person with responsibility to serve as the Safety Liaison and point of contact for all safety related issues.

Risk Management Department:

The Risk Management department takes a lead role in administering, coordinating or developing programs with City-wide Safety application, (e.g. Injury Illness Prevention Program, Safety Footwear, DMV Pull Notice Program and DOT Drug and Alcohol Testing Program).

The Risk Management department's role in the City's overall safety program is to provide centralized staff support for City departments and to assist departments in the effective execution of their programs and monitor compliance as needed.

Risk Management Department will fulfill this role by providing the following services in support of safety:

➤ **Mandated Compliance:**

- Develop and administer "Citywide" Safety and Health Programs;
- Oversee and coordinate the County of San Diego, Department of Environmental Health's contract to provide industrial hygiene services to the City of San Diego;
- Oversee and coordinate Citywide Cal/OSHA reporting, recording and Cal/OSHA regulatory compliance issues;
- Serve as the primary point of contact for all City department's receiving OSHA inquiries, notifications and citations;
- Investigate and/or coordinate with appropriate departments and divisions when responding to employees anonymous reporting of workplace hazards;
- Oversee and coordinate the City's DMV Pull Notice Program and DOT Drug and Alcohol Testing Program;

➤ **Training and Communicating Safety Standards and Safety Best Practices:**

- Conduct Citywide Supervisor safety and health related training and provide City departments with employee safety and health training when requested;
- Serve as Citywide resource on safety and health related matters;

➤ **Training and Communicating Safety Standards and Safety Best Practices (Continued):**

- Keep abreast of industry innovations and standards and other loss prevention and loss control related data to enhance its role as in-house safety and loss prevention consultants for departments.

➤ **Data Collection and Reporting:**

- Report quarterly Injury and Illness Incident Rates and Vehicle Accident Statistics to the City's Operating (Big 6) departments;
- Conduct and report results of the Annual Safety Audits of the City's Operating (Big 6) departments;
- Develop standards and protocol for departments to collect and format safety related data, ensure departments adhere to reporting standards and meet deadlines for reporting cycles; analyze data for the purpose of identifying trends and anomalies useful in pre-empting or responding to problems.

In conclusion, it is my expectation that by clarifying these roles and responsibilities and adhering to them, we will provide a consistent and uniform manner in which safety is administered throughout the City of San Diego and continue to emphasize a "safety culture" that promotes world class performance.

The Risk Management department point of contact for the Injury Illness Prevention Program is Carolyn Pete, Safety and Training Manager. If you have questions regarding roles and responsibilities as detailed in this memo, please contact Greg Bych, Risk Management Director at (619) 236-5905.

Attachments: City of San Diego Injury and Illness Prevention Program (2009)
IIPP Brochure

CITY OF SAN DIEGO



INJURY AND ILLNESS PREVENTION PROGRAM

RISK MANAGEMENT DEPARTMENT

INJURY AND ILLNESS PREVENTION PROGRAM

TABLE OF CONTENTS

<u>Topic</u>	<u>Page No.</u>
Policy Statement.....	3
Introduction.....	3
Safety Responsibilities.....	4
Safety Communication.....	8
Compliance	10
Hazard Identification.....	11
Accident/Injury Investigation.....	12
Hazard Correction.....	12
Training.....	14
Recordkeeping.....	15
Appendix – A – City of San Diego Code of Safe Work Practices	
Appendix – B – Cal/OSHA Reporting of Fatality or Serious Injury Worksheet	
Appendix – C – Supervisor Accident/Injury Investigation form	

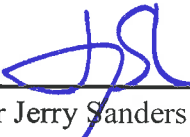
POLICY STATEMENT

The City's most valuable asset is its workforce. Without the efforts of talented and dedicated employees, it would be difficult to fulfill the City's mission to provide quality services to the public. It is the City's long standing policy that employee safety and health are of utmost importance and concern.

Consequently, I am immediately implementing a comprehensive, integrated approach to managing safety in the workplace. Safety has always been a core workplace value in the city, and this Policy will ensure that there are ongoing programs and procedures in place. Safety is everyone's job every day, and a management committed to safety is one of the most important factors in the effort to reduce workplace injuries and illnesses.

In support of this heightened emphasis, all Department Directors/Chiefs of City government are directed to implement proactive measures to enhance the safety culture within their departments. Departmental programs should reinforce this theme through a variety of initiatives, including but not limited to training, reward and recognition programs.

As a top down message, I will continue to affirm and reemphasize safety as a priority through out all levels of the organization. Some strategies have been implemented and others will soon be implemented to enhance the safety culture of the organization, not only as it relates to workplace safety, but also as it relates to preventing and controlling losses that occur as a result of accidents and injuries.



Mayor Jerry Sanders

INTRODUCTION

This Injury and Illness Prevention Program (IIPP) is intended to provide guidance for complying with the safe work principles identified in the California Code of Regulations, Title 8, and Section 3203 and for minimizing employee exposure to safety and health risks at all City worksites. The City of San Diego, through its management, is committed to the safety and health of all employees. With your help and support, we will succeed in providing a safe, pleasant, and healthful working environment. The cooperation of everyone in our organization is expected.

INTRODUCTION

(Continued)

The primary objective of the Injury Illness Prevention Program is to maintain a safe and healthy work environment for all City employees. The City's IIPP pursues this objective through the following eight (8) elements:

1. Safety Responsibility
2. Safety Communication
3. Safety Compliance
4. Hazard Identification
5. Hazard Correction
6. Accident/Injury Investigation
7. Safety Training
8. Recordkeeping

DESIGNATION OF RESPONSIBLE PERSON

The Mayor for the City of San Diego has the primary responsibility for overseeing the citywide IIPP. The day-to-day operations of the citywide IIPP are administered by the Director of the Risk Management Department.

Each member of the City's workforce is expected to recognize their responsibility to protect the human, physical and financial resources of our organization.

SAFETY RESPONSIBILITY

To achieve the goal of a safe and healthy work environment, the City has developed an IIPP, as mandated by Cal OSHA. It is everyone's responsibility to work together to identify and eliminate hazardous work conditions and hazardous work practices. Through the City's general direction, each department is charged with developing and implementing a department-specific IIPP.

Accordingly, every employee will make every effort to comply with applicable Federal and Cal/OSHA safety and health regulations.

SAFETY RESPONSIBILITY

(Continued)

The following citywide policies apply to all Managers, Supervisors and employees.

- All operations and activities shall be conducted in a manner which prevents accidents, illnesses, injuries, and damage to public and private property.
- Safety on the job is the responsibility of every employee within the City of San Diego.
- Economy and expediency are never to be considered more important than protecting employees and the public from health hazards, accidents, and/or injuries.

Safety policies and procedures shall meet or exceed Federal and/or State of California standards.

Risk Management Department shall assist City departments in this effort by providing the following services to support their safety activities:

- Administer the City's Injury Illness Prevention Program;
- Develop and administer Citywide Safety and Health Programs, including the City's Commercial Driver (DMV) Pull Notice Program, Department of Transportation (DOT), Hearing Conservation, Portable Fire Extinguishers and others;
- Conduct and/or coordinate Cal/OSHA mandated Supervisor safety and health related training and will provide employee safety and health training when requested;
- Assist City departments in determining the safety and health training required for their supervisors and employees;
- Develop and report the City's Quarterly Injury and Illness Incident Rates for operational departments;
- Conduct and report findings of the Annual Safety Audits for operational departments;
- Serve as a Citywide resource on safety and health related matters;

SAFETY RESPONSIBILITY

(Continued)

- Oversee and Coordinate the City's Industrial Hygiene contract in order to provide Industrial Hygiene services to the City of San Diego;
- Oversee and coordinate Citywide OSHA Recordkeeping, Reporting, Recording and OSHA (Regulatory) Compliance Issues;
- Investigate and coordinate with the appropriate departments and divisions in response to employees "anonymous" reporting of workplace hazards to Risk Management;
- Develop standards and protocols for departments in collecting and formatting safety related data, ensuring departments adhere to reporting standards and meet deadlines for reporting cycles; analyzing data for the purpose of identifying trends and anomalies useful in pre-empting or responding to problems;
- Keep abreast of industry innovations and standards and other loss prevention and loss control related data to enhance its role as in-house loss prevention consultants for departments; and
- Serve as the first line resource on safety and health matters for non operational departments and divisions.

Departmental Responsibilities:

Department Directors must take an active role in implementing strategies to enhance the safety culture of the organization, not only as it relates to a safe and healthful workplace but also as it relates to public safety and public liability losses. Directors are responsible for coordinating the implementation of the citywide IIPP and other required safety and health programs with assistance from Risk Management Department/Safety and Environmental Health Division (Safety).

Department directors are also expected to:

- Promote safety in every aspect of their operations, including ensuring compliance with the City's Injury Illness Prevention Program;
- Ensure routine inspections are performed to identify workplace hazards, unsafe conditions and unsafe practices and once identified, corrective measures are implemented;

SAFETY RESPONSIBILITY

(Continued)

Departmental Responsibilities:

- Ensure that supervisory staff attend required and recommended safety training, and in turn hold supervisors accountable for ensuring employees are provided safety and health training appropriate to required mandates or recommended safe work practices;
- Ensure the department's adherence to rules and regulations governing workplace safety including City safety programs, policies and procedures;
- Establish a department wide safety committee comprised of representatives of all divisions to address safety and health issues affecting the department; and
- Implement and maintain an effective loss prevention and loss control program to track and measure department losses associated with accidents and injuries.
- Establish and implement specific written policies and procedures for their respective department's IIPP, if applicable.

Supervisor Responsibility

The success of the City's Injury Illness Prevention Program is dependent on the consistent support of all supervisory personnel. Supervisors are responsible and will be accountable for ensuring that equipment and facilities within their areas of responsibility are maintained in a safe manner. Safety will be given primary consideration for all work conducted by City personnel. Therefore, supervisors shall attend all required safety training classes appropriate to the daily work exposures encountered by themselves and employees under their direction.

The **Supervisor** will be responsible for the safety of their personnel and will:

- Conduct/coordinate appropriate safety orientation and training.
- Promptly investigate injuries, illnesses and accidents immediately upon notification.
- Enforce all safety rules, procedures and policies.
- Conduct safety inspections and correct unsafe conditions and practices.
- Insure that all tools, equipment and protective devices are properly maintained and utilized.
- Provide the necessary personal protective equipment and train personnel in its use.
- Contribute to the success of the Injury & Illness Prevention Program.
- Attend all required and recommended safety and health training classes.

SAFETY RESPONSIBILITY

(Continued)

Employee Responsibility

Each employee will be responsible for maintaining safe working conditions and practices, and complying with safety rules and procedures. Employees are responsible for following all written and verbal safety instructions and actively contributing to the overall success of the City's IIPP. Employees must share in the responsibility for and actively participate in safeguarding themselves, their co-workers, and the general public. All **employees** are responsible for following all written and verbal safety instructions, and will:

- Promptly report all injuries or unsafe conditions no matter how minor to their supervisor.
- Perform their duties using safe work practices.
- Perform only authorized jobs.
- Learn and observe the safety rules, procedures, and policies.
- Actively contribute to the success of the overall safety program.
- Attend and participate in all safety and health training classes.

SAFETY COMMUNICATION

Communication is an essential element of an effective safety program. Management, supervisors and employees are encouraged to clearly communicate (and act upon) safety and health issues without fear of reprisal. Communication of safety issues is to be in a form that is readily understandable by all employees.

The following avenues have been established to communicate safety and health-related issues to City employees:

- Periodic safety meetings and "tailgate" safety meetings
- General and job-specific safety training
- Safety posters, warning signs, and tags
- Verbal or written communications from immediate supervisor, safety committees, or management
- Safety newsletters
- OSHA mandated posters
- City intranet

SAFETY COMMUNICATION

All employees are encouraged to inform their supervisor or Safety Committee member of any matter which they perceive to be a workplace hazard or potential hazard. Employees are encouraged to make safety program suggestions (e.g., procedures, work practices) and safety training suggestions.

Employees may also communicate safety concerns by calling the following numbers.
Calls to these numbers may be made anonymously:

- Safety & Environmental Health Division: 236-6229 (Risk Management Department)
- 24-hour HOTLINE: 236-SAFE (Safety and Environmental Health Division, Risk Management Department)

Department/Division Safety Committees

Department/Division Safety Committees assist management by providing active participation and input from all working levels of the Department. This involvement is essential to the overall effectiveness of the safety and accident prevention program of the City. Departments utilizing safety committees as a form of communication must ensure compliance with Cal/OSHA regulations governing safety committees.

The following guidelines are provided to maximize the effectiveness of utilizing these resources:

Department/Division Safety Committee responsibilities are outlined below:

1. Review safety policies and procedures for approval by the Appointing Authority.
2. Meet at least quarterly to discuss safety problems/complaints, safety suggestions, and develop safety recommendations.
3. Members should be selected on a voluntary basis and comprised of five (5) or more members who represent significant work sections and operating locations.
4. Maintain a membership ratio of primarily non-supervisory personnel.

SAFETY COMMUNICATION

(Continued)

Department/Division Safety Committees

5. The Director or designee shall select the Safety Committee chairperson.
6. Have a designated representative from the Department Safety Program staff and/or Risk Management Safety staff to serve as technical advisor and provide technical expertise.
7. Ensure that accurate minutes are taken during all committee activities, and that these minutes are posted on the Safety bulletin boards in a timely manner following the meetings.
8. Review workplace inspections and forward findings to the designated Safety Technical Advisor.
9. Review injury investigations to determine the appropriate corrective measures were recommended and implemented.
10. The Safety Committee chairperson shall select the vice-chairperson, and recording secretary.

COMPLIANCE

General safety rules and safe and healthy work practices must be understood and followed by all employees. To ensure employee compliance, management should systematically provide positive reinforcement (safety activities, management involvement, incentive programs, etc.) and correction of unsafe performance (disciplinary action through a clearly communicated system).

Discipline should be used as a means of turning negative actions into positive responses, as well as to help employees learn to take responsibility for their own actions. To be effective, management will:

1. Establish and Communicate Expectations: When employees know exactly what to expect, they will perform better and, in most cases, cooperate by disciplining themselves. Safety rules should be communicated verbally and backed up with written material or posted notices. The more often rules and safe practices are communicated, the more likely that they will be followed.

COMPLIANCE

(Continued)

2. Quick Response: When safety rules and safe work practices are violated, supervisors must respond quickly. The employee must know that the discipline is a direct result of the behavior.

3. Act Consistently: So far as possible, response to similar safe and healthy work practice violations should be similar in degree; focus should be on the infraction, not the individual.

4. Counsel and Motivate: The goal in confronting safety violations is to find out what caused the behavior, reduce tension and improve communication, and develop solutions that will cause improvements. The employee should be involved in the solution; the goal is not punishment, but rather changing unacceptable behavior.

5. Progressive Discipline: Corrective action will be applicable to the seriousness of the infraction.

Failure to comply with safe and healthful work practices could result in disciplinary action as required by Title 8 of the California Code of Regulations.

Your commitment to safety and health shows in every decision you make and every action you take. Your employees will respond to that commitment.

HAZARD IDENTIFICATION

Hazard identification is the foundation of Injury/Illness Prevention. Every hazard is either an unsafe condition or an unsafe practice. All employees are encouraged to orally report unsafe and unhealthful working conditions to their immediate supervisor who shall promptly investigate the situation and take appropriate corrective action. Conducting periodic inspections to identify and evaluate potential hazards at City work sites is an important part of ensuring that employees work in a safe environment.

Hazard identification or evaluation must be performed whenever:

- Procedures or processes change
- New equipment is installed
- New materials or chemicals are introduced
- New hazards are identified

HAZARD IDENTIFICATION

(Continued)

Inspections:

Scheduled and un-scheduled safety inspections are an ongoing requirement of the IIPP. Supervisors must ensure that routine inspections are performed. Employees must maintain a safe work site and report hazards immediately so they can be corrected, eliminated, or controlled. Any employee who reports unsafe work conditions or practices is protected by law from reprisal. Supervisors shall:

1. Establish a routine for conducting inspections.
2. Target exposures that:
 - May have an effect on employees performing in a safe manner.
 - Have been involved in past losses.
 - Have not been corrected from previous inspections.
3. Retain records of inspections, including the date of the inspection, identification of the area or process inspected, and person conducting the inspection, findings of the inspection, and corrective measures to mitigate the hazards. Inspections records should be retained for a minimum period of two years.

Each inspection should note any apparent or potential hazardous condition or unsafe act, and should either be corrected immediately or barricaded to prevent injury to others. All corrective action should also be documented. Corrective action can consist of both administrative and engineering controls.

Types of administrative controls would include limiting the amount of time employee would work in the affected areas and changes in work practices. Engineering controls include equipment guarding, change in physical layout or material substitution in those situations identified as representing an unsafe condition.

ACCIDENT/INCIDENT/INJURY INVESTIGATION

The purpose of accident/incident and injury investigations is to find the root cause of an accident/injury and prevent further occurrences.

A thorough and properly documented accident/incident and injury investigation is necessary to obtain facts. The investigation will focus on causes and identify unsafe conditions, hazards, and practices. A sample "Supervisor Accident and Injury Investigation Form" is located in Appendix C of this document.

Work related accidents, illnesses, and injuries can often be prevented, but when an incident does occur, they must be investigated immediately.

Report any of these to your supervisor as soon as they happen:

- Injuries/Illnesses (Job Related)
- Vehicle damage
- Property damage
- Environmental damage
- Near misses

**ALL INCIDENTS AND NEAR MISSES MUST BE INVESTIGATED
PROMPTLY!!!**

HAZARD CORRECTION

Unsafe or unhealthy work conditions must be investigated immediately so that corrective action can be initiated as soon as possible. **IF A HAZARD COULD RESULT IN SERIOUS INJURIES OR HAZARDOUS EXPOSURES, CONTACT YOUR SUPERVISOR IMMEDIATELY.**

Procedures for correcting hazards include:

1. Identify the individual(s) responsible for implementing corrective action.
2. Determine the appropriate corrective measures that are needed to mitigate the hazard; including:
 - a. Engineering Control; (e.g., buy a new a machine guard, tighten a bolt, and adjust a ventilation system);
 - b. Administrative Control; (e.g., develop work procedures, limit employees time in affected areas, or change a work practice);

HAZARD CORRECTION

(Continued)

- c. Provide employees with personal protective equipment (PPE) appropriate to the hazards encountered. (e.g. safety glasses, respirators, etc.)
3. Follow-up to verify corrective action has been implemented and it is effective.

SAFETY TRAINING

Employee training is critical to implementing a productive injury and illness prevention program. Initial orientation, as well as ongoing training, is critical in achieving the development of safe work habits and attitudes. On-the-job training is one of the most effective methods of establishing safe work patterns for City employees to follow.

An effective training program allows employees to participate in the training process and to practice their skills or knowledge. This will ensure that employees fully comprehend the required knowledge or skills and permit correction if necessary. Employees can become involved in the training process by participating in discussions, asking questions, contributing their knowledge and expertise, learning through hands-on experiences, and through role-playing exercises.

Training must be presented so that the purpose is clearly understood by all employees involved. Safety training shall:

- a. Provide overviews of the material to be learned.
- b. Relate information to employees' jobs, skills, interests, and experience.
- c. Reinforce what employees learned by summarizing the program's key points of information covered via oral and written examinations.

Procedures for general safety and health related training:

General safety, health and job specific training will be provided as required. Each employee shall be trained to perform his/her job in the safest possible manner by their supervisors. Supervisors are to ensure employees understand the safe operating procedures of each task performed.

SAFETY TRAINING

(Continued)

Safety and health related training shall be provided in the following instances:

1. Any employee placed in a new position or assuming new responsibilities shall receive training for that new position prior to exposure to operational hazards.
2. Training shall also be provided for supervisors to familiarize them with their safety responsibilities and the recognition of hazards to which employees under their direction and control may be exposed.
3. Supervisors and employees shall receive specialized and specific training prior to introduction of a new substance, processes, equipment, or new or previously unrecognized workplace hazard identified in their job area.
4. Safety training for new employees shall be conducted **BEFORE** the employee performs any job task. All new employees will receive general safety training and specific training regarding the employees' job duties.
5. Employees who are transferred to a new assignment where new hazards are present for which they have not received training shall be given the appropriate training **BEFORE** beginning the new assignment.

RECORD KEEPING

Information pertaining to recordkeeping is based on California Record Keeping Standards, effective January 1, 2001, for "Employers Record of Occupational Injury and Illness". The provisions of this standard are in the California Code of Regulations, Title 8, Sections 14300-14300.48.

The Risk Management Department, Safety and Environmental Health Division oversees the OSHA Record keeping and reporting of occupational injuries and illnesses and provides guidelines for establishing record retention criteria for all Injury and Illness Prevention Program records.

In the event you are required to report a serious injury or death to Cal/OSHA, please use the checklist detailed in Appendix B to ensure you obtain the required reporting information. City departments are required to notify Risk Management Department, Safety and Environmental Health Division with regard to any Cal/OSHA inquiries, notifications or citations. This will ensure City departments are provided with all available resources.

APPENDIX A

CODE OF SAFE WORK PRACTICES

All employees will abide by the following rules:

1. Employees shall not use drugs or intoxicating beverages while on duty, nor work under the influence of drugs or intoxicants. Employees must report use of any medication that may impair actions or judgment to their supervisor.
2. Employees shall not have in their possession firearms, fireworks, or explosives while on duty or on City property, unless authorized by the City.
3. Employees shall smoke only in designated areas.
4. Employees shall obey all safety rules, policies and procedures.
5. Employees shall promptly report accidents/incidents and injuries to their immediate supervisor.
6. Employees shall practice good housekeeping at all times.
7. Posted safety rules and information must not be removed except by management's authorization.
8. Employees shall comply with all known Federal, State and local safety laws, as well as the City of San Diego's regulations, policies and programs.

Violation of any of these rules may result in disciplinary action.

APPENDIX B

CAL/OSHA REPORTING OF FATALITIES AND SERIOUS INJURIES

1. Name and job title of person reporting the incident.
2. Injured person's name, gender, age, address and telephone number.
3. Time, date and site address (location) of accident.
4. Location where the injured person was moved to.
5. Contact person.
6. Identify any law enforcement agencies, emergency medical response agencies, etc. that are administering assistance.
7. Describe the accident and whether the accident scene has been altered.

Make sure you record the exact date and time you reported the incident to OSHA, as there is an automatic penalty for not reporting within 8 hours of the incident.

RISK MANAGEMENT/SAFETY DIVISION MUST BE NOTIFIED IN THE EVENT A FATALITY OR SERIOUS INJURY IS REPORTED TO CAL/OSHA.

RISK MANAGEMENT/SAFETY DIVISION (619) 236-6229

Cal/OSHA (619) 767-2280

APPENDIX C

SUPERVISOR ACCIDENT/INJURY INVESTIGATION INSTRUCTIONS

SCOPE:

Remember, fact finding not fault finding is the sole purpose of conducting accident/incident investigations. A good investigation is likely to reveal several contributing factors, and it probably will recommend several preventive actions. Preventive measures that are implemented should make it very difficult, if not impossible, for the incident to recur.

The overriding goal is to prevent workplace incidents through education and deterrence of unsafe practices.

Section I – Employee Information

Provide identifying information regarding the injured employee.

Section II – Health Care Provider

Provide details about where the injured employee was taken as a result of this incident. If the employee was hospitalized overnight for more than observation, you must report the incident to Risk Management Department, Safety & Environmental Health Division at 619-236-6229 within 4 hours of the incident.

Section III – Describe the Incident

This section allows you to provide complete details on exactly how the incident occurred; including what the employee was doing immediately prior to the incident. Please describe in sufficient detail in order to determine the likely cause of the accident/injury.

Section IV – Primary Cause of Accident/Injury

Based on your findings, provide a detailed statement as to what you believe the primary cause of the accident/injury. For example, *“The primary cause of this incident is because employee lifted and carried several file boxes to the storage room instead of using a hand cart or dolly designed for this purpose.”*

APPENDIX C

SUPERVISOR ACCIDENT/INJURY INVESTIGATION INSTRUCTIONS

Section V – Recommended Corrective Measures and Mitigation

Once you have determined the primary cause of the accident/injury, provide recommendation(s) you believe would prevent this and similar accidents from reoccurring. For example, "*Employee was instructed to utilize mechanical aids such as hand carts and dolly's when transporting file boxes*". Indicate the recommended corrective measures and the date corrective measures were implemented. Training employees on the hazards are considered effective corrective measures when appropriate.

Corrective measures should be implemented within 24 hours of the incident.

Records Retention

The Supervisor's Accident/Injury Investigation Report form contains medical information and must be used and maintained in a manner that protects the employee's confidentiality. Retain the Supervisor's Accident/Injury Investigation Report form in the Division's personnel file for injured employees for a minimum of five (5) years from the date of the incident.

This report must be shredded when its retention value is no longer applicable.

Please direct questions regarding completing the Supervisor's Accident/Injury Investigation Report form to the Risk Management Department, Safety & Environmental Health Division at 619-236-6229.

APPENDIX C

SUPERVISOR ACCIDENT/INJURY INVESTIGATION

Six key questions should be answered: who, what, when, where, why and how. Fact should be distinguished from opinion, and both should be presented carefully and clearly. The report should include thorough interviews with everyone with any knowledge of the incident. Once completed, an investigation report should list all the ways to "foolproof" the condition or activity. Remember all injuries requiring medical treatment beyond first aid must be reported to the "Call-In-Center" at 1-800-427-7980.

Section I: Employee Information

Date of Accident/Injury/Illness: _____

Information about the employee:

Employee's full name: _____ Employee ID #: _____

Age of Employee: _____ Hire Date: _____

Job title: _____

Supervisor's name/Telephone #: _____

Section II. Information about the treatment facility

Name of treatment facility:

If treatment was given away from the worksite, where was it given?

Was employee treated in an emergency room? Yes/No

Section III. Information about the incident

Was employee hospitalized overnight as an in-patient for other than observation? Yes/No

Time employee began work shift: _____ Time of accident/injury: _____

Exact location (address) that accident/injury occurred:

What was the employee doing just before the incident occurred? (Describe the activity, as well as the tools, equipment or material the employee was using. Be specific. (Examples: "climbing a ladder while carrying roofing materials"; "daily computer key entry")):

APPENDIX C

SUPERVISOR ACCIDENT/INJURY INVESTIGATION

What happened? Tell how the injury occurred. (Example: "When ladder slipped on wet floor the worker fell 20 feet"; "Worker developed soreness in wrist over time"):

What was the injury or illness? List the part of the body that was affected and how it was affected. Be more specific than "hurt", "pain" or "sore". (Examples: "strained back"; "carpal tunnel syndrome"):

What object or substance directly harmed the employee? (Examples: "concrete floor"; radial arm saw"): If this question does not apply to the incident, leave it blank.

If the employee died, when did death occur? Date of death: _____

Section IV. Primary Cause of Accident/Injury

Root cause or related unsafe conditions/practices that caused the accident/injury? (Describe what you believe to be the actual cause of the injury. (Example: "Employee was working on wet and slippery surface, which caused the ladder to slip")):

At the time of the injury, was employee performing the job as trained and did employee utilized personal protective equipment (PPE) that was required/recommended for the job? **If no, please provide details below.**

APPENDIX C

SUPERVISOR ACCIDENT/INJURY
INVESTIGATION

Section V. Recommended Corrective Measures and Mitigation

Corrective Action Plan and Recommendations: Describe what steps should be taken to prevent this type of accident/injury from reoccurring? (Example: "Recommendation to provide training to all affected employees with regard to ladder placement and ladders are not to be placed in any areas where there is a likelihood the ladder may slip on slippery surfaces"):

Date Corrective Actions Implemented: _____

Supervisor signature: _____ **Date:** _____

IIPP COMPONENTS

The City's IIPP program consists of the following components. Each is designed to enhance the safety culture in the workplace.

- Safety Responsibilities
- Safety Communication
- Safety Compliance
- Hazard Identification
- Hazard Correction
- Accident /Injury Investigation
- Safety Training
- Recordkeeping

SAFETY RESPONSIBILITIES

All City employees have responsibilities for health and safety in the workplace. For example, Supervisors are responsible for developing safe work practices, providing adequate training, and making employees familiar with hazards in the workplace. Employees, on the other hand, are responsible for following safe work practices, participating in training and reporting hazards.

SAFETY COMMUNICATION

Communication is an essential element of any effective safety program. Everyone is encouraged to clearly communicate (and act upon) safety and health issues without fear from reprisal.



HAZARD IDENTIFICATION

EVERY hazard is either an “unsafe condition or an unsafe practice.” Routine inspections shall be performed to ensure a safe and healthful work environment. Unsafe or hazardous conditions must be identified and reported immediately.



Hazard Identification is crucial to the safety and health of City employees!

HAZARD CORRECTION

Once hazards are identified, corrective measures must be implemented so that accidents and injuries can be avoided. If hazards can't be immediately corrected, implement controls or barricade the hazard.

Remember repair, replace, control or barricade.



SAFETY COMPLIANCE

To ensure an effective safety program, safety & health rules must be followed by all employees. Failure to comply with Safety rules, regulations, and policies may result in disciplinary action.

CODE OF SAFE WORK PRACTICES

The City of San Diego has adopted the following “Code of Safe Work Practices” for the workplace. Additionally, Departments/ Divisions may have additional safe work practices specific to your work environment that must be followed. Employees must comply with the following rules:

- Shall not use drugs or intoxicating beverages while on duty or work under the influence of any drugs or alcohol.
- Shall not have firearms, fireworks, or any explosives while at work.
- Shall obey all safety rules, policies and procedures.
- Shall promptly report injuries to their supervisor.
- Shall practice good housekeeping at all times.
- Posted safety rules and information must not be removed except by management's authorization.
- Shall only smoke in designated areas.
- Shall comply with all known Federal, State, and local safety regulations, as well as City safety regulations, policies, programs and procedures.



ACCIDENT/INJURY INVESTIGATIONS

In the unfortunate event of an accident or injury, an investigation shall be performed. Investigations are performed to identify “causes” and prevent the reoccurrence of similar accidents and injuries. **Investigations are fact finding not fault finding!**

SAFETY TRAINING

Training, Training, Training

It's important that employees are provided and attend general safety and job specific training. Safety training will provide employees with the ability to perform their job duties in a safe and healthful manner. Employees shall be provided training in the following instances:



- New to the job;
- When new chemicals, substances, processes, or procedures are introduced into the work environment;
- When previously unrecognized hazards have been identified; and
- General and job specific training.

Supervisors shall receive safety training in order to be familiar with the hazards affecting their employees.

RECORDKEEPING

Risk Management Department, Safety & Environmental Health Division coordinates the City's recordkeeping of OSHA logs and the reporting of the occupational injuries and illnesses.



Please review the City's IIPP program in it's entirety at the Risk Management's website; <http://citynet.sannet.gov/riskmanagement/>



For additional information on the City's IIPP Program, contact The Risk Management Department Safety & Environmental Health Division at (619) 236-6229.

THE CITY OF SAN DIEGO

INJURY AND ILLNESS PREVENTION PROGRAM

The City of San Diego's Injury and Illness Prevention Program (IIPP) is designed to prevent injuries, illnesses and accidents in the workplace. The primary purpose of the Program is to ensure the safety and health of City employees and provide a safe and healthy workplace.

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