**Sample safety manual**

Non-fixed health care facilities

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**Introduction**

This manual contains safety policies designed to control risks associated with operations at **(Insert company name)** and provide the safest possible work environment for our employees. While this safety manual is intended to be comprehensive, it is impossible to cover every scenario, therefore if you have questions regarding a specific task contact your supervisor who can provide guidance.

The best ambassadors of our safety program are those performing the jobs daily. If you observe a safety issue or have a suggestion that could improve the safety measures outlined in this document, please speak with your supervisor. It takes the dedicated effort of the entire team to prevent workplace incidents.

Incidents are the result of unsafe conditions, acts or practices. Many incidents are caused using unsafe equipment, tools used in an unsafe manner or failure to follow safe work practices. Therefore, the implementation of a comprehensive safety program is critical to maintaining a safe work environment for all employees. To ensure a safe work environment, it is imperative that we strictly enforce our policy. Violations of safety policies and procedures could result in disciplinary action, up to and including termination. If you have questions and/or need additional information regarding the contents of this manual, you should speak with your supervisor or their predetermined designee immediately.

**Safety policy statement**

Providing a safe work environment for **(Insert company name)** staff is of the utmost importance. The goal of our safety policy is to provide guidance on how to avoid risks associated with the jobs performed by our employees. It is impossible to provide guidelines for every situation; therefore, we depend on you, our staff, to make safe choices in your daily work. Our success depends on everyone performing their job in the safest possible manner.

**Safety is a team effort**

With any great team, each member must know their role and how to perform it well to achieve success. The same is true for safety teams.

**Management’s responsibilities:**

Providing a safe work environment and adequate supervision of operations, which includes as applicable:

* Providing a safe work environment and adequate supervision
* Provisioning of tools and equipment
* Providing proper safety equipment and clothing
* Training and on-site safety direction
* Inspecting work areas and operations periodically
* Ensuring prompt action is taken when unsafe conditions or actions are identified
* Ensuring all incidents are reported and properly investigated
* Reviewing incident reports to verify proper corrective action is taken

**Supervisor’s responsibilities:**

* Promoting safety awareness, and leading by example
* Ensuring employees are trained on safe work practices related to their assigned job tasks
* Ensuring safety equipment and protective devices are provided and properly used
* Conducting frequent safety inspections of all work areas and operations to improve and eliminate unsafe conditions
* Taking prompt, corrective action when unsafe conditions or unsafe actions are observed
* Investigating and reporting to management all incidents involving personnel or property
* Reviewing new equipment to identify potential risks
* Educating employees on the disciplinary policy as it relates to the safety policy; taking appropriate action when merited
* Arranging transportation and accompany the injured employee to the medical facility
* Facilitating paperwork and answering questions of both the treating physician and injured employee

**Employee’s responsibilities:**

* Following the safety policy and procedures
* Reporting unsafe conditions and practices to management immediately
* Keeping work areas clean and orderly always
* Operating equipment only if authorized and instructed on safe work procedures
* Reporting all incidents to management immediately and complete an incident report as soon as possible

**What to do if an incident occurs**

While every effort is made to avoid incidents, it is important to know what to do if one should occur. Acting quickly and getting the injured employee the treatment, they need as soon as possible can help to prevent further injury.

* Report all incidents, no matter how minor, immediately to management
* Prompt reporting ensures the employee receives proper treatment if it is required, and ensures appropriate corrective action is taken to avoid future injuries
* Perform first-aid and CPR, only if you are trained
* Follow established Bloodborne Pathogens procedures
* Arranging transportation and accompany the injured employee to the medical facility should be done by the supervisor
* Facilitating paperwork and answering questions of both the treating physician and injured employee should be done by the supervisor
* Incident Report forms must be completed by the supervisor and injured employee as soon as possible; route as directed on the form

**Emergency action plans**

Emergency situations such as fire, severe weather, bomb threat, etc., require swift and immediate action by our employees to ensure the safety of everyone. In the event of an emergency, our staff should be prepared for the following:

Supervisor, management or designee for their respective areas will:

* Direct actions of personnel
* Know the location of fire extinguishers
* Know who is first-aid and CPR trained
* Identify individuals who need special assistance during evacuations and plan to ensure their safety
* Familiarize employees with evacuation route
* Ensure the building is clear and account for personnel after building evacuation

Fire Evacuation

* When a fire is discovered, exit the building (in some situations at a client’s home, it may be necessary to assist persons with special needs out of the building as well. This action must be evaluated with the risk to the employee fully understood and appreciated.)
* Contact both the local fire department and company management.
* Employee(s) will remain outside of the fire location until all clear is given by the fire department.

Severe Storms

* Heavy Rainfall- Avoid driving into areas where heavy flooding is noted to have occurred. Do not drive into standing water if you are not certain of the depth. Reduce your speed and if necessary, pull over to side of the roadway, park in a safe location and activate your emergency flashers.
* Lightning Activity- Remain in your car and listen to local weather on your radio. Proceed to a safe location outside of the lightning activity.
* High Winds- When driving in high winds be alert to the potential effect of strong side winds on the vehicle, specifically at highway speeds. Reduce your speed and if necessary, pull over to side of the roadway, park in a safe location and activate your emergency flashers.
* Tornados- If in a car and never try to outrun the tornado. Go find shelter. If you are unable to get to a safe structure, lie down in a ditch or low area. Lie face down to protect yourself from flying debris and cover the back of your head and neck with your hands.

### Ice and snow- Bridges and overpasses freeze first, so always slow down and avoid sudden changes in speed or direction. Clear all window glass and light lenses and covers prior to driving. Keep windows clear and keep your speed steady and slow. Use your brakes cautiously. If you get stuck in the snow, straighten the wheels, and accelerate slowly. Avoid spinning the tires.

**Recordkeeping**

Documentation is a critical component for maintaining a safe working environment. The following records are retained in personnel files:

* Employee training records
* Certifications
* Incident reports
* Hazard identification and corrective actions
* Signed acknowledgments
* Equipment inspection/certifications
* OSHA 300

**Violence in the workplace**

It is the policy of **(Insert company name)** that violence or the threat of violence, even in a joking manner, is not appropriate and subject to disciplinary procedures, up to and including termination.

Employees are to report any acts or threats of violence to their supervisor immediately. Report the behavior or threats made, give facts of where and when the event occurred, what was said and include any witnesses.

Anyone who observes a weapon on the premises is required to report it to the supervisor immediately.

**Biological exposure control plan**

Within the scope of your job, you may encounter blood or other bodily fluids that have the risk of transmitting blood and airborne diseases. Always wear personal protective equipment (PPE) if it is necessary for you to be in contact with blood or other body fluids. For more information on biological exposures, visit www.CompSourceMutual.com.

**Ergonomics**

**(Insert company name)** has an Ergonomics Program to educate and train employees on the basic principles of ergonomics and proper body mechanics. The program includes written guidelines to prevent musculoskeletal injuries caused by exertion, repetitive motion or sustained posture; these include back injuries, sprains, strains, carpal tunnel syndrome or other cumulative trauma disorders.

**Office or administrative:**

Depending on the physical demands of a job, changes in the layout of your workstation or procedures may need to be changed to minimize the risk of a cumulative trauma injury. It is important to request an ergonomic evaluation if you believe your workstation or procedures need to be changed.

**Healthcare worker:**

Many tasks in healthcare require employees to assist with daily living activities such as eating, bathing, changing clothing, etc. Each of these duties involve physical patient assistance that can lead to injury. If there are responsibilities that are cause for concern for musculoskeletal injury due to repetitive tasks, lifting, bending, twisting, working in an awkward posture etc. an ergonomic evaluation of the task and work area should be completed.

Once the ergonomic evaluation is complete, modifications identified should be implemented. It is important that employees follow the recommendations and modifications to help prevent a cumulative trauma injury.

# Hazard communication

All potentially harmful products used by the company are to be evaluated and the risks associated with these products communicated to the affected employees prior to use or exposure to these products. Annual training on this subject will be provided with additional training as new products are introduced in the work area. *For more information on hazard communication visit www.compsourcemutual.com.*

**Personal protective equipment (PPE)**

# Eye Protection

Appropriate safety glasses, goggles, or face shields shall be worn when the work may result in a potential risk of injury to your face and eyes. Safety glasses and goggles are provided by the company and employees are responsible for keeping track of and maintaining this equipment in good condition. Damaged equipment must be replaced immediately.

Some work examples where proper eye protection must be worn include exposure to:

* Dust and small flying particles
* Splashing liquid (transfer of products, housekeeping activities, etc.).
* Injurious sprays and mist (body fluid exposures, use of chemical products, etc.).
* Injurious radiant energy

**Foot and hand protection:**

Footwear must be suitable for the type of work you perform and the environment in which you work. It is recommended that all employees follow the footwear guidelines listed under the slip trip and fall prevention section of this safety manual. However, for employees in certain work areas, these practices may be required.

Hand protection should be selected based on the risk associated with the tasks assigned. However, in operations where hand protection may cause or contribute to an injury, other methods of hand protection should be used. Consult your supervisor regarding the proper hand protection and use. **(Insert company name)** will provide proper hand protection in areas where it is necessary.

**Outerwear protection:**

The clothing worn to work should not only be appropriate for the type of work you perform but safe for the environment in which you work. Shorts and tank top shirts should not be worn. Clothing should be cotton or other natural fiber, and if clothing or gear becomes contaminated, it should be replaced immediately.

**General policies for all operations**

* Employees should perform their job tasks in a safe manner, speak with your supervisor if you have any questions regarding safe work practices
* Illness and extreme fatigue may impact your ability to perform your job safely; it is the employee’s responsibility to monitor their well-being and ensure they are physically able to perform their job tasks safely
* Horseplay of any kind is strictly forbidden, and employees who willfully engage in horseplay are subject to disciplinary procedures, up to and including termination
* Clean and orderly work areas prevent injuries; take time each day to keep your work area clear of unnecessary materials, tools and equipment
* All exits and stairways should be clear and free of obstructions
* Use only approved, grounded electrical extension cords
* Extension cords are to be unplugged, coiled and stored in their designated locations when not in use
* Dispose of extension cords that show wear and tear immediately
* Follow proper lifting techniques and seek assistance when necessary
* Ensure all equipment (dolly, etc.) is in good condition before use
* Visually check equipment and machinery before use and ensure work area is clear
* Never leave machines or equipment running while unattended
* Loose clothing, long hair or jewelry should not be worn by employees working around or near moving machinery or equipment
* Use of a personal music device in the work area, including vehicles, is at the discretion of the immediate supervisor
* Smoking is strictly prohibited

**Patient care and transfer**

Employees shall evaluate the person or object to be lifted prior to attempting the transfer. Appropriate body mechanics will be used during every resident transfer.

Lifting aids such as standard mechanical lifts and hoists or other aids will be used to lift, and transfer residents or patients whenever required.

Gait belts will be used when assisting residents in walking to ensure the prevention of a fall, or the proper controlled movement in the event of a resident fall.

The use of wheelchairs to transport residents is a primary mode of transport in healthcare or nursing home facilities. Ensure proper condition of these devices to include wheel locks, footrests and general condition to ensure safety of care giver & resident.

**Slip, trip and fall prevention**

* Footwear should be flat, slip-resistant with a closed toe and heel
* Floors should be kept clean and dry; use designated wet floor signage whenever necessary
* Mops, brooms, boxes and other articles should be properly stored and cleared from passageways
* Use a step stool or ladder when reaching overhead
* Do not stand on boxes, chairs, desks, tables or other elevated surfaces

**Animal exposures**

Since their behavior can be unpredictable, be aware of how to protect yourself always from animals (primarily dogs) at or near client homes. To best protect yourself when animals are present or anticipated to be present, practice the following guidelines:

* Clients with known pets will be identified in the client information packet. Please read this information prior to the visit.
* Be attentive and watch for animals before entering the property.
* If an animal is on the property, require the client to secure the animal before entering the property.
* Be aware that an animal, no matter how gentle it may appear, can cause injury either directly by biting and scratching, or indirectly as a trip hazard.
* If an animal is present and unsecured in the yard, do not look directly at the animal, talk softly and slowly move back into your vehicle and contact the client.
* If the animal is not secured, contact the office for further directions. Do not attempt to enter the client’s home with an animal loose in the yard.
* If you are injured, seek medical treatment immediately and contact your supervisor to advise them of the situation. Information as to the animal’s health will be obtained to determine the need for any additional medical attention.

**Kitchen and cooking operations:**

* Employees must be trained on the safe operation of all machinery they use
* All safety guards must be in place before operating the equipment
* Electrical equipment must be unplugged and in the off position when not in use
* Ground Fault Circuit Interrupter (GFCI) outlets should always be used
* Thermostats on deep fryers should not be set above 375 degrees Fahrenheit; to avoid boil over
* Follow the manufacturer’s guidelines when cleaning equipment
* Cooking tools and utensils:
  + used only for the purpose for which they are designed
  + inspected before use and replaced as required
  + not left in work areas
  + not left where they may be a trip hazard or interfere with other work in progress
  + never carried in apron pockets or belts unless the point or edge is protected

**Avoiding burns:**

* Use caution when removing lids from pots. Slightly raise the edge of the lid furthest away from the body first to allow steam to escape before removing the lid
* Have a place ready to move hot cooking pans before removing them from the stove
* Place hot cooking pans on dry potholders
* Boiling liquids should not be poured into glass jars
* Pot handles should not extend into passage area around stoves or worktables

**Avoiding cuts:**

* Sharp knives or glass objects should not be placed in sinks
* When using a knife:
  + use sharp knives carefully
  + store them in the space provided when not in use
  + keep sharp to reduce force when cutting
  + cut away from the body
* Handle opened cans with care, never open cans with a knife
* Cracked dishes should be discarded
* Broken glass should be disposed of in trash cans
* Proper PPE must be used when cleaning or dismantling a slicer
* Food slicers should never be used with the blade guards off or disengaged
* Never place hands or any utensil in a food mixer while it is operating

**Step ladders**

* Inspect ladders before every use
* Chairs, boxes or other elevated surfaces should not be used as ladders
* Maintain 3-point contact (two hands, one foot or both feet, one hand) when ascending or descending ladders; always face the ladder
* When using a step ladder, do not climb higher than the second step from the top
* When using an extension ladder, do not climb higher than the third rung from the top

**Material handling and storage**

Employees shall evaluate the object(s) to be lifted prior to attempting the lift. Get help or divide the load and always utilize proper body mechanics when lifting.

In storage shelves, the heaviest items will be stored at or near waist level with the lightest items stored above.

Work gloves should be worn when handling heavy or rough objects. Foot protection is also required when there is a potential risk of foot injury.

When moving materials on hand trucks or dollies, push rather than pull whenever possible.

Stack materials/containers securely, using cross tier or pyramid methods.

Damaged containers and materials should be isolated for evaluation prior to storage or use.

Adequate lighting shall be provided for all work areas. If in doubt about the light level, notify your supervisor for evaluation.

**Motor vehicle operation**

The following requirements are in place because of the high risks associated with motor vehicle operation:

* Employees who operate vehicles on behalf of the company must have a valid driver’s license, operator, commercial or chauffeur’s license, as required for the equipment being operated
* Only company employees are permitted to operate company-owned equipment/vehicles

Obeying traffic laws and regulations:

* + Employees are required to obey all traffic regulations
  + Cost for traffic violations or citations is the employee’s responsibility
  + Employees convicted of two or more moving violations within a 12-month period cannot operate company vehicles
  + All vehicle incidents must be reported, as required by city and state F reporting procedures
  + Employees involved in vehicle collisions must report the incident to their supervisor or designee immediately after contacting the local law enforcement agency

**Safety Policy/Procedure acknowledgment**

By my signature below, I acknowledge I have received and read the Company's Safety Policy/Procedures, and I have been given an adequate opportunity to ask questions and receive clarification of any area of the policy/procedures. I agree to abide by the provisions outlined in the **(Insert company name)** Safety Policy/Procedure and understand that failure to do so may result in disciplinary action, up to and including termination of my employment.

I have received training by the company for the duties associated with my job, and I understand the potential hazards and physical requirements of these duties as well as the necessary precautions to control these hazards.

I have been informed and understand I am to report to my supervisor any incident and injury occurring while performing the duties of my job, or if in their absence, the next available senior company representative. An Incident Investigation Report must be completed and signed immediately, as is reasonable under the injury circumstances, by me after my injury.

I have been informed and understand I am to immediately report any unsafe acts and/or conditions discovered during the performance of my job duties.

Employee's signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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