



OSEC

Safety and Loss Control for Supervisors and Managers



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Activity #1

10 minute activity

1. Introduce yourself to your table group
2. Discuss your name, department, any experience with the safety program, and time as a supervisor
3. Discuss what you would like to learn from this class
4. Gather as a group to hear feedback

Training Objectives

- ▶ Introduction
- ▶ OSHA and the Law
- ▶ OSEC
- ▶ County Safety Program
 - ▶ Injury and Illness Prevention Program (IIPP)
 - ▶ Reporting a Hazard
 - ▶ Serious Injury Reporting
 - ▶ Cal/OSHA inspections
- ▶ Supervisor Responsibilities



By the Numbers - Injuries

Ergonomic

Slips, Trips, Falls

Caught / Crush

Overexertion (Lifting)

Workplace Violence

Vehicle / Transportation

Exposures

-- Bureau of Labor Statistics 2014 – total of 2.95 million illnesses and injuries

By the Numbers - Fatalities

Vehicle Accidents

Workplace Violence

Slips, Trips, Falls

Caught / Crush

-- Bureau of Labor Statistics 2014 – total of 4,679 fatalities

Cost of Injuries

\$89 Billion in Worker's Compensation in 2013 for 128 Million Workers – *National Academy of Social Insurance*



What are other hidden costs?

OSHA General Duty Clause

- ▶ Each employer "shall furnish to each of his employees employment and a place of employment which are free from recognized hazards that are causing or are likely to cause death or serious physical harm to his employees."
 - ▶ Federal OSHA
 - ▶ Code of Federal Regulations (CFR)
 - ▶ Cal/OSHA:
 - ▶ Title 8, Code of Regulations (CCR)
 - ▶ Section 3203 – Injury and Illness Prevention Program (IIPP)



Assembly Bill (AB) 1127 and California Labor Law 6425

“Any employer and any employee having direction, management, control, or custody of any employment, place of employment, or of any other employee, who willfully violates any occupational safety or health standard that causes death or permanent prolonged impairment to an employee...”

“...Is guilty of a public offense.”

Fines up to \$250,000

Jail terms up to 3 years

California AB 1127

- ▶ Increased serious penalties to \$25,000.
- ▶ Increased failure-to-abate penalties to \$15,000 per day.
- ▶ Government entities not exempt.
- ▶ Increased criminal penalties.



Workers' Rights

- ▶ **Handbook Section V - Frequently Asked Questions**
- ▶ **Let's Review:**
 - ▶ Safe and healthy working conditions
 - ▶ Training in safe work practices and hazards
 - ▶ Right to refuse unsafe work
 - ▶ Request action to correct hazards or violations
 - ▶ Observe worksite monitoring
 - ▶ See copies of their medical records, and exposure records for toxic and harmful substances and agents
 - ▶ Representation on a Cal/OSHA inspection
 - ▶ See the OSHA 300 log of injuries
 - ▶ File a Cal/OSHA discrimination or whistleblower complaint

Workers' Rights

- ▶ Cal/OSHA – Requires protection against retaliation

It is illegal to threaten, discharge, demote, or suspend an employee for reporting hazards, filing a complaint with Cal/OSHA or exercising their right to a safe and healthy workplace.

Activity #1

15 minute activity - Partners

You are leading your unit into the field for a job. **You have one employee on your team that frequently forgets an important piece of safety equipment (gloves, glasses, vest, or something else).** Each time this employee forgot, the employee was asked to wait in the truck while the team finished the task.

This is the fourth time, and you are on the way to an assignment in the field. Your employee does not have work gloves. Evaluate your options.

- 1) What if you require the employee work without safety equipment?
- 2) What if you ask your employee to wait in the truck?
- 3) How can you help encourage safe behavior in the future?
- 4) Discuss the risks and consequences with your partner.



OSEC



Santa Clara County Safety Program

Environmental Health & Safety Policy - 1994

- ▶ **Handbook Section I**
- ▶ Passed by the Santa Clara Board of Supervisors
- ▶ Includes the following:
 - ▶ Use environmentally sound practices and provide safe work environments
 - ▶ Comply with environmental and occupational safety standards
 - ▶ Protect the environment and safety of its employees
 - ▶ Preserve natural resources
 - ▶ Reduce the use of toxic chemicals in the workplace

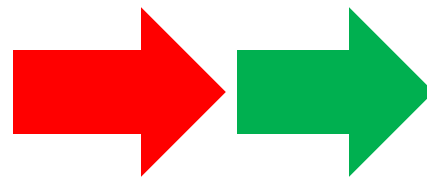
Environmental Health & Safety Policy - 1994

- ▶ **Supervisor responsibilities:**

“ Department heads, middle managers and supervisors will be held accountable for providing proper training, a safe work environment and prompt resolution of environmental, health, and safety issues.”

Occupational Safety & Env Compliance (OSEC)

- ▶ **Handbook Section VI - OSEC Services**
- ▶ Develop and implement Countywide environmental, health & safety (EHS) prevention programs
- ▶ Reduce financial losses & liability to the County
- ▶ Promote compliance with safety regulations
- ▶ Assist departments with their IIPP
- ▶ Analyze injury and liability trends



OSEC provides a wide range of support to all County Departments

IIPP
Development and
Support

Environmental
Permitting
assistance

Labor/
Management
Safety
Committee

Facility
Inspections &
Audits

Supervisor and
Employee
Groups Training

Federal and
State
Regulations

Ergonomics
Program

Regulatory
Compliance
Programs

Safety
Materials &
Videos
Library

Cal/OSHA
reporting and
Investigations

Department
Safety
Coordinator
Training

Cal/OSHA
Counseling &
Management
Consultation

Field
investigations
– accidents &
hazardous
materials

OSEC Website

Occupational Safety and Health

Secure | <https://www.sccgov.org/sites/osec/Pages/osec.aspx>

COUNTY OF SANTA CLARA
SCCGOV Search Occupational Safety and Environmental Compliance

Contacts | Agencies & Departments | Services

Employee Services Agency
OSEC
OCCUPATIONAL SAFETY AND ENVIRONMENTAL COMPLIANCE

Home | Safety Resources | Ergonomics | Safety Coordinators | Health and Safety Incidents | Safety Seminars | Contacts



QUICK LINKS

- [Hazard Report Form](#)
- [Video Lending Library](#)
- [Proactive Ergonomic Program](#)
- [Photo Gallery](#)

RELATED LINKS

- [Employee Wellness](#)

MISSION STATEMENT

OSEC's mission is to oversee and develop policies regarding the environmental health and safety programs of Santa Clara County. OSEC assists in the training of County employees, the development of programs, and the impartial investigation of issues. OSEC evaluates and responds to the diverse needs of all agencies/departments and monitors activities to protect County employees and the public we serve.

FEATURED INFORMATION

- [Safety Award Nomination Form 2016](#)
- [Workplace Violence Prevention: 2015 Employee and Supervisor Guides](#)
- [OSEC's new Video On Demand Program!](#)

Safety Regulations

Injury and Illness Prevention Program

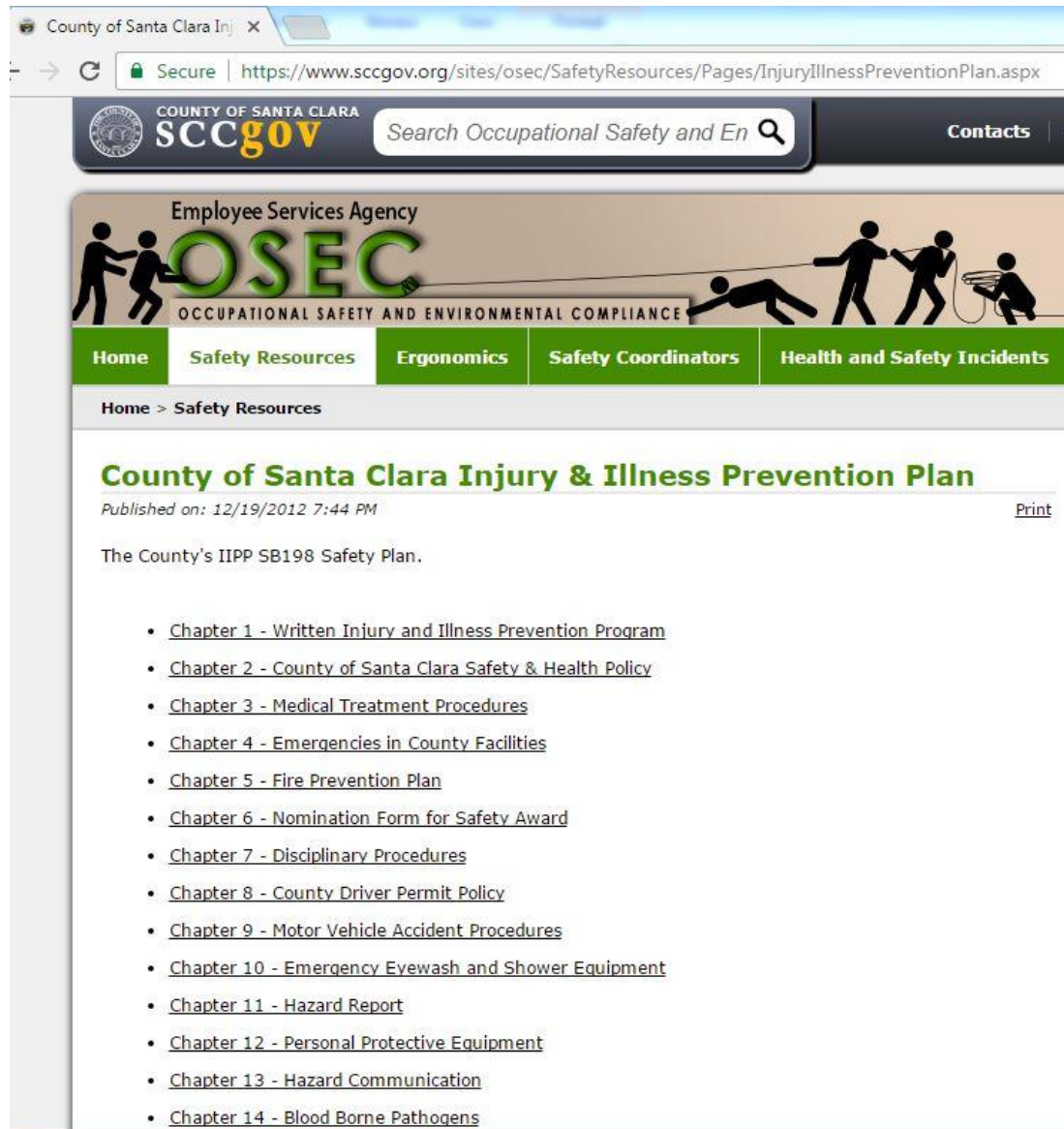
Title 8, CA Code of Regulations, Section 3203

- ▶ **Handbook Section VII. IIPP – IIPP Evaluation**
- ▶ Assign safety responsibilities
- ▶ Identify and correct workplace hazards
- ▶ Investigate accidents
- ▶ Communicate with employees
- ▶ Train employees to work safely
- ▶ Keep safety records
- ▶ Review the program annually



County IIPP

<https://www.sccgov.org/sites/osec/SafetyResources/Pages/InjuryIllnessPreventionPlan.aspx>



The screenshot shows a web browser window displaying the County of Santa Clara's Occupational Safety and Environmental Compliance (OSEC) website. The page title is "County of Santa Clara Injury & Illness Prevention Plan". The page is published on 12/19/2012 at 7:44 PM. The main content area lists 14 chapters of the IIPP SB198 Safety Plan, each with a link to the respective document.

County of Santa Clara Inj x

Secure | <https://www.sccgov.org/sites/osec/SafetyResources/Pages/InjuryIllnessPreventionPlan.aspx>

COUNTY OF SANTA CLARA
SCCGOV Search Occupational Safety and En

Employee Services Agency
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OCCUPATIONAL SAFETY AND ENVIRONMENTAL COMPLIANCE

Home Safety Resources Ergonomics Safety Coordinators Health and Safety Incidents

Home > Safety Resources

County of Santa Clara Injury & Illness Prevention Plan

Published on: 12/19/2012 7:44 PM [Print](#)

The County's IIPP SB198 Safety Plan.

- [Chapter 1 - Written Injury and Illness Prevention Program](#)
- [Chapter 2 - County of Santa Clara Safety & Health Policy](#)
- [Chapter 3 - Medical Treatment Procedures](#)
- [Chapter 4 - Emergencies in County Facilities](#)
- [Chapter 5 - Fire Prevention Plan](#)
- [Chapter 6 - Nomination Form for Safety Award](#)
- [Chapter 7 - Disciplinary Procedures](#)
- [Chapter 8 - County Driver Permit Policy](#)
- [Chapter 9 - Motor Vehicle Accident Procedures](#)
- [Chapter 10 - Emergency Eyewash and Shower Equipment](#)
- [Chapter 11 - Hazard Report](#)
- [Chapter 12 - Personal Protective Equipment](#)
- [Chapter 13 - Hazard Communication](#)
- [Chapter 14 - Blood Borne Pathogens](#)

Identifying Workplace Hazards

- ▶ Workplace hazards and potential hazards should be identified to prevent injuries.
- ▶ Hazards should be identified before someone gets hurt. Some ways to find hazards include:
 - 1) Inspections
 - 2) Job Hazard Assessments
 - 3) Employee reporting



Inspections

- Schedule site inspections according to:
 - The hazard of the environment
 - The risk of illness/injury
- Template checklists located on the Santa Clara County OSEC website (**See forms, on OSEC Website**)
 - [Safety Inspection Form – Common Areas](#)
 - [Safety Inspection Form - Shop](#)
 - [Workplace Evaluation \(Ergonomics\)](#)
- Document Inspection Findings
- Follow-up on Corrective Actions

CHECKLIST



Activity #2

15 minute activity - Partners

Ergonomics activity

Job Hazard Assessments

Which jobs/tasks to pick first?

The image shows two overlapping Job Hazard Analysis (JHA) forms. The top form is a 'JOB HAZARD ANALYSIS FORM - DESCRIPTION' and the bottom one is a 'JOB HAZARD ANALYSIS - SAMPLE'. Both forms are structured as tables with columns for Job Steps, Hazards, and Controls. The sample form includes specific details for a 'Manufacturing Plant' and lists various hazards like 'Exposure to noise', 'Exposure to dust', and 'Exposure to sharp tools', along with corresponding controls such as 'Engineering controls', 'Administrative controls', and 'Personal protective equipment'.

1. Set priorities based on:

- ▶ Job description/duties
- ▶ Jobs or tasks that have higher risks or rates of injuries
- ▶ New jobs
- ▶ Tasks with changes in procedures, processes, or equipment.

2. Identify Hazards

3. Implement Safety Controls (priority)

- ▶ Elimination
- ▶ Substitution
- ▶ Engineering controls
- ▶ Warning Signs / Alarms
- ▶ Administrative Controls
 - ▶ Trainings, pre-inspections, job rotation

Activity #3

15 minute group activity

You recently coordinated ergonomics and lifting training for your staff. You notice that one of your employees who frequently packs and delivers materials to other county departments is still lifting improperly. You have observed this behavior repeatedly over the past week.

What are things you can do to:

- Assess the job
- Evaluate the Hazards
- Identify Corrective Action: Use Elimination, Substitution, Engineering Controls, Warning Signs or Administration options
- Address the issue with the employee

Employee Reporting



- ▶ You **MUST** have a mechanism for employees to report hazards and safety concerns.
 - ▶ There must also be an **Anonymous** option
 - ▶ No retaliation for reporting safety issues
- ▶ **See Section III. Hazard Report Form**
- ▶ If you receive safety complaints, you **MUST** respond.
 - ▶ Report your progress as you work on the issue
 - ▶ Follow-up and document your actions and reasoning
 - ▶ Report resolution
 - ▶ Post findings



Hazard Report



Concerned Employee: Complete This Section

If this hazard presents a clear and immediate danger to health and safety, do not use this form. Report the problem to your supervisor and, if necessary, Occupational Safety and Environmental Compliance.

It is usually best to discuss a safety hazard with your supervisor before using this form. Use this form if you wish to make a written notice of the hazard. Ask your supervisor for a blank form or photocopy any blank form to use as an original. You may also ask your Steward to submit an anonymous report for you.

Hazard location: Address: _____
Building: _____ Floor: _____ Department: _____

Describe the Hazard: _____

What action do you recommend? _____

Name: _____ Phone: _____ Signature: _____ Date: _____

▶ Give this form to your supervisor and keep a copy.

▶ If you do not hear from your supervisor within two business days, send copies to your Steward, the departmental Safety Coordinator, Occupational Safety and Environmental Compliance 441-4289, Fax 432-7955, and the local office of your union.

Supervisor: Complete This Section Give to the employee within two business days. Keep a copy.

Your analysis and action taken: _____

Person contacted: _____ Phone: _____ Date: _____
Person contacted: _____ Phone: _____ Date: _____
Work Order or Service Call number (if applicable): _____
Name: _____ Phone: _____ Signature: _____ Date: _____

Concerned Employee:

If you are satisfied with your supervisor's response, no further action is necessary.

If you are dissatisfied or would like to discuss this matter further, contact your Steward, the departmental Safety Coordinator, and Occupational Safety and Environmental Compliance 441-4289.

441-4289 10/07 REPAIRER CODE NUMBER 80000

This form developed by the Countywide Joint Labor/Management Safety Committee



Addressing Hazards

- ▶ Hazard findings should be prioritized.
- ▶ Correct unsafe or unhealthy hazards immediately.
- ▶ Until hazards can be corrected, unsafe areas should be sectioned off. Unsafe equipment should have signs and labels or should be removed from areas where someone can get hurt.
- ▶ **DOCUMENT** corrective actions!



Injuries & Accidents



- ▶ What should you do if there is an accident or incident?
- ▶ Remind your staff of the following:
 - ▶ **Immediately tell someone so you can get help!**
 - ▶ **Seek medical attention if needed. Get first aid treatment or call 9+9-1-1 if using a county landline.**
 - ▶ Tell your supervisor or department manager of these injuries immediately.
 - ▶ Supervisors should prepare the necessary paperwork.
 - Supervisor's Report of Injury
 - Worker's Compensation Form and Pamphlet
 - Notify your Safety Coordinator and OSEC for assistance

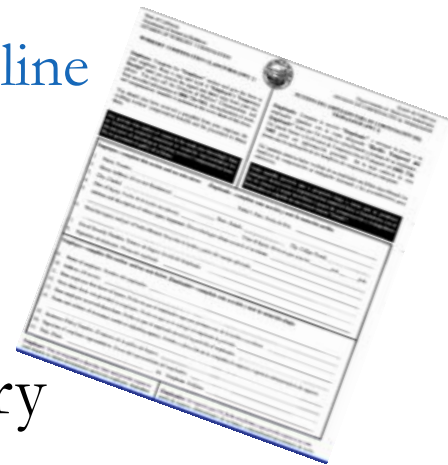
Supervisor's First Report of Injury

- ▶ Completing a Supervisor's First Report of Injury
- ▶ Be thorough and accurate

A nursing aide *sprains* her *back* from *overexertion in lifting* a *health care patient*.

↑ ↑ ↑ ↑
(nature) (part of body) (event or exposure) (source)

- ▶ Collect information in a calm and comforting manner
 - ▶ Find CAUSE not fault
 - ▶ Be as thorough as possible when filling out each line
 - ▶ Write clearly and legibly
 - ▶ Forms must be submitted within 24 hours
-
- ▶ Provide a Form within 24 hours of the injury



Data In... Data Out...

INJURY	8. WHERE DID INJURY OR EXPOSURE OCCUR? (Address, City, County)	<i>112 Easy St., Concord</i>	9. ON EMPLOYER'S PREMISES?	<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO
	10. WHAT TASK WAS EMPLOYEE DOING WHEN INJURED? (i.e., lifting a patient, filing, reports, capturing an animal, etc.)	<i>Walking</i>			
	11. HOW DID THE INJURY OR EXPOSURE OCCUR? (Please describe fully the events that resulted in injury or occupational disease. Tell what happened and how it happened. Use separate sheet if necessary.)	<i>Slipped</i>			
	12. OBJECT OR SUBSTANCE THAT DIRECTLY INJURED EMPLOYEE (i.e., machine, fumes, floor, desk, person, tool, box, animal, vehicle, etc.)	<i>Floor</i>			
	13. NATURE OF INJURY OR ILLNESS AND PART OF BODY AFFECTED	<i>Knee</i>			
14. DATE OF INJURY OR ILLNESS	15. TIME OF DAY	16. DID THIS INJURY RESULT IN EMPLOYEE LEAVING WORK AT ANY TIME?			

- Its tempting to write brief answers but this leads to a lot of questions about what happened

Data In... Data Out...

INJURY	8. WHERE DID INJURY OR EXPOSURE OCCUR? (Address, City, County)	112 Easy St., Concord	9. ON EMPLOYER'S PREMISES?	<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO
	10. WHAT TASK WAS EMPLOYEE DOING WHEN INJURED? (i.e., lifting a patient, filing, reports, capturing an animal, etc.)	Walking across break room to the sink, carrying a coffee mug			
	11. HOW DID THE INJURY OR EXPOSURE OCCUR? (Please describe fully the events that resulted in injury or occupational disease. Tell what happened and how it happened. Use separate sheet if necessary.)	Slipped on a water spill and fell, and hit right knee on floor			
	12. OBJECT OR SUBSTANCE THAT DIRECTLY INJURED EMPLOYEE (i.e., machine, fumes, floor, desk, person, tool, box, animal, vehicle, etc.)	Ceramic tile floor			
	13. NATURE OF INJURY OR ILLNESS AND PART OF BODY AFFECTED	Impact to Right Knee			
	14. DATE OF INJURY OR ILLNESS	15. TIME OF DAY	16. DID THIS INJURY RESULT IN EMPLOYEE LEAVING WORK AT ANY TIME?		

- Construct the story of what happened
- Don't leave out the details

Supervisor's Accident Investigation

- All injuries/illnesses are investigated by the injured employee's supervisor.
- The Supervisor's First Report of Industrial Injury/Illness form (#370) has an investigative section which asks: -
 - **“Why in your opinion did this accident/exposure occur?”**
 - **“What have you done to prevent a similar injury/illness?”**
 - **“Has preventive action been initiated, completed?”**

The Department Safety Coordinator and OSEC are notified immediately and respond to the scene whenever serious or multiple injuries/illnesses occur.

Serious Injury Reporting

- ▶ **Incidents requiring reporting to Cal/OSHA within 8 hours:**
 - ▶ Fatal injury to an employee
 - ▶ Serious injury or illness to employee (immediate)
 - ▶ Serious injury or illness to employee (delayed, such as a minor injury which becomes serious)
- ▶ **Serious injury or illness defined in Title 8, Section 330(h):**
 - ▶ Loss of a member of the body (e.g., amputation)
 - ▶ Serious degree of permanent disfigurement (e.g., crushing or severe burn injuries)
 - ▶ In-patient hospitalization in excess of 24 hours for other than observation
- ▶ **Reporting**
 - ▶ Failure to report a serious injury is a fine of up to **\$5,000**.
 - ▶ **Misdemeanor** to fail to report a death to Cal/OSHA or knowingly to induce another to do so.
 - ▶ Violation may result in a penalty of up to one year in jail, a fine of up to **\$25,000**, or both.

Serious Injury Reporting

Checklist for Serious Injury Reporting to Cal-OSHA:

	Question	Fill information in this column
1	When was the time and date of the accident?	
2	What is the employer's name, address and telephone number?	
3	What is the name and job title, or badge number of person reporting the accident?	
4	What was the address or site of the accident or event?	
5	What is the name of the supervisor or other person to contact about the accident?	
6	What is the name and home address of the injured employee?	
7	What was the nature of the injury?	
8	What is the location where injured employee(s) was (were) moved to?	
9	Can you list the identity of other law enforcement agencies present at the site of the accident?	
10	What is the description of the accident and if the accident scene or instrumentality has been altered.	
11	Date and time serious injury report was made to Cal-OSHA	
12	Person reporting (name and signature)	

- ▶ **See Section IV. Serious Injury Reporting Form**
 - ▶ Notify Department management
 - ▶ Call OSEC (408) 441-4280
 - ▶ Report to Cal/OSHA
(510) 794-2521
 - ▶ Notify County Counsel
(408) 299-5954
 - ▶ Notify County Workers' Compensation

Accident Investigations

All accidents involving injury or property damage should be investigated.

Incidents that may cause serious injury or damage must be investigated.



The purpose is to find the **ROOT CAUSE** of the accident or incident, and prevent it from occurring again.

Activity #4

20 minute Class activity.

Review serious injury example – Chainsaw incident

Fill out Serious Injury Report Form as a group

Group accident investigation to identify root cause

Training & Communication

Training

For all employees, when first hired & periodically.

See Section VII. Safety Training

New employee orientation checklist

Safety training matrix (multiple topics)

Other Communication:

Your department/division may communicate about safety in other ways, such as:

- ▶ Bulletin Boards
- ▶ Newsletters and Memos
- ▶ Safety Meetings
- ▶ Safety Committees
- ▶ Employees' Suggestions



Compliance

Safety has to be part of the job

- ▶ Employers are required to communicate safety expectations and enforce safety rules.
- ▶ Compliance includes:
 - ▶ Providing additional training
 - ▶ Evaluating employees on their safety performance
 - ▶ Recognizing employees who work safely
 - ▶ Disciplining employees for failure to comply with safe and healthful work practices



Records & Review

- ▶ All of the work put into a safety program has to be documented and reviewed. Records include:



Hazard Analysis

Inspections

Training Records

Accident Statistics – OSHA 300 Log

Accident Investigations

Employee Complaints & Follow-up

Exposure & Monitoring Records



Cal/OSHA Inspections

Be polite

Ask for their name and reason for the visit

Ask inspector to wait while you contact your management

Immediately call your Safety Coordinator and Risk Management Loss Control

- ▶ To answer questions
 - ▶ Keep your answers truthful, simple, and to the point
 - ▶ **DON'T VOLUNTEER INFORMATION**

Activity #5

- ▶ An employee approaches you in the office and states that the painting in the suite next door is causing fumes to build up in her office. She mentions that she has asthma and has reactions to strong odors. She reports that she has a headache from the fumes.
- ▶ What are your next steps?

Shared Responsibility for Safety

Injury and Illness Prevention Program

County –

Provide overall guidance and direction

Departments –

Develop and implement effective safety programs

Managers/Supervisors –

Ensure safety of employees and workplace

Everybody –

Know and follow County policies and procedures,
Work Safety!

Supervisor/Manager Responsibility

As a manager you are responsible for the following:

- ▶ The health and safety of your employees
- ▶ Know the hazards, controls, safe work procedures, and PPE in your work areas
- ▶ Ensure employees are properly trained
 - ▶ Job tasks
 - ▶ When and how to wear PPE
- ▶ Ensure employees follow County safety policies and procedures
- ▶ Discipline and recognition for work practices
- ▶ Report all injuries and illnesses immediately

Supervisor/Manager Safety Role

You Are The Safety Leader – Your Role Is To:

- ▶ **Handbook Section I. Supervisor Responsibilities**
- ▶ Set the safety culture – Encourage a positive attitude toward job safety
- ▶ Be a safety role model
- ▶ Respond to safety concerns and complaints
- ▶ Fill out injury reports and accident investigations
- ▶ Review injury & near miss trends
- ▶ Train staff about safety
- ▶ Encourage safety communication



Does Safety Work?

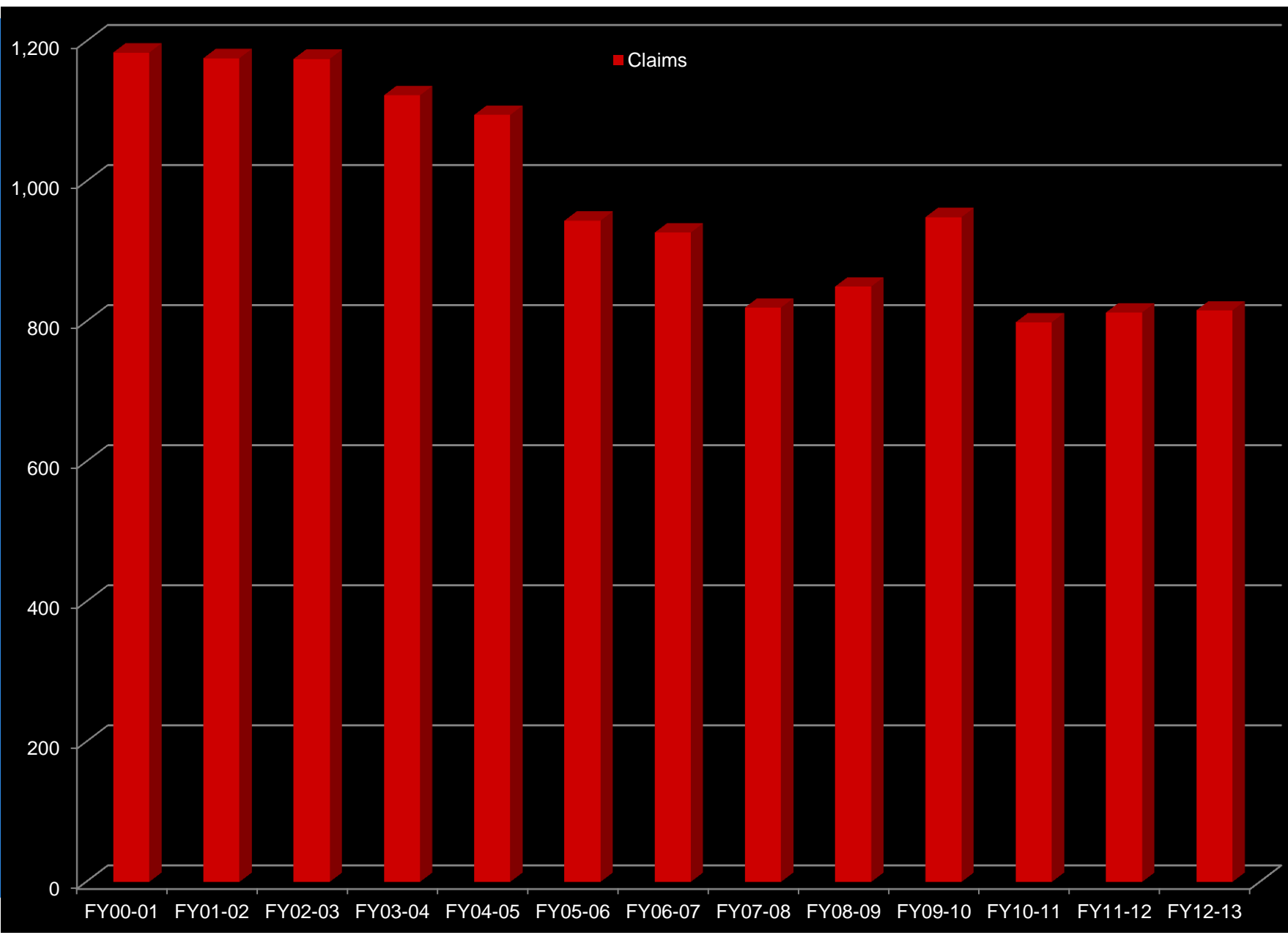
Solid Results – Another Public Agency

2000

- \$21,000,000 claim costs annually
- 1200 claims per year

2014

- \$8,000,000 claim costs annually
- 800 claims per year



How You Can Help Reduce Injuries

- ▶ Institute a **New Employee Safety Orientation** program
- ▶ Implement the elements of the **Injury and Illness Prevention Program**
- ▶ Develop a **Communication method** to discuss safety: regular trainings, online training, emails, safety alerts, etc.
- ▶ **Investigate accidents** and develop actions to prevent the same injuries from occurring again.
- ▶ **Document** these efforts
- ▶ **Talk** with your staff on ideas to improve safety
- ▶ Encourage your staff to be **active contributors** to your safety program

You Are The Safety Leader....



Safety Starts With You!

Questions?

For more info, contact:

Thom Steinmetz & Tyler Nguyen

OSEC

or

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