

Chapter 2 – County of Santa Clara Safety & Health Policy

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2.1 Introduction

The values of Santa Clara County affirm that we provide quality services to the community through hiring the highest caliber of employee. Our employees bring dedication and talent to their work and represent the finest in public service. The County cares for this most important resource and is committed to supporting employees by investing in the tools, training and environment they need to fulfill their potential.

A key ingredient of that investment is the provision of safe workplaces for the County's diverse work force. The County will lead the community by example, demonstrating the strongest commitment to the protection and safety of its employees.

Every member of the County organization has a vital role to play in workplace safety to protect themselves, co-workers and clients from on-the-job accidents and hazards. To create an organizational culture, which embraces safety, as a day-to-day priority requires a dedication to caring, acceptance of responsibility, training, communication, and mutual support at all levels of the organization.

The diversity of the services provided by County employees is mirrored in the diversity of safety needs and issues. The state and federal governments strictly regulate many aspects of workplace safety; other aspects require common sense, sound judgment, and creativity.

This Policy Statement establishes the framework and expectations for a comprehensive Workplace Safety Program. The County's intent is to have a Workplace Safety Program that provides the information, equipment, guidance, training, and technical support every County employee needs to perform their job successfully and safely. This document summarizes the County "safety system" by outlining the roles and responsibilities of every employee. Most importantly, this policy statement reaffirms the County's commitment to employees and reinforces its respect for the difficult and sometimes hazardous jobs they perform every day.

2.2 Safety Goals



OSEC Mission

OSEC's mission is to develop policies and to provide oversight for the Environmental Health and Safety programs applicable to the operations of the County of Santa Clara.

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.

The County of Santa Clara has adopted the following goals as the vision to guide the establishment and administration of our Safety Program.

The County of Santa Clara values its employees and clients and will provide healthy, safe, and secure County facilities for them.

Safety is everyone's responsibility and the County supports and encourages employees to identify and resolve safety problems.

Response to safety concerns will be given the highest priority at every level of County government.

2.3 Safety Philosophy

The philosophy behind our safety goals incorporates the County's attitude regarding the role, responsibility, and commitment expected from each and every person in our organization.

The Mission Statement of the Safety and Environmental Management Board (SEMB)

The Mission of the Safety and Environmental Management Board (SEMB) is to involve the County management in reviewing and establishing Countywide policy and guidance for the environmental and safety programs for the County of Santa Clara.

The Goals of the Safety and Environmental Management Board (SEMB)

- Provide a forum for management oversight involving environmental, health and safety issues.
- Foster sharing of environmental and safety resources among County departments and agencies.
- Approve the OSEC prioritized workplan.
- Approve Countywide environmental, health and safety policies and procedures.
- Review, monitor and develop strategies dealing with environmental and safety concerns.

The County of Santa Clara values its employees and clients...

We in the County organization care about workplace safety because we care about our employees and the clients we serve. People work for the County because they choose a career in public service, and we take pride in providing services to our clients in a professional manner, with care and dignity.

...And will provide healthy, safe, and secure County facilities for them.

The safety and well being of our employees and clients is primary to our mission of providing quality services. Our facilities will be environments where important public services can be conducted in a safe and healthful manner. Employees will be provided the appropriate equipment and training to ensure that they can perform their jobs safely.

Safety is everyone's responsibility...

Every County employee must recognize the need to care for their personal safety and the safety of their co-workers and clients. As employees we must be diligent in following safety procedures and practices, wearing protective gear when appropriate, helping co-workers when necessary to safely accomplish certain tasks, and

in general keeping a watchful eye for hazardous or unsafe conditions. Hazards may never be totally eliminated in the workplace, but if each of us embraces safety as our personal responsibility, many injuries will be prevented.

...And the County supports and encourages employees to identify and resolve safety problems

As part of assuming this individual responsibility for safety, every employee is empowered to both identify and seek solutions to safety problems in their workplace. In our organization, employees are expected to act proactively to bring safety issues forward. When they do so, they will be supported and not subject to retaliation.

Response to safety concerns will be given the highest priority at every level of County government.

When safety concerns are identified it is expected that resolution of those concerns will be a priority task at the lowest level of the organization empowered to solve the problem. In each instance, actions will be guided by the intent of these Safety Goals, which is to demonstrate the caring and concern we have for our employees and clients. Safety is to be given the highest priority throughout the organization. When safety concerns are raised, a response is expected.

2.4 Roles and Responsibilities of Individuals

The County Safety Program, like County government itself, is diverse. Various individuals, County agencies, and departments have specified duties and responsibilities with regard to safety. The listing that follows is intended to provide employees with general information on the roles and responsibilities regarding safety of individuals and groups in the County organization.

2.4.1 Summary

OSEC Responsibilities

- Provides appropriate and effective response to all environmental and occupational safety issues.
- Supports a safety-conscious and environment-friendly workforce.
- Develops occupational safety programs and training that result in a safer workplace.
- Provides County departments with guidance in the areas of environmental, health and safety policies and procedures.
- Helps County agencies/ departments maintain compliance with applicable regulations. Maintains and makes available current information including technical information, applicable environmental and occupational safety policies and regulations and their interpretations.
- Continually improves environmental compliance and occupational safety programs.

All Employees:

As an employee, you are responsible, to a large extent, for the safety of yourself, your co-workers and clients in the workplace. Although the County will provide a safe and healthy work environment, you are the most important defense against injuries and illnesses. By using safe work practices, following training received,

using equipment issued, being alert to safety issues, reporting safety hazards, and participating in safety programs, you can help create a safe work environment for all.

First-line Supervisors:

First-line supervisors have a major responsibility for ensuring a safe workplace for their employees. Supervisors must provide the tools, training, procedures, supervision, guidance, information and support employees need to do their work safely. As a supervisor, you must lead by example - by reinforcing and modeling safe work practices and responding to safety concerns proactively. In addition, you need to establish positive two-way communication with employees about safety issues, without reprimand for reporting injuries or safety hazards. It is essential for Supervisors to work closely with Agency/Department Heads and department Safety Coordinators on safety issues.

Agency /Department Heads:

Agency /Department Heads are responsible for providing the direction, leadership, and resources needed to effectively implement safety in their departments. Although some safety tasks may be delegated, Agency/Department Heads are ultimately responsible for their department safety program.

Departmental Safety Coordinators:

Safety coordinators are responsible for the implementation of departmental workplace safety programs. They also make sure the department complies with safety laws and regulations, and work with employees, first-line supervisors and managers to resolve safety problems. Safety Coordinators serve as the liaisons to OSEC, and provide information to the Department regarding Countywide safety initiatives. They are instrumental in also providing safety information from the Department back to OSEC.

Facility Manager:

The Facility Manager is the focal point for emergency planning, communication and decisions for the facility in the event of an emergency.

Safety Committees:

Safety committees review, discuss, and recommend action on injury trends and safety issues that are broad in scope or complex in nature. Employees of each work site shall have the opportunity to be involved in a safety committee, and each work site shall either have its own safety committee or be part of a safety committee that has responsibility for that work site. Safety committees are a central point in communicating safety issues from employees to management. They also assist in communicating safety messages out to employees. Safety committees will be run by, or work closely with, the department Safety Coordinator. The Countywide Safety Committee develops safety guidelines, reviews the County's safety program, reviews departmental safety committees, and resolves issues that have not been resolved at the department level.

Emergency Response Teams:

Emergency Response Teams respond to emergency situations such as medical emergencies, fires, and earthquakes at County facilities. Each team has a leader and each agency or department has an Emergency Response Team Coordinator.

Union Stewards:

Employee Organizations provide employees with information and support regarding health and safety matters. Employee Organizations in some departments and divisions have designated safety stewards, while in other departments, the safety steward may be the same person as the regular steward.

2.4.2 Detailed Descriptions

All Employees

As an employee, you are responsible, to a large extent, for the safety of yourself, your co-workers and clients in the workplace. Although the County will provide a safe and healthy work environment, you are the most important defense against injuries and illnesses. By using safe work practices, following training received, using equipment issued, being alert to safety issues, reporting safety hazards, and participating in safety programs, you can help create a safe work environment for all.

Communication and Training

Communication is critical to ensuring the safety of all employees. If you have questions or are unsure if something is safe, ask your supervisor immediately.

- Know and understand all aspects of your job, and request additional orientation or training when you are not absolutely sure how to do a task safely.
- Report safety hazards to your supervisor immediately. Use formal reporting procedures if needed.
- Report all injuries (even those requiring only on-the-site first aid) to your supervisor immediately.
- Report accidents, and near misses as soon as possible.
- If you suspect that some aspect of your job may be producing pain or discomfort, or will produce pain or discomfort, report it immediately.
- If you are trained in First Aid, CPR, or any other training that requires recertification, keep your training current.
- When using medication, ask your physician if it will affect your ability to do your job safely.
- If you suspect you may not be strong enough to do a job safely, don't be too proud to ask for help.

The Work Environment

- Maintain a clean and orderly work area.
- Keep aisles, exits, fire extinguishers and alarms clear at all the time. Fire Extinguishers and alarms need 30 inches of clearance.
- Know and follow any special restrictions regarding smoking and eating. Smoking is not allowed in any of the County buildings.
- Check to be sure tools and equipment are in good condition before use. Report to your supervisor any equipment or tools that are not in good repair, and mark it out of service until it is repaired
- Use the right tool for the job.

- Chairs, keyboards, hand tools, and other equipment should fit you, be comfortable, and be adjusted properly. If they are not, ask your supervisor for an ergonomic evaluation.

Personal Protective Equipment (PPE)

- Wear Personal Protective Equipment when required. When in doubt, ask your supervisor and/or Safety Coordinator for advice.
- When using protective equipment, check that it properly fits and is in good condition.
- Maintain protective devices issued to you (change filter cartridges, etc.).
- Some types of Personal Protective Equipment require training, recertification and a medical release before use. Check to ensure you are qualified to use the PPE prior to use.

Hazardous Materials

- Review and understand the written Hazard Communication Program at your work site.
- Review and understand the Material Safety Data Sheets for the chemical products you use.
- Know where the Material Safety Data Sheets are kept.
- Know how to correctly use, handle, store, and dispose of every type of chemical product you use. You should also know what to do in the event of a toxic spill or chemical emergency. If you are not sure, ask your supervisor.
- Before using a hazardous chemical product, check to be sure containment devices (spill absorbers, etc.) are on hand.
- Report any spills or leaks to your supervisor immediately. If necessary, call the fire department.

Inspections

- If specific inspection checklists are needed, work with your co-workers and supervisor to develop them. Call your Departmental Safety Coordinator, union steward or the Office of Occupational Safety and Environmental Compliance if you need ideas.
- Make regular inspections of the work environment, the tools and equipment you use.
- Advise supervisors when equipment is in need of repair.
- Refer any Cal/OSHA or other outside inspector to your supervisor, and the County Manager of Occupational Safety and Environmental Compliance. Also notify the Valley Medical Center Safety Staff if applicable.

Laws and Policies

- Understand and follow safety laws and policies for the type(s) of work you do (such as laws governing the use of chemicals). If in doubt, ask your supervisor.
- Follow any special safety procedures (such as confined space procedures) that may pertain to the work you do.

Emergency Preparedness

- Know the locations of emergency exits, fire extinguishers and alarms.
- Know who your Emergency Response Team members are.
- Be aware of special emergency procedures (such as earthquake procedures) that apply to your work site.
- Keep heavy or fragile objects off of high shelves. Give special attention to tall or fragile objects.
- Keep personal emergency supplies (walking shoes, water, and snacks) in your desk or car.

Records

- When you are given safety training, you should receive a form to sign acknowledging the training.
- If you are injured or involved in an accident, notify your supervisor immediately and make sure you complete and sign the required forms.
- If necessary, document that you have told your supervisor about a safety hazard (use the Hazard Report Form).

First-line Supervisors

First-line supervisors have a major responsibility for ensuring a safe workplace for their employees. Supervisors must provide the tools, training, procedures, supervision, guidance, information and support employees need to do their work safely. As a supervisor, you must lead by example - by reinforcing and modeling safe work practices and responding to safety concerns proactively. In addition, you need to establish positive two-way communication with employees about safety issues, without reprimand for reporting injuries or safety hazards. It is essential for Supervisors to work closely with Agency/Department Heads and department Safety Coordinators on safety issues.

Safety issues and laws change regularly, as a supervisor you must also keep up with current trends.

Communication and Training

- Conduct a new employee safety orientation and send a completed Orientation Checklist to your Departmental Safety Coordinator.
- Make sure that all employees, and especially new employees, are informed of workplace hazards and safety policies and procedures.
- Make sure that regular safety training is provided for employees in all work areas.
- Communicate all aspects of safety work practices clearly to all employees through training, posters, memos, and most important, through personal conversation and example.
- Where the operation involves "blue collar" field or shop type work, make sure that "tailgate" or "toolbox" safety meetings are conducted at least every 10 working days. These meetings should involve training and discussion; make sure the topics are interesting and pertinent to the work site.

- At other work sites, make sure that safety meetings are held or that safety is on the agenda of a staff meeting at least once every three months
- If you or any of your employees are trained in First Aid, CPR, or any other training that requires recertification, keep the training current.
- Cultivate an environment where employees feel encouraged to bring forward safety concerns without fear of reprisal. Follow up on employee concerns. Use formal written procedures when needed.
- Ensure that the safety needs of non-English speaking employees and clients and employees and clients who cannot read well are addressed.
- Ensure that the safety needs of disabled persons are addressed.
- Show all employees how to adjust their chairs, tools and other equipment for maximum comfort and protection from repetitive motion injuries.
- Where applicable, include safety in employee performance reviews.
- Make sure that safety signs are posted where needed.
- Make sure safety bulletin boards are well maintained.
- Document any safety training that is performed. A signed list of attendees, the trainer's name and the training subject needs to be documented.
- List all personnel who are on the Emergency Response team. Post emergency telephone numbers.

Administration and Coordination

- Review the specifications of any new equipment or tool you are considering purchasing, and make sure the equipment or tool includes the safety features and/or precautions your employees will need.
- Make sure you are firm and consistent with employee discipline for violations of safety laws and policies.
- Create channels for communication with others that have responsibility for safety in your department, including safety committees, the Departmental Safety Coordinator, and the Department Head.
- Make sure the following programs are implemented and maintained in your area (as needed):
 - Preventive maintenance for tools and equipment.
 - Written hazard communication program (including biohazards).
 - Hazardous materials management
 - Waste management
 - Hearing conservation program.

- Confined space entry program.
- Injury and illness prevention (all work sites).
- Lockout and tag-out procedures.
- Medical surveillance.
- Regular air or water sampling.
- Respiratory protection program.
- Safety shoes.
- Safety glasses
- Driver training.
- Hazard identification/resolution (all work sites).
- Accident/injury investigation (all).
- Respond promptly to reports of safety hazards.

The Work Environment

- Know and understand the County's safety goals, especially as they pertain to the County's organizational culture, where a high value is placed on employees.
- Evaluate each task for all potential sources of injury and illness. Think carefully. Think specifically about:
 - Traumatic injuries (head, eye, hand, foot, chemical burns, etc.).
 - Noise.
 - Repetitive motion injuries (especially back and carpal tunnel injuries).
 - Stress.
 - Air quality (especially in confined spaces).
 - Earthquakes.
 - Toxic or hazardous materials.
 - Exposure to disease
 - Egress clearance
 - Trip and slip hazards
 - Electrical

- Modify the task or the tool to eliminate or reduce possible sources of injury. Where this is not possible, use countermeasures such as personal protective equipment.
- Request funds for the replacement / provision of safety equipment, and arrange for procurement.
- Ensure that employees comply with safe and healthy work practices, including the use of personal protective equipment.
- Maintain clean and orderly work areas. Nowhere is the commitment of supervision to safety more apparent than in housekeeping.
- Enforce restrictions on smoking, eating and drinking.

Personal Protective Equipment

- Analyze various aspects of the work site that might require the use of personal protective equipment.
- Provide protective devices as needed, and make sure they are properly fitted, maintained, and used. Note: The use of some Personal Protective Equipment (e.g. respirators) need a medical clearance, training and fit testing.

Hazardous Materials

- Review all your operations thoroughly and eliminate every hazardous material that is not absolutely necessary.
- Do not stock pile hazardous materials.
- Review each operation involving toxic chemicals and evaluate potential chemical hazards.
- Implement a Hazard Communication Program as needed (including biohazards).
- Make sure Material Safety Data Sheets are on hand for the chemical products used in your area.
- When a new chemical product arrives, make sure the Material Safety Data Sheet is with it.
- Inform all employees when any new hazard (such as a new chemical) is introduced into the work site.
- Make sure you and your employees are fully trained in how to correctly use, handle, label, store, and dispose of a new or existing toxic chemical before allowing its use.
- Make sure you and your employees know how to handle a chemical emergency.
- Make sure containment devices (spill absorbers, etc.) are on hand.
- Store hazardous materials in secondary containment that can hold 110% of the volume of the primary container(s).
- Store hazardous materials according to compatibility. Do not mix hazardous wastes together.
- Know all the agencies to report to in case of a spill.

Inspections

- Work with the Departmental Safety Coordinator, Safety Committee and the Office of Occupational Safety and Environmental Compliance to develop baseline inspections and subsequent inspection programs.
- Know and understand what to look for when inspecting work sites and evaluating safety programs.
- Conduct a full and complete field investigation whenever any job-related injury or illness or near miss, regardless of the severity, occurs.
- Follow up to correct problems found during inspections.

Laws and Policies

- Be aware of applicable Cal/OSHA regulations (including documentation and reporting requirements) and make sure they are adhered to.
- Keep abreast of new regulations and regulatory trends.
- Know and understand all safety requirements and procedures for jobs and work sites under your responsibility.
- Inform all employees when a new regulation applies to the work site.
- Use standard disciplinary procedures, as needed, to enforce safety rules and policies.
- Complete a Supervisor's First Report of Injury/Illness and have it to Workers' Compensation within 24 hours of when the employee told you of an on-the-job injury.

Emergency Preparedness

- Explain to your employees the locations of emergency exits, fire extinguishers and alarms.
- Know who your Emergency Response Team members are.
- Know emergency procedures for your facility.
- Know where your emergency assembly point is.
- Know how and who to telephone for help in an emergency.
- Keep emergency phone numbers posted.
- Make sure all employees (especially new ones) have received an orientation on emergency procedures and disaster response.
- Make sure that all emergency equipment is inspected and maintained. Emergency equipment has to be inspected at least on a monthly basis.

Records

- Make sure all safety-related records are clear and well organized. (Forms are available from the Office of Occupational Safety and Environmental Compliance).
- Keep the following records:
 - Accident reports and near misses.
 - Accident investigations.
 - Training.
 - Inspections.
 - Maintenance.
 - Air and water quality samples (if taken).
 - Chemical inventories.
 - Material Safety Data Sheets.
 - Employee performance evaluations.
 - Written hazard reports.
 - Emergency Plans and procedures.
 - Hazardous waste manifests and biowaste bills of lading
- The following records are confidential, but you should check occasionally with the record-keeper to make sure that the records are being kept and are well organized:
 - Pre-employment screening (if done).
 - Baseline medical exams and medical surveillance (if done).
- Post the Cal/OSHA form 300 (occupational injuries and illnesses) as required every February.
- File inspection reports with the Departmental Safety Coordinator for review by the Departmental Safety Committee.
- Review, sign, and process all accident reports and Workers' Compensation forms within required deadlines.
- Make sure all posters required by Cal/OHSA and Workers' Compensation are posted.
- Post safety meeting minutes

Agency / Department Heads

Agency /Department Heads are responsible for providing the direction, leadership, and resources needed to effectively implement safety in their departments. Although some safety tasks may be delegated, Agency/Department Heads are ultimately responsible for their department safety program.

The County Safety Environmental Management Board (SEMB) has the following goals:

- Provide a forum for management oversight involving environmental, health and safety issues.
- Foster sharing of environmental and safety resources between County departments and agencies.
- Approve the OSEC prioritized work plan.
- Approve county-wide environmental, health and safety policies and procedures.
- Review, monitor and develop strategies dealing with environmental and safety concerns.

The actions of the Agency / Department Head demonstrate how workplace safety is implemented in the department. Therefore, as an Agency / Department Head, your leadership by example is extremely important.

Communication and Training

- Make sure your Departmental Safety Coordinators have adequate training.
- Implement safety-training programs for supervisory employees.
- Ensure that first line supervisors are enforcing and modeling the County Safety Goals.
- Communicate and model County Safety Goals.

Administration and Coordination

- Provide the initiative and motivation to ensure that first-line supervisors, Safety Coordinators, etc. in your department start and maintain safety-related activities.
- Appoint Departmental Safety Coordinators who have the administrative clout to carry out the functions assigned to them.
- Ensure that the Safety Coordinators have time in their work schedules to address the safety needs of the organization.
- Provide strong support for your Safety Coordinators and easy access to you to discuss items requiring your attention.
- Appoint Facility Managers for the Agency/Department. If a building houses more than one department, the Agency/Department Heads should coordinate the appointment of the Facility Manager.
- Obtain adequate funding for departmental safety activities, including the elimination or mitigation of safety hazards.
- Follow through, as needed, with disciplinary action for failure to follow safety rules.

The Work Environment

- Assume ultimate responsibility for maintaining safe working conditions and practices in your department's work sites.

- Ensure that unsafe working conditions are corrected immediately (or, if not critical and very expensive to correct, as soon as the budget process allows).
- Review accident investigation reports, and make sure follow-up is done.
- Work with your Safety Coordinator to ensure that safety committees are active and effective.

Personal Protective Equipment

- Communicate the importance of wearing protective equipment and clothing.
- Make sure that your managers are following through with supplying protective devices, and enforcing their use.
- When visiting areas that require protective devices, make sure you wear yours.

Hazardous Materials

- Keep informed of new programs and major requirements for hazardous materials.
- Keep informed of hazardous materials incidents and spills in your agency or department.
- Keep informed of hazardous materials programs and activities in your agency or department.

Inspections

- Work with your Safety Coordinator to make sure that inspection programs are active and effective.

Laws and Policies

- Work with your Safety Coordinator and your managers to make sure that your department is in compliance with safety laws and regulations.

Emergency Preparedness

- If the size or complexity of your department warrants it, appoint an Emergency Response Team Coordinator for your Department.
- Work with the Departmental Emergency Response Team Coordinator and/or the Facility Manager to make sure that Emergency Response Teams are kept trained and active.

Records

- Make sure your managers are keeping good safety records.
- Support efforts to streamline and simplify the record keeping process.

Departmental Safety Coordinators

Safety coordinators are responsible for the implementation of departmental workplace safety programs. They also make sure the department complies with safety laws and regulations, and work with employees, first-line supervisors and managers to resolve safety problems. Safety Coordinators serve as the liaisons to

OSEC, and provide information to the Department regarding Countywide safety initiatives. They are instrumental in also providing safety information from the Department back to OSEC.

Communication and Training

- Keep the Department Head informed of key safety issues, and recommend solutions.
- Ensure that all department employees and managers are given adequate safety training.
- Make sure that a system is in place to make training available to every employee.
- Coordinate specialized safety training as needed.
- Make sure managers know of all the safety training resources available.
- To the greatest extent possible, coordinate training programs and materials with the Office of Occupational Safety and Environmental Compliance to ensure consistency countywide.
- Make sure that all employees, and especially new employees, are informed of workplace hazards and safety policies and procedures.
- Make sure that managers of "blue collar" field or shop type operations understand that "tailgate" or "toolbox" safety meetings are to be conducted at least every 10 working days. Document each meeting.
- Help managers cultivate an environment where employees feel encouraged bringing forward safety concerns without fear of reprisal and making sure there is follow-up on those concerns.
- Ensure that the safety needs of non-English speaking employees and clients are addressed.

Administration and Coordination

- Be familiar with the operation of the Department.
- Develop a list of work sites and managers.
- Assist first-line supervisors in taking whatever steps are necessary to provide and maintain a safe working environment.
- Chair the departmental safety committee, and make sure that it is properly organized and staffed with both union and management representatives.
- Make sure that other safety committees are established and meet as needed.
- Have safety committee minutes sent to you; forward them to the Office of Occupational Safety and Environmental Compliance.
- Make sure all accident reports are sent to you.
- Review accident reports, and help managers follow up on safety needs that become known as a result of the accident.

- Create channels for communication with others that have responsibility for safety in your department, including Safety Coordinators and safety committees.
- Make sure safety programs are implemented and maintained as needed.
- Work with the Office of Occupational Safety and Environmental Compliance and department staff to use loss data to target areas for safety improvements and to set annual safety goals.
- Maintain lists of emergency call back numbers, emergency response team members and other important telephone numbers.

The Work Environment

- Advise others immediately of hazards and, if warranted, work with supervisors and managers to stop work and restore safety before work can resume.
- Help supervisors eliminate hazards identified in Safety or Hazard Report Forms.
- Keep informed of day-to-day developments that may affect the safety of working conditions.
- Know and understand the County's safety goals, especially as they pertain to the County's organizational culture, where a high value is placed on employees.
- Know what to look for in a work environment that might indicate the need for one or more of the following programs:
 - Pre-employment or placement screening
 - Hearing conservation.
 - Confined space entry.
 - Lockout and tagout.
 - Medical surveillance.
 - Regular air or water sampling.
 - Respiratory protection.
 - Safety shoes.
 - Safety Glasses.
 - Blood Borne Pathogen.

Personal Protective Equipment

- Set an example in the use of Personal Protective Equipment.
- Provide information on protective devices as needed.

Hazardous Materials

- Make sure supervisors are enforcing the correct use, handling, labeling, storage, and disposal of these chemicals.
- Make sure chemical emergency procedures are in place and are well known.
- Know all the agencies that should be told of leaks or spills.
- Know and support the implementation of your department's Hazard Communication Program.

Inspections

- Ensure that regular safety inspections are performed for all work sites.
- Document all inspections.
- Make sure that all first-line supervisors submit monthly safety inspection reports to you.

Laws and Policies

- Provide and enforce adequate safety procedures.
- Implement and enforce the guidelines established by the Countywide Safety Committee.
- Conduct inspections & audits.

Emergency Preparedness

- Help Facility Managers and department staff implement and maintain emergency preparedness programs.
- Look for and respond to hazards such as tall, unsecured furniture, etc.
- Make sure supervisors know their Facility Managers and Emergency Response Team members.
- Post emergency lists and numbers.
- Conduct drills.

Records

- Make sure all safety-related records are clear and well organized. (Forms are available from the Office of Occupational Safety and Environmental Compliance).
- Make sure that the following records are maintained:
 - Work site safety Inspections
 - Training attendance and content
 - Hazardous conditions reports

- Cal/OSHA inspections and citations
 - Accidents and near misses
 - Safety related information for individual performance evaluations (CEMA and executive management only)
 - Safety statistics (frequency of incidents, severity of incidents, and Lost Workday Case Rate)
 - Safety Committee meeting minutes
 - MSDS for all chemicals
 - Hazardous waste manifests
 - Bio-waste bills of lading
- Review and file all accident reports.

Facility Managers

Facility Managers have a variety of building-related responsibilities. Only the responsibilities that pertain to safety and emergency response are discussed here.

The Facility Manager is the focal point for emergency planning, communication and decisions for the facility in the event of an emergency. Facility Managers must have the authority to carry out their responsibilities and have a basic understanding of emergency response systems. Facility Managers are appointed by Agency / Department Heads. Depending upon the size of the facility, one or more Alternate Facility Managers should be designated.

Communication and Training

- Ensure that all employees within the facility know evacuation and other emergency procedures.
- Inform building occupants that they should bring problems to the Facility Manager.
- As needed, inform building occupants that the problem is being or will be solved.
- Make sure that enough employees in the building have current Emergency Response Team training.
- Keep your own Emergency Response Team training current.

Administration and Coordination

- Respond to complaints and problems by contacting the appropriate repairperson and arranging for the problem to be solved. Make sure that all affected locations within the facility are included in the solution.
- Know the best contacts for different building-related situations.

The Work Environment

- Help eliminate building-related safety hazards as needed.

- Make sure that unsafe equipment is repaired, replaced or taken off -line.

Inspections

- Have a basic understanding of safety inspection programs and players.
- Ensure that safety inspections cover facility-specific safety systems (i.e., fire sprinklers turned on, alarm systems armed, etc.).

Emergency Preparedness

- Write and implement the Facility Emergency Plan.
- Function as the Incident Commander during a disaster, major emergency or evacuation of the Facility until relieved by higher authority or professional emergency responders.
- Make the decision to evacuate and subsequently reoccupy the facility.
- Ensure that an appropriate number of Emergency Response Teams are trained within the facility, and that each team member knows his/her specific duties in the event of an evacuation or other emergency.
- Ensure that evacuation plans are posted within the facility.
- Know the locations of utility shutoffs for the floor and the building.
- Have a basic familiarity with the County's Emergency Plan and the Continuity of Government plans of the Departments that occupy the building.

Records

- Maintain a current list of the facility Emergency Response Team members.
- Keep a record of emergency drills.

Safety Committees

Safety committees review, discuss, and recommend action on injury trends and safety issues that are broad in scope or complex in nature. Employees of each work site shall have the opportunity to be involved in a safety committee, and each work site shall either have its own safety committee or be part of a safety committee that has responsibility for that work site. Safety committees are a central point in communicating safety issues from employees to management. They also assist in communicating safety messages out to employees. Safety committees will be run by, or work closely with, the department Safety Coordinator. The Countywide Safety Committee develops safety guidelines, reviews the County's safety program, reviews departmental safety committees, and resolves issues that have not been resolved at the department level.

Communication and Training

- Meet regularly to discuss safety issues.

Administration and Coordination

- Follow through to make sure that any safety problems discovered during inspections are solved.

- Resolve safety-related disagreements between employees and their supervisors.
- Provide an opportunity for union and management to work together to improve workplace safety.
- If needed, verify that a known hazard has been abated.
- Specify procedures for selecting union representatives for the committee, if union agreements do not already do so.
- Keep minutes and attendance; forward to the Office of Occupational Safety and Environmental Compliance and Departmental Safety Coordinator.

The Work Environment

- Investigate any hazardous condition brought to its attention.
- Review the investigation of accidents, and conduct its own accident investigations if needed.

Personal Protective Equipment

- Review Personal Protective Equipment issues as needed.

Hazardous Materials

- Review hazardous materials issues as needed.

Inspections

- Review safety inspection programs.
- If needed, conduct its own safety inspections.

Laws and Policies

- Establish and periodically review safety work procedures.

Emergency Preparedness

- Review emergency preparedness issues as needed.

Records

- Publish attendance records and minutes of safety committee meetings.

Emergency Response Teams

Emergency Response Teams respond to emergency situations such as medical emergencies, fires, bomb threats, and earthquakes at County facilities. In a multi-floor building, each floor should have at least one Emergency Response Team. A very large single story facility may also need more than one Emergency Response Team. Each team has a leader and each agency or department has an Emergency Response Team Coordinator. In a facility with only one Emergency Response Team, the Facility Manager might serve as the Team Leader.

NOTE: rules and regulations that require a different type of emergency response structure govern Valley Medical Center.

Communication and Training

- Keep Emergency Response Team training current.

Administration and Coordination

- Know who your Facility Manager is.

Inspections

- Make sure that fire extinguishers, first aid kits, flashlights and other emergency supplies are complete, in good condition, and accessible.

Emergency Preparedness

- Know the location of exits, fire extinguishers, first aid kits and other emergency supplies.
- Know procedures (whom to call, etc.) for shutting off electricity, water, gas, and other potential hazards.
- Be available to the Team Leader for emergency assignment.
- Participate in quarterly drills.
- Work with the Facility Manager to write the emergency plan for the facility.
- Respond to emergencies and direct evacuations as needed.
- Help persons who may need assistance during evacuations.
- During evacuations, account for all personnel once they have reached the assembly area.

Agency / Department Emergency Response Team Coordinator

This Coordinator will be responsible for emergency response planning and will act as liaison between his/her department and the Countywide Emergency Response Team Program Manager. The Department Coordinator must know the department and its special needs and must have the authority to speak for the department in making decisions regarding the internal emergency response program. Department Heads appoints departmental Emergency Response Team Program Coordinators.

Communication and Training

- Coordinate or delegate Emergency Response Team training for the Agency or Department.
- Ensure that Emergency Response Team personnel attend training classes.

Administration and Coordination

- Act as liaison in the exchange of information between the Agency / Department, the Facility Manager, and the Emergency Response Team Program Manager.

Emergency Preparedness

- Monitor Emergency Response Team staffing to ensure that each staffed facility has at least one five-member team for each floor (or approximately 100 persons).
- Check with the Facility Manager to ensure that each facility has an emergency plan and that the plan is practiced.

Records

- Maintain a list of the names of the Facility Manager and Emergency Response Team members at every staffed facility.

Union Stewards

Employee Organizations provide employees with information and support regarding health and safety matters. Employee Organizations in some departments and divisions have designated safety stewards, while in other departments, the safety steward may be the same person as the regular steward.

Communication and Training

- Assist members in articulating safety issues.
- Gather background information on various safety subjects as needed.
- Help union members understand the importance of workplace safety.

Administration and Coordination

- Make sure that each union-represented employee has access to a safety steward.
- Participate in departmental safety committees and other committees that have an effect on workplace safety.
- Meet with management on specific safety problems.

The Work Environment

- If needed, provide information that may benefit accident investigations.
- Be alert for safety hazards and, if necessary, support communication that will help correct such hazards.

Personal Protective Equipment

- Help promote the use of Personal Protective Equipment.

Hazardous Materials

- Help educate union members as to the precautions to be taken with hazardous materials.
- Help educate members on the importance of personal protective equipment.

Inspections

- Help develop safety inspection programs.
- When possible, participate in safety inspections.

Laws and Policies

- Keep abreast of safety laws and policies.

Emergency Preparedness

- Help promote an awareness of the importance of emergency preparedness.

Records

- Keep records of your involvement with safety issues.

2.5 Roles and Responsibilities of Departments

Although many of the departments listed below provide services for the general public and private companies, this listing includes only those activities that concern County departments and employees.

In addition, many of these departments provide a wide variety of services, not all of them safety related. Only the safety-related functions are included here.

Agency Safety Staff (VMC)

The Valley Medical Center is large enough to have their own fulltime safety staff. These staff members essentially function similarly to the Occupational Safety and Environmental Compliance staff, but at the department level.

Agriculture Commissioner

Inspections

- Conducts inspections of work sites and operations based on pesticide-related injuries or complaints.

Laws and Policies

- The Agriculture Commissioner regulates chemicals that are used as pesticides. This includes germicidal cleaners such as disinfectants and bleach.
- The Agricultural Commissioner has the power to fine County departments.

Records

- Maintains records of inspections and violations.

Building Operations

Note: Some departments perform their own maintenance and repairs to their facilities. These

responsibilities directly apply to these departments.

Administration and Coordination

- Participates in the Countywide Safety Committee
- Receives and assigns requests for safety-related building repairs and modifications.
- Coordinates safety-related capital projects.

The Work Environment

- Makes safety-related building repairs and modifications.

Hazardous Materials

- Administers asbestos-related issues in County facilities.

Inspections

- Responds to requests for certain inspections, such as inspections for asbestos.

Laws and Policies

- Serves as a technical resource for departments seeking to understand building system requirements.

Emergency Preparedness

- Helps coordinate and implement fire drills.

Records

- Keep records of repairs and inspections.

County Counsel

Laws and Policies

- Advises safety staff on the interpretation and legal implications of safety-related laws and regulations.

Fire Marshal

Inspections

- Performs routine fire inspections.
- Responds to requests for inspections.

Laws and Policies

- Reviews building plans to ensure code compliance.
- Enforces fire codes in all county owned or occupied buildings.

- Has the legal authority to require that building plans to be modified and that fire safety related problems be solved
- Serves as a technical resource for departments seeking to understand fire safety requirements.

Emergency Preparedness

- Helps coordinate and evaluate fire drills.

Records

- Keep records of fire inspections.

Wellness Program

Communication and Training

- Helps employees stay healthy through promoting diet, exercise, stress reduction, lifestyle improvements, and through personal evaluations. The Program uses a combination of education, training, and personal consultation to accomplish these goals.

Insurance

Administration and Coordination

- Participates in the Countywide Safety Committee.
- Administers Insurance programs, including risk analysis.
- Utilizes risk management principles to eliminate or minimize the impact of loss, and insures all County programs except personnel benefit and workers' compensation programs.

Communication and Training

- Coordinate the training program for the Emergency Response Team members.
- Coordinates the Defensive Driver Training Program.

Inspections

- Participates with and follows up on inspections conducted by insurance companies.

Laws and Policies

- Ensures compliance with insurance-related laws.
- Requests that departments comply with insurance company requirements.

Emergency Preparedness

- Oversees the County's Emergency Response Team program.

Records

- Keep records of insurance costs and losses.

Labor Relations

Administration and Coordination

- Participates in the Countywide Safety Committee.
- Interacts with departments and bargaining units relative to safety issues.

Laws and Policies

- Has authority to ensure contractual and legal compliance, as appropriate.

Occupational Medicine or Concentra Occupational Health

Occupational Medicine is part of Valley Medical Center, and provides occupational medicine services for the VMC employees. US HealthWorks provides the occupational services for the other employees of the county.

Communication and Training

- Conducts training seminars and conferences.
- Advises employee health programs and safety committees.
- Administers a library of safety training videos.
- Arranges monthly conferences for local safety and health professionals

Administration and Coordination

- Performs periodic medical surveillance as required by law.
- Performs pre-employment medical screening for certain occupations.
- Provides consultation to Workers Compensation and Risk Management.
- Conducts fitness to work examinations.

The Work Environment

- Conducts work site evaluations upon request.

Personal Protective Equipment

- Administers a respiratory protection program.
- Administers a hearing protection program.

Records

- Maintains records of examinations, evaluations, and inspections.

Occupational Safety and Environmental Compliance

The Manager of Occupational Safety and Environmental Compliance is the County's safety leader, who motivates and works with managers, supervisors, Safety Coordinators and employees throughout the County to build a strong safety team.

The Manager of Occupational Safety and Environmental Compliance does not have direct line authority; although he or she is responsible for establishing countywide safety policy and assisting departments to achieve compliance with regulatory requirements and safe work practices. The Occupational Safety and Environmental Compliance staff works under the direction of the Manager of Occupational Safety and Environmental Compliance and has countywide responsibility for workplace safety. They are first and foremost a resource, providing information, coordination, and support for those who have direct line authority for safety and environmental compliance.

The scope of the Occupational Safety and Environmental Compliance staff's activities includes the Valley Medical Center, but not the Central Fire District.

Communication and Training

- Facilitates safety-related communication between departments and divisions and between employees at all levels of the organization.
- Develops and disseminates safety education materials in the form of newsletters, flyers, posters, videos, etc.
- Maintains a central safety and hazardous materials library that includes training materials and current laws and regulations.
- Manages countywide safety and hazardous materials training programs.
- Works with various Employee Organizations to promote their involvement with developing safety solutions and disseminating safety information.
- Monitors legislation and new regulations, incorporating new requirements into the County program.
- Initiates and assists with the promotion of safety and hazardous materials awareness.
- Initiates and reviews new safety and hazardous materials training programs, and helps departments develop training programs that best meet their needs.
- Responds to safety and hazardous materials inquiries from agencies and departments.
- Initiates and maintain a communication network between all county functions that are involved with occupational safety and hazardous materials.

Administration and Coordination

- Implements a Countywide occupational safety and hazardous materials management program.
- Writes and maintains a written accident prevention program for the County.
- Works very closely with other employees who have full-time jobs related to safety, environmental compliance and hazardous materials.

- Helps Safety Coordinators develop and implement departmental safety, environmental compliance and hazardous materials programs and procedures.
- Analyzes the effectiveness of departmental safety, environmental compliance and hazardous materials programs.
- Helps develop specialized safety, environmental compliance and hazardous materials procedures where needed.
- Maintains extensive field contacts to gather information, perform inspections, give advice, and generally promote safety and enable the safety, environmental compliance and hazardous materials program to maintain a high level of visibility in the organization.
- Administers safety award programs.
- Helps employees solve safety, environmental compliance and hazardous materials problems at the lowest possible level of the organization.
- If warranted by an extreme safety hazard, works with Departmental Safety Coordinators, supervisors and managers to stop work and restore safety before work can resume.
- Coordinates de-briefing sessions after major incidents that involve safety, environmental compliance or hazardous materials.
- Reviews the safety and hazardous materials aspects of new County programs.

The Work Environment

- Provides expert advice on safety, environmental compliance and hazardous materials related matters.
- Performs field investigations of accidents and hazardous materials incidents.
- Reviews all accident reports and promotes quality accident and incident investigations. Advises on how the problems uncovered in these investigations can be solved.

Personal Protective Equipment

- Keeps abreast of the latest developments in Personal Protective Equipment and distributes this information.

Hazardous Materials

- Writes and maintains a hazard communication program for the County; helps departments develop and implement specific elements of this plan.
- Provides specific advice or referral on how to safely store, use, and dispose of hazardous materials.
- Helps departments comply with hazardous materials laws and regulations.

Inspections

- Conducts in-depth safety, environmental compliance and hazardous materials audits of County functions as needed.
- Prepares inspection checklists to aid departments in conducting their inspections.
- Conducts safety, environmental compliance and hazardous materials inspections.
- Performs or hires contractors to perform industrial hygiene duties as needed.
- Coordinates with industrial hygienists and other contract inspectors that departments hire for special situations.
- Coordinates the response to inspections by safety, environmental and hazardous materials regulators.

Laws and Policies

- Ensures that safety, environmental compliance and hazardous materials related laws and regulations are tracked.
- Clearly communicates critical regulatory information throughout the County organization.
- Helps departments set up programs to comply with safety, environmental compliance and hazardous materials laws and regulations.
- Tracks and makes recommendations regarding pending safety, environmental compliance and hazardous materials legislation.

Emergency Preparedness

- Helps departments write their facility evacuation plans.
- Helps Facility Managers develop, exercise and evaluate their emergency plans, procedures and drills.
- Helps those involved in emergency response improve their hazard inspection programs.
- Works with departments to mitigate problems identified through inspection programs.
- Provides guidance in purchasing emergency supplies and equipment.
- Coordinates with the County Office of Emergency Services and the Emergency Response Team program.

Records

- Monitors safety and hazardous materials forms and information flow, and makes improvements to eliminate duplication and improve efficiency.
- Ensures that safety and hazardous materials statistics are accurately kept and clearly compiled.
- Compiles statistics and reports that can be used to spot safety and hazardous materials problem areas and evaluate and improve safety and hazardous materials programs.

- Works to promote simplicity, completeness, and consistency of safety records.

Office of Emergency Services

Communication and Training

- Provides disaster preparedness training for County employees.

Administration and Coordination

- Manages the County's response to and recovery from major disasters.

Emergency Preparedness

- Prepares and maintains the County Emergency Plan.
- Coordinates disaster response exercises.
- Advises departments on disaster preparedness activities, including Continuity of Government Plans.
- Manages the response to major disasters, which may strike the County.

Hazardous Materials Compliance Division (HMCD)

Inspections

- Inspects work sites (in both government and private industry).

Laws and Policies

- Enforces hazardous materials, and hazardous waste laws.

Records

- Maintains inspection records.

ERA- Pollution Prevention / Intergrated Waste Management

Communication and Training

- Develops hazardous waste and hazardous materials education programs.
- Provides educational materials to County departments.

Administration and Coordination

- Tracks issues and develops positions for the Board of Supervisors.
- Coordinates with other County functions such as, the Office of Occupational Safety and Environmental Compliance, that are involved with hazardous materials.

- Develops and implements programs mandated by legislation (i.e., the Tanner Program).
- Plans for Countywide environmental management programs, such as the household hazardous waste collection program.
- Resolves internal issues such as purchasing guidelines.
- Staffs the Toxics Oversight Committee, the Intergovernmental Council, the Tanner Committee and the Safety Technical/Resources Committee.
- Coordinates the County's involvement in regional environmental planning efforts.

Hazardous Materials

- Manages planning and policy development for various toxics and waste management issues in Santa Clara County.

Laws and Policies

- Tracks hazardous materials and other environmental legislation.
- Develops model ordinances.

Workers' Compensation

Administration and Coordination

- Administers State-mandated benefit programs for employees injured in the course of their employment.
- Administers benefit programs for employees with temporary and permanent disabilities.
- Coordinates medical treatment.
- Oversees temporary and permanent vocational rehabilitation programs.
- Oversees medical investigations.
- Administers the integration of employees' vacation and sick leave with disability benefits.

Laws and Policies

- Ensures that County departments comply with workers' compensation laws.

Records

- Processes First Reports of Injury/Illness.
- Maintains records of workers' compensation cases.
- Produces computer printouts of workers' compensation claims and costs.

2.6 Cal/OSHA Reporting

If the accident/incident information meets the reporting criteria of a work-connected fatality or serious injury/illness, contact the local Cal/OSHA enforcement office to file a report within 8 hours of the accident. All reports to Cal/OSHA shall be documented and must include a description of the accident/incident and whether or not the accident scene or equipment involved has been altered.

Departmental Safety Coordinators and/or Safety/Environmental Professionals must draft the response and must discuss with Agency or Department Heads an appropriate action plan for investigating the accident/incident.

2.7 Safety Resources

In addition to the persons and departments listed above, the following may be helpful. This is by no means an exhaustive list.

- OSEC's County intranet web site: <https://connect.sccgov.org/sites/esa/OSEC/pages/home.aspx>
- The Santa Clara County Occupational Injury and Illness Prevention Plan (OIIPP), <http://www.sccgov.org/sites/osec/SafetyResources/Pages/InjuryIllnessPreventionPlan.aspx>
- Title 8, California Code of Regulations. This multi-volume document includes the text of Cal/OSHA safety laws. The regulations can be accessed using the Department of Industrial Relations' Web Site: <http://www.dir.ca.gov/>
- Safety Alert Quarterly Newsletter, <http://www.sccgov.org/sites/osec/SafetyResources/Pages/SafetyAlertNewsletters.aspx> . These periodic bulletins cover a variety of safety-related topics affecting County personnel and operations.
- Cal/OSHA Reporter. A weekly update on Cal/OSHA activities. Providence Publications, LLC, (530) 470-7500, www.cal-osha.com/
- National Safety Council, <http://www.nsc.org/>
- Safety training video libraries administered by VMC Occupational Medicine and OSEC:

Library Coordinator
Division of Occupational Medicine
Santa Clara Valley Medical Center
750 South Bascom Ave.
San Jose, CA 95128-2639

OSEC, <http://www.OSEC/>
2130 N First Street, Suite 204
San Jose, CA 95131
Fax: (408) 432-7555
Tel: (408) 441-4280

Emergency Response Team Training is available - see your Emergency Response Team leader or Facility Manager.