RISK MANAGEMENT ESSENTIALS BACK TO THE BASICS

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ROUND ROCK TEXAS

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BY MICHAEL BENNETT, RISK MANAGER

AND

KEVIN VAUGHN, SAFETY COORDINATOR

ROUND ROCK TEXAS

OBJECTIVE:

- New Hire Safety Orientation-Everyone must receive training
- Defensive Driving-Who's required to take it and how to enroll
- Risk Management Plans-Emergency action training, when to update and what training is required
- Monthly and Quarterly training-How often is your department required to conduct training, what training should be conducted and how to report completed training
- Automobile Accidents-What you should do when an employee is involved in an accident
- Drug and Alcohol Testing-When it's required, how to complete, when employees can return to work and the new Department of Transportation clearinghouse
- Personal Protective Equipment (PPE)-What equipment is needed and what risk management is looking for during inspections

NEW HIRE SAFETY ORIENTATION



Employee Name & Employee Number

Automated External Defibrillator locations

Review of Risk Management Plan Review of Emergency Action Plan

Introduction to safety committee representative Shown Location of Risk Management Plan

Introduction

First Aid locations

Fire Extinguisher locations

New Hire Safety Orientation Checklist

1. The checklist can be found on the employeenet at https://employees.roundrocktexas.gov/departments/ https://employees.roundrocktexas.gov/departments/ https://employees.roundrocktexas.gov/departments/ https://employees.roundrocktexas.gov/departments/

- All newly hired employees must receive training on these topics, where applicable, within thirty (30) days of starting employment
- 3. Return completed checklist to riskmanagement@roundrocktexas.gov

| Complete Security Awareness Training (Day 2 after NEO) | = | Ξ. | - |
|--|--------------------------|--------------|----------------|
| Safety Policies reviewed* | Y | <u>N</u> | <u>N/A</u> |
| Hearing Protection | | | |
| Confined Spaces | | | |
| Elevated Surfaces and Fall Protection | | | |
| Hazardous Energy (a/k/a Lockout/tagout) | | | |
| Bloodborne Pathogen | | | / <u></u> /// |
| Hazardous Materials | | | |
| Personal Protective Equipment (PPE) | | | |
| Fall Protection Work Zone/Traffic Control | | | |
| Fire Prevention-Fire Extinguishers | | | |
| Welding and Cutting | | | |
| Chain Saw Safety | | | |
| Driving Policy | | | |
| | | | |
| | | | |
| | | | |
| PPE Issued | Y | <u>N</u> | <u>N/A</u> |
| | Y | N | <u>N/A</u> |
| Hard Hat | <u>¥</u> | <u>N</u> | <u>N/A</u> |
| Hard Hat Safety Glasses | ¥ | <u>N</u> | <u>N/A</u> |
| Hard Hat | ¥ | <u>N</u> | <u>N/A</u> |
| Hard Hat Safety Glasses Protective Gloves | ¥ | <u>N</u> | <u>N/A</u> |
| Hard Hat Safety Glasses Protective Gloves Hearing Protection | ¥ | <u>N</u> | <u>N/A</u> |
| Hard Hat Safety Glasses Protective Gloves Hearing Protection Safety Boots | ¥ | N | <u>N/A</u> |
| Hard Hat Safety Glasses Protective Gloves Hearing Protection Safety Boots Safety Vest | ¥ | | <u>N/A</u> |
| Hard Hat Safety Glasses Protective Gloves Hearing Protection Safety Boots Safety Vest Gas Monitor | | | |
| Hard Hat Safety Glasses Protective Gloves Hearing Protection Safety Boots Safety Vest | ¥ ¥ | <u>N</u> | <u>N/A</u> |
| Hard Hat Safety Glasses Protective Gloves Hearing Protection Safety Boots Safety Vest Gas Monitor Defensive Driving | | | |
| Hard Hat Safety Glasses Protective Gloves Hearing Protection Safety Boots Safety Vest Gas Monitor | | | |
| Hard Hat Safety Glasses Protective Gloves Hearing Protection Safety Boots Safety Vest Gas Monitor Defensive Driving | | | |
| Hard Hat Safety Glasses Protective Gloves Hearing Protection Safety Boots Safety Vest Gas Monitor Defensive Driving Will the employee be expected to drive 2x or more per week? If yes, has the employee signed up for the City's Defensive Driving class | | | |

I, _____, have reviewed and/or completed each of the above marked items. I have discussed area with my supervisor, and I have been given the opportunity to ask questions.

Signature

Department & Division

N

N/A

*Please add department specific safety policies to this list

DEFENSIVE DRIVING CLASS



New Hire Safety Orientation Checklist

Employee Name & Employee Numbe

- 1. Review your New Hire Safety Orientation Checklist
- 2. Will the Employee be driving 2x a week or more for his job
- 3. If so, then the employee must take the Defensive Driving Class within thirty (30) days

| Employee Name & Employee Number | Depa | rtment & | Division | |
|--|---------|----------|------------|--|
| Introduction | Y | N | <u>N/A</u> | |
| Introduction to safety committee representative | _ | | | |
| Shown Location of Risk Management Plan Review of Risk Management Plan | | | | |
| Review of Emergency Action Plan | | | | |
| First Aid locations | | | | |
| Automated External Defibrillator locations | | | | |
| Fire Extinguisher locations | | | | |
| Complete Security Awareness Training (Day 2 after NEO) | - | | | |
| Safety Policies reviewed* | ¥ | <u>N</u> | <u>N/A</u> | |
| Hearing Protection | | 1 - T | | |
| Confined Spaces Elevated Surfaces and Fall Protection | | | | |
| Hazardous Energy (a/k/a Lockout/tagout) | | | / - / | |
| Bloodborne Pathogen | | | | |
| Hazardous Materials | | | | |
| Personal Protective Equipment (PPE) | | | | |
| Fall Protection Work Zone/Traffic Control | | | | |
| Fire Prevention-Fire Extinguishers | | | | |
| Welding and Cutting | | | | |
| Chain Saw Safety | | | | |
| Driving Policy | - | / — / | — | |
| PPE Issued | ř | <u>N</u> | <u>N/A</u> | |
| Hard Hat | <i></i> | <i></i> | _ | |
| Safety Glasses Protective Gloves | | | | |
| Hearing Protection | | | | |
| Safety Boots | | | | |
| Safety Vest | | | | |
| Gas Monitor | | | - / | |
| Defensive Driving | Y | <u>N</u> | <u>N/A</u> | |
| Will the employee be expected to drive 2x or more per week? | _ | | | |
| If yes, has the employee signed up for the City's Defensive Driving class in Employee Self Service (ESS)? | - | - | - | |
| | | | | |

have reviewed and/or completed each of the above marked items. I have discussed area with my supervisor, and I have been given the opportunity to ask guestions

Signature

*Please add department specific safety policies to this list

DEFENSIVE DRIVING

• Why does the City require drivers to take the defensive driving class? After all everyone knows how to drive, correct?

DEFENSIVE DRIVING

Why does the City require drivers to take the defensive driving class? After all everyone knows how to drive, correct?

- It has been over 20 years since Texas went 24 hours without a motor vehicle fatality
- 2. Auto accidents are the leading cause of employee deaths and have been for over 50 straight years
- 3. A person dies in an auto accident in Texas every 2 $\frac{1}{2}$ hours
- 4. A person is injured an auto accident in Texas every 2 minutes
- 5. Texas has lead the nation in auto accidents every year for over a decade



DEFENSIVE DRIVING CLASS

Process for enrolling in class

- Go to Employee Self Service (ESS)
- Click on Training Opportunities
- Select a date
- Show the employee how to use ESS and how to enroll
- Make sure employee is enrolled before forwarding checklist to my office

| → 🥖 https://roundrock.munisselfservice.com/employees/default.aspx | ✓ | タ・ |
|--|--|--|
| Home Employee Master File Inquiry 🦉 employees.roundrocktexas.g | gov 🥖 Personal Information 🗙 📑 | |
| ROUND ROCK TEXAS | Munis Self Service | Resources BENNETT, MIC |
| lelcome to Employee Self Service | | ^ |
| nnouncements | | Employee Self Service |
| Happy New Year! Your January 3, 2020 paycheck will have your first dedu or Sharon Callis with any questions. | ctions for your 2020 benefits. Please review your paystub carefully and contact Tyler Jarl | Benefits |
| er Snaron Callis with any questions. Reminder - All employees should confirm hours submitted using Time Off | Pequet are available and have been approved prior to completing the timesheet | Pay/Tax Information |
| | Request are available and have been approved prior to completing the timesheet. | |
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| ROUND ROCK TEXAS | Munis Self Service | | | Resources BENNETT, MIC |
| Training Opportunities | | Courses | Calendar My Training Employee Training | Employee Self Service |
| All Training By Location Search | | | | Benefits Pay/Tax Information |
| Description RISK MANAGEMENT ESSENTIALS: BACK TO THE BASICS | Date 1/29/2020 | Time 9:00 AM | Details / Enroll | Performance Evaluations |
| HIRING PROCEDURE REFRESHER TRAINING | 1/30/2020 | 9:00 AM | Details / Enroll | |
| DEFENSIVE DRIVING | 1/30/2020 | 9:00 AM | Details / Enroll | Personal Information |
| HIRING PROCEDURE REFRESHER TRAINING | 2/4/2020 | 2:00 PM | Details / Enroll | Time Off |
| HIRING PROCEDURE REFRESHER TRAINING | 2/13/2020 | 2:00 PM | Details / Enroll | Time Entry |
| DEFENSIVE DRIVING | 2/27/2020 | 9:00 AM | Details / Enroll | Training Opportunities |
| HIRING PROCEDURE REFRESHER TRAINING | 2/27/2020 | 2:00 PM | Details / Enroll | Courses Calendar |
| DEFENSIVE DRIVING | 3/26/2020 | 9:00 AM | Details / Enroll | My Training |
| DEFENSIVE DRIVING | 4/30/2020 | 9:00 AM | Details / Enroll | |
| DEFENSIVE DRIVING | 5/28/2020 | 9:00 AM | Details / Enroll | Employee Training |
| DEFENSIVE DRIVING | 6/25/2020 | 9:00 AM | Details / Enroll | |
| DEFENSIVE DRIVING | 7/30/2020 | 9:00 AM | Details / Enroll | |
| DEFENSIVE DRIVING | 8/27/2020 | 9:00 AM | Details / Enroll | |
| DEFENSIVE DRIVING | 9/24/2020 | 9:00 AM | Details / Enroll | ~ |

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DEFENSIVE DRIVING CLASS

- Last Thursday of every month-all dates for 2020 are set
- 9:00-11:00
- Normally in HR Training Room though I may move to HR Conference Room when conflicts arise



Risk Management Plan



Safety Rules and Work Procedures

A safe workplace must have safety guidelines and these guidelines *will always be followed!* The City's safety rules are listed in the below documents:

- City's Safety Manual- Covers administrative policies
 and general safety guidelines
- Departments Risk Management Plans-Provides you with specific safety rules, policies and procedures pertaining to the hazards in your Departments



The Director will do an annual analysis and review of the Plan. If there are trends or repeating incidents, corrective measures will be proposed and approved. Employees shall receive annual training on the Plan. Also, the Director will sign the Management Safety Statement. Departments must send risk management sign-in sheets showing employees have been trained.

Emergency Actions

Emergency evacuation knowledge is important and critical, and appropriate action of employees during emergency situations is required as detailed below:

- Be familiar with the location of the fire alarm, fire extinguisher, emergency exits and the posted floor plan;
- Be familiar with the evacuation route, assembly/safe areas and know your assigned Floor Warden;

- When hearing the alert system or the fire alarm, evacuate the building immediately through the nearest exit;
- Never use the elevators during fire or similar building emergencies. The stairways should be the main exit point used; and
- Follow any instructions given by the Floor Warden and never return back to your workstation under any circumstances until it is cleared to do so

Tornado Warning

- Move to the designated areas: BATHROOMS, CLOSETS, STAIRWELL, HALLS or other rooms in the interior of the building on the first floor
- Sit down and curl up so your head and eyes are protected
- If nothing else, get under a piece of heavy furniture and curl up, protecting your eyes and head
- Wait for the ALL CLEAR before resuming normal operations

Floor Wardens

The primary duties of the Floor Warden Team members are to ensure an orderly and prompt evacuation.

✓Appointed the Department Director

✓Assigned based on location/department

✓ Reliable

✓ Rarely out of the office

✓ Be familiar with the names and faces of all employees in the area they are assigned

Responsibilities

4Train: Employees on emergency actions

- Lead: Direct employees out of building, check common areas such as break rooms, conference/meeting rooms and restrooms
- Communicate: Conduct roll-call and serves as liaison for their area with first responders
- Aware: Keep work area and egress routes clear of hazards.
- Account for personnel are assembly/safe areas
- Floor Wardens must attend training on initial assignment and refresher training once a year



Safety & Health Training

Safety & Health Training

It is designed so employees are aware of the safety and health hazards in their workplaces. Also, how to protect themselves from these hazards. Training is mandatory when:

- An new employee is hired
- New equipment arrives
- Any change to safety polices or procedures
- When safety training is deemed necessary for employee safety or directed by policy or law

Safety & Health Training

Operational departments (Field) are required to have monthly meetings or training. All others Departments are required to have quarterly meetings or training. These meetings should cover various safety/health related topics. A monthly email is sent out with recommended topics. Submit a copy to Safety/Risk Management.

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- Make sure you and any passengers are safe
- Call 9-1-1
- Check on other driver(s)
- Do not leave the scene or move vehicle until so advised by a police officer unless you are on I-35, frontage road, or other major thoroughfare and remaining in the same place would increase you chance of injury
- Turn on emergency flashers
- Exit the vehicle and move far away from the scene

- Contact your supervisor
- Take photographs
- Supervisor contacts Risk Management; myself or Kevin Vaughn
- Complete "City of Round Rock-Incident Report Form"
- Employee completes all but sections 5(c)-(e)
- Supervisor completes remainder of report
- Take employee to Rockcare for a drug test (CDL drivers must also take a breath alcohol test-Austin Mobile Drug Testing)
- Take the vehicle to Fleet Maintenance for examination



https://employees.roundrocktexas.gov/ departments/human-resources/forms/

> These sections must be completed by the employees supervisor-supervisor on call.

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LAST STEP:

Go back to slide 5 and have the employee enroll in the defensive driving class again



Incident Reporting



Accident Reporting

All accidents/incidents must be reported using the City of Round Rock incident report form which is available on the Employee Net. This completed form will be forwarded to Safety/Risk Management and will be used by staff to assist in eliminating hazards and preventing similar accidents/ incidents. *Incident reports will sent to _RiskMangement email address.*

Work Related Injury

Was anyone hurt?

- Does the injured worker want or need medical treatment?
- Seek medical care if necessary; emergency or urgent care **Tell someone!**
 - Report all accidents immediately to Supervisor
 - Accidents requiring medical treatment must be reported to Safety/Risk Management *immediately!*
 - All other accidents shall be reported by the next business day to Safety/Risk Management on an incident form



Seeking Medical Treatment For An On-The-Job Injury?

- Emergency medical care can be obtained from any hospital emergency room
- For non emergency, (urgent), care must be obtained at the City's Rock Care clinic. After hours care can be attained at any urgent care clinic.
- Follow-up medical treatment must be obtained by doctors contracted with the Workers' Compensation network of providers



Treatment Continued

Employees should understand that not all doctors offices take part in the Workers' Comp program. Our insurance carrier can deny payment to any doctor not on their list.



Workers' Compensation Process





Policy

In the event of an occupational injury or illness due to a work-related incident, the City makes every effort to provide immediate assistance to the affected employee.

The City has the right to contest the compensability of a claim. Also, present any relevant evidence about a disputed issue including reporting suspected workers' compensation fraud.



Prohibited Actions

It is a violation of law for any employee, supervisor, or manager of the City to discharge or in any other manner discriminate against an employee because the employee files a workers' comp claim in good faith.


Fraudulent Claims

Evidence and information indicating that a claim was submitted for workers' compensation leave, benefits, and medical treatment, and was established through fraudulent acts or deceptive practices, shall be investigated.



Pre-Existing Injuries

City employees must report any signs of complications that may be related to a previously reported and managed work-related injury or illness.



Return to Work

If a City employee sustains a work-related injury or illness and is released back to work by the treating physician to perform restricted duties, the employee is assigned to modified duties suitable to his or her physical ability and condition.

If the injured employee refuses to accept the reasonably modified duties, and willingly fails to comply with the plan, they face possible disciplinary action.



Workers' Compensation Program

Workers' Compensation is a state-regulated insurance program that pays medical bills and replaces some lost wages for employees who are injured at work or who have work-related diseases or illnesses.

Texas Municipal League Intergovernmental Risk Pool (TML-IRP) provides the City of Round Rock with workers' compensation, property, specialty, and liability insurance coverage. When a claim is submitted to TML they assign a claim adjuster who handles the claim.



Getting Started

- Incident report is first step. The report has to be reviewed by Safety/Risk Management
- The second step is the First Report of Injury. This is official Texas Department of Worker's Compensation form used to report work related injuries or illnesses
- Once both reports are ready they are passed to TML for review and claim assignment

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Medical Benefits Provided

- Reasonable and necessary
- Related to the injury/illness
- As long as treatment is required
- You are *not* covered if you were:
 - Not performing your normal duties
 - Horse playing
 - Under the influence of drugs or alcohol!

Indemnity Benefits Provided

Temporary Income Benefits-are paid when the employee is recovering from an injury, illness, or disease and is unable to return to work. The City pays 100% of your wages for the first six months. By law, TML must send you a check for 70% of your wages. An employee starts receiving lost wages compensation after 8 days that they are out of work. All checks from TML have to be signed and turned into HR.



Indemnity Benefits Provided

Impairment Income Benefits-is based on the permanent impairment rating. At the end of the treatment process a doctor gives out an impairment rating. Based off the rating you can get payments from TML.



Workers' Compensation Dispute Resolution

TML has the final say on your claim. You can dispute their decision with them. If you still aren't satisfied you can appeal to the Texas Dept. of Insurance.

Responsibilities

Safety/Risk Management will monitor the claim process. The Division will submit all required paperwork and will have no direct involvement in the authorizations, appointments or settlement process. We will analyze all accidents to see if there is a need for a further investigation.

Responsibilities Continued

1)The employee is responsible for:

a. Submitting all medical documents to your supervisor;

b. Attending all medical appointments;

c. Notifying the TML claims adjuster of any issues that arise during the treatment process; and

d. Notify Safety/Risk Management of any changes to your duty status.



Responsibilities Continued

2) The supervisor is responsible for:

a. Conducting a thorough investigation of the accident;

b. Ensuring prompt and complete reporting by submitting the incident report by the next business day.



Remember, if you get hurt or sick, (work related), and seek medical treatment you have a Workers' Comp claim.

• The City of Round Rock is committed to maintaining a drug free workplace with zero tolerance for drugs and alcohol

 City employees shall not use, possess, sell or provide alcohol or controlled substances to any other employee or to any person while such an employee is on duty

 Employees shall not consume alcohol within four hours of reporting for duty, or when on-call

- Two types of test-urinalysis (UA) and breath alcohol concentration (BAC)
- Testing can be:
 - a) Pre-employment-This is taken care of by Human Resources
 - b) Post accident-Any auto accident where the damages exceed \$1,000 and the employee's vehicle was moving at the time of the accident
 - c) Random-Applies to CDL holders only
 - d) For cause-Applies to every employee

• UA Process

- a) Sample is collected at collection center
- b) Sample is secured and sent to lab
- C) Lab examines sample and sends negative test results to myself and Delores Briscoe
- d) Positive tests are sent to Medical Review Officer (MRO) provided by lab
 - i. MRO contacts employee to determine reason for the positive test (i.e. valid prescription)
 - ii. MRO and only MRO determines if the test is positive
 - iii. If employee has a valid prescription, then MRO reports to City that employee was negative
 - iv. If the employee does not have a valid prescription MRO certifies as positive

• BAC process:

- a) Employee taken to Austin Mobile Drug Testing or other approved provider
- b) Employee blows into machine that registers employee's blood alcohol level
- c) A confirmation test is taken 15 minutes later
- d) Results are given to employee, supervisor and e-mailed to me

PRE-EMPLOYMENT TESTING

- All applicants are required to take a pre-employment test
- Applicants must report to designated collection site within 48 hours
- HR will inform out of state applicants of acceptable collection sites

POST-ACCIDENT TESTING

- Employee must immediately notify supervisor, manager or director of any accident
 - If the employee cannot reach supervisor, manager or director, then employee may contact any other supervisor in the same department
 - If employee cannot reach any of the above, then contact myself or Kevin Vaughn
- Supervisor notifies myself or Kevin Vaughn of the accident

POST ACCIDENT TESTING

- Supervisor makes an initial determination of whether the accident requires testing. What elements are required?
- Supervisor immediately transports employee to collection site to be tested for drugs and/or alcohol
- If the collection site is closed, go the intranet, http://websrvr/Portal/portalpages/hrhse.htm and contact the after hours collection company
- When must post accident testing occur? Within 2 hours of the accident
- If you cannot meet the timelines, you must document WHY?
- Remember, employee medical treatment comes first, testing comes second!
- Employee does not resume driving until test results come in!!!

RANDOM TESTING

- Only CDL drivers are subject to random testing (may be UA & BAC)
- Supervisors must notify HR of any changes (new hires, terminations & transfers)
- Supervisor will be notified of selection via e-mail
- Supervisor immediately transports employee to collection site
- When should employees be tested? Within 2 hours of being notified of the test

REASONABLE SUSPICION

Procedure:

- Reasonable suspicion applies to all employees, not just CDL drivers
- Any supervisor may make a reasonable suspicion determination on any employee, not just their own employees
- The supervisor shall immediately contact HR when observing suspicious behavior
- If approved to test, collection must take place within 2 hours of the observation

Prohibitions:

- The employee shall not be allowed to return to work for 24 hours
- Employee is not allowed to return to driving until the test results are received

SELF DECLARATION

Procedure:

- Self Declaration occurs when the employee voluntarily tells his/her supervisor and/or HR that an issue with drugs or alcohol exists
- Self Declaration must be made BEFORE the employee is involved in an accident or selected for a random/reasonable suspicion testing
- Employees that self declare will not be considered as having tested positive and will not be disciplined
- The employee will be placed on a fitness for duty plan with a formal referral to EAP and to a substance abuse professional (SAP)

POSITIVE TESTS AND DISCIPLINE

- HR will notify the employee's supervisor of any positive test results and will work with department staff to determine appropriate discipline
- Levels of Positive Results
 - Employees that test positive for blood alcohol with a level of .02-.04 (0.0 for Police and Fire)
 - Employees that test positive for blood alcohol with a level of .04 and above
- Types of Discipline
 - Employees that refuse to take a drug test or adulterate a specimen will be terminated immediately
 - Progressive discipline up to and including termination and/or disciplinary probation
 - At a minimum, employees will be given either a demotion of one pay grade for a period of six months, or unpaid suspension for 2 weeks, at the discretion of the department director after consultation with the HR
 - During the period of demotion, the employee will not be allowed to operate a motor vehicle until approved by the SAP and HR
 - Employee must complete the treatment plan recommended by the SAP
 - Continued testing at the employee's expense



Personal Protective Equipment



Personal Protective Equipment

Personal protective equipment, commonly referred to as "PPE", is equipment worn to minimize exposure to hazards that cause serious workplace injuries and illnesses. These injuries and illnesses may result from contact with chemical, radiological, physical, electrical, mechanical, or other workplace hazards. Employers must provide PPE and training to their workers to ensure its proper use.

Personal Protective Equipment

- Some jobs involve hazards that cannot be eliminated. When this is the case, employees are required to wear personal protective equipment (PPE). Some examples of PPE include:
- Hand and arm protection;
- Foot protection;
- Eye and face protection;
- Head protection;
- Protective clothing(Body armor and Turn-out gear also);
- Respiratory protection



Common Safety Violation

- Employees not wearing or using serviceable personnel protective equipment (PPE)
- REMEMBER TO Wear and use the PPE. Also, keep it clean and replace as necessary!
- Each Department has their own PPE issue point.



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Questions?