

## **Family Service Rochester**

### **A Workplace Accident and Injury Reduction Program - AWAIR**

- Standard:** Minnesota Statutes 182.653 Rights and Duties of Employers & A Workplace Accident and Injury Reduction Program (AWAIR). 5208.1500  
Standard Industrial Classification List for AWAIR.
- Summary:** Employers listed in the *5208.1500 Standard Industrial Classification List for AIWAR* must comply with MN Statutes, section 182.653, sub 8. in 5205.1500.  
Family Service Rochester NAIC code: 621420 outpatient mental health and substance abuse centers.

Workplace Program or AWAIR Requirements: An employer covered by this section must establish a written work place accident and injury reduction program that promotes safe and healthful working conditions and is based on clearly stated goals and objectives for meeting those goals.

#### **The program must describe:**

- How managers, supervisors and employees are responsible for implementing the program and how continued participation of management will be established, measured, and maintained.
- The method(s) used to identify, analyze and control new or existing hazards, conditions and operations.
- How the plan will be communicated to all affected employees so they are informed of work-related hazards and controls. Mn Statute Chapter 5206
- How workplace accidents will be investigated and how corrective actions will be implemented.
- How safe work practices and rules will be enforced.
- An employer must conduct and document a review of the work place accident and injury reduction program at least annually and document how procedures set forth in the program are met.

#### **Goals:**

To establish and maintain an Agency culture that is committed to workplace safety and health.

#### **Objectives:**

We will conduct regular safety review meetings on a quarterly basis to review any safety or near-miss events that may of occurred and train accordingly.

We will actively enforce safety rules throughout the agency.

#### **This program requires the development of a written safety program with:**

- A Management Policy on Safety and Health (AWAIR)
- Basic company oriented safety rules
- A hazard reporting policy/procedure  
( FSR Incident Report to review & report incidents, accidents & near misses)
- Employee safety training (Delivered via BizLibrary)
-

# **Family Service Rochester**

## **A WORKPLACE ACCIDENT AND INJURY REDUCTION PROGRAM (AWAIR)**

### **I. EXECUTIVE POLICY STATEMENT**

The safety of our employees/volunteers is the foremost consideration in the operations of Family Service Rochester. Accidents and injuries are not only costly to the agency and the individual workers, but are often disastrous to the future of their families. Family Service Rochester endeavors to provide our employees/volunteers with a work place free of recognized health and safety hazards in an effort to conserve our human and financial resources. It is our agency policy that everything within reason will be done to maintain a safe workplace for all employees/volunteers. Family Service Rochester supports the concept of returning injured employees/volunteers to work in a productive position within our company at the earliest, medically possible opportunity. We believe that each employee/volunteer has a place in our accident prevention program and is expected to cooperate fully in all measures taken to control and prevent losses.

### **II. SAFETY AND HEALTH PROGRAM DESCRIPTION**

The objective of our health and safety program is to reduce employee accidents, injuries and illnesses through:

- A. *Maintenance of safe and healthful working conditions*
- B. *Insuring employee/volunteer adherence to proper operating practices and procedures designed to prevent accidents, injuries and illnesses*
- C. *Observing, applying and complying with all Federal, State and Local safety regulations. Including, but not limited to:*
  - Agency Emergency Response Plan*
  - Employee Right to Know Program*
- D. *Ensuring that each employee/volunteer is properly trained and instructed in job procedures prior to job assignments.*
- E. *Providing regular safety meetings for all employees as a means of obtaining new and updated information and training.*
- F. *Conducting periodic safety and fire inspections to identify potential workplace hazards.*
- G. *Investigating all incident/accident and near-miss events to determine the cause of accidents and what actions are necessary to prevent future re-occurrence.*
- H. *Implementing a management/staff safety committee.*

### **III. RESPONSIBILITIES FOR WORKPLACE ACCIDENT AND INJURY CONTROL**

Although safety is the responsibility of every employee/volunteer, the management of Family Service Rochester is responsible for the implementation, maintenance, and enforcement of safety and health policies and procedures. These efforts will be in the form of employee education in safety and health practices, periodic safety inspections of the facilities and work sites and agency safety meetings to review safety concerns and provide a forum for employee/volunteer education. Specific responsibilities/accountabilities for safety are as follows:

#### **Safety Coordinator**

**Family Service Rochester Safety Committee.** The Safety Committee will consist of the Executive Director, HR Director and Operations Manager along with various staff members.

#### **Family Service Rochester Safety Committee responsibilities:**

- Keep apprised of changes in health and safety regulations.
- Establish safety rules.
- Conduct accident & Near Miss investigations and safety inspections.
- Provide safety-training programs to new and existing employees.
- Advise managers and supervisors in their safety responsibilities.
- Accompany outside safety inspectors and consultants on tours of the facilities.
- Follow up on recommendations made by management, employees, the safety committee, outside inspectors and consultants.
- Maintain the accident record keeping systems and the OSHA logs.
- Maintain safety-training records (date, topic, content, attendance).
- Audit company safety performance and the goals of the AWAIR program.

**Safety Committee** - is responsible for the development, implementation and maintenance of the health and safety program. They will assign specific safety responsibilities and establish accountability measures. They will provide the resources needed to comply with all safety regulations and programs. Safety Committee will insure that accident investigations are conducted after every reported incident, regardless of whether an illness or injury occurred. These incident reports will be analyzed by the Safety Committee to determine corrective measures for preventing re occurrence.

**Supervisors/Managers** - are responsible to enforce safety of the specific programs they oversee. They will consistently enforce all safety rules and ensure that safe practices are followed. In the event of an accident, They will insure employees receive proper medical attention and that an accident report is completed including communicating any actions needed for correction of unsafe work conditions or procedures.

**Employees/Volunteers** - are responsible for day to day work activities and are responsible for complying with all safety regulations, agency safety rules, following safe job procedures and notifying the supervisor in the event of accident or unsafe work conditions.

#### **IV. SAFETY COMMITTEE**

The purpose of the safety committee is to assist in the detection and elimination of unsafe conditions and work procedures utilizing the following measures:

- A. The Safety coordinator will oversee the committee and maintain records of committee activities. Copies of minutes shall be provided to:
  - Management
  - Committee members
  - Employees by posting on bulletin boards
- B. Management representatives from each work area should be present at each meeting. In the event they are unable to attend, an alternate should attend.
- C. Employees shall select fellow workers from each work area to represent them on the committee.
- D. The frequency of meetings shall be determined by the committee, but shall not be less than 4 times per year.
- E. The committee shall determine the date, hour and location of meetings.
- F. The length of each meeting shall not exceed one hour.

#### **Scope of activities:**

- Conduct/review safety inspections
- Assist in accident investigations to uncover trends
- Review accident reports to determine means of eliminating accidents
- Accept and evaluate employee suggestions
- Promote and publicize safety
- Monitor safety program effectiveness
- Review job procedures and recommend improvements

#### **V. INSPECTIONS**

Safety inspections of Family Service Rochester facilities will occur on a continual basis and may be performed by the safety coordinator, directors, consultants, insurance agents, government representatives and/or the safety committee. These inspections will take the following form:

**Work location analysis** - inspections involve wall to wall inspection of the work facility. These inspections will:

- Pay special attention to any incidents with a history of accident and illnesses.
- Involve observations of the work process of employee/volunteer.
- Involve the inspection of high hazard machinery, processes, or areas, with a critical eye for possible sources of injury and methods of making these areas safer to employees/volunteers.

## **VI. AGENCY SAFETY RULES AND STANDARD OPERATING PROCEDURES**

Each employee/volunteer is part of the safety team. Coworkers are dependent on each person correctly performing their assigned duties. The keys to preventing accidents are following safety rules and procedures, properly using all machines, equipment and personal protective equipment by all employees/volunteers. The following rules are provided to help employees perform their jobs safely and correctly. **Compliance with these rules is required to help prevent injuries to individual employees or others and to prevent damage to property.**

These rules apply throughout the agency. Employees are required to read all safety rules, to know and follow them. A copy of the safety rules will be given to each employee and will be posted on agency bulletin board. New employees will receive a copy of the safety rules upon hire. Employees are asked to sign an acknowledgment form, which states that they have read the safety rules and understand them. This form will be kept with the employees personnel file. Violations of safety rules or safety instructions may be followed by disciplinary action even though the particular violation did not result in an accident. These rules may not be completely detailed or all-inclusive, therefore, whenever unique or unusual problems arise or more specific information is necessary, employees should contact their supervisor.

## **VII. SAFETY RULES**

All Employees/volunteers will:

- a. Observe all agency safety and health rules and apply the principles of accident prevention in all day-to-day activities.
  - b. Refrain from horseplay, throwing objects, scuffling, fooling around and/or distracting others in ways that may lead to injuries.
  - c. Obey all posted rules, warning signs, and no smoking areas.
  - d. Read safety bulletins.
  - e. Walk at all times on company premises (no running) and take no unauthorized shortcuts.
  - f. Never report to work under the influence of alcoholic beverages or drugs nor shall any employee consume, purchase, or possess these items while on company premises.
  - g. Do not attempt to lift or push objects that may be too heavy for them. Ask for help when needed. Learn to use correct lifting techniques to avoid strains: bend knees, keep upper body erect, push with the legs.
  - h. Advise fellow employees to work safely and warn workers who are working carelessly.
  - i. Always use proper personal protective equipment for each assigned job.
  - j. Report hazards to supervisors immediately.
  - k. Due to fire hazards, use of non-commercial portable heaters and cooling fans in the FSR building will not be allowed.
  - l. Never use makeshift ladders or climb on boxes.
  - m. Never tamper with electrical switches, extension cords or circuits unless authorized.
  - n. Always shut down machines before cleaning, adjusting or repairing.
  - o. Never use hands to remove obstructions from equipment unless equipment is shut off.
- 
-

- t. Learn the location of fire fighting equipment, safety exits and evacuation procedures.
- u. Report all accidents, near misses, and injuries to their supervisor immediately.  
Employee/volunteers should always find out the safe way to perform a task.
- v. Actively support and participate in the company's efforts to provide a workplace accident and injury reduction program.

## **VIII. ENFORCEMENT**

The following procedures will be followed in dealing with safety infractions:

- A. Any employee/volunteer observed committing an unsafe act, violation of safety rules or causing an unsafe condition to exist would be stopped immediately and questioned.
- B. The reason for the violation will be determined.
- C. Instruction in the safe procedure will be given. When this instruction is given the following will be observed:
  - 1. Tell the employee/volunteer what is to be done.
  - 2. Show the employee/volunteer the correct way to do the job.
  - 3. Test the employee/volunteer. Let the employee/volunteer practice. The employee/volunteer will be observed and suggestions for improvements will be given as needed.
  - 4. Check the employee/volunteer by following up after the employee/volunteer has returned to work to see that the safety rules are being followed.
  - 5. Unsafe conditions will be corrected at once. If unable to do so, all employees/volunteer involved will be warned of the hazard. Prompt notification of those responsible for making the correction will be made.
  - 6. Employees/volunteers will be spot checked occasionally to see that they are following instructions.

## **IX. ACTION REQUIRED FOR VIOLATION OF COMPANY SAFETY RULES**

A. **Verbal warning** – The employee/volunteer will be given a verbal warning for a minor offense. A record of this warning may be placed in the employees personnel file.

B. **Written warning** – The employee/volunteer will be given a written warning for relatively serious or repeat offenses. Copies of the written warning are filed in employees personnel file.

C. **Suspension** – Employees/volunteers may be suspended from duty without pay and with a written warning for continual repeated offenses or severe violations which result in injury to him/herself and/or others.

D. **Termination of employment** - may occur for flagrant violations of company policies and procedures. Dismissal may also occur if employee/volunteer persist in continued or repeated violations of company rules and/or their work, after repeated warnings, continues at an unacceptable level of performance.

## **X. ACTION PLAN FOR IMPLEMENTATION**

### **A. WRITTEN EMPLOYEE TRAINING PROGRAM**

1. **Communications** - Each employee/volunteer will receive a copy of this program for review and training. All new employees/volunteers will receive this information through the new employee orientation process. Additionally, employees will be kept aware of changes and additions to the program through: notices on bulletin boards, signs, or accident alert notices.
  2. **Supervisor training** - All supervisors will receive copies of this AWAIR program and instructions on how to train their employees in this material. Supervisors will receive training in new processes and procedures, as these programs are developed and prior to the assignment of employees/volunteers in these areas. Agency management, vendors, or consultants will conduct this training. Refresher training will be provided as needed.
  3. **New employee orientation** - Orientation will begin the first day of employment for all new employees. The orientation program will include the agency's policies and rules and will provide a thorough safety briefing, as it relates to the job the employee/volunteer will be performing. The orientation will include:
    - a. A tour of the facilities to acquaint employees with the scope of operations. This tour will identify: Emergency facilities, locations of emergency exits, warning sirens, first aid kits, supervisors offices, and other emergency equipment.
    - b. Explanation of how the employee's job is important to the service.
    - c. Applicable training sections on:
      - Agency safety and health policy
      - Employee responsibilities - safety rules and enforcement
      - Communication, hazard reporting, accident reporting
      - Accident investigations
      - First aid services (Emergency responders)
      - Company emergency response plan
      - Employee Right to Know
      - Blood borne pathogens
- 
-

4. The employee's immediate supervisor will thoroughly instruct the employee in the specific safety and health requirements of each job before assigning the employee.
5. Existing employee training will include:
  - a. Regular safety meetings
  - b. Training on new hazards or operations
  - c. Training prior to all work assignments, including specific hazards
  - d. Annual refreshers on all existing company safety programs

## **B. HAZARD ASSESSMENT AND CONTROL**

Family Service Rochester may conduct safety surveys to determine potential hazards, which may be encountered in the normal course of duty.

Periodic follow-up surveys and/or environmental sampling may be conducted when it is believed employees may be exposed to hazardous materials in concentrations, which may be above recognition. Qualified individuals retained by the company may conduct this sampling. Results of the sampling will be provided to employees on a timely basis.

Employees are encouraged to report potential hazards and unsafe conditions to their supervisor. It will be the responsibility of the supervisor to verify whether or not a hazardous condition actually exists, and to initiate corrective actions should they be necessary.

It will be the responsibility of the supervisor to report noted hazards to the safety coordinator who will document the identified hazard and the corrective actions taken. This documentation will be kept on file with the safety coordinator.

Once hazards are identified we will take measures either to eliminate the hazards by removing them from our work site or to control those hazards through:

1. **Engineering controls** - which would include replacing defective equipment, change different procedures or making additions or modifications to facilities, equipment eliminate or control identified hazards.
2. **Administrative controls**- that will be implemented after all practical engineering reviewed, include: new procedures, limits on employee exposures, written policies and training.
3. **Personal protective equipment** - is the final method of controlling hazards. Personal protective equipment, tasks that present risks which cannot be reasonably controlled using the other two, will always require administrative controls in the form of written policy for use.

### C. ACCIDENT INVESTIGATION

The agency recognizes that accidents do not "just happen"; rather they are caused by a series of actions, steps or failures. Once these steps are identified, they can be eliminated or controlled. The purpose of accident investigations is not to place blame, but rather to determine the cause of the accident or "near miss" and eliminate the causative factors. Accident investigations begin with prompt reporting of accidents by employees to supervisors. It is then the responsibility of the supervisor to insure that employees receive prompt medical attention as required. Basic information collected at the scene of the accident should be entered on a "First Report of Injury" accident report form. The Safety Coordinator and supervisors have access to copies of these forms. Upon completion of the form it the Safety Coordinator will review and corrective actions should be taken to prevent a reoccurrence.

The safety coordinator will monitor all workplace injuries and illnesses. These injuries and illnesses will be recorded on the OSHA 200 log which will be posted on company bulletin boards each February.

The safety coordinator, managers, and supervisors will be responsible for monitoring these records to identify trends that may indicate previously unidentified hazards or additional training that may be required.

### D. ACCOUNTABILITY

All employees/volunteers are responsible for safety; therefore safety will be one item that is included in every employee's job description. Safety attitude and participation will also be considered as part of all employee performance reviews.

**For employees** - accountability includes adherence to safety rules and procedures, using protective equipment as required, participation on the safety committee and prompt reporting of any hazard.

**For Supervisors**- accountabilities include training new and existing employees in safe practices, enforcement of safety rules and procedures, prompt reporting and correction of hazards, accident investigations, department safety inspections, positive reinforcement of safe behavior and timely employee communications.

**Management** - accountabilities include all of the areas required for supervisors with the addition of participation on the safety committee, reductions in injury rates and workers compensation costs, accident investigations, proactive elimination of hazards and demonstrated leadership in safety related matters.

### E. ESTABLISHED GOALS

The number one goal of Family Service Rochester's AWAIR program is to establish a safe work environment for all agency employees. In order to measure the effectiveness of our program the company has established the following additional goals:

1. Reduction in lost workday incidence rate (LWDIR) is calculated using the following formula:

$$\text{LWDIR} = \frac{\text{\# of lost time injuries/illnesses per year}}{200,000} \times \text{total number of employee hours worked during the year}$$

2. Reduction in the workers' compensation premium.
3. Reduction in accident reports filed.
4. Reduction in near miss accidents.
5. Actual documentation of hazards removed from the work place.

#### **XI. ANNUAL PROGRAM REVIEW**

The safety and health efforts of Family Service Rochester are ongoing and will be reviewed and updated annually or as often as necessary to help us meet our program goals.