




DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING INJURY AND ILLNESS PREVENTION PROGRAM

Updated May 2024

DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING 440 Turk Street, San Francisco Ca.
94102



Disclaimer

Although reasonable care has been taken in the preparation of this material, and information obtained from outside sources is reliable, there are no warranties, either expressed or implied, as to the accuracy of such information or the applicability of such information to any situation.

This document is presented with the understanding that the authors are attempting to provide a guide for the development of a written worksite Injury and Illness Prevention Program.

Any recommendations made are based upon current CAL-OSHA standards and requirements. We do not make any warranties, either expressed or implied, that your workplace is safe, healthy, or that it complies with all, laws, regulations, codes, or standards.

People with Authority and Responsibility

Injury and Illness Prevention Program Responsibility

HSH's Injury and Illness Prevention (IIP) Program administrators are:

Myaisha Bracken, Business Services Supervisor
Alfonso Avila, Building and Grounds Supervisor
Melanie Laman, Human Resources and Operations Director

At HSH, everyone is responsible for ensuring their safety and the safety of those around us.

A. Employees are responsible for:

- Assuring proper safeguards are taken at all levels of a job, but especially when working under hazardous conditions. Hazardous conditions include, but are not limited to confined spaces, high noise, presence of noxious or toxic chemicals and gases, heavy equipment use, machine maintenance and repair (lock/out-tag/out), electrical work and use of flammable liquids.
- Asking for assistance as many times as needed, no matter how simple the question seems, if you do not fully understand the safe way to do a job.
- Encouraging other employees to work safely. The best way to encourage people convincingly is by example. Failing to follow safety rules may result in progressive discipline.

B. Supervisors are additionally responsible for ensuring compliance by ensuring that training, tools, equipment, and facilities are provided to employees so that they can perform their jobs safely.

Compliance

To ensure that employees comply with safe and healthy work practices, HSH will implement the following:

A. Information to Staff

Information about the HSH IIPP will be provided to all new hires as part of the onboarding process. The existence of the HSH IIPP will be facilitated to current staff with the IIPP posted publicly to the HSH Intranet.

B. Disciplinary System

The failure of an employee to adhere to safety practices may cause an employee to be subject to disciplinary actions up to and including termination. In accordance with the information noted on the form and in conjunction with established City policy that all City employees are responsible for creating a safe and productive work environment, repeated violations may result in further discipline, up to and including termination of the employee.

All workers, including managers and supervisors, are responsible for complying with safe and healthy work practices.



Safe Practices

These rules help you make safety a regular part of your work.

WORK SAFELY --- *Safety is everyone's business. Teach new employees safe work methods. Accidents can be prevented. Report all unsafe conditions immediately.*

WHEN LIFTING --- *Bend your knees, get a firm grip on the object, hold it close to your body, space your feet for good balance; now lift, using your strong leg muscles, not your weaker back muscles. Get help with heavy or bulky loads.*

MATERIAL HANDLING --- *Do not throw objects--always carry or pass them. Use hand trucks or other equipment when possible. Get help with heavy or awkward objects.*

TRASH DISPOSAL --- *Keep sharp objects and dangerous substances out of the trash can. Dispose of them in approved containers when available.*

CLEAN UP --- *Remove refuse promptly to prevent slips and tripping. The first person to see a spill or debris should pick it up or report it.*

PREVENT FALLS --- *Keep aisles, workplaces, and stairways clean, clear, and well lighted. Report slippery or faulty floor surfaces.*

WALK--DON'T RUN --- *Watch your step--wear safety shoes with slip resistant soles.*

EXTINGUISHER --- *Know where fire extinguishers are and know how to use them.*

PREVENT INFECTION --- *All punctures, cuts and scratches are dangerous--get first aid at once.*

IF INJURED --- *Report all injuries, no matter how slight.*

HORSEPLAY --- *Scuffling, practical jokes and tricks are not allowed.*

DRUGS AND ALCOHOL --- *Use of drugs and/or alcohol prior to or during working hours is prohibited.*



Safety and Health Policy Statement

The City and County of San Francisco values its employees and clients...

We in the City organization care about workplace safety because we care about our employees and the clients we serve.

People work for the City 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 wellbeing 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 healthy manner. Employees will be provided with the appropriate equipment and training to ensure that they can perform their jobs safely.

Safety is everyone's responsibility...

Every City 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 eliminated in the workplace, but if each of us embraces safety as our personal responsibility, many injuries will be prevented.

...And the City 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 City 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.

Signature

Shireen McSpadden

Shireen McSpadden, Executive Director of HSH

5/6/2024

Date



Communication to and from employees

Communication with all employees on matters of safety and health in a format readily understandable will be issued. The following are methods that may be used:

METHODS	YES/NO	FREQUENCY
Safety Posters	Yes	As needed.
Written Handouts	Yes	As needed, to individuals.
Employee Contact	Yes	As needed.
Online	Yes	Always

Workplace hazards and unsafe work practices or environments should be reported to a supervisor or HSH HR. See Employee Safety Information Form.

In addition, employees can report building issues to HSH Facilities, such as mechanical issues, lighting issues, leaks, non-working appliances, etc., by filling out an HSH Facilities Service Request Form at the following link: <https://forms.office.com/g/8eDFGgxdF2>.

PROCEDURES TO IDENTIFY AND EVALUATE HAZARDS

To identify and correct workplace hazards, periodic safety inspections will be conducted of all worksites, materials, departmental vehicles, and procedures on an as-needed basis.

An inspection will take place when the injury & illness prevention program is first established. These inspections will be conducted by HSH HR. Inspections will be completed using the "Hazard Checklists". The form will be noted to identify safety hazards, unsafe conditions, and work practices as well as their priority for attention. The date the hazard is abated, and the corrective measures taken, will also be noted on the form.

Additionally, unscheduled inspections will take place whenever any new substance, process, procedure, or equipment is introduced into the workplace. An inspection, investigation and adoption of appropriate safeguards will take place whenever a new or previously unrecognized hazard is noted. Results of the inspections will be reviewed by HSH HR and addressed according to priority. Minor safety hazards, unsafe conditions and work practices identified by each inspection will be corrected as soon as possible. Serious safety hazards, unsafe conditions, and work practices and those presenting an "imminent danger" to employees will be abated immediately. Failing this, all employees shall be removed from the sight of the imminent hazard until said hazard is corrected.

Records of these inspections shall be retained by HSH HR for a period of no less than three years after the date of the inspection, and permanently, if physical storage conditions permit. Follow-up of all corrective action plans is the responsibility of the Facilities Supervisor and is an important part of the injury prevention process. Outstanding or unresolved issues should be brought to the attention of the IIPP Administrators.

PROCEDURES FOR INVESTIGATION

All work-related accidents will be investigated by the appropriate employee's immediate supervisor or HSH HR in a timely manner.

Minor incidents and "near accidents" will be investigated as well as serious accidents.

Investigating work related accidents will provide information regarding accident prevention as well as pointing out "trends" which indicate problems that need to be corrected. The investigation will determine what factors, conditions, and/or practices contributed to the accident, but is not intended as a vehicle for assigning "blame" for the accident. Accidents will be investigated using the "Supervisor's Report of Accident" form according to the following principles:

- A) Accident scene will be visited as soon as possible--while facts are fresh and before witnesses forget important details.
- B) If possible, the injured will be interviewed at the scene of the accident and "walked" through a re-enactment.
- C) All interviews will be as private as possible. Witnesses will be interviewed one at a time. Everyone who has knowledge of the accident will be interviewed even if they did not actually witness it.
- D) Signed statements will be taken in cases where facts are unclear or there is an element of controversy.
- E) Details will be documented graphically using sketches, measurements, diagrams, and photos as needed.
- F) The investigation will focus on causes and hazards. The cause of the accident, and not just the injury, will be investigated.
- G) Every investigation will conclude with an action plan for preventing accidents in the future.
- H) Where a third party or defective product contributed to the accident, all evidence will be saved.

Accident reports shall be retained by HSH HR for a period of not less than three years after the accident and permanently, if physical storage conditions permit.

See Supervisor's Report of Accident Form, Employee's Report of Accident Form, Vehicle Accident Report.

Procedures to Correct Hazards

The method and procedure to correct unsafe or unhealthy conditions, work practices and work procedures is detailed above. Timeliness of correction will be based on the severity of the hazard. This will include when a hazard is observed or discovered or if an imminent hazard exists. All exposed employees will be cleared from the area except those personnel necessary to correct it.

The person with authority and responsibility for correction of hazards, unsafe conditions and work practices is Melanie Laman, Human Resources and Operations Director. The IIPP covers all HSH employees. For staff working at non-HSH worksites, correction of hazards at non-HSH worksites will be made by the appropriate party.

Training and Instruction

New employees will receive a safety orientation from HSH HR during onboarding.

Employees will receive HSH IIPP information when:

- A) When the program is first established.
- B) To all new employees

Keep all records necessary to validate compliance.

The injury and illness prevention program and the safety performance of those responsible for carrying it out will be reviewed every 12 months by HSH HR.

RECORDKEEPING

The following documents will be maintained within the department's IIPP folder in BOX for at least the length of time indicated below:

1.Hazard Alert/Correction Forms

Retain for three (3) years.

2.Employee Job Safety Analysis forms

Retain for the duration of everyone's employment.

3.Worksite Inspection Forms

Retain for three (3) years.

4.Injury and Illness Investigation Forms

Retain for three (3) years



CODE OF SAFE PRACTICES

It is the HSH policy that everything possible will be done to protect employees, customers, and visitors from accidents. Safety is a cooperative undertaking requiring participation by every employee. Failure by any employee to comply with safety rules will be grounds for corrective discipline. Supervisors should insist that employees observe safety rules and practices and act as necessary to obtain compliance. To carry out this policy, employees shall carry out each of the following steps.

1. Report all unsafe conditions and equipment to your supervisor.
2. Report all accidents, injuries, and illnesses to your supervisor.
3. Means of egress shall be kept unblocked, well-lit and unlocked during work hours.
4. Exit doors must comply with fire safety regulations during business hours.
5. In the event of fire, sound the alarm and evacuate.
6. Upon hearing the fire alarm, stop work and proceed to the nearest clear exit. Gather at the designated location.
7. Only trained workers may attempt to respond to a fire or other emergency.
8. Stairways should be kept clear of items that can be tripped over. All areas under stairways that are egress routes must not be used to store combustibles.
9. Materials and equipment will NOT be stored against doors or exits, fire ladders or fire extinguisher stations.
10. The aisles must be kept clear at all times.
11. Work areas should be maintained in a neat, orderly manner; trash and refuse are to be thrown into proper waste containers.
12. All spills shall be wiped up promptly.
13. Storage of files and supplies should be maintained in such a manner as to preclude damage to the supplies or injury to personnel when moving from storage. The heaviest items should be stored closest to the floor and lightweight items stored overhead.
14. Employees should use appropriate stepstools for accessing high places. Do NOT use a wheeled or folding chair to stand on.
15. All cords running into walking areas must be taped down or inserted through rubber protectors to preclude them from becoming tripping hazards.
16. Never stack material precariously on top of file cabinets or other relatively high places.
17. Never leave lower desk or cabinet drawers open that present a tripping hazard. Use care when opening and closing drawers to avoid pinching fingers.
18. Do not open more than one upper drawer at a time, particularly the top two drawers on tall file cabinets, or the cabinet may fall over.
19. Always use the proper lifting technique (lift with your knees, not your back). Never attempt to lift or push an object which is too heavy; you must contact a supervisor when help is needed to move a heavy object.
20. When carrying material, caution should be exercised in watching for and avoiding obstructions, loose material, etc.
21. All electrical equipment should be plugged into appropriate wall receptacles or into an extension of only one cord of similar size and capacity. Three-pronged plugs should be used to ensure continuity of grounding.
22. Individual heaters at work areas should be kept clear of combustible materials such as drapes or waste from wastebaskets. Newer heaters which are equipped with tip-over switches should be used.



23. Appliances such as coffee pots and microwaves should be kept in the employees' lounge. They should be kept in working order and inspected for signs of wear, heat or fraying of cords.
24. Fans used in work areas should be guarded. Guards must not allow fingers to be inserted through the mesh. Newer fans are equipped with proper guards.
25. Equipment such as scissors, staples, etc., should be used for their intended purposes only and should not be misused as hammers, pry bars, screwdrivers, etc. Misuse can cause damage to the equipment and injury to the user.
26. Cleaning supplies should be stored away from edible items on kitchen shelves.
27. Cleaning solvents and flammable liquids should be stored in appropriate containers.
28. Solutions that may be poisonous or not intended for consumption should be kept in well-labeled containers and stored in specific locations.
29. Employees who work with hazardous materials must know the location of the Safety Data Sheets for such materials. 30. Above all, employees should use common sense in the workplace.

I have read and understand all the above safe practices and will apply them to my job with the Department of Human Resources.

PRINT NAME OF EMPLOYEE

EMPLOYEE SIGNATURE

DATE



HAZARD CHECK LIST

LOCATION: _____ **DATE:** _____

		YES	NO	PRIORITY	DATE ABATED
EMPLOYER POSTING					
a	Is the CAL/OSHA Poster “Safety and Health Protection on the Job” displayed in a prominent location where all employees are likely to see it?				
b	Are emergency telephone numbers posted where they can be readily found in case of emergency?				
c	Where employees may be exposed to any toxic substances or harmful physical agents, has appropriate information concerning employee access to medical and exposure records, and “Material Safety Data Sheets”, etc., been posted or otherwise made readily available to affected employees?				
d	Are signs concerning “Exiting from buildings” posted where appropriate?				
	Are other California posters properly displayed, such as:				
e	Industrial Welfare Commission orders regulating wages, hours, and working conditions?				
f	Discrimination in employment prohibited by law?				
g	Notice to employees of unemployment and disability insurance?				
h	Payday Notice?				
i	Summary of occupational injuries and illnesses posted in the month of February?				



II RECORDKEEPING				
a	Are all occupational injury or illnesses, except minor injuries requiring only first aid, being recorded as required on the Cal/OSHA Form 300?			
b	Are employee medical records and records of employee exposure to hazardous substances or harmful physical agents up-to-date?			
c	Have arrangements been made to maintain required records for the legal period of time for each specific type record?			
III SAFETY AND HEALTH PROGRAM				
a	Do you have an active safety and health program in operation?			
b	Is one person clearly responsible for the overall activities of the safety and health program?			
c	Do you have a safety committee or group that meets regularly and reports in writing on its activities?			
d	Do you have a working procedure for handling in-house employee complaints regarding safety and health?			
e	Are you keeping your employees advised of the successful effort and accomplishments the safety committee have made in assuring they will have a workplace that is safe and healthful?			
IV MEDICAL SERVICES AND FIRST AID				
a	Do you require each employee to have a pre-employment physical examination?			
b	Is there a hospital, clinic, or infirmary for medical care in proximity of your workplace?			
c	Is there at least one employee in each area currently qualified to render first aid (NOT first responder)?			



EMPLOYEE SAFETY INFORMATION FORM

This form is for use by employees who wish to provide a safety suggestion or report an unsafe workplace condition or practice.

Description of Unsafe Condition or Practice:

Causes or Other Contributing Factors:

Employee's Suggestion for Improving Safety:

Has This Matter Been Reported to the Area Supervisor? Yes No

Please email or hand-deliver this report to HSH-Human Resources.

Employee Name (Optional) _____

Section _____ Date _____

Employees are advised that the use of this form or other reports of unsafe conditions or practices are protected by law. It would be illegal for HSH to take any action against an employee in reprisal for exercising rights to participate in communications involving safety.

The employer will investigate any report and advise the employee who provided the information or the workers in the employer's response.



SUPERVISOR'S REPORT OF ACCIDENT

Employee's Name _____ DSW Number _____

Job Position/Title _____ Supervisor's Name _____

Date and time of accident _____ Location _____

Task being performed when accident occurred _____

Date and time accident reported to you _____

Name(s) of witnesses _____

Accident resulted in: Injury Fatality Property Damage

First aid given. Yes No Medical treatment required? Yes No Workdays lost _____

Describe how the accident occurred _____

What actions, events or conditions contributed most directly to this accident? _____

Could anything be done to prevent accidents of this type? If so, what? _____

(Use additional space, if needed.)

The Workers' Compensation Employer's Report of Occupational Injury or Illness (Form 5020) to be provided by the supervisor to HSH-HR.

Workers' Compensation Claim Form (DWC 1) to be provided by Supervisor to the injured/ill employee upon report of incident.

Supervisor's Signature _____ Date _____

Employee's Signature _____ Date _____

I have had an opportunity to review, discuss and ask questions about the above information



EMPLOYEE'S REPORT OF ACCIDENT

(Accident report must be filled out as soon as possible after an accident.)

Employee's Name _____ Employee ID No. _____

Job Position/Title _____ Work Phone _____

Department of unit _____ Supervisor's name _____

Days off _____ Normal shift hours _____

Date and time of accident _____

Location _____

Date, time accident reported _____

Name(s) of witnesses) _____

Describe how the accident occurred

What part of the body was injured? _____

Describe the injury in detail

Date, time you first sought medical attention _____

Name of doctor and/or hospital _____

Could anything be done to prevent accidents of this type? _____

If so, what?

(Use additional space, if needed.)

Employee to provide original of the Workers' Compensation Claim Form (DWC 1) to HSH-HR

Employee's Signature

Date



VEHICLE ACCIDENT REPORT

Page 1 of 2

(Accident reports must be filed with your supervisor immediately after an accident.)

Unit or Dept. _____

Date of Accident _____ Time _____ AM/PM Time Called in _____ AM/PM

Driver's Name _____ Vehicle ID No. _____

Driver's Home Address

Street City State Zip Code

Driver's Home Phone _____

Driver's License No. _____ State _____ Exp. Date _____

Driver's Insurance Co. and Policy No. _____

Passengers? YES NO If yes, List Passenger Names and Addresses

Accident occurred on _____ near _____
street or route no. nearest intersection

Description of accident

Traffic control at scene of accident:

Police officer Signal Light Stop Sign Caution Sign

Other-specify _____

No control

OTHER VEHICLE:

Other Driver's Name: _____

Vehicle Owner: _____

Address: _____

Street City State Zip Code



OTHER DRIVER INFORMATION

Home Phone: _____ Work Phone: _____

License No. _____ State ____ Exp. Date _____

Insurance Co. and Policy No. _____

Vehicle License Plate No. _____ State _____ Exp. Date _____

Vehicle ID No.(registration) _____

Passengers? YES NO If yes, Names and addresses _____

Pedestrians? YES NO If yes, Names and addresses _____

OTHER INFORMATION:

Police Dept. Contacted and Report No. _____

Citation Issued YES NO If yes, Describe _____

Witnesses: Names and Addresses _____

Was anyone injured or killed? YES NO If yes, Name(s) of injured persons or fatalities:

Hospital to which injured persons were taken

Employee's Name (print)

Employee's Signature _____ Date _____

Supervisor's Name (print)

Supervisor's Signature _____ Date _____



ERGONOMICS

Proper ergonomics is the practice of helping to fit a job or task to the individual person. HSH employees work in different work settings including offices, in the field, or at-home telecommute spaces.

Incorporating a proper ergonomic set up increase your productivity and energy—and decrease fatigue and muscle soreness and prevent injury.

HSH supports proper ergonomics. It has invested in sit/stand desks at HSH offices and its support services sites. Telecommuting employees acknowledge their home offices are ergonomic when submitting their application. In instances where a telecommuting employee cannot set up an ergonomic home office, HSH will ensure the employee can work in the office full-time so that they are working safely.

Steps to Better Ergonomics:

Step 1: SETUP

Take the online training to ensure your workstation set up is ergonomically correct.

[Take the Online Ergonomics Training](#)

The Department of Human Resources (DHR) provides a 30-minute ergonomics training course available to all employees. Use this training to learn about the basics of ergonomics and how to set up your personal workstation at home.

[Access the training:](#)

- Login to [SF Employee Portal](#) (PeopleSoft)
- Navigate to *SF Learning*, under the *My Links* tab
- Search for the training using Class Code: **HRD19038-0001**

Step 2: GO

Add an active component to each of your breaks. Stand, stretch, walk, and find ways to move!

[Take Active Breaks Every Day](#)

Aim to move at least once each hour. Active breaks can include standing up for a call, getting a water refill, taking a quick walk around the workspace, or doing a quick stretch. This will allow you to take a rest from work while exercising different muscles throughout the day.

Use this [movement guide](#) to add activity throughout your day. Choose from 6 different sets of exercises to incorporate into each day. Find additional ideas for active breaks below!

Step 3: MAINTAIN

Be sure to maintain your setup by assessing your workspace frequently.

[Check Your Workspace Setup Often](#)

Practice and reinforce what you learn in training and maintain your workspace ergonomics.



Download this [self-assessment tool](#) created by the Department of Public Health to help you maintain the ergonomics of your workspace.

This will create a habit of checking your workspace and can provide you with an increased awareness and understanding of your ergonomic needs.

