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INJURY AND ILLNESS PREVENTION PROGRAM (IIPP) FOR SAN FRANCISCO PLANNING DEPARTMENT

TABLE OF CONTENTS

SUMMARY, AUTHORITY AND SCOPE	3
POLICY	3
INJURY AND ILLNESS PREVENTION PROGRAM RESPONSIBILITY	3-5
COMPLIANCE	6
COMMUNICATION	7
HAZARD ASSESSMENT	7
ACCIDENT/EXPOSURE INVESTIGATIONS	8
HAZARD CORRECTION	9
TRAINING AND INSTRUCTION	10
RECORDKEEPING	11
Appendix A: ACCIDENT/EXPOSURE INVESTIGATION REPORT	13
Appendix B: HAZARD ASSESSMENT AND CORRECTION RECORD	12
Appendix C: WORKER TRAINING AND INSTRUCTION RECORD	14
DEFINITIONS	15
SF PLANNING IIPP CONTACTS	15

SUMMARY

This Injury & Illness Prevention Program (IIPP) includes guidelines, practices, and procedures to reduce the potential for occupational injuries and illnesses of San Francisco Planning Department employees. This is accomplished through a comprehensive program including compliance, hazard communication, hazard identification, incident reporting and investigation, hazard control, and training.

Authority and Scope:

This IIPP is developed in accordance with California Occupational Safety and Health Standards, California Code of Regulations (CCR), Title 8, Sections 3203 and 1509.2. This program applies to all San Francisco Planning Department staff. A digital copy of the IIPP is available on San Francisco Planning's Hub SharePoint site: <https://sfgov1.sharepoint.com/sites/CPC-Portal-SP2/admin-division>

POLICY

San Francisco Planning Department is committed to maintaining a safe and healthful work environment for its employees and to preventing injuries and incidents in the workplace. It is the policy of the Department to comply with all applicable federal, state, and local occupational and environmental health and safety statutes and regulations and to improve continuously the Injury and Illness Prevention Program (IIPP or Program). Participation by all employees in making occupational safety and health programs and practices a success is both encouraged and expected.

INJURY AND ILLNESS PREVENTION PROGRAM RESPONSIBILITY

Assignment of Responsibility

San Francisco Planning Department IIPP administrators are the Administration Team: Thomas DiSanto, Director of Administration, Michael Eng, Personnel Officer, and Candace SooHoo, Operations Manager. The following are the IIPP responsibilities:

Director of Administration

The Director of Administration for San Francisco Planning shall establish the goals, policies, and expectations for health and safety pursuant to the authority of their position(s) as set forth in the Charter of the City and County of San Francisco. Responsibilities include the following:

- Adopt and enforce the IIPP. Review, approve and support major program modifications and policies.
- Support budget for safety.

Safety Recordkeepers (HR and Operations Team)

Safety Recordkeepers shall perform responsibilities include the following:

- Maintain injury and illness records according to Cal/OSHA regulations and workers' compensation laws for San Francisco Planning Department. This includes the following:
 - Annual posting the OSHA Form 300 A, Summary of Work-Related Injuries and Illnesses,

and all other required health and safety postings in a conspicuous location.

- Maintaining documentation of the periodic health and safety inspections
- Maintaining copies of incident investigations and worker's compensation records.
- Maintaining health and safety training records
- Coordinate health and safety training for organization.
- Coordinate medical monitoring for organization.
- Review incident investigations and support additional follow-up, where necessary, and to ensure the root cause analysis is thorough for preventative measures.
- Directly support the development and implementation of San Francisco Planning Department's health and safety policies and procedures.
- Notify the Director of Administration and applicable Division Director of:
 - Cal/OSHA inspections
 - Serious injuries
 - Imminent hazards
 - Significant incidents, as warranted.
- Complete Incident Reports and Workers Compensation documentation on the same day/shift that an injury or illness is reported. Send Incident Reports and Workers Compensation documentation to the Office of Civil Rights (OCR).

Division Directors and Deputy Directors

The primary responsibility of division directors and deputy directors is to assist the IIPP Administrator in implementing and maintaining the IIPP program. Responsibilities include:

- Promote and enforce safe work practices and habits.
- Take action to identify and minimize risks that are reasonably foreseeable.
- Attend training for management.
- Ensure physical organization of space (such as legal aisle widths, trip hazards, etc.) are clear and safe for all employees.

Direct Managers and Supervisors

Managers and supervisors with direct reports are responsible for implementing and maintaining the IIPP in their work areas. Responsibilities include:

- Instruct new employees on safety rules and procedures.
- Notify the Director of Administration, Personnel Officer, Operations Manager, and Division Director immediately in the event of a fatality or serious occupational injury or illness. The Administration Team will then contact the nearest Cal/OSHA office. Immediately means as soon as practically

possible, however no longer than 8 hours after knowledge of the incident.

- Promote a positive atmosphere of open communication regarding health and safety concerns, free from harassment, discrimination, and fear.
- Ensure employees have attended all periodic safety training and required regulatory training as designated by San Francisco Planning Department policies, procedures, and guidelines.
- Report any facility related safety, health risks or concerns to the Operations Manager.
- Review operations periodically to verify that they are being performed safely.
- Investigate and respond to safety risks reported by employees. Communicate with the Administration Team as needed. Maintain and send all documentation if any to the Administration Team.

All San Francisco Planning Department Employees

All employees are required to comply with Cal/OSHA regulations, to observe health and safety procedures that apply to their assignment, and to help identify potential health and safety hazards. Responsibilities include the following:

- Know and obey safety rules and procedures that apply to assignment.
- Do not undertake any task, use any tool, or operate equipment unless authorized to do so.
- Report and when possible, mitigate unsafe conditions and practices.
- Use proper safeguards.
- Report any facility related safety, health risks or concerns to the Operations Manager.
- Report injuries and near-miss incidents, no matter how minor.
- Ask for assistance when you do not fully understand the safe way to do a job.
- Encourage other employees to work safely.

COMPLIANCE

Management is responsible for ensuring that safety and health policies and procedures are clearly communicated and understood by employees. Directors, Deputy Directors, Managers, and Supervisors are expected to enforce the rules fairly and uniformly. Employees are responsible for using safe work practices, for following directives, policies and procedures, and for assisting in maintaining a safe work environment. Our system of ensuring that workers comply with the rules and maintain a safe work environment include:

- Informing workers of the provisions of our IIP Program.
- Evaluating the safety performance of all workers.
- Recognizing employees who perform safe and healthful work practices.
- Providing training to workers whose safety performance is deficient.
- Disciplining workers for failure to comply with safe and healthful work practices.

Full compliance is achieved by three methods: (1) training to ensure employees have the necessary knowledge to do a job safely; (2) positive motivation to encourage and reinforce appropriate action; and finally, (3) progressive discipline for failure to follow procedures.

Training

Training will provide to employees to carry out job responsibilities in a knowledgeable and safe manner. This training is mandatory for employees, with specific training requirements determined by Department, job classification, and job assignments if applicable.

Positive Reinforcement

Methods may include the following manager and supervisor actions:

- Modeling safe work behavior, including wearing personal protective equipment.
- Giving regular verbal reinforcement for following desired behavior.
- Telling employees what is expected of them and what potential injury or illness can occur from not following safe procedures.
- Recognizing employees who perform safe and healthful work practices.

Discipline

Employees have a right to a safe and healthy workplace provided by the employer. Similarly, employees must know that failure to comply with health and safety standards will result in disciplinary action. Since the goal of the IIPP is to prevent workplace injuries and illnesses, the goal of the discipline procedure is to prevent safety violations that may lead to incidents. When employee safety violations occur, subsequent discipline should be progressive and be according to Department and Civil Service policies. It is important to note that employees shall not be disciplined for having an industrial injury or illness, but rather for violating safety practices and procedures.

COMMUNICATION

We recognize that open, two-way communication between management and staff on health and safety issues is essential to an injury-free, productive workplace. The following system of communication is designed to facilitate a continuous flow of safety and health information between management and staff in a form that is readily understandable and consists of:

- New worker orientation including a discussion of safety and health policies and procedures.
- Annual review of our IIP Program.
- Posted or distributed safety information on San Francisco Planning's Hub SharePoint site and the employee bulletin board at 49 South Van Ness Avenue, Suite 1400.
- A system for workers to anonymously inform management about workplace hazards.

HAZARD ASSESSMENT

Periodic inspections to identify and evaluate workplace hazards shall be performed by the Administration Team periodically at San Francisco Planning Department's offices at 49 South Van Ness Avenue, Suite 1400.

The following periodic inspections are performed:

- When we initially established our IIP Program;
- When new substances, processes, procedures or equipment which present potential new hazards are introduced into our workplace;
- When new, previously unidentified hazards are recognized;
- When occupational injuries and illnesses occur; and
- Whenever workplace conditions warrant an inspection.

ACCIDENT/EXPOSURE INVESTIGATIONS

Injury and Illness Reporting

It is the policy of San Francisco Planning Department that the employee must report workplace injuries and illnesses immediately to their supervisor. Reporting is required for any injury or illness, no matter how minor, which the employee has suffered during working hours while engaged in official business of the City. The employee shall report any injury no later than the scheduled end of the current work shift. The employee shall report any illness as soon as the employee is aware of it.

Incident Investigations

When notified of a workplace incident, the supervisor of the injured employee must conduct an incident investigation. Procedures for investigating workplace incidents and hazardous substance exposures include:

- Visiting the incident scene as soon as possible;
- Interviewing injured workers and witnesses;
- Examining the workplace for factors associated with the incident/exposure;
- Determining the cause of the incident/exposure;
- Taking corrective action to prevent the incident/exposure from reoccurring; and
- Recording the findings and corrective actions taken.

The direct manager or supervisor must make the initial investigation as soon as possible after the incident but no later than 48 hours. Incident investigations are required for occupational injuries or illnesses and for significant incidents of “near misses” where no actual injury occurred but the potential for injury and/or damage is severe. A sample format for the accident/exposure is provided in Appendix A.

SERIOUS INJURIES AND ILLNESSES

Serious Injuries and Illnesses

Under certain circumstances, Cal/OSHA notification of occupational injury or illness is mandatory. Therefore, if an employee is taken by ambulance to the hospital; is hospitalized; has any serious degree of permanent disfigurement (amputation, crushing, or severe burn); or dies while at the workplace or conducting an offsite visit:

- Call Cal/OSHA at 415-557-0100 immediately but no later than 8 hours after the employer learns of the incident. This notification may result in a Cal/OSHA enforcement investigation of the incident.

NOTE: Cal/OSHA notification is not required if the injury or death results from a traffic accident on a public street or highway.

HAZARD CORRECTION

Unsafe or unhealthy work conditions; practices or procedures shall be corrected in a timely manner based on the severity of the hazards. Hazards shall be corrected according to the following procedures:

- When observed or discovered;
- When an imminent hazard exists which cannot be immediately abated without endangering employee(s) and/or property, we will remove exposed workers from the area except those necessary to correct the existing condition;
- Workers necessary to correct the hazardous condition shall be provided with the necessary protection; and
- Such actions taken and dates they are completed shall be documented on the appropriate forms.

Hazard Log

San Francisco Planning Department will maintain a Hazard Log that will be used to track items needing correction. The Safety Recordkeepers will keep the log. The log should include any workplace hazards that have been identified from initial and periodic inspections, Safety Suggestion Forms, incident investigations, and through other mechanisms, such as Cal/OSHA visits or Department of Public Health inspections. Items on the log include date of inspection, person conducting the inspection, a description of the unsafe condition or work practice, and the corrective action that was taken. A sample format for the log is provided in Appendix B.

As items are entered on the Hazard Log, management will review each item to determine the priority, and responsible person. Management should also regularly review the log to determine the status of open items, and progress toward completion.

Priority System

Hazards must be prioritized in order to provide a consistent guide for corrective action, specify which hazardous conditions warrant immediate action and which have secondary priority, and to allocate funding to correct the worst hazards first. Interim controls will be implemented when hazards cannot be immediately corrected.

When an imminent hazard exists which cannot be immediately abated without endangering employee(s) and/or property, all exposed personnel shall be removed from the area except those necessary to correct the existing condition. Employees necessary to correct the hazardous condition shall be provided the necessary safeguards.

TRAINING AND INSTRUCTION

All workers, including managers and supervisors, shall have training and instruction on general and job-specific safety and health practices. Training and instruction are provided:

- When the IIP Program is first established;
- To all new workers (except for construction workers who are provided training through a construction industry occupational safety and health training program approved by Cal/OSHA);
- To all workers given new job assignments for which training has not previously provided;
- Whenever new substances, processes, procedures or equipment are introduced to the workplace and represent a new hazard;
- Whenever the employer is made aware of a new or previously unrecognized hazard;
- To supervisors to familiarize them with the safety and health hazards to which workers under their immediate direction and control may be exposed; and
- To all workers with respect to hazards specific to each employee's job assignment.

General workplace safety and health practices include, but are not limited to, the following:

- Explanation of the IIPP, emergency action plan and fire prevention plan, and measures for reporting any unsafe conditions, work practices, injuries and when additional instruction is needed.
- Use of appropriate clothing, including gloves, footwear, and personal protective equipment.
- Information about chemical hazards to which employees could be exposed and other hazard communication program information.
- Availability of toilet, hand-washing and drinking water facilities. Proper housekeeping , such as keeping stairways and isles clear, work areas neat and orderly, and promptly cleaning up spills.
- Prohibiting horseplay, scuffling, or other acts that adversely influence safety.
- Proper storage to prevent:
 - stacking goods in an unstable manner
 - storing materials and good against doors, exits, fire extinguishing equipment and electrical panels.
- Provisions for medical services and first aid including emergency procedures.

RECORDKEEPING

The Safety Recordkeepers will maintain the following records:

- Hazard assessment inspections, including the person(s) or persons conducting the inspection, the unsafe conditions and work practices that have been identified and the action taken to correct the identified unsafe conditions and work practices, are recorded on a hazard log; and
- Documentation of safety and health training for each worker, including the worker's name or other identifier, training dates, type(s) of training, and training providers on a sign-in sheet.
- Inspection records and training documentation will be maintained for three years.

Access

We will make this written Injury and Illness Prevention Program available to all San Francisco Planning Department employees. A digital copy of the IIPP is available on San Francisco Planning's Hub SharePoint site:

<https://sfgov1.sharepoint.com/sites/CPC-Portal-SP2/admin-division>.

**APPENDIX A
ACCIDENT/EXPOSURE INVESTIGATION REPORT**

Date & Time of Accident:
Location:
Accident Description:
Workers Involved:
Preventive Action Recommendations:
Corrective Actions Taken:

Manager Responsible:

Date Completed

**APPENDIX B
HAZARD ASSESSMENT AND CORRECTION RECORD**

Date of Inspection: _____ Person Conducting Inspection: _____

Unsafe Condition or Work Practice:
Corrective Action Taken:

Date of Inspection: _____ Person Conducting Inspection: _____

Unsafe Condition or Work Practice:
Corrective Action Taken:

Date of Inspection: _____ Person Conducting Inspection: _____

Unsafe Condition or Work Practice:
Corrective Action Taken:

DEFINITIONS

CAL/OSHA - California Occupational Safety and Health Administration, Department of Industrial Relations, Division of Occupational Safety and Health for the State of California. This state agency is responsible for promulgating and enforcing occupational health and safety standards.

IIPP - Injury and Illness Prevention Program required under California Code of Regulations (CCR), Title 8. It is a written plan containing health and safety procedures that are not only documented in writing, but are put into practice on a day-to-day basis.

Accident –a broad term covering a wide variety of events including, but not limited to, personal injuries and occupational illness (i.e., chemical exposures, cumulative trauma, etc.).

Incident –a broad term covering a wide variety of events including but not limited to, fires, chemical spills and releases, unusual odors, etc.

Near-Miss Incident - any accident or incident which might have caused a death, illness, injury or property damage but did not.

Root Cause Analysis- the most basic cause(s) that, if corrected, will establish control of risks to prevent future incidents, accidents, or “near-miss” incidents.

Serious injury or illness - *Cal/OSHA defines an injury or illness as “serious”*: “Serious injury or illness” means any injury or illness occurring in a place of employment or in connection with any employment that requires inpatient hospitalization for other than medical observation or diagnostic testing, or in which an employee suffers an amputation, the loss of an eye, or any serious degree of permanent disfigurement, but does not include any injury or illness or death caused by an accident on a public street or highway, unless the accident occurred in a construction zone.

Work-Related - an injury, illness, property damage or other unsafe condition that occurs during and in the course of conducting business as a Planning Department employee.

SAN FRANCISCO PLANNING DEPARTMENT IIPP ADMINISTRATORS CONTACTS

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