

S.M.I.L.E

POCKET SAFETY

GUIDE



Safety Matters

In the Lives of Employees

Presented by:
City of Philadelphia
Finance Department
Risk Management Division
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VISION STATEMENT

It is the policy of the City of Philadelphia to develop and maintain safety programs, implement protective measures, and raise the overall safety awareness of employees to reduce or eliminate on-the-job hazards and injuries. In doing so, the City of Philadelphia wishes to provide a safe working environment for all employees. With safety as an integral part of all operations, we can better control potential hazards that could result in injury. Commitment from all levels of City government and departments creates a safety culture that is driven towards providing a safe place for everyone to work.

SAFETY: YOUR FAMILY DEPENDS ON IT

No one wants to go through the pain and suffering of an injury. In addition to the suffering that you experience, have you considered the impact an injury has on those you care most about? In addition to preventing you from working in the same capacity as before, injuries can also keep you from participating in leisure activities, caring for and playing with children or pets, and doing routine and project work around the house. Remember, safety on the job not only affects you and your co-workers, but also those who care for and depend on you. An injury to you could be the worst thing that could happen to your family.

SAFETY DOESN'T HAPPEN BY ACCIDENT

All accidents are preventable and it is the City's hope that no employee will suffer an injury. Two main ways to strive towards the goal of attaining zero accidents in the workplace are through the concepts of engineering and education.

- **Engineered safety** provides protection of the worker by designing equipment and tasks to eliminate hazards or shield them from the worker. In order for this protection to work, employees must use these controls as intended and not bypass them for any reason.
- **Education** comes through attaining knowledge about the job and maintaining a sustained level of awareness for safe work practices and conditions for the job.

Maintain your equipment with the same level of care as your personal property or even better. Keep your equipment in good working condition and follow safety measures before and during your work tasks. Keep your knowledge and skills sharpened about how to perform your job properly and safely. It is very important not to place yourself at risk by skipping steps in the work process or failing to use good judgment when performing daily duties. Remember to utilize principals learned through training and experience to stay safe. Keep this in mind; always stay aware of your immediate surroundings and work environment.

SAFETY IS EVERYONE'S JOB

Everyone must share in the responsibility of controlling injuries within the City's work environment: the administration, management, supervision and front-line employees. While it is the employer's responsibility to provide employees with a safe working environment and training necessary to do their job safely,

you have the primary responsibility for making sure that you go home in the same condition you left that day. Management and supervisors can do their part but the rest depends on you.

- **Administration and management** is where the concept of a safe work environment begins. They are responsible for providing leadership and direction, instituting and supporting programs, monitoring progress and reviewing deficiencies, and delegating responsibility, as well as, encouraging involvement from all levels of City employment.
- **Direct supervision** is considered the key role in injury prevention and operational safety programs. Supervisors must set the example by using proper work procedures and equipment themselves, instructing and encouraging workers to do the same, and making sure workers are given the training and tools needed to perform their jobs safely.
- **Front-line employees** have to take an active role in their own safety and the safety of fellow workers. All employees must adhere to all safety rules and work practices, use equipment appropriately for the task at hand, wear the proper personal protective equipment for the job, report all unsafe conditions and injuries, and be knowledgeable in the job they perform.

MANAGING THE UNFORSEEN

Many jobs that people are employed to do have dangerous components. Still, it is the City's desire that no one gets hurt despite dangerous situations. We do recognize that there are situations that we cannot predict or have total control over. In these instances, one's awareness and level of training increases

their ability to identify hazards and work safely in these potentially dangerous situations.

DON'T BECOME A STATISTIC

Safety and health organizations, as well as many employers, are constantly striving to reduce work-related injuries and illnesses. Even with this collective effort, injuries and illnesses still occur each year. Some of those incidents result in injuries and illnesses that are more serious in nature and greatly affect many lives.

Over a three-year period, between January 1999 and March 2002, the ten City departments with the highest injury rates accounted for 15,762 on-the-job accidents. The most frequent injury types were strains, sprains, contusions, and lacerations. Overexertion, lifting, being struck by, falls and vehicle collisions were the main causes of these injuries.

In all of Pennsylvania, there were 94,215 injuries and illnesses and 146 fatalities reported to the Pennsylvania Bureau of Worker's Compensation for the 2001/02 fiscal year. This was an increase of 11,202 injuries and 28 fatalities over the previous fiscal year.

Comparing the City's information to the entire State, it is not surprising that the most frequent types of injuries for Pennsylvania were also sprains, strains, and contusions. As with the City, these injuries were also caused by overexertion, being struck by or against, and falls. So as you can see, injuries and illnesses must be something that we all have to avoid, less we become a number in future statistics. As these numbers show, injuries on the job can happen to City workers, so remember to work safely and avoid becoming a statistic.

DRIVER SAFETY

Workers are more likely to die from traffic-related motor vehicle crashes than from any other hazard on the job, including workplace violence and machine-related injuries. Three workers are killed every day — more than a thousand each year — while driving, riding in, or working around motor vehicles in traffic. Remember that except when necessary for official business, non-City employees are prohibited from riding in City vehicles.

Here are some tips for preventing vehicle crashes:

- Don't start the engine without securing each passenger in the car. Seat belts save thousands of lives each year! Lock all doors.
- Remember that driving too fast or too slow can increase the likelihood of collisions.
- Never drink and drive. Alcohol is a factor in almost half of all fatal motor vehicle crashes. Remember to inform your supervisor if you are taking prescription or over-the-counter medications that could affect your driving.
- Be alert! If you notice that a car is straddling the center line, weaving, making wide turns, stopping abruptly or responding slowly to traffic signals, the driver may be impaired.
- Research indicates that driver distraction is a contributing factor in 25-50% of all crashes, causing an estimated 4,000 to 8,000 traffic crashes each day.
- The results of a national telephone survey conducted in August 2001 showed that distracted driving has become an increasingly dangerous trend. Nearly all drivers-94%-reported having engaged in activities that are potentially distracting while driving. More startling, 39% of respondents reported engaging in distracted driving activities primarily while driving for work.
- Follow the rules of the road. Don't contest the "right of way" or try to race another car during a merge. Be respectful of other motorists.



Specialized Vehicles

As with any vehicle, while driving, be cautious, aware and responsible. If vehicle safety practices are not observed at your worksite, you risk death or serious injury as a result of being pinned between construction vehicles and walls, struck by swinging backhoes, crushed beneath overturned vehicles, or other catastrophic accidents. If you work near public roadways you risk being struck by trucks or cars.

- Wear seat belts, except on equipment that is designed only for standup operation, or that has no rollover protective structure.
- Check vehicles before each shift to assure that all parts and accessories are in safe operating condition.
- Do not drive a vehicle in reverse gear with an obstructed rear view, unless it has an audible reverse alarm, or another worker signals that it is safe.
- Drive vehicles or equipment only on roadways or grades that are safely constructed and maintained.
- Make sure that you and all other personnel are in the clear before using dumping or lifting devices.
- Lower or block bulldozer and scraper blades, end-loader buckets, dump bodies, etc., when not in use, and leave all controls in neutral position.
- Set parking brakes when vehicles and equipment are parked, and chock the wheels if they are on an incline.
- All vehicles must have adequate braking systems and other safety devices.
- Haulage vehicles that are loaded by cranes, power shovels, loaders etc., must have a cab shield or canopy that protects the driver from falling materials.
- Do not exceed a vehicle's rated load or lift capacity.
- Do not carry personnel unless there is a safe place to ride.
- Use traffic signs, barricades or flaggers when construction takes place near public roadways.
- Workers must be highly visible in all levels of light. Warning clothing, such as red, green or orange vests, are required; and if worn for night work, must be of reflective material.

Computer Workstation Safety

Computer workstation safety involves fitting a workstation to an employee and implementing good work practices. Musculoskeletal system stress and subsequent discomfort and/or injury can be prevented if good computer workstation safety practices are followed.

Computer Workstation Set-up:

- Computer monitor should be positioned so the top line of text is below eye level to reduce neck fatigue. Tilt your adjustable screen to achieve a comfortable viewing angle and to avoid reflection from overhead lighting. (Or place a flat object under the front of a nonadjustable screen to achieve the same effect.) Keep the screen 20-26 inches from your eyes to prevent eyestrain.
- Place the keyboard and screen directly in front of you. Viewing your screen off center can cause neck and back stress.
- The chair should be high enough that the forearms are at a 90-degree angle or more.
- The keyboard should be flat or tilting slightly away from the worker, with the mouse at the same height.
- Telephones should be placed on the non-dominant side, to leave the dominant hand free for writing.
- Reduce glare by placing your display screen perpendicular to windows and other bright light sources.
- Adjust your chair or work surface height so that the monitor and keyboard are at comfortable heights.
- Adjust screen contrast and brightness controls.
- If lighting is dim, attach a task light to your work area and make a special point of using it for detailed work and writing.

Posture while typing:

- Align your head, shoulders and hips to prevent back and neck injuries.
- Support the arch in your back against the chair or with a pillow.
- Make sure your feet rest flat on the floor or on a footrest.
- Relax your shoulders--don't hunch.
- Keep your upper arms near your body and make sure your forearms are parallel to the floor. If you find yourself reaching up or down, adjust your chair or work surface height.
- Relax your wrists, keeping knuckles slightly higher than wrists.

Exercise Tips:

- Relieve eyestrain by periodically focusing your eyes on a distant object.
- Take a second to get up and move around to avoid remaining in one position for too long.
- Take slow, deep breaths to relieve tension.
- Keep the space beneath your workstation clear for leg movement.

BACK SAFETY

Back injuries are the most frequent and often the most persistent and painful type of workplace injury. Learn to lift and handle materials safely. To prevent back injuries:



- Do not hesitate to ask for help in lifting heavy loads.
- Always push rather than pull a heavy load.
- Use carts and dollies to move objects instead of carrying them yourself.
- Test the weight of the object by lifting a corner before lifting the entire object.
- When lifting heavy objects, employees should bend their knees and use the large muscles of the leg instead of the smaller muscles of the back.
- Maintain the natural S-curve in your back by keeping your back as upright as possible.
- Keep your head up while lifting with your legs to help maintain the natural S-curve in your spine.
- Never twist your waist when attempting to turn.
- Always turn with your feet, keep your shoulders straight and pointed in the direction of your feet.
- Never attempt to lift or push an object, which is too heavy.
- Contact a supervisor when help is needed to move heavy objects.

VIOLENCE IN THE WORKPLACE

The City's policy is zero tolerance for violence at work, whether the violence originates inside or outside the workplace.

What is workplace violence?

Workplace violence is violence or the threat of violence against workers. It can occur at or outside the workplace and can range from threats and verbal abuse to physical assaults and homicide

Workplace violence is a growing concern for employers and employees nationwide. The National Institute for Occupational Safety and Health (NIOSH) has found that an average of 20 workers are murdered each week in the United States. In addition, an estimated 1 million workers - 18,000 per week - are victims of nonfatal workplace assaults each year. Homicide is the second leading cause of death on the job, second only to motor vehicle crashes.

Risk Factors

Be aware of the factors that place workers at risk for violence in the workplace include:

- interacting with the public
- exchanging money
- delivering services or goods
- working late at night or during early morning hours
- working alone
- guarding valuable goods or property
- dealing with violent people or volatile situations



Prevention of Workplace Violence

How can employees protect themselves?

Nothing can guarantee that an employee will not become a victim of workplace violence. These steps, however, can help reduce the odds:

- Learn how to recognize, avoid, or diffuse potentially violent situations.
- Alert supervisors or the appropriate departmental personnel to any concerns about safety or security and report all incidents immediately
- Avoid traveling alone into unfamiliar locations or situations whenever possible.
- Carry only minimal money and required identification into community settings.
- Inform someone at work, preferably your supervisor, where you are going to be and when you plan to return.

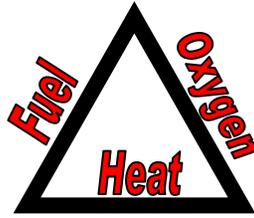


FIRE SAFETY

The Fire Triangle

In order to have a fire, there must be three elements:

- Fuel -- something which will burn
- Heat -- enough to make the fuel burn
- Air -- more specifically, oxygen



Usually these three elements are expressed as a triangle, called The Fire Triangle. All three elements must be present at the same time to have a fire. Fire will burn until one or more of the elements is removed; then will go out.

To Prevent Fires:

- **If you are a smoker, always smoke carefully:** Make sure that ashes, matches, and cigarette ends are not still burning before disposal. At home, never smoke in bed or while intoxicated. *Remember*—The City of Philadelphia has a NO SMOKING POLICY for all City buildings and vehicles.
- **Appliances:** Stay nearby while appliances, including microwave ovens, are on. Clean up grease and appliances as soon as possible. Coffee makers, space heaters (where permitted), halogen lamps (where permitted), etc., should never be left unattended while turned on. Unplug heat-producing appliances after use and wait until they are cool enough to touch before storing.
- **Electricity:** Use only laboratory tested and approved appliances. Don't overload outlets or circuits. Replace damaged wires. Immediately replace damaged power cords or discontinue use of the appliance. Match your appliance power requirements to the circuit power.
- **Open Flames:** Candles (where permitted) should never be left unattended. Extinguish all open flames, even if left for a very short time.
- **Flammable Liquids:** Storage of flammable liquids is limited to specific quantities and approved containers, in appropriate flammable storage lockers.

- **Obstacles:** Storage of furniture, recycling, surplus material, and other items is prohibited in all exit corridors. Blocked exits have caused 'chain reaction' pile-ups of fallen people during emergencies.

Protect Yourself

Participate in Fire Drills: Fire drills are conducted to familiarize you with your building's fire alarm, emergency procedures and exits you should use.

Be Aware of Evacuation Plans:

Each City workplace should have an emergency evacuation plan.

- Should evacuation be necessary (which is not always the case for high rise buildings), go to the nearest exit or stairway and proceed to an area of refuge outside the building.
- Most stairways are fire resistant and present barriers to smoke if the doors are kept closed.
- Do not use elevators. Should the fire involve the control panel of the elevator or the electrical system of the building, power in the building may be cut and you could be trapped between floors.
- Also, the elevator shaft can become a flue, lending itself to the passage and accumulation of hot gases and smoke generated by the fire.

Report Damaged Fire Equipment:

1. Fire Doors: Should close completely and automatically.
2. Exit Signs: Should be unobstructed and easily seen.
3. Fire Alarms: Pull stations should be accessible and audio/visual alerting devices unobstructed and not vandalized.
4. Sprinklers: Keep an 18" clearance around sprinkler heads. Report damaged, painted, or obstructed heads.
5. Smoke detectors: Keep them clear so they can detect smoke when you are asleep, and wake you in time to get out.
6. Fire Extinguishers: Report empty, missing, or vandalized extinguishers.

GENERAL SAFETY

*City employees are serious about safety and should always be **ALERT and AWARE** while working. Practice good **HOUSEKEEPING** at work; never participate in **HORSEPLAY** and always **THINK SAFETY!***

STAY ALERT—Reducing accidents means reporting to work physically and mentally rested, prepared to perform your job safely and properly. No one should work while his or her ability or alertness is impaired by fatigue, illness or other causes that might expose the individual or others to injury. If you are taking a prescribed drug, which may have a side effect that could affect your job performance, inform your supervisor **before** beginning the day's work. To protect yourself and those around you, keep a constant lookout—not just in front of you, but also behind, around, above and below. Keeping your eyes alert to what's going on around you is a key to preventing accidents.

JOB AWARENESS—It's the City's job to provide you with safe, well-maintained and appropriate equipment to perform your work tasks. It's up to you to take an active role in the use of equipment and take charge of your own safety. Employees should not handle or tamper with any electrical equipment, machinery or perform any job function that is not within the scope of their own job duties, unless they have received instructions from their supervisor. Only operate tools and equipment that you have been trained and authorized to use. Follow instruction labels, use materials according to guidelines and ask questions when you're not sure about how to do something. Be certain that all instructions are clearly understood before starting any job or task. Don't let your work put another worker in danger.

If you see something in your workplace that is not part of your job, but is an obvious safety hazard, make sure it gets corrected before someone gets hurt. For example, if a floor becomes slick due to a spill, don't walk past and expect someone else to report it or clean it up. You know it's there, so, even though it's not your job to clean it up, make sure the clean up gets done. If you cannot correct an unsafe condition, report it to your Supervisor immediately. You'll feel great knowing that you have taken control of your own safety, and may have prevented someone else from being hurt.



HOUSEKEEPING—Good housekeeping is an essential part of every job. Practice and promote good housekeeping at work—this will make your job move smoother and make it less likely that you or your co-workers will fall victim to an accident.

To promote good housekeeping at work...

- Put everything you use in its proper place.
- Keep your work area clean and in good order.
- Aisles and work areas should be kept clear.
- Tools and materials should be neatly and securely stored.
- Walking and working surfaces should be kept clean, dry and orderly.
- Store waste, oily rags and other flammable material in receptacles provided for that purpose.
- Trash containers should not be overfilled.
- Keep exits clear at all times.
- Keep stairway and landings clear and free from material or dirt. When a slippery substance such as water or oil is spilled on the floor, clean it up or report it immediately.

NO HORSEPLAY—Horseplay, practical jokes, scuffling and other activities, which tend to endanger the safety or wellbeing of employees, are prohibited. Horseplay is a safety hazard that can quickly get out of hand and lead to injury or death. If you get hurt as a result of horseplay, the injuries may not be covered by workers' compensation. If someone else gets hurt as a result of your horseplay or joke, you may be liable for damages. Be as funny as you want—as long as you make sure it's not at someone else's expense or becomes a safety hazard.

THINK SAFETY—Follow correct safety procedures, regardless of what people say. Report all unsafe conditions to your supervisor. Use and maintain all safety devices provided. Thoroughly read and have a clear understanding of all safety materials, handbooks, rulebooks, etc. that are distributed to you. Consult your supervisor if you have questions or you are in doubt.

SLIPS, TRIPS AND FALLS

Slips, trips and falls account for the majority of general industry accidents, 15% of all accidental deaths, and more fatalities than all other causes except motor vehicle accidents.

Tips for prevention include:

- Keep floors and walking/working areas free of debris, spills, spent materials, and stored materials; always use good housekeeping practices.
- Mark permanent aisles and passageways and keep clear of obstructions.
- Don't exceed the maximum load rating of floors and walking/working surfaces.
- Ensure there are no uncovered or unguarded openings through which a person or materials may fall.
- Guard all open-sided floors or platforms that are 4 feet above an adjacent level.
- Regardless of height, guard all open-sided floors, walkways, platforms, or runways when above or adjacent to dangerous equipment.
- Install proper handrails for flights of stairs with four or more risers.



Injury Response Procedures - Employees

Non- Emergencies

1. Employees, who incur an injury or illness as a direct result of their job responsibilities, **must** report the injury to their immediate supervisor.
2. Employees who need treatment **must** obtain a referral slip for evaluation from their supervisor and treat at one of the City's designated medical provider sites.
3. Supervisors must report injuries to the City's third party administrator (TPA) by calling 1-866-IOD CLAIMS (1-866-463-2524) immediately.
4. Within 48 hours an employee injury report must be completed and submitted to your department safety office for submission to the TPA.
5. When an injury or illness is determined to be work related, initial follow up treatment must be provided at the City's designated medical provider site.
6. Employees, who are treated and not hospitalized, must obtain a copy of an encounter form (provided by the City's medical designated provider site). This provides the physician's recommendation and restrictions on duty status.
7. Employees should **not** provide their private insurance information to the City's designated provider site while being treated for a work-related injury. Should an employee receive bills related to a work injury, they should immediately forward them to the safety office who will forward them to the TPA for proper handling.

Emergencies

In serious emergencies, the injured employee shall be taken to the nearest hospital for treatment and the following procedures should be followed as soon as medically possible:

1. Your immediate supervisor must be notified as soon as possible.
2. If an employee is treated at a hospital that does not appear on the City's panel listing, and has been released with restrictions, he or she must report directly to a City provider site, with a referral, the next scheduled business day.
3. The employee and supervisor **must** complete an injury report within 48 hours even if an employee does not require follow-up treatment.

Injury Response Procedures – Employers

Employers **must** have the injured employee sign a written acknowledgment to treat with a panel physician for the first 90 days following the injury, not only at the time of hire, *but also after each injury*.

If after 90 days you elect to treat with your own physician or another provider who is not part of the City network, you will not be eligible to continue the benefits available under Regulation 32. Instead, you will receive Workers' Compensation benefits in lieu of Regulation 32.

Your department safety/personnel office is available to answer any questions you have regarding Regulation 32 and Workers' Compensation.

Fire Safety Procedures

Employees that may encounter an active fire are instructed to:

1. Call 911 (outside phone) or 1-911 (city phone) to summon Fire Department.
2. For small, incipient fires, if possible, contain the fire by closing doors or (if you have been trained) with a fire extinguisher.
3. If containment is not successful, evacuate the area immediately. Assist all affected employees in the evacuation process.

Crashes (Motor Vehicle Accidents)

Employees that have an accident while driving a City vehicle are instructed to do the following:

1. In cases of personal injury, render comfort and assistance to the injured parties.
2. Call 911 (outside phone) or 1-911 (city phone) for police, and medical response if needed, and then call your immediate supervisor to inform him/her of the accident.
3. Provide the police officer that arrives on the scene with the Financial Responsibility Identification card for the vehicle.
4. Present drivers of other vehicles involved in the accident with the City's Accident Information card. This card should be kept in every City vehicle.

5. Complete a Traffic Accident-City Vehicle Form (82-S-87) or equivalent departmental crash form. If injured, notify your immediate supervisor who will complete an Employee Illness and Injury Report (82-SS-58). Copies of both forms are to be forwarded to the departmental safety office upon completion.

Environmental/Hazardous Material Response Procedures

Employees that encounter potential safety hazards such as spills/leaks, nuclear, biological and/or chemical situations are instructed to:

1. Stay away from the material as much as possible, isolate the area. Eliminate sources of ignition. Cover or block any drains.
2. Call 911 (outside phone) or 1-911 (city phone) to summon the Hazmat Unit of the Fire Department and the Police.
3. Contact your immediate supervisor and your departmental safety office.

