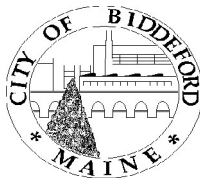


City of Biddeford
Personnel Committee
April 18, 2023 4:00 PM 205 Main Street

Status:

- 1. Call to Order**
- 2. Acceptance of Minutes**
 - 2.1. Minutes from meeting on 2-21-23
[02.21.2023 Minutes.docx](#)
- 3. Discussion**
 - 3.1. Edits to Nonunion Insurance Policies
[Agenda Brief_Nonunion Insurance Policy.docx](#)
[Ins Buyback & Plans Offered Edits - la.pdf](#)
 - 3.2. Updates and Additions to Nonunion Safety Policies
[Agenda Brief_policy updates_safety.docx](#)
[Emergency Action Plan Policy with tracked changes.pdf](#)
[Lifting and Back Safety Policy no replacement.pdf](#)
[Office Ergo Policy full replacement.pdf](#)
[Office Ergonomics \(VDT\) Policy \(DOC\) to be replaced.pdf](#)
[slip trip and fall policy no replacement.pdf](#)
- 4. Other Business**
- 5. Adjourn**



PERSONNEL COMMITTEE MEETING

Tuesday February 21, 2023
Human Resources Department

4 PM

Minutes

ITEM 1 Call to order

Chair Councilor Norman Belanger called the meeting to order at 4:00 PM with Councilors Doris Ortiz, present, Councilor Scott Whiting present. Councilor William Emhiser present. Also present were Jim Bennett, City Manager, Diana DePaolo, Director of Human Resources and Lynn Abbott, Human Resource Specialist and Justin Banks, Safety and Training Coordinator.

Minutes from 01-24-23 were accepted unanimously.

Discussion

3.1 Community Inclusion Position DEI Coordinator Brief 02.21.23

**Councilor Scott Whiting recommend to amend to full council.
All in favor**

3.2 Workers Comp Cost Improvement Plan MOD rate safety plan 02-2023 docx

Discussed that we are working on policies, training and working on tiers to get discount, most are mental stress claims. Wellness App in the works as well.

Motion to adjourn 4:30pm, unanimous

Personnel Committee Members:

Councilor Norman Belanger, Chair
Councilor William Emhiser
Councilor Scott Whiting
Councilor Doris Ortiz



PERSONNEL COMMITTEE

Meeting Date: April 18, 2023

Meeting Time: 4pm

Agenda Item No: 3.1

Item Description: Nonunion Insurance Policy Edits

Submitted by: Lynn Abbott, HR Specialist

Executive Summary:

Update non-union handbook to reflect more current insurance situation and to match union buyback amounts.

Detailed Review:

We made updates to the non-union handbook to be consistent with union contracts insurance buy back reimbursement amount. Current non-union contract is \$1500.00 per year, updating to follow union contracts \$3168.00 per year. As well as, add language to state. "If employee can demonstrate that he/she has appropriate health insurance coverage elsewhere, other than through the City or School System."

We also updated language that is no longer valid on plans offered. We only offer the PPO Plan.

Funding Source:

21179/60129 for buyback

HEALTH BENEFITS

The City of Biddeford will offer group health insurance to its regular full time employees. If it is desirous to change insurance carriers, the City will provide equal or better coverage.

- A. Beginning September 6, 2001, regular employees will pay 15 percent of the cost of health insurance coverage. Beginning January 1, 2017, the employee contribution amount will increase to twenty (20%). Payment will be made through payroll deduction and will be based on the number of payroll deductions made during the calendar year. ▼
- B. The City shall provide employees with an insurance buyout program. If an employee can demonstrate that he has appropriate health insurance coverage elsewhere not including from the City of School system, the employee will be paid thirty five percent (35%) of the City's contribution to the family plan, payable quarterly.
- C. For employees who retire after September 6, 2001, the City shall pay for the medical insurance only, at the same percentage of current employees, to employees who retire between the ages of 62 and 65, until said employee reaches the age of 65, providing said employee has a minimum of ten years of service with the City. Medical insurance coverage for the employee's dependents shall be at the expense of said employee. When the retiree reaches the age of 65, all insurance for said employee and dependents will terminate.
- D. For employees who retire before July 1, 1995, the City shall continue to pay the cost of medical insurance for a retired employee between the ages of 62 and 65. Beyond the age of 65, the retired employee may enroll in the City's Medicare companion plan at his own expense.
- E. As an exception to the above, if a retiring employee has a dependent (husband/wife only) who is younger and currently enrolled on the City's health plan, then the City will continue to pay the cost of the Medicare companion plan for the retiree until the dependent reaches age 65. The retiree will be responsible for the cost of dependent coverage. When both the retiree and the dependent have reached age 65, they may both continue in the City's Medicare companion plan at their own expense. At the time when the retired employee becomes responsible for the cost of medical coverage, payment will be made to the City on a monthly basis at the current rate.
- F. If an employee has to retire prior to age 62 because of medical reasons and is eligible for social security disability income, he may continue on the group medical coverage at his own expense. If the retired employee carried dependent coverage, that will also be continued at the retired employee's own expense.
- G. For employees who retire prior to July 1, 1995, and, if the retiree has continuous employment with the City for a period in excess of ten years, the City shall pay the insurance expense for the employee for a period not to exceed 24 months or whenever Medicare becomes applicable. Subsections (E) and (F) of this section shall also apply.
- H. Employees hired after January 1, 1997 are not eligible for Sections C through G above. Said employees shall contribute \$15 per week to retirement health savings (RHS) which will be matched by the City. The employer matched contribution amount shall have a ten year (10) vesting period, to coincide with the employees original date of hire, as follows:

Deleted: Beginning January 1, 2017, the City will continue to offer employees three (3) health coverage options, the HMO, POS and HMO LO, however, if the employee elects the higher priced plan coverage (POS) the employee shall be responsible for 100% of the premium difference between the HMO and POS plan.

Deleted: allowed to cash in coverage from the City for a family plan for \$1500 per year

0 to 2 years:	Zero percent (0%)
Over 2 years	Ten percent (10%)
Over 3 years	Fifteen percent (15%)
Over 4 years	Twenty percent (20%)
Over 5 years	Thirty five percent (35%)
Over 6 years	Fifty percent (50%)
Over 7 years	Sixty five percent (65%)
Over 8 years	Eighty percent (80%)
Over 9 years	Ninety percent (90%)
Over 10years	One hundred percent (100%)



PERSONNEL COMMITTEE

Meeting Date: April 18, 2023

Meeting Time: 4pm

Agenda Item No:

Item Description: Changes to policies

Submitted by: Justin Banks, Safety and Training Coordinator

Executive Summary:

Adopt the following policies in order to meet the requirements of Tier 2 of the Workers Compensation Incentive Program; Slip, Trip Fall Policy and a Lifting and Back Safety Policy.

Replace the following policy in order to meet the requirements of Tier 2 of the Workers Compensation Incentive Program; Office Ergonomics (VDT) Policy

Update Emergency Action Plan Policy in order to stay compliant with Maine department of Labor.

Detailed Review:

In order to reach Tier 2 of the Workers Compensation Incentive Program (WCIP) and receive a 7.5% discount on our workers comp bill we need to have three policies in the book. A Slip, Trip, Fall Policy, and Lifting and back safety Policy and an Office Ergonomic Policy. Currently we only have an Office Ergonomic Policy in place. Instead of revising the Office Ergonomic Policy, a new one was drafted to better flow with the other policies up for approval today.

The Emergency Action Plan was updated to reflect my new position, update the designated evacuation area and to add in operating procedures for hazards not covered in the old policy. The new hazards are as follows:

Bomb Threats

Active Shooter

Extended Power Loss

Hostage/Barricade Situation

Robbery

Updating this plan is part of being compliant with the Maine Department of Labor, which makes us eligible for tier 1 of the incentive program.

Once adopted, policies will be uploaded into NEOGOV and assigned to all no union employees to review. A fire drill will be held April 25th after completing training on the same day.

Funding Source:

No funding needed.

City of Biddeford
City Hall Building

Emergency Action Plan Policy

Purpose

The Purpose of this program is to establish emergency procedures and plans at Biddeford City Hall.

This program applies to all City Hall employees that have the potential for emergency situations, including building evacuations, severe weather conditions and medical emergencies.

Definitions

Emergency: Any unplanned event that can cause death or injury to employees, customers or the public or that can shut down a business, disrupt operations or cause physical or environmental damage.

Evacuation Route: The shortest path from an affected area to an area of safety or a designated location out of the building.

Responsibilities

~~The Program Administrator is the City's Director of Human Resources or his/her designee.~~ Safety and Training Coordinator

This person is responsible for:

- Issuing and administering this program and making sure that it satisfies all applicable federal, state and local requirements
- Maintaining all emergency call lists
- Providing initial and periodic safety awareness training on the Emergency Action Plan to employees
- Scheduling and coordinating all emergency drills
- ~~Auditing~~ Conduct an annual audit of the Emergency Action Plan to assure its continued effectiveness

Evacuation Leaders –

Name	Department	Location
Bob Sanchioni	Engineering Dept	3rd Floor
Nick Desjardins	Assessing Office	2nd Floor
Marcy Faucher Justin Banks	Human Resources	1st Floor
Gayle Doyon Amber St.Ours	Tax Office Clerk	Ground

Last Updated

June 5, 2015

Responsibilities (continued)

These people are responsible for:

- Knowing and understanding the appropriate emergency response at City Hall
- Understanding specific actions to be taken at their location in response to various emergencies, including equipment shutdowns
- Assuring that employees in their location know what to do in case of emergencies
- Accounting for employees during evacuations
- Directing employees to proper evacuation routes and exits

Emergency Medical Team – Roby Fecteau, ~~Brian Stetson and Marcy Faucher~~ Justin Banks

These people are responsible for:

- Responding to medical emergencies in City Hall and providing initial emergency First Aid or CPR
- Knowing the location of all first aid kits and AEDs
- Assessing the need for outside emergency responders
- Contacting outside emergency responders and directing them to the accident scene in City Hall
- Complying with the City's bloodborne pathogen program

Department Heads

These people are responsible for:

- Assuring that employees in their department are trained on the correct actions to take in the event of an emergency
- Accounting for their employees during an evacuation (head-count method) at the designated outside area. (See Department Head Evacuation Assignment List Form)
- Initiating Workers' Comp First Reports for employees who sustain injuries or illnesses while on the job (this pertains to anyone in a supervisory position)

Employees

These people are responsible for:

- Knowing what to do in case of an emergency (no matter where they might be in the building)
- Participating in all emergency training and drills
- Reporting to Department Head at designated evacuation area

Emergency Drills

- Drills that simulate evacuation of employees due to fire will be conducted in City Hall a minimum of once each year
- Drill that simulates an active shooter will be conducted in City Hall once every two years
- Written documentation of the performance of each drill will be sent to the City Manager, by the ~~Program Administrator~~ Safety and Training Coordinator

Evacuation Process

- Exits and evacuation routes will be established for each building location
- Locations of exits and evacuation routes will be maintained on the City Hall preparedness maps

Last Updated

June 5, 2015

Responsibilities (continued)

Designated Evacuation Areas

The following sites have been designated as areas employees will meet their Department Head:

- ~~Main Street – Engineering Dept., City Clerk, Tax Collectors Office, Finance, Code Enforcement Office, 1st floor lunch room,~~
- ~~City Hall Parking Lot – Assessing, Environmental Compliance Office, City Manager/Mayor's Office, Human Resources, 2nd floor computer office, Planning Office, Economic Development Office, CDBG Office, Health and Welfare, Chambers, and 2nd floor conference room. The parking lot at the intersection of Jefferson Street and Main Street. Location marked in Appendix B~~

Alarm Systems

- Notification of building emergencies will be communicated via fire alarms, laser lights and a voice alarm system
- The building fire alarm will be activated during the fire drills, pulled alarms, smoke or fire

Fire Protection System

- Direct tap in pipes for fire hoses will be inspected annually by the Fire Department
- City Theater sprinkler system will be inspected and tested annually
- The building alarm system will be inspected annually according to insurance company recommendations
- Fire extinguishers are located on each floor and the Welfare office and will be inspected monthly.

Fire Prevention

- Department Heads / City Manager will identify fire hazards within their departments and take appropriate preventive actions
- All employees are responsible for reporting fire hazards to Department Heads or the maintenance department immediately
- Building maintenance supervisor conducts monthly inspections

Training

- All employees will be oriented to the appropriate emergency response at time of hire
- All employees will participate in periodic training (i.e. fire drills)
- Emergency coordinators and evacuation leaders will be trained annually on appropriate responses within the workplace

Last Updated

June 5, 2015

CITY OF BIDDEFORD
City Hall Building

EMERGENCY RESPONSE INFORMATION

General Procedures: Assess the emergency. Determine the appropriate response.

Fire Emergency or Building Evacuation:

Step	Action
1	Sound the local alarm (i.e. activate fire alarm via pull station, contact Roby Fecteau, notify Department Heads).
2	<u>If possible, close all windows & doors upon leaving room (to eliminate drafts)</u>
32	Leave the building via designated evacuation routes. Use stairways. Do not use elevators!!
43	Assemble at the designated meeting area <u>outlined in appendix B.</u>
54	Department Heads account for people in the building.
65	Remain outside the building until told that it is safe to reenter (as instructed by the Fire Department).
<u>Keeping Track of the Public</u>	
<u>If inside of your office, escort them out with you. If they have personal items they left behind take their name and number if they plan to leave the area.</u>	
<u>If you come across a member of the public in a common area escort them out with you. Once outside of the building the public is free to do anything except go back into the building. If they attempt to get back inside sternly let them know they are not allowed back into the building. If they don't follow that direction, notify your supervisor, they will let the first responders know.</u>	

Formatted Table

Formatted Table

Formatted: Font: Bold

Formatted: Centered

Medical Emergency:

Step	Action
1	Shout for help to alert nearby employees.
2	Assess the medical emergency. Determine the type of injury or illness.
3	Contact emergency responders Marcy Faucher, Roby Fecteau, Brian Stetson or dial *499# from any land line phone in the City Hall Building – Clearly announce that emergency medical help is needed along with your department/location and call 911
4	Appoint an employee to guide outside emergency responders to the site.
5	Assist emergency responders as needed.
6	Complete an Injury and/or Incident Report (for non-employees) and a Workers' Comp First Report (for City employees).

Formatted Table

Bomb Threat

Formatted: Font: Bold

Last Updated

June 5, 2015

<u>Step</u>	<u>Action</u>
<u>Phone Bomb Threat</u>	
<u>1</u>	<u>Stay calm</u>
<u>2</u>	<u>Notify your supervisor who will report the threat to law enforcement by calling 911. If supervisor is not present you make the call</u>
<u>3</u>	<u>Fill out Bomb Threat Card (See Appendix A) to assist responding agency</u>
<u>4</u>	<u>Decision to evacuate building will be made by law enforcement personnel</u>
<u>5</u>	<u>Take the Bomb Threat Card with you if the building is evacuated</u>
<u>Written Bomb Threat</u>	
<u>1</u>	<u>Remain calm and leave the message where it is found</u>
<u>2</u>	<u>Do not handle the document any more than necessary to preserve fingerprints and other evidence</u>
<u>3</u>	<u>Do not alarm others</u>
<u>4</u>	<u>Notify your supervisor who will report the threat to law enforcement by calling 911. If supervisor is not present you make the call</u>
<u>5</u>	<u>Decision to evacuate building will be made by law enforcement personnel</u>
<u>6</u>	<u>Do not give information to anyone except supervisor and law enforcement personnel</u>
<u>Suspicious Package</u>	
<u>1</u>	<u>Stay calm</u>
<u>2</u>	<u>Notify your supervisor who will report the threat to law enforcement by calling 911. If supervisor is not present you make the call</u>
<u>3</u>	<u>Do not touch package</u>
<u>4</u>	<u>Decision to evacuate building will be made by law enforcement personnel</u>
<u>5</u>	<u>Do not give any information to anyone except supervisor and law enforcement personnel</u>

Formatted Table

Formatted: Font: Bold

Formatted: Centered

Formatted: Font: Bold

Formatted: Centered

Active Shooter and Workplace Violence

<u>How to respond when an Active Shooter is in your vicinity</u>		
<u>1. Evacuate</u>	<u>2. Hide Out</u>	<u>3. Take Action</u>
<u>Have an escape route and plan in mind, it may differ from the fire escape route</u>	<u>Hide in an area out of the active shooter's view</u> <u>Block entry to your</u>	<u>As a last resort and only when your life is in imminent danger</u> <u>Attempt to</u>

Formatted: Font: Bold

Formatted: Font: Bold

Formatted Table

Formatted: Centered

Formatted: Left, Bulleted + Level: 1 + Aligned at: 0.06" + Indent at: 0.31"

Formatted Table

Formatted: Bulleted + Level: 1 + Aligned at: 0.06" + Indent at: 0.31"

Last Updated

June 5, 2015

• <u>Leave your belongings behind, if necessary</u> • <u>Keep your hands visible to law enforcement</u>	<u>hiding place and lock doors</u>	<u>incapacitate the active shooter</u> • <u>Act with physical aggression and throw items at the active shooter</u>
<u>How you should react when Law Enforcement arrives</u>		
• <u>Remain calm and follow officer's instructions</u> • <u>Immediately raise hands and spread fingers</u> • <u>Avoid making quick movements towards officers such as attempting to hold on to them for safety</u>	• <u>Avoid pointing, screaming, and/or yelling</u> • <u>Do not stop to ask officers for help or directions when evacuating. Just proceed in the direction from which the officers entered the premises, or as directed</u>	
<u>Information you should provide to Law Enforcement</u>		
• <u>Location of active shooter</u> • <u>Number of shooters, if more than one</u> • <u>Physical description of shooter(s)</u>	• <u>Number and type of weapon(s)</u> • <u>Number of potential victims at the location</u>	

Formatted: Font: Bold

Formatted: Centered

Formatted: Left, Bulleted + Level: 1 + Aligned at: 0.06" + Indent at: 0.31"

Formatted: Font: Bold

Formatted: Centered, No bullets or numbering

Severe Weather:

Step	Action
1	Stay away from windows or and outside doors.
2	Shut down equipment as necessary.
3	Stay away from building areas with large roof spans, such as the City Theater.
4	Account for people in the building.
5	Be aware of potential hazards from downed electrical lines and structural damage.

Formatted Table

Extended Power Loss

Step	Action
1	<u>Unnecessary electrical equipment and appliances should be turned off in the event that power restoration would surge, causing damage to electronics and effecting sensitive equipment</u>
2	<u>If in freezing temperatures the following items should be turned off and drained</u> • <u>Fire sprinkler system</u> • <u>Standpipes</u> • <u>Potable water lines</u> • <u>Toilets</u>
<u>Upon restoration of heat and power</u>	
1	<u>Electronic equipment should be brought up to ambient temperatures before energizing to prevent condensation from forming on circuitry</u>

Formatted: Font: Bold

Formatted: Bulleted + Level: 1 + Aligned at: 0.25" + Indent at: 0.5"

Formatted: Font: Bold

Formatted: Centered

Formatted Table

Last Updated

June 5, 2015

2	Fire and potable water piping should be checked for leaks from freeze damage after the heat has been restored to the facility and water turned back on
---	--

Hostage/Barricade Situation

Definitions

Barricade situation - An incident where a person maintains a position of cover or concealment and ignores or resists law enforcement personnel, and it is reasonable to believe the subject is armed with a dangerous or deadly weapon.

Hostage situation - An incident where it is reasonable to believe a person is unlawfully held by a hostage-taker as security so that specified terms or conditions will be met.

Hostage Situation

<u>Step</u>	<u>Action</u>
1.	Evacuate the building if possible
2.	Let department head know you are ok and follow instructions
3.	Notify the police by calling 9-1-1
4.	Be prepared to give the following information to the police
• Location and room number of incident • Number of possible hostage takers • Physical description and names of hostage takers, if possible • Number of possible hostages • Any weapons the hostage takers may have • Your name • Your location and phone number	
<u>If You Are Taken Hostage</u>	
• Remain calm, be polite, and cooperate with your captors. • DO NOT attempt escape unless there is an extremely good chance of survival. It is safer to be submissive and obey your captors. • Speak normally. DO NOT complain, avoid being belligerent, and comply with all orders and instructions. • DO NOT draw attention to yourself with sudden body movements, statements, comments, or hostile looks. • Observe the captors and try to memorize their physical traits, voice patterns, clothing, or other details that can help provide a description later. • Avoid getting into political or ideological discussions with your captors. • Try to establish a relationship with your captors and get to know them. Captors are less likely to harm you if they respect you. • If forced to present terrorist demands to authorities, either in writing or on tape, state clearly that the demands are from your captors. Avoid making a plea on your own behalf. • Try to stay low to the ground or behind cover from windows or doors, if possible.	
<u>What To Do In A Rescue Situation</u>	
• DO NOT RUN. Drop to the floor and remain still. If that is not possible, cross your arms, bow your head, and stand still. Make no sudden moves that a tense rescuer may interpret as hostile or threatening. • Wait for instructions and obey all instructions you are given.	

Formatted: Font: Bold

Formatted: Left, Indent: First line: 0.5"

Last Updated

June 5, 2015

- Do not be upset, resist, or argue if a rescuer isn't sure whether you are a terrorist or a hostage.
- Even if you are handcuffed and searched, DO NOT resist. Just wait for the confusion to clear.

Robbery

Steps	Action
<u>1.</u>	<u>Evacuate if possible</u>
<u>2.</u>	<u>Remain calm and obey the robber. Do only what the robber demands. Breathe deeply. Control your fear. Concentrate on what must be done so that the theft ends quickly and without further misfortune.</u>
<u>3.</u>	<u>Raise your hands and don't move. If you must move, tell the robber what you are going to do. Ensure that he can always see your hands.</u>
<u>4.</u>	<u>Don't have a discussion with him. Don't try to change the robber's mind. Speak only if spoken to. Answer in a confident voice and with short sentences.</u>
<u>5.</u>	<u>Keep him informed. Make sure there are no surprises. If there is someone else on the premises or if you are expecting someone, tell the robber.</u>
<u>6.</u>	<u>Give the robber what they demand. Be honest about the amount of money which you can give the robber.</u>
<u>7.</u>	<u>Attempt to memorize what the robber touches. This will assist the police to lift fingerprints.</u>
<u>8.</u>	<u>Do not give chase. Note the direction of the robber's get away and a description of the vehicle, if applicable (license number, make and color of vehicle). Next, activate the alarm system and call the police.</u>
<u>What To Do After Robbery Takes Place</u>	
<u>1</u>	<u>Lock the entry door and other access points. Other than the police and your employer, do not allow any other person to enter.</u>
<u>2</u>	<u>Call the police immediately, even if the robber threatened you. Respond attentively to the questions of the operator on duty. Realize that during the conversation, police officers are already en-route towards your establishment.</u>
<u>3</u>	<u>Help the victims. If there are victims, give them assistance. Reassure them by informing them that help will soon be there.</u>
<u>4</u>	<u>Preserve evidence. Keep the crime scene intact. Avoid touching places where the robber(s) may have left fingerprints, footprints or other evidence.</u>
<u>5</u>	<u>Ask witnesses to remain on the premises. See to it that they do not touch anything. If they must leave, get their name, address and phone numbers.</u>
<u>6</u>	<u>Take notes. While awaiting the arrival of the police, write down the following:</u>

Formatted: Left

Formatted: Font: Bold

Formatted: Font: Not Bold

Formatted: Font: Not Bold

Formatted: Font: Not Bold

Formatted: Font: Not Bold

Formatted: Font: Not Bold

Formatted: Font: Not Bold

Formatted: Font: Not Bold

Formatted: Font: Not Bold

Formatted: Font: Not Bold

Formatted: Font: Bold

Formatted: Centered

Formatted: Font: Times New Roman, Font color: Auto
Formatted: Indent: Left: -0.04", Space Before: 0 pt, After: 0 pt, No bullets or numbering, Pattern: Clear

Formatted: Font: Times New Roman, Font color: Auto
Formatted: Indent: Left: -0.04", Space Before: 0 pt, After: 0 pt, No bullets or numbering, Pattern: Clear

Formatted: Font: Times New Roman, Font color: Auto
Formatted: Indent: Left: -0.04", Space Before: 0 pt, After: 0 pt, No bullets or numbering, Pattern: Clear

Formatted: Font: Times New Roman, Font color: Auto
Formatted: Indent: Left: -0.04", Space Before: 0 pt, After: 0 pt, No bullets or numbering, Pattern: Clear

Formatted: Font: Times New Roman, Font color: Auto
Formatted: Indent: Left: -0.04", Space Before: 0 pt, After: 0 pt, No bullets or numbering, Pattern: Clear

Formatted: Font: Times New Roman, Font color: Auto
Formatted: Indent: Left: -0.04", Space Before: 0 pt, After: 0 pt, No bullets or numbering, Pattern: Clear

Last Updated

June 5, 2015

	<u>description of the thief, type of weapon, direction of flight, type of vehicle, objects touched, etc.</u>
<u>7</u>	<u>Follow the instructions of the police officers. Upon the arrival of the police, follow their instructions and their recommendations.</u>
<u>8</u>	<u>Do not divulge information about the theft. Remember that the amount of the theft and all other details are confidential; they are of concern only to the employer and the police.</u>
<u>9</u>	<u>Don't be afraid to testify. If you must go to court, you will not be obliged to reveal your address and phone numbers.</u>

Formatted: Font: Times New Roman, Font color: Auto

Formatted: Indent: Left: -0.04", Space Before: 0 pt, After: 0 pt, No bullets or numbering, Pattern: Clear

Formatted: Font: Times New Roman, Font color: Auto

Formatted: Indent: Left: -0.04", Space Before: 0 pt, After: 0 pt, No bullets or numbering, Pattern: Clear

Formatted: Font: Times New Roman, Font color: Auto

Formatted: Indent: Left: -0.04", Space Before: 0 pt, After: 0 pt, No bullets or numbering, Pattern: Clear

Formatted: Font: Bold

Formatted: Left

Last Updated

June 5, 2015

City of Biddeford

Lifting and Back Safety Policy

Introduction

According to the Bureau of Labor Statistics, more than 1 million workers suffer back injuries every year. With one out of five workplace injuries/illnesses being injuries to the back. Three quarters of which come from improper lifting technique.

The back is the literal backbone of our mobility. An injury to the back can negatively affect both work and personal life. While it is near impossible to eliminate all back injuries from occurring, a thorough lifting and back safety program can reduce the number of injuries from occurring.

Policy Statement

It is the policy of the City of Biddeford to provide our employees and customers safe and healthful conditions in which they can conduct business. We will strive to maintain a workplace that is free from lifting and back related injuries. We have implemented a prevention program that considers the behaviors of people, our equipment, our work methods, processes and finally the environment to reduce injuries stemming from improper lifting technique and poor ergonomic working conditions. We expect all employees to cooperate in this very important initiative to ensure its success

Training

A health and safety program is only effective when its participants are sufficiently trained.

- All employees will receive awareness training as part of their orientation.
- A refresher training will be given annually.

Proper Lifting Techniques

Whenever lifting an object follow the safe lifting procedure shown below. Note, every lift is different and sometimes a perfect lift is not possible. If unsure how to safely perform a certain lift reach out for help from either your manager or the Safety and Training Coordinator.

Lifting

1. Think! Before lifting anything consider the following:
 - a. The size of an object.
 - b. The weight of the object.
 - c. The position of the object.
 - d. How you should lift the object. (Do you need help lifting?)
 - e. How you should hold the object. (Can you get a secure Palm Grip?)

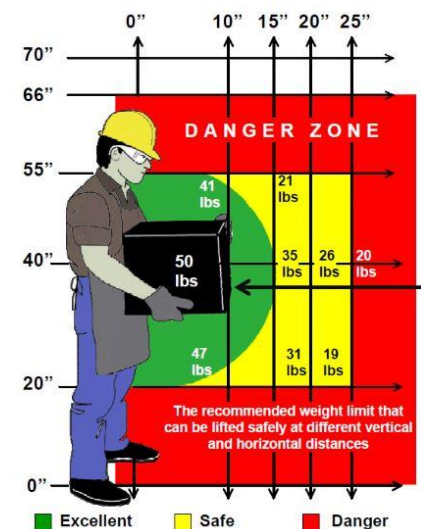
- f. Where you must place the object.
 - g. The area. (Is it cluttered? Is the pathway clear?)
2. Lift.
 - a. Position feet so that one is slightly in front of the other.
 - b. Center your body over the object.
 - c. Bend with your knees, keeping your back straight.
 - d. Get a secure palm grip on the object.
 - e. Bring object close to your body.
 - f. Lift with your legs.

Carrying

When carrying the load try and keep it in the power zone or “Green Zone”. The power zone is the area closest to your body. This area allows you to get the maximum lifting effect in the safest area.

Since we live in an imperfect world with imperfect object shapes there are times where you can’t lift an object close to your body. Lifting with your hands somewhat outstretched or the object a little further away from your body is lifting in the yellow zone. Doing this is fine, but try to avoid heavier objects and take more breaks than you would if you were lifting in the power zone

Lifting in the red zone should be avoided at all costs. A lift in this zone can cause serious bodily harm. If you think a lift needs to be done in the red zone reach out for help.



Placing Object Down

Whenever possible place the object down on the edge of the surface you’re carrying it too, then slide it into position. This makes it so you don’t have to reach out with the load which can strain the back.

To place an object on a surface above shoulder height, first follow safe lifting procedures. Then lift it onto a lower shelf or your leg/hip. Re adjust your grip so you can get more weight centered under it. Then proceed with the lift, making sure that you let your leg power do the work.

Things to Avoid

Avoid the following scenarios as they come with an increased chance of causing injury.

- Lifting more than you are able to carry. A Hernia is not worth the possible embarrassment that comes from asking for help.

- Stretching, bending or twisting while carrying a load.
- Lifting with your back and not your legs.
- Pulling. If possible, push the load instead of pulling it.

Responsibilities

Management Responsibilities

- Ensure that sufficient employee time, supervisor support and funds are budgeted for safety equipment, training and to carry out the safety program.
- Ensure that safe lifting techniques are in use by employees. Take prompt corrective measures if unsafe lifting is observed.
- Ensure annual training is being conducted.
- Set a good example by following established safety rules and attending required training.
- Report any employee discomfort/injury to the Safety and Training Coordinator.

Safety and Training Coordinator Responsibilities

- Conduct initial training with new employees.
- Conduct annual refresher training.
- Ensure that safe lifting techniques are in use by employees. Take prompt corrective measures if unsafe lifting is observed.
- Evaluate safe lifting policy each year.

Employee Responsibilities

- Use safe lifting techniques.
- Report any discomfort felt when lifting to manager or Safety and Training Coordinator.

Safety Rules

The following basic safety rules have been established to control back and lifting injuries. These rules are in addition to safety rules that must be followed when doing particular jobs or operating certain equipment. Failure to comply with these rules will result in disciplinary action.

- Always take the proper safety precautions before doing a job. If a job is unsafe, report it to your supervisor. We will find a safer way to do that job.
- Horseplay, running and fighting are prohibited.
- Follow safe lifting techniques.

City of Biddeford

Office Ergonomic Policy

Introduction

The Occupational Safety and Health Agency (OSHA) states that approximately one-third of money spent on workers' compensation costs were from claims about ergonomic injuries. The total cost resulting from musculoskeletal disorders (MSD) exceeds \$50 billion annually.

A great ergonomic process fits the job to the worker. A proper workstation combined with frequent breaks can reduce MSD's.

Policy Statement

It is the policy of the City of Biddeford to provide our employees and customers safe and healthful conditions in which they can conduct business. We will strive to maintain a workplace that is free from musculoskeletal injuries. We have implemented a prevention program that considers the behaviors of people, our equipment, our work methods, processes and finally the environment to reduce injuries stemming from poor ergonomic working conditions. We expect all employees to cooperate in this very important initiative to ensure its success

Training

A health and safety program is only effective when its participants are sufficiently trained.

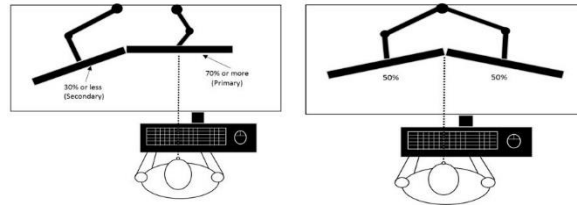
- All employees will receive Video Display Terminal (VDT) training as part of their orientation.
- All employees will have the option to have their workstations ergonomically assessed by the Safety and Training Coordinator using the workstation Setup Evaluation Form in Appendix A.
- Maine VDT training will occur annually.

Office Ergonomics

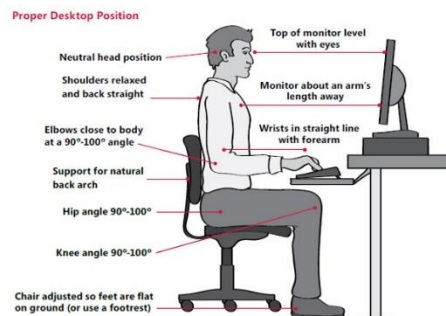
Workstation Setup

- Monitor
 - Have the top portion in line with your eye line. If using progressive glasses, then have the top of the screen line up with your top lip.
 - Have the monitor at about an arm lengths distance away.

- If using dual monitors use the picture below as reference on how to set them up



- Keyboard
 - Have keyboard at sitting elbow height.
 - When typing make sure that no part of your wrists or hand are in contact with anything. This includes pads.
- Mouse
 - Make sure the mouse is on the same plane as the keyboard.
 - When mousing make sure that your wrists or hands don't make any contact with the desk or pads.
- Chair
 - Sit as far back in the chair as possible.
 - Make sure the small of your back is supported.
 - Leave at least three fingers of space between the end of your seat and the back of your knee.
 - Adjust the height of your chair so that you can keep your feet flat on the ground and your knees are at or below the same level as your hips.
 - Adjust arm rests so that you can type with your shoulders relaxed. If they make it so you scrunch your shoulders remove the arm rests entirely.
- Phone
 - Avoid cradling phone with shoulder.
 - Use a headset whenever possible.
 - If you use the phone a lot keep it closer to your body to eliminate reach.



Breaks

Static postures and repetitive motions are some of the main causes of MSD's. Unfortunately, when it comes to office work these are two things that are unavoidable. One of the ways to combat this is to take frequent breaks. Once an hour make sure to stand up and move around. Grab some water, go to the bathroom just do something to get moving and change positions.

Remember although standing is better than sitting, standing in one spot is still considered a static movement and you should still take a break.

Every two hours take an extended break. During this time incorporate some stretching into the break. Use the guide “Office Stretches” located in appendix C for some great stretches you can do by your desk.

Responsibilities

Management Responsibilities

- Ensure that sufficient employee time, supervisor support and funds are budgeted for safety equipment, training and to carry out the safety program.
- Ensure that ergonomic set ups are in use. Make note if employee chooses not to have correct set up.
- Ensure annual training is being conducted.
- Set a good example by following established safety rules and attending required training.
- Report any employee discomfort/injury to the Safety and Training Coordinator.

Safety and Training Coordinator Responsibilities

- Conduct initial training with new employees.
- Conduct annual VDT training.
- Keep records of training using the “Office Ergonomics Training Record” Located in Appendix B
- Make note when employee chooses not to follow ergonomic direction.
- Evaluate office ergonomic policy each year.

Employee Responsibilities

- Follow ergonomic recommendations to the best of their ability.
- Report any discomfort felt when lifting to manager or Safety and Training Coordinator.

Safety Rules

The following basic safety rules have been established to control ergonomic related injuries. These rules are in addition to safety rules that must be followed when doing particular jobs or operating certain equipment. Failure to comply with these rules will result in disciplinary action.

- Always take the proper safety precautions before doing a job. If a job is unsafe, report it to your supervisor. We will find a safer way to do that job.
- Horseplay, running and fighting are prohibited.

- Never lift more than 50 pounds by yourself.
- Never spend more than an hour and a half in the same static posture.
- Follow ergonomic suggestions to the best of your ability.

Appendix A

Workstation Setup Evaluation Form

Yes	No	N/A	Head
☐	☐	☐	Is the employee's head directly over the shoulder's
☐	☐	☐	Does the employee's head face straight ahead?
☐	☐	☐	Does the employee have to look down to see his or her work?
☐	☐	☐	If the employee is reading or writing, is his or her work titled up to prevent the head from tipping forward?
☐	☐	☐	If the employee is performing data entry, is the document directly in front of him or her.

Neck

☐	☐	☐	Does the employee cradle a telephone on his or her shoulder?
☐	☐	☐	Is the employee's head tipped forward?
☐	☐	☐	Is the monitor at a height that keeps the employee's neck in a neutral position?
☐	☐	☐	Does the employee use bifocals or trifocals and tip his or her head back to focus?

Shoulders

☐	☐	☐	Are the employee's shoulders relaxed?
☐	☐	☐	Are the employee's upper arms next to the body?
☐	☐	☐	Does the employee have to reach for materials?
☐	☐	☐	Does the employee have to reach to operate equipment?
☐	☐	☐	Is the work surface at the correct height for the employee?

Back

☐	☐	☐	Does the chair provide good support to the employee's low back?
☐	☐	☐	Is the chair adjustable and is it adjusted to support the employee?
☐	☐	☐	Does the employee have to stand at a low work surface that causes him or her to bend forward?
☐	☐	☐	Does the employee have to move heavy material?

Arms & Wrists

- ☐ ☐ ☐ Are the employee's forearms and wrists in a neutral position?
- ☐ ☐ ☐ Is the keyboard at the correct height and angle for the employee?
- ☐ ☐ ☐ Are the employee's arms supported by either a wrist rest or by the arms of the chair?
- ☐ ☐ ☐ Is the arm supported when using a mouse?

Legs and Feet

- ☐ ☐ ☐ Are the employee's feet flat on the floor or on a footrest?
- ☐ ☐ ☐ Is there clearance under the work surface for the employee's legs?
- ☐ ☐ ☐ Does the chair put pressure on the back of the employee's lower leg?

Eyes

- ☐ ☐ ☐ Is the monitor at a comfortable viewing distance of 18-30"?
- ☐ ☐ ☐ Are the brightness and contrast controls set for comfortable viewing?
- ☐ ☐ ☐ Is the screen clean?
- ☐ ☐ ☐ Is the employee's eyeglass prescription up to date?
- ☐ ☐ ☐ Is there reflected glare on the screen or on surrounding flat surfaces?
- ☐ ☐ ☐ Is there direct glare from windows or bright light fixtures?
- ☐ ☐ ☐ Are ventilation ducts directed at the employee that may result in dry eyes?
- ☐ ☐ ☐ If the employee uses a copy holder, is it placed next to the monitor and at the same distance away as the screen?

Work Methods

- ☐ ☐ ☐ Does this employee vary tasks throughout the day?
- ☐ ☐ ☐ Does the employee do some work standing as well as sitting?
- ☐ ☐ ☐ Is there an opportunity to rotate tasks with other employees to use different muscle groups?
- ☐ ☐ ☐ Does the employee take periodic breaks throughout the day to stretch?
- ☐ ☐ ☐ Does the employee know how to adjust the workstation to fit his or her body?
- ☐ ☐ ☐ Is the workstation adjusted properly?

Appendix B

Biddeford City Hall

Office Ergonomics Training Record

Facility _____ Department _____ Date _____

By my signature below, I acknowledge that I have received information and training regarding:

- repetitive motion hazards
- static postures
- taking care of your back
- head forward posture
- Maine Video Display Terminal Law
- symptoms and injuries
- adjusting your work station
- choosing a chair
- taking care of your eyes
- exercises

Employee Name (please print)	Job Title (please print)	Employee Signature

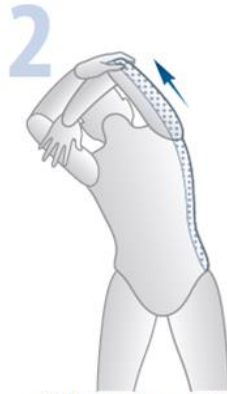
Signature of Trainer _____

Appendix C

Office Stretches



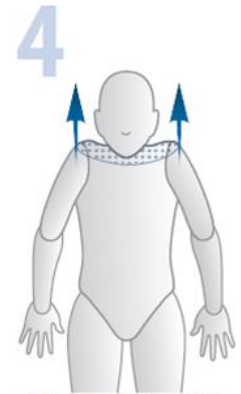
10-20 seconds, two times



8-10 seconds, each side



15-20 seconds



3-5 seconds, three times



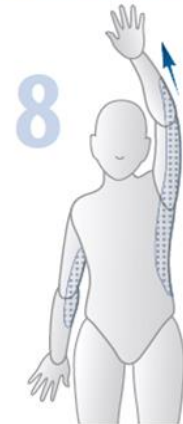
10-12 seconds, each arm



10 seconds



10 seconds



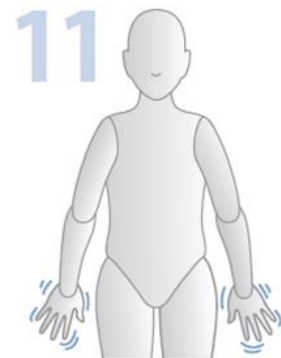
8-10 seconds, each side



8-10 seconds, each side



10-15 seconds, two times



Shake out hands, 8-10 seconds

City of Biddeford

City Hall Building

Office Ergonomics (VDT) Policy

Purpose

The purpose of this program is to establish an office ergonomics program for the City of Biddeford. This program applies to all employees.

Definitions

Cumulative Trauma Disorders (CTD): The wear and tear on tendons, muscles and sensitive nerve tissue caused by continuous use over an extended period of time.

Ergonomics: The science that seeks to adapt work or working conditions to fit the worker.

Responsibilities

Program Administrator is the City's Director of Human Resources, working in conjunction with the Safety Committee.

This person is responsible for:

- Issuing and administering this program
- Providing training to employees on office ergonomics
- Maintaining the training records of all employees included in the training sessions
- Providing Principals with a Workstation Setup Evaluation Form to assess their work areas for ergonomic hazards
- Initiating changes in workstations to support employee needs, adjusting furniture and/or workstations to support the City's ergonomics program

Managers and Supervisors

These people are responsible for:

- Encouraging employees to vary work tasks
- Supporting and encouraging stretching at the workstation throughout the day.
- Evaluating workstations and making recommendations for changes
- Recognizing ergonomic hazards within the department
- Recognizing symptoms of CTD and initiating prompt medical attention

Employees

These people are responsible for:

- Adjusting their workstations to fit their work needs
- Varying their work tasks throughout the day
- Stretching at their workstations throughout the day
- Reporting symptoms of CTD to their supervisors

Program Activities

General

- The City of Biddeford will provide equipment which supports good ergonomics design in the office
- Employees will be involved in the work planning process to identify and find solutions for work process problems
- Jobs that contain repetitive motions will be modified to reduce stress and strain on the body
- Job rotation will be used to involve multiple muscle groups throughout the day
- Time will be provided to employees to stretch at their workstations periodically throughout the day
- Workstations will be evaluated, and low-cost changes will be made immediately. Changes which affect capital expenditures for office equipment will be evaluated and implemented as soon as is practical
- Employees will be encouraged to vary their work tasks throughout the day
- Employees with CTD will receive appropriate medical treatment
- Injured employees returning to work will be given alternative tasks consistent with the health care provider's recommendations.

Attachments

- Workstation Setup Evaluation Form
- Office Ergonomics Training Record
- The Maine Video Display Terminal Law
- Exercises for Computer Users

Workstation Setup Evaluation Form

Yes	No	N/A	
☐	☐	☐	Head
☐	☐	☐	Is the employee's head directly over the shoulder's
☐	☐	☐	Does the employee's head face straight ahead?
☐	☐	☐	Does the employee have to look down to see his or her work?
☐	☐	☐	If the employee is reading or writing, is his or her work tilted up to prevent the head from tipping forward?
☐	☐	☐	If the employee is performing data entry, is the document directly in front of him or her.
			Neck
☐	☐	☐	Does the employee cradle a telephone on his or her shoulder?
☐	☐	☐	Is the employee's head tipped forward?
☐	☐	☐	Is the monitor at a height that keeps the employee's neck in a neutral position?
☐	☐	☐	Does the employee use bifocals or trifocals and tip his or her head back to focus?
			Shoulders
☐	☐	☐	Are the employee's shoulders relaxed?
☐	☐	☐	Are the employee's upper arms next to the body?
☐	☐	☐	Does the employee have to reach for materials?
☐	☐	☐	Does the employee have to reach to operate equipment?
☐	☐	☐	Is the work surface at the correct height for the employee?
			Back
☐	☐	☐	Does the chair provide good support to the employee's low back?
☐	☐	☐	Is the chair adjustable and is it adjusted to support the employee?
☐	☐	☐	Does the employee have to stand at a low work surface that causes him or her to bend forward?
☐	☐	☐	Does the employee have to move heavy material?
			Arms & Wrists
☐	☐	☐	Are the employee's forearms and wrists in a neutral position?
☐	☐	☐	Is the keyboard at the correct height and angle for the employee?
☐	☐	☐	Are the employee's arms supported by either a wrist rest or by the arms of the chair?
☐	☐	☐	Is the arm supported when using a mouse?
			Legs and Feet
☐	☐	☐	Are the employee's feet flat on the floor or on a footrest?
☐	☐	☐	Is there clearance under the work surface for the employee's legs?
☐	☐	☐	Does the chair put pressure on the back of the employee's lower leg?
			Eyes
☐	☐	☐	Is the monitor at a comfortable viewing distance of 18-30"?
☐	☐	☐	Are the brightness and contrast controls set for comfortable viewing?
☐	☐	☐	Is the screen clean?
☐	☐	☐	Is the employee's eyeglass prescription up to date?
☐	☐	☐	Is there reflected glare on the screen or on surrounding flat surfaces?
☐	☐	☐	Is there direct glare from windows or bright light fixtures?
☐	☐	☐	Are ventilation ducts directed at the employee that may result in dry eyes?
☐	☐	☐	If the employee uses a copy holder, is it placed next to the monitor and at the same distance away as the screen?
			Work Methods
☐	☐	☐	Does this employee vary tasks throughout the day?
☐	☐	☐	Does the employee do some work standing as well as sitting?
☐	☐	☐	Is there an opportunity to rotate tasks with other employees to use different muscle groups?
☐	☐	☐	Does the employee take periodic breaks throughout the day to stretch?
☐	☐	☐	Does the employee know how to adjust the workstation to fit his or her body?
☐	☐	☐	Is the workstation adjusted properly?

Biddeford City Hall

Office Ergonomics Training Record

Facility _____ Department _____ Date _____

By my signature below, I acknowledge that I have received information and training regarding:

- repetitive motion hazards
- static postures
- taking care of your back
- head forward posture
- Maine Video Display Terminal Law
- symptoms and injuries
- adjusting your work station
- choosing a chair
- taking care of your eyes
- exercises

Employee Name (please print)	Job Title (please print)	Employee Signature

Signature of Trainer _____

THE MAINE VIDEO DISPLAY TERMINAL LAW

TITLE 26 VIDEO DISPLAY TERMINALS

SECTION 251. Definitions

As used in this subchapter, unless the context otherwise indicates, the following terms have the following meanings:

1. Bureau. "Bureau" means the Department of Labor, Bureau of Labor Standards.
2. Employ. "Employ means to employ or permit to work.
3. Employee. "Employee" means any person engaged to work on a steady or regular basis as an operator by an employer located or doing business in the State.
4. Employer. "Employer" means any person, partnership, firm, association or corporation, public or private that uses 2 or more terminals at one location within the State. The term "employer" includes, but is not limited to:
 - A. Any person, partnership, firm, association or corporation acting in the interest for any employer, directly or indirectly; and
 - B. The State, in its capacity as an employer.
5. Operator. "Operator" means any employee whose primary task is to operate a terminal for more than 4 consecutive hours, exclusive of breaks, on a daily basis.
6. Terminal. "Terminal" will mean any electronic video screen data presentation machine, commonly called video display terminals, VDTs, or cathode-ray tubes, CRTs. The term does not apply to television or oscilloscope, cash registers or money typewriters.

SECTION 252. Education and Training

Every employer shall establish an education and training program for all operators as provided in this section.

1. Requirements. An employer's education and training program must be provided both orally and in writing, except that an employer that uses fewer than 5 terminals at one location may provide the education and training program in writing only. The program must include, at a minimum:
 - A. Notification of the rights and duties created under this subchapter by posting in a prominent location in the workplace a copy of this subchapter and a written notice that explains these rights and duties in plain language;
 - B. An explanation or description of the proper use of terminals and the protective measures that the operator may take to avoid or minimize symptoms or conditions that may result from extended or improper use of terminals; and
 - C. Instruction related to the importance of maintaining proper posture during terminal operation and a description of methods to achieve and maintain this posture, including the use of any adjustable work station equipment used by the operator.
2. Literature; clearinghouse. The Bureau shall recommend to employers, for the use of education and training programs, occupational safety literature that provides appropriate, current and pertinent data on terminal use. The Bureau shall also serve as a clearinghouse for information regarding workplace safety and health relative to the use of terminals.
3. Training schedule. Employers shall provide current operators with this education and training program within 6 months after the effective date of this section and annually thereafter. Beginning 6 months after the effective date of this section, employers shall provide all new operators with the education and training program within the first month of employment as operators.

Effective Date: January 1, 1992

**EXERCISES
for
COMPUTER USERS**

STRETCH HIGH - TO HELP STIFF MUSCLES

Bring your arms over your head, as high as you can.
Then lower arms and rest

FOR THE EYES

Blink full blinks, pausing when closed.
Cover your eyes with your hands for one minute.
Look away from your computer and try and focus on a distant object.
Roll your eyes around in the sockets in one direction then the other.

THE EGYPTIAN - FOR THE NECK COMFORT

Move your head back as far as it will go, keeping your head
and ears level. Now move your head forward as far as it will go.

NECK STRETCH

#1 Gently try to touch your ear to your shoulder. Hold for a count of ten.
Return your head to neutral and repeat the process on the other side.

#2 Gently turn your head and try to touch your chin to your shoulder.
Hold this for a count of ten. Return your head to neutral and
repeat the process on the other side.

FINGER TAPS - FOR HANDS

Tap your index finger against your thumb then move to
your middle finger and so on now reverse the sequence.
Try this five times and switch to the other hand.

PRAYING

Place the palms of your hands together and gently bring
your elbows up to the point where you feel gentle pulling
but, not pain. Hold this position for a count of ten.

Now place the backs of your hands together
and gently try to press your elbows down.
Hold this position for a count of ten.

FINGER STRETCH - FOR THE HANDS

Spread your fingers wide apart- then make a fist- then release.
Repeat with the other hand.

WRIST FLEX - FOR THE HANDS

Gently bend your hand back toward your forearm.
Do this in both directions. Then switch hands.
Hold for a count of ten.

SIDE STRETCH

Lift your arms over your head and interlock your fingers. Gently lean to
the side and hold for a count of ten. Now do the same for the other side.
Repeat the stretch two or three times on each side.

ARM CIRCLES - FOR THE SHOULDERS

Slowly rotate your arms in small circles forward then backwards.

SHOULDER ROLLS

Gently roll your shoulder forward at a relatively easy pace.
Try this ten times, then switch directions, then switch shoulders.

SHOULDER SHRUGS

Gently bring your shoulders up to your ears then back down.
Try this ten times

HUG YOURSELF

Gently wrap your arms around your shoulders and hold this for a count of ten. You should feel a gentle pulling in the upper back.

CHEST STRETCH

Place your hands behind your head and slowly bring your elbows back as far as is comfortable. Hold this for a count of ten.

All stretching should be done slowly; a feeling of a gentle pull in the muscle should be felt.
Never go beyond a gentle pull. If the stretch causes you pain, stop and find out why.

Stretching Can

Increase blood flow, reduce fatigue, increase comfort, prevent injury, improve flexibility, reduce joint deterioration, increase range of motion, improve muscle force, reduce muscle pain and reduce post exercise soreness.

A healthy well-conditioned muscle will stretch instead of tear.

Remember --Breath normally while stretching.

City of Biddeford

Slips, Trips, and Falls Policy

Introduction

Slips, trips, and falls are the second leading cause of workplace injuries amongst all industries. The National Safety Council (NSC) states that slip, trip and fall incidents account for 35 percent of workplace incidents, 36 percent of emergency department visits and 65 percent of lost workdays. On average, an employee that suffers a slip, trip or fall will spend 38 days away from work.

The average cost of a slip trip or fall is \$20,000 and the amount to defend a claim comes in at around \$50,000. All in all, these types of injuries cost American business approximately \$11 billion a year.

This program is designed to reduce exposures to slip, trip and fall hazards.

Policy Statement

It is the policy of the City of Biddeford to provide our employees and customers safe and healthful conditions in which they can conduct business. We will strive to maintain a facility that is free from identified slip, trip and fall hazards. We have implemented a prevention program that considers the behaviors of people, our equipment, our work methods, processes and finally the environment to reduce and prevent slip, trip and fall incidents. We expect all employees to cooperate in this very important initiative to ensure its success

Training

A health and safety program is only effective when its participants are sufficiently trained on their roles and how to identify/fix hazards.

- All employees will receive awareness training as part of their orientation.
- Employees who conduct formal workplace inspections will be trained on their responsibilities.
- The Safety and Training Coordinator will receive training on incident investigation and root cause analysis.

These trainings will be conducted on an annual basis.

Housekeeping Standards

Housekeeping plays a critical role in the success of our slip, trip and fall prevention program. All employees must make housekeeping their top priority. The following are minimum accepted guidelines:

- Work areas are to be kept clean throughout your shift and a thorough review and cleaning must be completed prior to leaving your shift.
- Walkways will be kept clear of electric cords, hoses or any other potential hazards. If a walkway cannot be kept clear, then it needs to be blocked off.
- Spill areas must be secured until the spill is removed.
- Items will not be stored on stairs, in walkways or in such a manner that would be a hazard to anyone walking through.

Seasonal Issues

Living in New England poses challenges every year when it comes to slips trips and falls. The following procedures have been developed in an effort to combat the hazards brought forth with the different seasons.

- Snow and ice removal.
 - All building entrances will be cleaned of snow and ice, and will be treated with salt, one hour prior to the opening of business.
 - Exterior walkways will be inspected and treated as needed.
 - Parking lots will be inspected daily. Any snow or ice that has accumulated between cars will need to be removed.
- During the fall, daily inspections will occur and actions will be taken to ensure walkways are cleared of leaves.

Corrective Maintenance Procedure

If an employee comes across a slip, trip or fall hazard they should take immediate actions to eliminate the hazards if feasible.

If an employee comes across a hazard that is not easily fixable they should follow the following procedure.

1. Communicate the problem to maintenance manager.
2. The maintenance manager will inspect the problem and come up with a plan of action to resolve the issue.
3. If the hazard can't be immediately corrected, a temporary control will be put in place to prevent any injury.

Workplace Inspection Policy and Procedure

While employees are technically always inspecting the workplace for slip, trip and fall hazards, this will not be the only form of inspection. A tripping hazards can hide in plain sight and disappear into the background if seen every day. This is why a formal inspection is necessary to ensure the program's success.

- Inspections will be carried out using the “Walking and Working Surfaces – Self Inspection Checklist” located in Appendix A.
- Inspections will be carried out by the person designated by that department’s safety committee and the Safety and Training Coordinator.
- Areas inspected will include all functional areas inside and out.
- Any deficiencies or hazards must be acted upon to remove the hazard, warn of it or close off the area in question.

There will be two types of inspections:

- **Annual inspections**
 - Once a year a team of people will conduct a wall to wall inspection of their building.
 - The team will consist of the Safety and Training Coordinator and a member of the department’s safety committee.
 - Goals
 - Eliminate/control hazards.
 - Highlight high-risk areas.
 - Assist in revising the checklists used during periodic inspections.
 - Evaluate the slips, trips and fall program.
- **Periodic Safety Inspection**
 - Occur on a monthly basis
 - Completed by the Safety and Training Coordinator
 - Consists of a walkthrough of the building using the “Walking and Working Surfaces – Self inspection Checklist” located in Appendix A.
 - Goals
 - Eliminate/control obvious hazards.
 - Check in on progress of any work area highlighted by the annual inspection.

Responsibilities

Management Responsibilities

- Ensure that sufficient employee time, supervisor support and funds are budgeted for safety equipment, training and to carry out the safety program.
- Evaluate supervisors each year to make sure they are carrying out their responsibilities as described in this program.
- Ensure that incidents are fully investigated and corrective actions are taken to prevent the hazardous conditions from developing again.
- Set a good example by following established safety rules and attending required training.

Inspector Responsibilities

- Clean up any spills and debris that you come across during inspection.
- Use the “Walking and Working Surfaces – Self inspection Checklist” when conducting inspections located in Appendix A.
- Make suggestions to Safety and Training Coordinator that would improve workplace safety.
- Complete a “Personal Injury / Illness Investigation Report” when incident first occurs. Send finished report to Safety and Training Coordinator.
- Assist the Safety and Training Coordinator during the root cause analysis.

Safety and Training Coordinator Responsibilities

- Clean up spills and debris that you come across during inspection.
- Use the “Walking and Working Surfaces – Self inspection Checklist” when conducting inspections located in Appendix A.
- Investigate all recordable incidents.
- Perform a root cause analysis for all recordable incidents using “Root Cause Analysis” form.
- Presents findings from root cause analysis to department’s safety committee.
- Will take prompt corrective action for any hazards brought to attention.

Employee Responsibilities

- Clean up spills and pick up debris to help ensure others are not injured on company property
- Report hazards to supervisors or managers promptly for corrective action.
- Follow safety rules, safety standards and training you receive as described in this program
- Promptly report all injuries and near miss incidents to your supervisor regardless of how serious.
- Make suggestions to your supervisor or management about changes you believe would improve employee safety.

Housekeeping

- Must use barricades when the floor they are working on is slippery or presents a tripping hazard. Barricades will be removed as soon as the hazard is corrected.
- Place non-skid mats at building entrances during inclement weather. Inspect mats periodically or as needed to ensure they are properly controlling the hazard.

Safety Rules

The following basic safety rules have been established to control slip, trip and fall incidents. These rules are in addition to safety rules that must be followed when doing particular jobs or operating certain equipment. Failure to comply with these rules will result in disciplinary action.

- Always take the proper safety precautions before doing a job. If a job is unsafe, report it to your supervisor. We will find a safer way to do that job.
- Horseplay, running and fighting are prohibited.
- Clean up spills immediately. Replace all tools and supplies after use.
- Keep tools or materials out of designated walkways.
- Protect all spill areas. If needed, get someone to help clean up the spill or guard the spill while you get the necessary equipment to clean the spill.
- If you see a slip or trip hazard do something about it. It's the responsibility of everyone to identify and control hazards.
- Make sure scraps don't accumulate where they will become a hazard. Good housekeeping helps prevent injuries.

Footwear

Proper footwear is an important component of our slip, trip and fall prevention program. Footwear needs to be appropriate for the task. In many of the work areas other than our offices, high heeled shoes and leather soled shoes are considered unsafe and must be avoided. It is the responsibility of each employee to obtain and maintain slip resistant footwear in a serviceable condition. Supervisors will ensure that employees are wearing appropriate slip resistant footwear at all times in the workplace.

Mats and Runners

Our goal is to maintain all floor surfaces in a slip resistant condition. In those work areas or situations where this isn't feasible, mats or runners will be used to provide slip resistance. It is everyone's responsibility to monitor mats and runners to ensure they continue to provide proper slip resistance and have not become a tripping hazard.

Where mats have been used to control wet areas, entry ways to the building or wet processes, the following conditions require immediate action:

- If pedestrian traffic leaves wet foot prints when stepping off the mat, the mat needs to be replaced with a dry one or an additional mat needs to be placed at the end of the first mat.
- If the mat has become wrinkled or bunched up it needs to be reset so it is flat and doesn't present a tripping hazard.

Walking and Working Surfaces — Self-Inspection Checklist

General Work Environment	Yes	No	N/A
Are all work areas kept clean, sanitary and orderly?			
Are work surfaces kept dry or are means taken to ensure the surfaces are slip-resistant?			
Are all spilled materials or liquids cleaned up immediately using proper procedures?			
Walkways	Yes	No	N/A
Are aisles and passageways kept clear?			
Are wet surfaces covered with non-slip materials?			
Are holes in floors or walking surfaces repaired, covered, or otherwise made safe?			
Are materials and equipment stored so that sharp objects will not interfere with the walkway?			
Are changes of direction or elevation readily identifiable?			
Is adequate headroom provided for the entire length of aisles and walkways?			
Are standard guardrails provided wherever aisles or walkway surfaces are elevated more than 30 in. above any adjacent floor or the ground?			
Stairs and Stairways	Yes	No	N/A
Are there standard stair rails or handrails on all stairways having four or more risers?			
Are stairways at least 22 in. wide?			
Are step risers on stairs uniform from top to bottom?			
Are stairway handrails located between 30 and 34 in. above the leading edge of the stair treads?			
Do stairway handles have at least three in. of clearance between the handrails and the wall or surface they are mounted on?			
Where doors or gates open directly on a stairway, is there a platform provided so the swing of the door does not reduce the width of the platform to less than 21 in.?			