

# SEE MONTEREY

## **INJURY & ILLNESS PREVENTION PROGRAM**

Monterey County Destination Marketing Organization, INC DBA  
Monterey County Convention & Visitors Bureau (SEE MONTEREY)

<b>Injury &amp; Illness Prevention Program</b> <b>See Monterey</b>

**Our Safety Policy**

Every program has a goal, and the goal of our safety program is to reduce and maintain the number of accidents at zero, whether in the visitor's center, in the main office, in a home office or when out of town on business. This goal is realistic yet it will only be reached with the total cooperation of all of our Team Members and Management.

At SEE MONTEREY, we firmly believe there is no job so important that it cannot be performed safely. Always thinking safe and having safety in mind with equal importance during any job you are performing creates a safe working environment.

All Management personnel will strive to provide all of our Team Members with a safe work environment by meeting and exceeding when possible local, state and federal regulations with regard to occupational safety and health, providing the necessary training, tools and equipment while enforcing all applicable safety rules and regulations. In addition, all Team members and Management must assume their respective responsibilities for ensuring their safety and the safety of their fellow workers.

All of our Team Members are important. In the event an injury or illness should occur, the most expedient medical treatment will be made available to the injured or ill Team Member. Because we cannot place a dollar figure on the welfare and safety of any person in any job, it is to the benefit of all of us to work together in striving to prevent injuries and illness. Our goal is to prevent accidents, to reduce personal injury and occupational illness, and to comply with all state safety and health standards.

**Management Intent – A Safe and Healthy Workplace**

At SEE MONTEREY, we value our Team Member's above any other aspect of the day-to-day business. We will plan, establish, and maintain all actions and conditions that promote a safe and healthful workplace that is free from recognized hazards and illness. We will do this by:

- Establishing and maintaining safe design in all aspects of SEE MONTEREY operations and other safe physical working conditions.
- Using administrative controls and procedures to promote a safe working environment.
- Using proper safety-focused equipment wherever necessary to protect Team Members.

The above strategies will be employed in compliance with the law and good Management practice. Each level of employment is responsible for safety. The responsibility for safety Management lies with the Vice President of Operations at SEE MONTEREY. The Vice President of Operations has all the authority necessary to:

- Give the final okay in establishing safety policy: This will outline our organization's commitment to safety for all Team Members.
- Establish effective safety inspection criteria: what we look for during safety inspections of work areas.
- Establish a hazard assessment system. This system will be combined with communication availability, to allow input from Team Members. We are committed to making this a team effort.
- Set standards for safe actions, also known as the **Basic Safety Rules & Guidelines**.
- Set safe job specific procedures when necessary.
- Establish a system for enforcement of safety rules. Safety will enjoy the same attention from Management, as does any aspect of the day-to-day business such as attendance, quality of work, etc.
- Establish effective communication systems with Team Members, coupled with no fear of retaliation.
- Establishing effective training systems. We want Team Members to learn and know how to do their job safely.
- Establish a record keeping system that will not only be effective, but will also be legally compliant with state and federal laws.

The Vice President of Operations can and should seek the input of other Team Members to implement the above measures. Certain activities can be delegated to others as long as they are held accountable for the results. When professionals are needed, safety and other related area consultants will be called in to assist with the active safety program. The ultimate accountability for active establishment and maintenance shall lie with the President and CEO of SEE MONTEREY.

### **Overall Responsibility**

Every Team Member at SEE MONTEREY has a responsibility to safety.

- Management is responsible for ensuring that safety and health policies and procedures are clearly communicated and understood by Team Members. Managers or Supervisors alike are expected to enforce the rules fairly and equitably.
- All Team Members are responsible for using safe work practices as defined in the **Basic Safety Rules & Guidelines**, job specific instructions, instructions included with equipment, inspection standards and any other source defined by Management.
- Each Team Member, when applicable, will have discussions regarding compliance with safe work practices and procedures as needed.
- Team Members who deliberately or negligently fail to follow safe work procedures and practices, or who violate SEE MONTEREY safety rules may be subject to disciplinary action up to and including separation of employment.

### **Additional Management Responsibility**

Management is responsible for ensuring that all safety and health policies and procedures are clearly communicated and understood by all Team Members. Supervisors and lead personnel are expected to enforce the rules fairly and equitably. The following is our system of ensuring that all Team Members comply with the rules and maintain a safe and healthy work environment:

- Informing Team Members of the provisions of our IIPP during new hire orientation;
- Evaluating the safety performance of all Team Members;
- Recognizing Team Members who perform safe and healthful work practices;
- Providing training to Team Members whose safety performance is deficient;
- Disciplining Team Members for failure to comply with safe and healthful work practices.

### **Responsible Management within SEE MONTEREY**

The **President and CEO** of SEE MONTEREY is ultimately responsible and provides the authority to enforce all operations of safety within the organization.

The **Vice President of Operations** is the person directly responsible with the necessary authority for seeing to it that all safety programs including all safety/health training programs at SEE MONTEREY with assistance from the Department Managers are implemented and is the person directly responsible with the necessary authority to enforce all aspects of medical treatment and the pre-placement health screening process (if applicable).

The **Department Heads** are the people responsible for the overall day-to-day safety of all departments and locations of SEE MONTEREY. This includes the authority to enforce all safety rules, training and SEE MONTEREY safety policy.

### **Communication within SEE MONTEREY**

The following is our system of communication designed to facilitate a continuous flow of two-way (Management, supervision and Team Members) safety and health information in a form that is readily understandable to and between all affected personnel:

- New Team Member orientation, including a discussion of site-specific safety and health policies and procedures, specifically focusing on office and desk-related ergonomics;
- Follow-through by supervision to ensure effectiveness;
- Workplace-specific ergonomic, safety and health training;
- Safety meetings held at least annually – more frequently as deemed necessary by the creation of hazards or occurrence of injuries and illnesses;
- Effective written communication of safety and health concerns between Team Members and Supervisors;
- Posted and distributed safety information;
- A system for Team Members to anonymously inform Management about workplace hazards without fear of reprisal.

## **Our Basic Safety Rules and Guidelines**

SEE MONTEREY has its own *Basic Safety Rules and Guidelines* specifically formulated for the protection of Team Members and SEE MONTEREY. Every Team Member is provided a copy and trained in the Guidelines annually. In addition, a set is posted in the lunchroom for general viewing along with a copy of the SEE MONTEREY Injury and Illness Prevention Program.

Management for each department is responsible for seeing that these rules and all safe practices are followed and that violators receive the appropriate disciplinary action.

## **Hazard Assessment**

Periodic inspections to identify and evaluate workplace hazards shall be performed by the Vice President of Operations according to the following schedule:

- When the Injury and Illness Prevention Program is first established;
- When new substances, processes, procedures or equipment that present potential new hazards are introduced into our workplace;
- When new, previously unidentified hazards are recognized;
- When occupational injuries and illnesses occur;
- When we hire and/or reassign permanent or intermittent Team Members to processes, operations, or tasks for which a hazard evaluation has not been previously conducted; and
- Whenever workplace conditions change or warrant an inspection.

Periodic inspections consist of identification and evaluation of workplace hazards utilizing applicable sections of a safety checklist and any other effective methods to identify and evaluate workplace hazards including Team Member reporting and on-site inspections.

## **Team Member Compliance**

Team Members who follow safe and healthful work practices may be recognized and or documented on their performance evaluations. Team Members who are unaware of correct safety and health procedures will be trained or retrained accordingly. Disciplinary measures for team members and or management may be progressive and typically involve four steps:

- Should a safety and/or health violation be noted, the Supervisor is to informally discuss the behavior with the Team Member (coaching), stating the potential dangerous result and outlining the correct procedure, then to retrain the Team Member to ensure understanding.
- A second violation should generate either a formal verbal coaching or a written counseling session to the Team Member, depending on the severity of the violation.
- A third infraction may result in a formal written Team Member Improvement Plan.
- A fourth violation may lead to the Team Member's involuntary separation.

## **Team Member Safety Communication**

Matters concerning occupational safety and health will be communicated to Team Members by means of staff meetings and informal training. Communication from Team Members to Supervisors and/or the Vice President of Operations about unsafe

or unhealthy conditions is encouraged and may be verbal or written, as the Team Member chooses. The Team Member may report a safety hazard and remain anonymous by using a sealed envelope to communicate the hazard (placing the envelope in a Manager's box).

No Team Member shall be retaliated against for reporting hazards or potential hazards, or for making suggestions related to safety.

The results of any investigation of any Team Member safety suggestion or report of hazard will be distributed to all Team Members affected by the hazard, or posted on the appropriate bulletin boards in the lunchroom.

### **Inspections**

Each Department Manager will identify unsafe work conditions and practices:

- Not less than annually in all work areas;
- Whenever new substances, processes, procedures, or equipment introduced into the workplace present a new occupational safety or health hazard;
- Whenever Management is made aware of a new or previously unrecognized hazard

### **Accident Investigations**

It shall be the procedure of SEE MONTEREY that the Supervisor or Manager of an injured Team Member shall report any injury to the Vice President of Operations immediately upon finding out about the injury. The Vice President of Operations shall investigate the injury and then fill out an **Accident Investigation** form with the injured person (when possible) and the Team Member's Manager before the end of the workday and submits it to the President and CEO for review.

Every work-related injury or illness which requires medical attention other than first aid must be reported to our Workers' Compensation Administrator, the State Division of Labor Statistics and Research, or, when applicable, the California Division of Industrial Safety (OSHA).

The purpose of an investigation is to find the cause of an accident and prevent further occurrences, not to assign blame. An unbiased approach is necessary for obtaining objective findings and hopefully, in preventing future occurrences:

- Visit the accident scene as soon as possible while the facts are fresh, and before witnesses forget important details.
- Fill out the Accident Investigation form as complete as possible. Use it to gather as much information as you can.
  
- If possible, interview the injured Team Member at the scene of the accident and "walk" them through a mock re-enactment if appropriate.
- All interviews should be conducted as privately as possible. Interview witnesses one at a time. Talk with everyone who has knowledge of the accident, even if they did not actually witness it.
- Consider taking signed statements in cases where facts are unclear or there is an element of controversy.
- Document details graphically. Use sketches, diagrams and photos as needed, and take measurements as appropriate.

- Focus on causes and hazards. Develop an analysis of what happened and how it could be prevented. Determine what caused the accident itself, not just the injury.
- Every investigation should include an action plan including how such an accident can be prevented in the future.
- If a third party or defective product contributed to the accident, save any evidence. It could be critical to the recovery of claims costs.

By using the Accident Investigation form important information can be gathered. It is always important to first get some basic facts **when the injury occurs**:

- **Who** was hurt? Who saw what happened? Who was involved?
- **What** happened? A short narrative of what occurred. Interview each witness privately, to get their thoughts, rather than those of the whole group. Ask what was damaged.
- **When.** What time of day? Before or after breaks or lunch. What day of the week.
- **Where** did the incident occur? What were the physical conditions, weather, floor conditions, etc.?
- **How.** What was the sequence of events? Give the prompt, "Then what?" or similar support to allow the interviewee to continue.
- **Why.** Could this accident have been avoided? What was the root cause and can the cause be mitigated so it will not occur again.
- **Witnesses.** Did any other Team Member see what occurred? If so, were statements taken **when** the accident occurred to help ensure the truth of what was shared?

Recommendations or solutions regarding future accidents are derived from reducing or eliminating causes of accidents.

### **Medical Treatment Procedures**

It shall be the policy of SEE MONTEREY that all injuries, no matter how slight, shall be reported immediately to the Team Member's Manager and the Vice President of Operations so that appropriate medical attention, when necessary, can be administered.

- If medical attention is not required by a doctor at the time of injury, an **Accident Investigation** form may or may not be filled out by the Vice President of Operations.
- If medical attention is required by a doctor, the Team Member will acquire the appropriate paperwork from the Vice President of Operations to be taken to the authorized medical facility for immediate attention. As mentioned above, the Team Member's Manager and Vice President of Operations shall fill out accordingly the necessary paperwork.
- The Team Member will take the paperwork and authorization notice with them to SEE MONTEREY authorized medical clinic and present it to the receptionist as he/she enters the clinic for treatment.
- If the Team Member has on record a request to be treated by his/her own personal physician, he/she will be allowed to be treated by his/her own personal physician after he/she has been stabilized by SEE MONTEREY's Medical Provider.

- In case of a major injury or emergency, the paramedics should be summoned to the scene immediately or the injured person should be transported to the nearest hospital for emergency care with follow-up treatment at SEE MONTEREY's medical provider. In cases as these, the Vice President of Operations shall contact the organization's medical facility as soon as possible following getting the injured Team Member to the nearest medical facility.

### **Medical Leave of Absence**

When granting a Medical Leave of Absence (MLA), make certain the situation is a medical necessity beyond the Team Member's control. The following procedure applies to all medical leaves of absence:

- The Team Member's Manager shall complete a **Time Off Request** form, stating the reason for the leave of absence.
- All MLA's shall have support documentation from the treating physician on file with the keeper of the medical and personnel records. The Team Member shall submit to their Manager any necessary extensions BEFORE the MLA expires.
- Any Team Member out for longer than three (3) working days may be required to have a release notice from their treating doctor and shall submit it to their Manager or Supervisor when returning back to work. If the Manager or Supervisor believes it necessary, the Team Member, at SEE MONTEREY's expense, shall have the Team Member checked out for fitness-for-duty by SEE MONTEREY's authorized physician.
- Any Team Member out on a MLA or any other leave of absence for a period longer than six (6) months shall be terminated per SEE MONTEREY Policy except for possible American with Disabilities Act (ADA or ADAAA) or AB2222 issues.

### **Correction of Unsafe or Unhealthy Conditions**

Whenever an unsafe or unhealthy condition, practice or procedure is observed, discovered or reported, the Vice President of Operations or designee will take appropriate corrective measures in a timely manner based upon the severity of the hazard. Team Members will be informed of the hazard, and interim protection measures will be taken until the hazard is corrected. Team Members may not enter an imminent hazard area without prior specific approval given by the Vice President of Operations or designee.

### **Training**

All Team Members, upon hire, shall be trained by the Human Resources Coordinator in the **Basic Safety Rules & Guidelines**. In addition to basic safety, one's immediate Manager or Supervisor shall train the Team Member in the safety procedures of any equipment they are to use on the job. Updates shall occur as is deemed necessary by Management, up to and including, the Executive Management of SEE MONTEREY. Training shall include, but not be limited to:

- The safety communication system
- An orientation to the organization Injury and Illness Prevention Program (IIPP) and where it is kept



- Whenever there is a new or previously unrecognized hazard
- The discipline system
- When a Team Member is doing heavy lifting on the job; proper lifting procedures when appropriate
- New Team Members being shown how to safely use all their equipment necessary to carry out their work. This will typically be carried out by one's immediate Supervisor
- All personnel undertaking the operation of new equipment or working in a new job position shall be properly trained in the safe procedures to work by the Manager or Supervisor of that work area

When Supervisors are unable to provide the training themselves, they should request that the training be given by others through notifying the Vice President of Operations or designee.

### **Recordkeeping System**

All safety-related records should be kept in the Vice President of Operation's office area. They shall include, but not be limited to:

- Master copy of the Injury and Illness Prevention Program
- Team Member Training Records
- Information-Safety Meeting Minutes
- Summary of OSHA 300 Logs
- Copies of all safety inspections and how the items on them were corrected

All Medical related records shall be kept in the Vice President of Operation's office in a secure area. They shall include, but not be limited to:

- All Work-related medical injury records
- All Medical treatments, work and non-work related.

Work-related or incurred injuries or illnesses that require more than first aid or where time more than the current shift or workday is lost, shall be recorded on the Cal OSHA 300 report and also on the Cal OSHA 300A summary. The Vice President of Operations or the organization's Workers' Compensation insurance carrier shall make the required DWC-1 form available as soon as possible to the affected Team Member (s).