

## I. INTRODUCTION

The purpose of the Division of Child and Family Services (DCFS) Safety Program is to develop, maintain and monitor an aggressive safety and return to work process for all Division employees. The goal of the Division of Child and Family Services is to provide the safest environment possible for our staff.

Authority for development and implementation of this plan is found in Nevada Revised Statute section 618.383; the Governor's Executive Order and Policy on Workplace Health and Safety dated December 17, 1993; and various Department of Health and Human Services (DHHS) administrative policies and procedures.

Each employee is provided a copy of this Safety Manual so that he/she is informed of safe work-related practices and safety rules in compliance with NRS 618.383.

These procedures are subject to reevaluation, and we encourage your suggestions and recommendations in this regard. Any changes must be coordinated through the Division Human Resources Chief. Working together we can achieve our goal of a safe and healthy workplace.

**By reference this Manual is incorporated into and becomes part of the Division of Child and Family Services *Personnel Policy and Procedure Manual*.**

## II. DHHS POLICY STATEMENT

In January of 1994, the Director of the Department of Human Resources (now known as the Department of Health and Human Services – DHHS) signed the following Workplace Safety and Early Return to Work Program Policy Statement for the Department:

The Department of Human Resources intends to implement an effective Workplace Safety and Early Return to Work Program which will be consistent with the requirements of NRS 618.185 and 618.382.246 and the Governor's Executive Order dated December 17, 1993, and Policy on Workplace Health and Safety.

We recognize our obligation to provide the safest possible working conditions for our employees and are committed to the intent and goals of this program. It is our expectation that ALL employees be involved with and supportive of the ongoing activities needed to make this program work. All employees will be assigned specific responsibilities and as a condition of employment, will be expected to comply with these responsibilities and all directives set forth in the Department's Safety Program. Failure to comply with these responsibilities and required activities will result in disciplinary action. Safety performance will be included in all work performance standards and reviews.

This program will also include an Early Return to Work Program. Employees injured on the job and unable to perform their regular duties will be expected to work in a modified

duty job consistent with their physical restrictions, either within our department or another department until they recover. If permanent physical restriction results and an employee is unable to return to his/her original position, every effort will be made to place the employee in another position within State Government that will be consistent with his/her physical restrictions.

Amendments to this policy, program updates and revisions will be acted upon by this Department and implemented as necessary.

### **III. DIVISION OF CHILD AND FAMILY SERVICES POLICY STATEMENT**

It is the policy of the Division of Child and Family Services (DCFS) to conduct all operations safely. Every effort will be made to prevent workplace accidents and occupational diseases. The employees of our organization are its greatest asset, and the protection of our employees is a major objective.

The Division's goal is to establish and maintain a safe working environment. It is the policy of the Division of Child and Family Services (DCFS) to prevent and minimize, to the fullest extent practical, all risks to the health, safety, and well-being of employees and the public while occupying Division facilities. Division employees, property, and the environment will be safeguarded by implementing a comprehensive and effective health and safety program.

Division programs and activities will meet or exceed the requirements of health, safety, and environmental regulations issued by Federal, State of Nevada, and local agencies. Division safety activities are governed by Nevada State Risk Management, who receives its general authority under NRS 331.182 – 331.188. The required services and programs of Risk Management are described in NRS 616A – 617, 618.375, 618.383, 618.385, and 618.395, as well as NAC 284 and in the State Administrative Manual (SAM), Section 0500. Where existing laws and regulations are not adequate to ensure protection of public health or safety, the Division will attempt to establish and meet its own health, safety, and environmental quality standards, in coordination with the Nevada State Risk Management Office. All work performed at DCFS will be conducted according to the instructions and procedures in this DCFS Safety Manual. The provisions of this manual apply to all areas under DCFS control or direction, including state-owned and leased facilities.

The information in the DCFS Safety Manual shall be readily available in all work areas for all employees. Portions of the manual will be revised as necessary to reflect changes in DCFS operations or regulatory requirements.

A proactive policy toward safeguarding human life requires the full participation of management and employees. Everyone has a responsibility for personal safety and for the safety of fellow workers. Employees are expected to cooperate fully in all measures taken for their safety and health. They are encouraged to detect and report to their supervisors any hazardous conditions, practices and/or behavior in their work areas and to make suggestions for correction. Policies on conduct, safety and health shall be observed.

## **IV. REGIONAL AND DIVISION SAFETY COMMITTEES**

### **A. REGIONAL SAFETY COMMITTEES**

DCFS Management has established Safety Committees in each geographical region to assist in the improvement of safety and health in the workplace. Committees may represent a building to include its occupants. The Safety Committees are composed of supervisory and non-supervisory (employee) members. Management selects supervisory members. Employee members either volunteer or are selected by their peers. Members should represent as many different areas or sections as possible. The Regional Safety Committee elects a chairman and secretary. Members of the Safety Committee receive training so that they can effectively complete the tasks assigned to them.

Each Regional Safety Committee meets periodically, typically once a month. The chairman develops a written agenda for the meeting to allow for preparation and discussion by the membership. Minutes are taken at each meeting as a written record of the Committee's activities. The minutes of the meeting will include the attendance of members and others participating in the meeting. The agenda and minutes are posted on safety bulletin boards. Agendas and minutes are retained for a minimum of three (3) years.

A listing of Safety Committee members must be posted on the Safety bulletin board. Any employee who desires to bring a safety issue before the committee should contact a committee member to have the issue added to the agenda.

### **B. DIVISION SAFETY COMMITTEE**

The **DCFS Safety Committee** shall promote occupational safety and health in all areas of the organization for the benefit of all employees and visitors. This purpose shall be accomplished by reviewing, evaluating, and providing advice on pertinent health, safety and environmental policies and practices.

The members shall elect the Chair and Secretary for one-year terms. *Ad hoc* members may be appointed as needed.

Meetings shall be held at least quarterly, or more often if required to discuss important matters. The Committee's advisory comments and recommendations on issues raised at the meetings will be submitted to the Administrator of the Division of Child and Family Services. Votes will not be necessary or taken, since all opinions including dissenting opinions will be reflected in the advisory recommendations.

The Chairman shall (A) prepare meeting agendas for all Committee meetings; (B) conduct meetings of the Committee; (C) review previous minutes; and (D) in the absence of the Secretary, appoint a temporary one.

The Secretary shall (A) arrange time and place for meetings; (B) notify all members of the meetings; (C) prepare the minutes of the meetings and see that they are distributed to all members; (D) report status of all recommendations; and (E) assume the duties of the Chair in the event the Chair is unable to attend the meeting.

The members shall (A) serve as an advisory resource for the review and promulgation of the DCFS health and safety policies; (B) attend all meetings; (C) report any unsafe practices or conditions; (D) contribute ideas and suggestions for improving DCFS health and safety programs; (E) work safely so as to influence others to work safely.

**The Committee as a whole shall:**

1. Identify and communicate safety and occupational health issues and hazards to the regional Personnel Analyst or his/her designee and the Division Administrator.
2. Create and maintain an active interest in safety and health among employees.
3. Actively participate in the planning and presentation of educational programs and increase safety awareness.
4. Evaluate the effectiveness of the overall program and specific educational programs and make recommendations for improvement.
5. Review accident and injury information and make appropriate recommendations.
6. Assist in the implementation of the Safety Program.
7. Conduct routine safety inspections
8. Review potential safety hazards with any new processes, methods or materials that are introduced into the workplace.
9. Hold regularly scheduled meetings on at least a quarterly basis. Record minutes of all meetings and makes them available to all staff by routing or posting in a conspicuous area.
10. Maintain records of all activities.
11. Work on special projects as may be identified by the Division Administrator and/or the Human Resources Chief.
12. Committee chairperson may be assigned additional responsibilities.
13. Assist Regional Safety Committees in creating and maintaining an active interest in safety and health among employees.

14. Plan safety education programs for Regional Safety Committee members.
15. Review safety inspection sheets, accident and injury information, and other information as provided by Regional Safety Committees and make recommendations for necessary action to the Division Administrator.
16. Ensure adequate follow-up to identified issues or recommended actions.

## **V. SAFETY RESPONSIBILITIES**

The DCFS will provide a safe work environment. Safety performance will be incorporated in work procedures and work performance evaluation processes. Managers, supervisors and employees are responsible for carrying out the safety program. All employees are assigned responsibilities in the Safety Program as follows:

### **A. Management**

1. The development, implementation and monitoring of comprehensive written Safety and Return to Work Programs.
2. The establishment of a Regional Safety Committee in each geographical region.
3. Mandatory safety training for all employees.
4. Maintaining a workplace that is free from unsafe conditions.
5. Providing support to meet the needs of the program.
6. Assigning responsibilities and ensuring that safety performance is included in all work performance standards and covered in work performance reviews.
7. Identification and mitigation of physical hazards and unsafe practices.
8. Complying with all Nevada safety and health standards and regulations found in the Nevada Occupational Safety and Health Act.
9. Ensuring that supervisors and employees comply with safety rules, standards and regulations.
10. Identify and address any unique situations.

**B. Human Resources Chief or His/Her Designee**

1. Coordinate the development and implementation of the Safety and Return to Work Programs.
2. Monitor activities and provide guidance and assistance as needed.
3. Interface with Risk Management, Employers Insurance, OSHA, and other State agencies.
4. Provide training to supervisors.
5. Identify applicable local, state and federal regulations and standards and make available to appropriate division and/or supervisors. Maintain and update as necessary.
6. Ensure all required safety and workers' compensation posters are posted and updated.
7. Assist supervisors in developing safety rules, safe job procedures, etc.
8. Review and/or assist with accident investigations and safety inspections.
9. Ensure proper record keeping is maintained.
10. Participate in Division Safety Committee meetings.
11. Maintain and update OSHA 200 Log
12. Post OSHA 200 Log in the workplace during February.
13. Ensure supervisors and employees receive appropriate safety and health training.
14. Assist supervisors and employees in defining hazardous operations, designating safe practices, and selecting appropriate and effective protective equipment.
15. Review and approve hazardous agent protocols based on information submitted by agencies, if applicable. The approved protocol details all health, safety, and environmental aspects, and procedures to prevent employee exposures.
16. Ensure availability of medical examinations and protective equipment necessary for the safe performance of employee work tasks.
17. Develop and review rules and procedures for safe and healthful work practices; provide consultation, advice, and recommendations on all health, safety, and environmental compliance matters.

18. Develop safety training plans and programs, conduct training courses, and make available information and other resources on health, safety, and environmental protection.
19. Conduct inspections to develop or improve techniques and procedures for employee health, safety and environmental protection.
20. Agency Safety Representatives will accompany, as necessary, the Division building monitor on routine safety surveys.
21. Receive specialized training (e.g., standard first aid, CPR, AED, etc.) appropriate to their emergency responsibilities.
22. Ensure that during emergencies (e.g., fire, explosion, etc.) all employees are evacuated from their assigned areas and report to their designated assembly area for roll-call.

### **C. Supervisors**

1. Cooperate with and actively support the Safety and Early Return to Work Program.
2. Maintain a safe and healthy work environment by identifying and controlling unsafe work conditions, practices and procedures. Incorporating safe work practices in their operation and procedures.
3. Provide proper and safe tools and equipment to include any personal protective equipment necessary.
4. Ensure all employees are familiar with the Health and Safety Program and Early Return to Work Program – especially their responsibilities, applicable safety rules, hazard and accident reporting procedures and their rights and responsibilities in regard to OSHA, and Employer's Insurance.
5. Provide appropriate safety training for all employees in the recognition and avoidance of unsafe conditions, use and care of personal protective equipment and OSHA required topics.
6. Ensuring all employees under their supervision receive designated safety training.
7. Immediately respond to reported hazards
8. Immediately investigate all reported accidents and injuries.
9. Include safety performance in all employees' work performance standards and performance reviews.

10. Make periodic safety inspections.
11. Promote safety by discussing it at all staff meetings.
12. Ensure employees receive prompt medical treatment for all injuries.
13. Strictly enforce all safety rules and procedures.
14. Set a good example by following all safety rules and correcting hazards as they are noted.
15. Ensure the general overall health and safety of employees under his/her supervision. Ensure that all work is conducted safely and according to established policies at all times and under all conditions.
16. Ensure all employees are properly trained and instructed in safe practices and aware of all hazards associated with their work.

**D. Employees**

1. Comply with all aspects of the Safety and Early Return to Work Programs.
2. Follow all safety rules, take no unnecessary chances, use all safety guards and safety equipment and make safety a routine part of their job.
3. Report unsafe conditions to supervisor.
4. Attend all designated safety training.
5. Submit suggestions for improving the safety and health conditions of the work environment to the supervisor or Regional Safety Committee.
6. Use personal protective equipment, such as car seat belts and ergonomic accessories such as telephone headsets, keyboard trays and copy stand when provided.
7. Report any physical limitations or off-the-job injuries that may affect their ability to perform the functions of their job.
8. Adhere to DCFS health and safety policies and procedures and the instructions of the responsible supervisor, investigator, or regional Personnel Analyst.
9. The ultimate responsibility for safe practices rests with the employee. Work hazards must be anticipated and all safeguards utilized.



## **E. Other Division Specific Responsibilities**

### **1. Personnel**

- A. Coordinate modified duty jobs.
- B. Assist with safety training through orientation of new employees.
- C. Coordinate the Early Return to Work Program.
- D. Obtain workers' compensation Loss Control reports for dissemination to Division Safety Committee.
- E. Include safety performance in all employees' work performance standards and performance reviews.
- F. Maintain and update OSHA 200 Log

### **2. Other Appropriately Designated Staff**

- A. Plan and coordinate safety training program.
- B. Respond to safety work orders with target date.
- C. Consider the ergonomic design of equipment, processes, machinery, tools, etc., and seek recommendations from the regional Personnel Analyst or Division Safety Committee prior to purchase.

## **VI. SAFE WORK PRACTICES**

All work performed in the Division of Child and Family Services (DCFS) offices and administrative areas will be conducted using safe work practices. Safety rules are developed for one reason – to protect employees from injury. They should be observed at all times. Office and administrative areas will be maintained free of recognized hazards.

The ultimate responsibility for office safety rests with the supervisor. All work hazards must be anticipated and appropriate safeguards utilized. The supervisor ensures all employees are properly trained and instructed in safe office practices and aware of all hazards associated with their work.

The employee follows the health and safety policies and instructions of the responsible supervisor. The employee brings to the attention of the supervisor and/or regional Personnel Analyst potential hazardous situations.

## VII. DCFS GENERAL SAFETY RULES

All employees will be informed of these rules and have a signed acknowledgement in their personnel file. This will be completed during orientation or for current employees within thirty (30) days of implementation of this program. *See Appendix A.*

### **Employees shall adhere to the following GENERAL SAFETY RULES:**

1. Keep work areas neat and clean.
2. Keep aisles and walkways clear.
3. Keep emergency exits clear.
4. Return all material and equipment used or handled to its proper place. Use the proper equipment or tool for the job.
5. Use personal protective equipment prescribed for the job being accomplished. This includes the use of seat belts.
6. Use ergonomic accessories such as telephone headsets, keyboard trays, copy stands, and footstools, when provided.
7. Use good body mechanics when performing any material handling tasks.
8. Never engage in horseplay and/or other distracting activities.
9. Obey all job specific safety rules, regulations, markings, signs and instructions.
10. If the safety of the job is in doubt, do not do it. Ask your supervisor for help.
11. Know and follow the emergency action plans that apply to the work area.
12. Warn fellow employees of known hazards.
13. Whenever you are involved in any accident that results in personal injury or damage to property, no matter how small, the accident must be reported. Get first aid promptly.
14. Report immediately any condition or practice you think might cause injury or damage to equipment.
15. Do not operate any equipment which, in your opinion, is not in a safe condition.
16. When lifting, use the approved lifting technique, i.e., bend your knees, grasp the load firmly, then raise the load keeping your back as straight as possible. Get help for heavy loads.

17. The use of drugs and/or intoxicating beverages is prohibited.
18. Guard the sharp edges of furniture to prevent personal injury. Keep desk "pull-out" writing surfaces closed when not in use.
19. Practice good housekeeping. Keep floors free of items that might cause tripping. Keep waste cans out of the way; do not overfill them.
20. Prevent slipping accident by cleaning up spills immediately.
21. Report all defects such as loose tiles, broken steps, railings and doors immediately to the regional Personnel Analyst.
22. Keep razor blades, tacks, and other sharp objects in closed containers.
23. Report any observed pest control problems to the regional Personnel Analyst. Never attempt to apply any pest control chemical yourself.
24. Use the proper tool for the job at hand (e.g. a staple remover to remove staples).
25. Do not overload electrical outlets. Do not plug a multiple outlet strip-- an extension cord with multiple electrical receptacles--into a second multiple outlet strip.
26. Report immediately, any damaged electrical cords, broken switches, loose connections, or bare wires.
27. Unplug any office machine that smokes, sparks, or delivers an electrical shock. Have it inspected by the appropriate repair personnel.
28. DCFS is a smoke free environment and smoking is prohibited inside all DCFS buildings.
29. Avoid overloading the top drawers of filing cabinets to avoid the possible tipping of the cabinet when the drawers are opened. Open one drawer of the file cabinet at a time to prevent tipping. File cabinets should be placed where their use will not interfere with office traffic patterns.
30. Keep file and desk drawers closed when not in use to help prevent tripping accidents.
31. Be sure to use proper lifting techniques. Make arrangements with personnel skilled in moving to shift furniture and other heavy objects.
32. Do not lean too far back in chairs. This may result in over-balancing and a fall.
33. Use only safety step stools or ladders for climbing. Don't stand on swivel chairs or use them as step stools.

34. Book cases or file cabinets taller than 64 inches must be secured or anchored. Keep book case doors closed when not in use.
35. Power switches must be off, or the cord unplugged, when electrical equipment, such as a typewriter, is being cleaned or serviced.
36. Office doors shall be free of obstructions at all times to permit exit in case of an emergency.
37. Jewelry, long hair, and clothing must be kept clear of the moving parts of all office machines. Be especially cautious of choking hazards associated with operating paper shredding machines. Necklaces, ID card cord/strap, etc., may be unintentionally ingested and pose a dangerous choking hazard. Clips should be issued to staff that regularly operate these types of equipment.
38. If it is necessary to run a cable or electrical cord across the floor, a cable cover must be used to protect the wiring and prevent tripping.
39. Do not cover air vents or obstruct air flow from registers. Do not place furniture, equipment, or materials in locations that will interfere with air movement around thermostats.
40. Space heaters are not to be used unless written approval from the DCFS Administrator.

## **VIII. HEALTH AND SAFETY ORIENTATION OF NEW EMPLOYEES**

All new employees will receive a health and safety orientation designed to enable their active participation in DCFS health and safety programs. The information provided to new employees will promote their awareness and understanding of the possible hazards at work, the methods to be used to control such hazards, evacuation procedures, and general safety concerns.

### **Supervisors shall:**

- A. Ensure the employee is enrolled in the appropriate training sessions via <http://neats.state.nv.us> and obtains and uses the equipment necessary to perform work task according to NIEHS health and safety policies (e.g., protective clothing, safety glasses, shoes, hard hats, etc.), if applicable.
- B. Attend annual Supervisor (initial and refresher) safety training, as required by SAM Chapter 0500, p. 50.
- C. Designate pertinent sections of the DCFS Safety Manual to be read before employee begins duties.

- D. Discuss and, when appropriate, demonstrate safety practices and equipment (e.g. safety shower, eyewash, fire extinguisher, etc.) in the area(s) assigned.
- E. Explain pertinent DCFS health, safety and environmental compliance policies (e.g., activities requiring submission of hazardous chemical protocols, hazardous waste disposal procedures, etc.).
- F. Explain use of special equipment and/or facilities.
- G. As appropriate, develop a health and safety training plan for the employee. Ensure that the employee attends required health and safety training.

### **IX. SAFETY HAZARD SURVEY**

Safety hazard surveys are one method used to identify, analyze and control new and existing hazardous conditions. The purpose of conducting hazard surveys is to maintain a safe working environment and prevent accidents from occurring. The ultimate goal is to identify and eliminate all physical hazards and unsafe work practices in the workplace.

Surveys are the responsibility of the Human Resources Chief or his/her designee, supervisors, and the Division Safety Committee as follows:

- A. **Responsibility for correction of deficiencies** identified will be specifically assigned and a due date identified and followed up on.
- B. **Human Resources Chief or His/Her Designee**
  - 1. Conducts an annual formal inspection of each facility and prepares a written report on the inspection.
  - 2. Initiates action to correct deficiencies observed or reported in the inspection.
  - 3. Takes any corrective actions.
  - 4. Arrange for periodic hazard surveys to be conducted by other safety professionals.
- C. **Supervisors**
  - 1. Conduct a formal quarterly safety inspection of their work area.
  - 2. Documentation noted hazards and corrective action needed.
  - 3. Initiate corrective actions.

4. Send a report to the regional Personnel Analyst with documentation of any hazards.
5. Follow-up on corrective action.

**D. Division Safety Committee**

1. The Division Safety Committee will develop a checklist to identify workplace hazards using OSHA standards applicable to Division operations. Special emphasis will be placed on areas where there have been recurring injuries or the potential for serious injury exists. Workers' Compensation Loss Control Reports will be used to identify high frequency and costly injuries.
2. Conducts general inspections of areas
3. Reports hazards at monthly Division and Regional Safety Committee meetings.
4. Suggests corrective action
5. Monitors corrective activity.

**E. Schedule of Inspections**

1. **Informal:** Daily inspections for ongoing hazards by Supervisors and all employees. Identified hazards needing attention by the Division and Rural Safety Committees will be forwarded to the onsite Safety Committee representative.
2. **Formal:** Quarterly or as needed for seasonal situations: Supervisors, on-site safety representative and other designated employees as deemed appropriate for the individual facility.
3. **Annually:** Division building monitor, representative from Safety Consultation and Training Section, Employer's Insurance, State Risk Management, or other qualified outside inspector. The Regional Safety Committees or regional Personnel Analyst will arrange this.

F. The Division Safety Committee will **review** all formal inspection reports and a summary will be provided to the Division Administrator.

G. The Division Safety Committee will **implement** a safety suggestion system to allow all employees to provide input on hazards and possible solutions for considerations. *See* Appendix B.

## **X. SAFETY TRAINING**

The purpose of safety training is to integrate safe practices and techniques with normal work procedures. Safety will be included in every stage of employee training on the premise that the correct way of accomplishing a task is both the safe and efficient way. Training will be provided as required by OSHA standards, Nevada legislation and management. The training program is designed to instruct employees in safe work practices and to provide instruction with respect to hazards unique to each employee's job assignment.

The Division will provide training classes appropriate to each employee as identified by the regional Personnel Analyst and/or the Division Safety Committee. Documentation of all training and group sign-in lists will be maintained in division training records. Employee Safety Orientation forms and other signed acknowledgments regarding safety will be maintained in each individual's service jacket. These records will be maintained for at least three (3) years.

Whenever new or previously unrecognized hazards, substances, processes, procedures or equipment are introduced, appropriate safety training will be added. It is the responsibility of each employee that receives any safety training to provide his/her DCFS Regional Personnel Office with documentation of training.

### **Training will include, but not be limited, as follows:**

#### **A. Human Resources Chief or his/her designee**

1. Overview of Essential Elements of a Safety Program
2. Accident Investigation
3. Hazard Identification
4. Training of Supervisors – to either provide this training directly or to identify outside sources where the necessary classes can be provided.

This training will be completed within six (6) months of the first offering by Risk Management. Once the training programs are available on an ongoing basis; it will be the responsibility of the Division Administrator to ensure this training is completed within six (6) months of assignment.

#### **B. Personnel is responsible for the following:**

1. Maintaining a record of employees participating in the training programs. These records must be maintained for at least three (3) years and available for review by the Division of Industrial Relations upon request.
2. Early Return to Work Program

3. Workers' Compensation Cost Control

**C. Supervisors are responsible for the following:**

1. Providing work site safety orientation for new or transferred employees, including claims procedures and return to work programs
2. Preparing written job descriptions including safety analysis.
3. Identifying needs for job-specific safety training.
4. Providing on-the-job safety training relative to specific job requirements.
5. Providing follow-up training to increase and update knowledge.

**D. General Safety Training required for all employees includes Safety Orientation to include:**

1. Review of department safety program and early return to work program, general safety rules and procedures, rights and responsibilities in regard to OSHA (pamphlet or video), and Employers Insurance.
2. This training will be provided prior to the commencement of work activities and will be the responsibility of the direct supervisor to ensure it is completed.

**E. Current Employees**

Current employees will be provided the following training within thirty (30) days of adoption of this program or availability of information.

The direct supervisor is responsible for ensuring it is completed and a signed acknowledgment is placed in the employee's file.

1. Emergency procedures and evacuation, fire prevention.
2. Body mechanics.
3. Ergonomics.
4. Return to work process.
5. Office and video display terminal safety (if appropriate)
6. Prevention of cumulative trauma injuries.



**F. Supervisors and Managers**

Supervisors and Managers safety training includes all training required in General Safety Training plus:

1. Department safety program and early return to work program.
2. Supervisor's role in accident prevention and early return to work program.
3. Hazard identification.
4. Accident investigation.
5. Safety training techniques.
6. Emergency procedures and fire prevention.
7. Proper lifting techniques and body mechanics.
8. Hazard Communication.
9. Job safety analysis.

Realizing the available resources for provision of this training will be in high demand initially, the goal will be to train all supervisors within one (1) year. The regional Personnel Analyst will follow up with the appropriate Deputy Administrator on target. (Refer to DCFS *Personnel and Policies Procedures Manual* and NAC 284.489 for additional training required for newly appointed supervisors).

The direct supervisor or his/her designee will be responsible for providing this training prior to the commencement of work activities and immediately upon receipt of new equipment, tools, or processes.

**G. Division and Regional Safety Committee Members**

1. Roles and duties of Division and Regional Safety Committee members.
2. Safety inspections.
3. Job safety analysis.
4. Other as identified by Human Resources Chief or his/her designee.

## **XI. COMPLIANCE**

The DCFS emphasizes a participative, educational approach to obtaining employee compliance with safe work practices and regulations. Safety will be evaluated as a portion of every employee's work performance. Failure to comply with the established health and safety policies and/or procedures can result in formal disciplinary action.

In the event of repeated or intentional failure of an employee to comply with the safety program, management will use uniform progressive disciplinary measures to bring the employee into compliance. Disciplinary procedures will be followed as outlined in Personnel Policies and Procedures (NAC 284.638, 642, 646, and 650). The procedures are (1) First offense – oral warning; (2) Second offense – written warning; (3) Third offense – suspension without pay up to 30 days; and (4) Fourth offense or if seriousness of violation warrants, demotion or dismissal.

The following situations could warrant suspension, demotion or dismissal: (1) Willful removal or interference with a safety device or safeguard; (2) Dangerous horseplay or inattention that threatens the life of an individual; or (3) Failure to use required personal protective equipment.

## **XII. EMERGENCY PROCEDURES**

The DCFS has an Emergency Operating and Contingency Plan that addresses the facilities, the known risks/hazards, the response resources, training and testing, emergency response guidelines, and specific emergency procedures for each facility.

The primary responsibility for emergency management belongs with the Division Administrator. The emergency coordinator is the senior-ranking official on the site, or a designated representative. In an emergency, the emergency coordinator assumes command and directs the operation and action of all other personnel. Emergency monitors at each facility assist the coordinator with emergency procedures.

Emergency evacuation drills are conducted periodically in each building. Each employee is responsible for knowing the primary evacuation route, secondary evacuation route, and the location of fire extinguishers and first aid kits.

**The emergency telephone number in every DCFS building is 9-911.**

Specific evacuation routes and procedures may vary according to building.

### **XIII. FIRE EMERGENCY**

Employees must report all fires immediately. Our goal is to establish an orderly, safe, and rapid response in the event of a fire. Thus, the prompt reporting of a fire cannot be emphasized enough. **Every employee should know the location of fire extinguishers and fire blankets and be familiar with the fire alarm system.**

**A. The first person that discovers the fire must:**

1. Activate the fire alarm signal. This will automatically notify the fire department.
2. Call 9-911, if there is not a fire alarm.
3. Use a fire extinguisher if the problem can be handled easily and safely.
4. Notify security, supervisor and/or emergency coordinator.
5. Remain at the scene, if possible and safe, until a security person or fire department representative arrives, then point out the specific location and problem. Be prepared to assist in any other way.

**B. Evacuation – Employees are to adhere to the following:**

1. Upon hearing signal – stop work.
2. Close doors and windows in your area when possible
3. Shut off machines, secure carts, or any other obstructions, out of the way of traffic, when possible.
4. Exit the building by designated routes.
5. Proceed to assigned outside area for personnel check.
6. Remain in assigned area until told to leave.

**C. If caught inside:**

1. Before opening any doors, feel the door, and if it is hot, do not open.
2. If caught in smoke, take short breaths; breathe through the nose. Crawl along the floor where the air is cooler. If forced to make a dash through smoke or flame, hold your breath.

3. If unable to exit, close doors, put something at base of door to block smoke, exit via window if possible, if not, stand by window and wave to attract attention of fire fighters. The important thing is to be visible.

#### **D. Individuals with Disabilities**

Individuals with disabilities and their designated Aide(s) should immediately proceed to the nearest stairwell. If this area is untenable due to fire, heat, smoke, etc., they should proceed to an alternate exit. Elevators must **NEVER** be used for emergency evacuation unless the elevators are under the direction of the Fire Department or are equipped with special systems and are pre-approved for evacuation.

(Note: Supervisors should promptly notify the Division of Child and Family Services (DCFS) regional Personnel Analyst when a disabled employee begins employment with the Division. This will enable the regional Personnel Analyst to identify the disabled employee's needs and assign and train Aide(s) to assist with evacuation, prior to an emergency).

1. The individual and his/her Aide(s) should wait for stairwell traffic to cease prior to entering the stairwell. The disabled employee should wait in the area of refuge located inside the stairwell. If an Evacuation Chair is available, it can be used to move the individual down the stairs and outside the building.
2. Employees occupying floors where a disabled employee is attempting to exit should relay information to the Fire Department regarding the location of disabled staff and where they are attempting to evacuate, after exiting the building. This will enable the Fire Department to make certain any disabled employees have exited safely with assistance from their Aide(s).

#### **E. Non-employees**

1. Employees are responsible for any non-employees in the work area.
2. Every effort should be made by employees to account for separated or missing members of the public.
3. Upon hearing a fire alarm, advise any member of the public of the meaning of the alarm.
4. Instruct them how to exit by the most practical means available.
5. Provide any assistance necessary for any people with disabilities in the building. Interpret for non-English speaking public.

6. When the members of the public are safely outside, take a roll and inform supervisors of their number and location. If any members of the public are separated or missing, notify supervisor immediately.

#### **XIV. EVACUATION PROCEDURES**

Emergency situations may require the evacuation of the building. The evacuation instructions for each area include reference to designated primary and secondary exit routes. If evacuation is necessary, our goal is to establish an orderly, safe, and rapid evacuation process. To assist in an evacuation:

1. Keep calm – do not panic.
2. Know the location of all primary and secondary emergency exits.
3. Exit by the designated and most practical means.
4. Walk rapidly – do not run.
5. Assemble at the prearranged assembly area.

**BUILDING \_\_\_\_\_ EVACUATION PLAN**

Designated exit routes (Each employee should fill in the following as it relates to his/her work area):

The primary evacuation exit route is: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

The secondary evacuation exit route is: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Each area has a designated assembly area outside the building. Upon a directed evacuation of the building, all employees shall go to their designated assembly area and remain until instructed to return to their work area.

The assembly area for my department is: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

The nearest two fire extinguishers are: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

The nearest fire alarm is: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## **XV. EXPLOSIONS/BOMB THREATS**

### **A. Explosions**

In the event of an explosion in a building, such as those caused by leaking gas, faulty boilers, or explosives, employees should perform the following actions:

1. Take cover under tables, desks, or other such objects that will give protection against flying glass or debris.
2. Notify the Fire Department, telephone 9-911. Notify your supervisor and/or security. Report all available information such as location, type of blast, any known injuries, etc.
3. Do not panic.
4. If there is no immediate danger in your area, remain in your area until the building evacuation is ordered.

### **B. Bomb Threats**

Normally, a bomb threat will be by telephone either to the switchboard or a secretary. Whoever receives the call should prepare a bomb threat checklist and notify his/her supervisor.

In a bomb search a pre-drafted search checklist will be used. Each person, typically supervisors, who has an area assigned to them has predetermined likely hiding areas and vital areas to search. As areas are searched they are checked off the list. Explosives can be packaged in a variety of containers. Likely containers are common articles, such as a box (shoe, cigar, etc.), a grocery bag, athletic bag, airline flight bag, suitcase, attaché case, briefcase, etc. Look for the unusual or something that appears to be out of place. It is important that someone familiar with the area assist in the search in order to note something that is unusual or alien to the surroundings. Consider a suspicious object to be anything that does not belong, or has a nature and presence that cannot be adequately explained. During the search look for something that should not be there, and if something is found: **REPORT THE LOCATION OF THE SUSPICIOUS OBJECT. DO NOT ATTEMPT TO MOVE IT.**

#### **Responsibilities of Person Receiving Telephone Call**

1. Receiving the bomb threat call is probably the most important part of the entire procedure. Employees receiving incoming calls will no doubt have the only direct contact with the person making the threat.
2. Remain calm, do everything you can to keep the caller on the telephone to extract the maximum amount of information for the Phone Threat Checklist.

3. Do not terminate the call, let the caller do that.
4. The person answering the telephone will immediately refer to the Phone Threat Checklist and will attempt to obtain as much information from the caller as possible.
5. Never try to commit the message to memory, but record every word and if at all possible, keep the person talking, asking such things as “When is the bomb going off?” “Where is the bomb located?”, etc.
6. Although the caller may not respond, the more he or she says, the more you will learn and be able to evaluate the seriousness and the necessary steps.
7. The Phone Threat Checklist includes the questions that will assist in the evaluation.
8. Ask him/her to repeat his/her response, saying you could not understand, there was interference, etc. Check the response for consistency.
9. Copies of the checklist are available for primary telephone call receivers and/or switchboard operators. It is recommended that all other employees handling incoming telephone responsibilities also have checklists available.
10. If possible, signal a nearby coworker to pick up the telephone (use privacy release) to listen in on the conversation (to assist in identifying the caller), and to call the supervisor.
11. Immediately after or during the conversation, all information relative to the threat should be reported to security or the police. Use the “Call Trace” feature of the telephone (if available). This feature traces the last incoming call so it must be activated before another call comes in.
12. Complete the Phone Threat Checklist and be prepared to discuss it with the police/sheriff/fire and/or security.
13. If it is a prank call, the caller will probably be completely unfamiliar with the physical characteristics of the building, and you should ask questions like “is the bomb in the yellow hallway?” or “is the bomb in the basement?” Positive answers to questions of this nature may clearly reveal that the caller is a prankster.

If a checklist is not available, the person receiving the call should attempt to obtain as much of the following information as possible:

1. Exact location of the bomb
2. Time set for detonation



3. Description of explosive or container
4. Type of explosive
5. Reason for call or threat

During the course of the conversation, the receiver should note as much of the following information as possible:

1. Date and time of call
2. Phone number that call is made from
3. Exact language used
4. Sex, estimated age of caller
5. Peculiar or identifiable accent
6. Identifiable background noise
7. Descriptive knowledge of the location being threatened

### PHONE THREAT CHECKLIST

Person receiving call (your name): \_\_\_\_\_

Exact time of call: \_\_\_\_\_ Date: \_\_\_\_\_

Call received on what line: \_\_\_\_\_ Phone number: \_\_\_\_\_

Exact words of the caller: \_\_\_\_\_  
\_\_\_\_\_ (Delay – ask caller to repeat, write on back of page.)

#### QUESTIONS TO ASK

When is bomb going to explode? \_\_\_\_\_

Where is the bomb? \_\_\_\_\_

What does it look like? \_\_\_\_\_

What kind of bomb is it? \_\_\_\_\_

What will cause it to explode? \_\_\_\_\_

Did you place the bomb? \_\_\_\_\_

Why? \_\_\_\_\_

Where are you calling from? \_\_\_\_\_

What is your address? \_\_\_\_\_

What is your name? \_\_\_\_\_

How do you deactivate it? \_\_\_\_\_

Description of caller's voice (circle appropriate)

Male	Female	Child	Young	Older
Calm	Disguised	Nasal	Angry	Broken
Stutter	Slow	Sincere	Lisp	Rapid
Giggling	Deep	Crying	Squeaky	Excited
Stressed	Accent	Loud	Slurred	Normal

If voice if familiar, whom did it sound like? \_\_\_\_\_

Where there any background noises? \_\_\_\_\_

Accent or impediment: \_\_\_\_\_

**C. Mail or Message Bomb Threat**

A written threat along with any envelope or covering, should be hand delivered to security or supervisor without delay. Regardless of how a bomb threat is received, the person receiving it should not discuss the threat with coworkers, patients, claimants, or other visitors

**XVI. EARTHQUAKE PROCEDURES**

1. Keep calm. Don't run or panic. If you take the proper precautions, the chances are you will not be hurt
2. Stay where you are. If outdoors, stay outdoors. If indoor, stay indoors. Most injuries occur as people are entering or leaving buildings. Don't run through or near buildings. The greatest danger from falling debris is just outside doorways and close to outer walls.
3. If the earthquake strikes when you are indoors, take cover under a desk, table, bench, or against inside walls or doorways. Stay away from glass, windows, and outside doors. Stay near the center of the building.
4. If the earthquake catches you outside, move away the buildings and utility wires. Once in the open, stay there until the shaking stops.
5. If you are in a moving vehicle, stop as quickly as safety permits, but stay in the vehicle. The vehicle may shake violently due to movement of the car's suspension, but if the vehicle is stopped, it will provide protection from possible electrical shock by fallen wires and will shelter you from falling objects. When you again begin driving, watch for hazards created by the earthquake, such as fallen objects, downed electric wires, or broken or undermined roadways. Broken water or sewer lines may cause flooding conditions. Do not drive through any water covering the roadway when you cannot determine the road condition below the surface or the depth of the water.
6. Don't use candles, matches or other open flames either during or after the tremor. Extinguish all fires and flames. Do not turn electrical switches on or off, as this can create sparks which can ignite gas from broken lines.

**XVII. ERGONOMICS**

Ergonomics is the study and application of the functional relationship between people and their work. The focus is on integrating the work environment so people accomplish work safely, efficiently, and effectively, with reduced human stress, both physically and mentally.

The basic office workstation consists of several components. Most of these are adjustable for comfort and productivity. The work station may consist of:

- |                 |                     |
|-----------------|---------------------|
| * Panels/walls  | * Monitor           |
| * Work surfaces | * Keyboard          |
| * Chair         | * Storage and files |

1. The panels/walls define the workspace and suppress noise. They may contain electric and communication lines. Components mounted to panels may be adjusted for height. Panels should not be moved except by authorized staff.
2. The work surface may be hung from the panels or adjusted at a specific distance from the floor to best meet employee needs. The preferred working position for most office activities places the upper arms perpendicular to the floor, and the forearms and wrists at a slight upward angle.
3. The chair is the most adjustable component in the work area and could be the most important to comfort and productivity. Chair height should be set so that the feet are flat on the floor and thighs are parallel with the floor. The chair back should be adjusted so that it fits comfortably into the small of the back.
4. Computer monitors should be placed at least eight (8) inches away from the employee. The top of the monitor should be at eye level. The tilt can be adjusted to compensate for glare and line of sight.
5. The keyboard should be placed at elbow height, so wrists and hands are straight and level. When using a mouse, the mouse should be at the same height as the keyboard.
6. Telephones, storage and reference material should be easy to reach.
7. Ergonomic accessories, such as telephone headsets, keyboard trays, copy stands, and footstools shall be used when provided.

## **XVIII. HAZARDOUS MATERIALS COMMUNICATION PROGRAM**

The DCFS has developed a hazard communication program to comply with “29 Code of Federal Regulations 1910.1200 Hazardous Communication Standard.” The hazardous communication program applies to all work operations in all buildings, grounds, and vehicles, where employees may be exposed to hazardous substances or harmful physical agents under normal working conditions or during emergency situations. The program will be used to make employees aware of the safety and health hazards associated with chemical substances used or transported throughout our buildings. Under this program, employees will be informed of the written hazard communication standard, the hazardous properties of chemicals with which they work, safe handling procedures and appropriate measures for protection. The DCFS staff works primarily an office environment, but that environment could still contain hazardous chemicals.

## A. Definitions

1. **Hazardous chemical agents** are defined as
  - a. Those chemical agents known to have undesirable biological effects, either acutely or chronically. Reasonable regard is given to the size of the dose, duration and type of exposure, and the physical state of the compound required to produce such effects;
  - b. Those agents for which toxicity information is not available but are highly suspect for reasons of similarity in chemical structure or function to known toxic agents; and
  - c. Those agents which are explosive or violently reactive.
2. **Combustible, flammable materials** are defined as: substances that will easily ignite, burn and serve as fuel for a fire; specifically, liquids having a flash point below 140°F(60°C) and a vapor pressure not exceeding 40 p.s.i.a. at 100°F (38°C).

Open flames are strictly prohibited in all DCFS buildings to include candles, fragrance candles, heated fragrance devices.

Smoking is prohibited in all DCFS buildings and employees must locate at least ten (10) feet from any exit/entrance to buildings to avoid second-hand smoke exposure. Some staff members are severely allergic or have chronic conditions such as Asthma, and smoke may trigger an adverse reaction.
3. **Caustic or corrosive materials** are defined as: strong acids or bases which may burn or otherwise damage the skin and other human tissues. Considerations must also be given to corrosion of equipment.
4. **Biological Wastes** are defined as:
  - a. Except as otherwise provided, all clinic specimens or materials consisting of, containing, or contaminated with blood, plasma, serum, urine, feces, or other human or animal tissues or fluids, as well as inoculated media, cultures, and other potentially infectious materials must be either incinerated or sterilized by autoclaving or by use of a chemical sterilant (in cases where autoclaving or incineration is not possible) approved by the Nevada State Health Officer before disposal. When there is no reasonable evidence to indicate that clinical specimens or other materials may contain an infectious agent, discarding into the sanitary sewer without sterilization may be permitted.

- b. All glassware, pipettes, slides, etc., used in the examination or testing of biological materials must be autoclaved or chemically disinfected before being discarded or prepared for reuse. Single-use bottles, tubes, vials, and other biological specimen containers should not be placed in wastebaskets customarily emptied by janitorial personnel.
- c. Hypodermic syringes and needles shall be disposed of in such a manner as to prevent accidental injection of those individuals charged with disposal of waste materials.

## **B. Hazardous Chemicals Inventory List**

Each supervisor will survey the jobs in their area and make a list of all hazardous chemicals used by the employees. The list will also identify the corresponding material safety data sheet (MSDS) for each chemical. The list will be upgraded as necessary. A separate list shall be maintained for each work area with hazardous chemicals.

The Division building monitor will compile, maintain, and make available a master list of all the hazardous chemicals used by geographical region.

Any container of chemical coming into a work area which does not appear on the chemical inventory, or that is missing its label or other form of identification will be reported to the supervisor and the regional Personnel Analyst. These materials will not be released for use until the supplier has been contacted for the appropriate MSDS and labels.

## **C. Container Labeling**

The supervisor will assure that all hazardous chemicals in the work area are properly labeled and updated as necessary. Labels shall contain the following information: Identity of hazardous chemical(s) contained therein.

Appropriate hazard warnings. The warning on the label will be carefully marked to denote the hazard as specifically as possible.

For example, if a chemical causes lung damage a general warning such as “caution”, “danger”, or “harmful if inhaled” is not sufficient. The appropriate warning is “causes lung damage”. A more general warning such as “harmful if inhaled” is appropriate only if no target organ can be identified.

If the label does not contain the appropriate information and before the container is placed in the work area the following procedure will be implemented.

If an MSDS is on file, a copy will be affixed to the container. If MSDS is not on file, the manufacturer and/or distributor will be called to obtain the information required.

No label will be removed or defaced unless it is immediately marked with the required information. All labels will be printed in English.

**D. Material Safety Data Sheets (MSDS)**

The MSDS provides employees with specific information on the chemicals that they use. A binder containing an MSDS on every substance on the chemical inventory list will be maintained in the office. Supervisors will ensure that each work site maintains an MSDS binder for hazardous material in that area.

MSDS will be requested by the supervisor for all new chemicals not presently in use when they are ordered. This information will be provided to the affected supervisor. A copy will be sent to the Division safety assistant (775-684-4406).

The supervisor will review all incoming MSDS for new and significant health/safety information. The supervisor will see that any new information is passed on to the affected employees.

All MSDS will be made available to all employees and readily accessible during work hours.

**E. Employee Training**

Every employee who works with or is potentially exposed to hazardous chemicals will receive training by the supervisor on the hazardous communication standard and the safe use of those hazardous chemicals.

Whenever a new hazardous chemical is introduced, additional training will be provided to the employee by the supervisor.

Safety meetings may be used to review the information presented in the initial training.

**Elements of employee training** will consist of the following:

1. Overview of the standard and this written program.
2. Location and availability of the written program and MSDS(s).
3. Operation in the work area where the hazardous chemicals are present.
4. The physical and health hazards of the chemicals in the work area.
5. Procedures to protect against hazards through the usage of controls, work practices and personal protective equipment.

6. Work procedures to follow to assure protection when cleaning hazardous chemical spills and leaks.

**F. Non-routine Tasks**

When employees are required to perform hazardous non-routine tasks, a special training session will be conducted to inform the employee of the hazardous chemical in which they may be exposed and the proper precautions to take to reduce or avoid exposure.

**G. Contractors**

1. To insure that outside contractors work safely in our facilities, it is the responsibility of the supervisor to implement the following procedure:
2. Inform the contractors of any hazardous chemicals in the building to which their employees may be exposed.
3. Provide a copy of the DCFS Hazard Communication Program to the contractor.
4. Obtain copies of the MSDS(s) for any hazardous chemical used by the contractor.
5. Review the information and take appropriate action to protect employees from any possible exposure.
6. Outside contractors and their employees will be required to abide by all applicable safety rules and procedures, review and follow requirements of this Hazard Communication Program.

## **XIX. WORKERS' COMPENSATION**

**Employees are urged to visit the State of Nevada Risk Management web site at <http://www.risk.state.nv.us> and click on "WORKERS COMP" if they have questions about Workers' Compensation Injuries/Occupational diseases. Most of the forms and centers/providers referenced in this Manual can also be obtained from this web site.**

All work-related injuries and illnesses, regardless of severity, will be reported immediately to the Division of Child and Family Services (DCFS) Human Resources Chief or his/her designee. He/she has responsibility for analyzing and identifying possible trends and preventive actions. Employees will be provided proper guidance and assistance by their regional DCFS Personnel Analyst when seeking workers' compensation benefits.

The State has the right to direct the injured employee to a medical examination if it feels it is necessary, or the employee may request an examination (NRS 616C.020.2).



Prompt and accurate reporting of work-related injuries/illnesses is a necessary component of effective accident prevention programs. This information is used in evaluating and controlling hazards, fulfilling mandatory record keeping requirements, and providing workers' compensation benefits. Workers' compensation reporting forms will be completed, as required, and used to collect information for these purposes.

Federal and State law provides monetary compensation and medical care to employees for disability due to personal injury or disease sustained while in the performance of duty. Specific questions regarding benefits and eligibility should be directed to the Department of Administration, Risk Management, (775) 687-3187, or the Nevada Attorney for Injured Workers, (775) 687-4076.

Managed Care: All State of Nevada employees who sustain an occupational injury or disease are required to seek medical treatment by a provider from the in-house Exclusive Provider Organization (EPO) which consists of physicians, hospitals, and other health care providers throughout the state. An exception is provided for employees who do not live within twenty (20) miles of an EPO provider. If the employee lives with twenty (20) miles of an EPO provider and does not use the EPO provider, he/she may be responsible for the medical treatment expenses. An EPO provider directory is available through the Personnel Office.

For information regarding his/her claim, the employee should contact the appropriate insurer or MCO Office. His/her rights and benefits under Workers Compensation are outlined on the back of the Notice of Injury (C-1) form. If he/she has a problem obtaining information or cooperation from the insurer or MCO, or if he/she has any questions regarding this program, the employee should contact his/her regional Personnel Analyst, Division of Child and Family Services, (775) 684-4406, or Nevada State Risk Management at (775) 684-7056.

## **XX. ACCIDENT INVESTIGATION**

The accident investigation process is used to identify accident causes, to prevent recurrences, to determine validity and compensability, and to provide information for subrogation purposes, where applicable. An industrial accident or incident is any unexpected occurrence that interrupts or interferes with the orderly progress of work. It indicates that improper procedures are being used or that established procedures are not being followed.

All reported incidents, accidents and injuries (including occupational diseases) will be thoroughly investigated by the appropriate supervisor, the regional Personnel Analyst, Regional or Division Safety Committee, or a combination thereof. The purpose of these investigations is to determine the basic and underlying causes of these injuries, with the goal to identify preventative measures that need to be taken to prevent recurrence. A secondary purpose of the investigation is to determine if the injury occurred within "the scope and course of employment" and if the job or incident is the PRIMARY cause of injury.

Corrective action plans will be developed by the supervisor, the regional Personnel Analyst, and Regional or Division Safety Committee to ensure the causes are eliminated.

Areas where there are recurring and/or severe injuries will be identified by the Regional Safety Committee and special actions plans developed to reduce these injuries. Workers' Compensation Loss Control Reports will be used to help identify these areas.

All serious or potentially life-threatening incidents should be investigated by the appropriate DCFS Deputy Administrator or his/her designee or law enforcement authorities.

A. The **procedure for accident reporting and investigation** is as follows:

1. Employee reports incident/accident to immediate supervisor and completes a Notice of Injury (C-1) form.
2. Supervisor IMMEDIATELY investigates the injury and completes a Supervisor's Accident Investigation Report. The supervisor will determine if there were any witnesses and if so, will have witness(s) immediately complete a statement. The supervisor will submit the report and witness' statement(s) to the personnel representative (or other person responsible for handling workers' compensation claims in the division) within 24 hours.
3. The regional personnel representative will review the report. If there is medical attention sought, he/she will complete a C-3 form and forward it to Workers' Compensation or its designee within three (3) days. Copies of all LOST TIME injuries will be forwarded to Personnel.
4. An Accident Investigation Form (which can be found on the Risk Management Web Site at <http://www.risk.state.nv.us>) is required for every:
  - a. Accident resulting in physical injury.
  - b. Cumulative trauma claim (C-3) or notice of injury (C-1).
  - c. Fire of any size.
  - d. Property damage.
  - e. Complaints of headaches, dizziness, nausea or respiratory problems by more than one employee in a specific area.
  - f. Chemical spill or release.

B. The **Accident Investigation Form** can be obtained from the Safety and Worker's Compensation office of the Risk Management Division, Department of Administration, phone (775) 687-1352 or on the Risk Management Web Site at <http://www.risk.state.nv.us>.

**C. Supervisors have the primary responsibility for investigating accidents, and will:**

1. Investigate each accident in their area.
2. Record the results on the Accident Investigation Form.
3. Send the accident investigation form to Personnel (or other person responsible for handling workers' compensation claims) within three (3) working days of gaining knowledge of the accident. The supervisor should retain a copy.
4. Recommend corrective actions to prevent future similar accidents.
5. Take the necessary corrective action.
6. Follow-up on corrective activity.

**D. The regional Personnel Analyst will:**

1. Conduct investigations or provide investigation technical assistance to supervisors as required.
2. Coordinate and follow-up on any actions necessary to ensure those deficient conditions are corrected.
3. Check other areas and departments where similar conditions may exist.
4. Retain reports and add comments and recommendations to file.
5. Forward reports to appropriate manager when corrective action exceeds supervisor's authority.

**E. The Deputy Administrator will:**

1. Review all referred reports.
2. Authorize corrective action that is beyond the authority of the supervisors.

## **XXI. VEHICLE SAFETY**

All agency vehicles shall be used for authorized official business and driven by qualified and authorized personnel in a lawful, safe and careful manner. This policy applies to the use of State Motor Pool vehicles and work-related use of private vehicles. It is the policy of the DCFS that all classified, unclassified and contract employees use seat belts properly when traveling in any seat belt equipped vehicle while on DCFS business.

*Not later than July 1, 2007, all employees who use personal vehicles or state-owned vehicles for state travel, must complete a National Safety Council, Defensive Driving Course.*

*Employees should use the NEATS system to enroll in a National Safety Council, Defensive Driving Course.*

### **A. Vehicle Safety Guidelines**

1. Seat Belts – Seat belts save lives. All motor pool vehicles have safety belts. Seat belts must be worn at all times by drivers and passengers, regardless of vehicle ownership, while on DCFS business. In the event of an accident, failure to comply with this requirement may result in a 25% reduction of workers' compensation benefits, in accordance with NRS 616D.280.
2. Speed – Speed is a major cause of accidents. Employees traveling on DCFS business should not exceed the speed limit or drive too fast for road, weather and traffic conditions.
3. Allowed Vehicles – Vehicles used by employees to conduct DCFS business are restricted to those having four or more wheels. The use of motorcycles, mopeds, bicycles, etc. while on DCFS business is prohibited.
4. Alcohol or Illegal Drugs – Drivers jeopardize their safety and the safety of others when they operate a vehicle while under the influence of illegal drugs or alcohol. The consumption of any chemical intoxicants (controlled substances, alcohol, etc.) to allow the possibility of "being under the influence" while driving any vehicle on DCFS business is prohibited. Such consumption will result in disciplinary action, as authorized by the State Administrative Manual. In the event of an accident and injury if the proximate cause is intoxication, workers' compensation benefits may be denied, in accordance with NRS 616C.230.
5. Traffic Rules and Regulations – All drivers should know and obey all the rules and regulations of the Nevada State Vehicle Code. Employees driving any vehicle on DCFS business must possess a current Nevada driver's license. Employees may be asked to show proof that they are so licensed. Employees are required to abide by any restrictions or conditions that their license requires.

6. Driver Training – Employees whose job requires driving must take the Driver and Vehicle Safety training class.
7. Non-employees in State Vehicles – Picking up or offering rides to hitchhikers while driving a motor pool vehicle is forbidden. If the transportation of an individual is in the course and scope of employment and the particular assignment, it is acceptable to carry non-employee passengers.
8. Familiarity – All drivers should be familiar with the safety and operating procedures of a vehicle before driving that vehicle. This includes checking for proper tire inflation, mirror adjustment, seat adjustment, clean windshield, proper working windshield wipers, lights, turn signals, etc. All drivers should be familiar with the accessory safety equipment in the vehicle, including a first aid kit and emergency instruction packet, if provided.
9. Maintenance – All DCFS vehicles shall be maintained in accordance with a safety maintenance program, as administered by the State Motor Pool.

**B. What to Do if Involved in an Accident**

1. Stop at once.
2. Notify police and give exact location. If accident is on private property, and there are no injuries, use the form provided in the emergency instruction packet and submit it to local police. If accident is on a public street, contact local police and submit a report. Note: Most police departments do not respond to accidents if the damage is under \$500 and no one is injured.
3. If there are injuries call police, 911, and notify the operator that the vehicle accident involves injuries. Give the exact location and the number and type of injuries.
4. If there are witnesses have them fill out the witness cards provided in the emergency instruction packet in state vehicles. If the police take the report obtain the case number from the police number.
5. Do not give any information except to the police officer investigating the accident.
6. Complete accident report form as instructed in the emergency instruction packet. Send copies to accounting.
7. Notify your supervisor as soon as practical. Notify your supervisor immediately if there are injuries.

## **XXII. ACCIDENT REPORTING PROCESS**

### **A. Injuries Not Requiring Medical Treatment, C-1**

A Notice of injury or Occupational Disease form, C-1, also called an Incident Report, will be filed by every employee who sustains an industrial injury, unless immediate medical attention is sought (NRS 616C015.1). The C-1 form can be obtained from the supervisor.

1. The C-1 form is completed by the employee and signed by the supervisor.
2. The supervisor sends the employer copy (white) to Personnel.
3. The employee should keep the yellow copy and the supervisor should make a copy.

If the employee does not seek medical treatment, this is the only injury report completed. A C-1 form must be filed within seven days of the incident. If medical treatment is not required or sought at the time of injury, the C1 form will serve as a record in the event that medical treatment is sought at a later date.

### **B. Injuries Requiring Medical Treatment, C-3**

Should an incident originally reported on a C-1 evolve into needing medical treatment, or should the injured employee see immediate medical attention, an Employer's Report of Industrial Injury or Occupational Disease, form c-3 is required. If the employee seeks immediate medical attention, the C-3 will serve as the Notice of Injury or Occupational Disease, and a separate C-1 is not required.

An Employee's Claim for Compensation (C-4) must be completed at the time of initial treatment. The top half is completed by the injured employee and the bottom half by the medical provider.

### **C. Supervisors are responsible for the following:**

1. Completing the C-3 form with 24 hours (if possible). The C-3 shall contain:
  - a. Specific job and team or location of the accident
  - b. Specific date, time and location of the accident
  - c. Description of the accident
  - d. Payroll information.

2. Distributing the C-3 form to:
  - a. Employer's Insurance (original)
  - b. DCFS Personnel
  - c. Supervisors should make a copy for their own record.
3. Providing the injured employee with:
  - a. Physician Letter.
  - b. Physical Assessment Form.
  - c. Job Description/Essential Functions.
4. Reviewing employee responsibilities under Return to Work Program.
5. If the employee does not return to the next scheduled shift, the supervisor will contact Personnel to advise of lost time.

If a job description is not provided at the time the employee seeks medical treatment and employee is unable to work, the supervisor will send a copy of the job description to DCFS personnel the next working day. DCFS personnel will fax a copy to the treating physician. In absence of DCFS personnel, the supervisor will fax a copy of the job description to the treating physician.

DCFS personnel will continue to communicate and cooperate with the treating physician on return-to-work efforts. The supervisor needs to keep in contact with the injured employee and when necessary review the Return to Work Program procedures and responsibilities.

### **XXIII. RETURN TO WORK PROGRAM**

#### **A. State of Nevada Return to Work Policy**

The State of Nevada hereby establishes an Early Return to Work Program to enhance recovery, comply with the Americans with Disabilities Act, help minimize workers' compensation costs and to provide a service to employees who are injured or contract an occupational disease in the course and scope of their employment with the State. Employees will be placed in temporary modified duty positions, when feasible, during the course of recovery from an injury or occupational disease that precludes them from performing their normal job tasks. In the event of a permanent disability that prevents an employee from performing the essential functions of his/her regular position and for which reasonable accommodations cannot be made, every effort will be made to place the

employee in an alternative vacant position that he/she is qualified to perform and that matches his/her physical limitations.

**B. Injured employees are responsible for the following:**

1. Reporting all incidents and accidents as soon as possible to their supervisor.
2. Following C-1 and C-3 reporting processes
3. Following Return to Work processes

**C. DCFS is responsible for the following:**

1. Providing temporary modified duties that accommodate the physical limitations of employees who are recovering from an industrial injury or occupational disease.
2. Identifying possible alternative modified tasks or special projects prior to the need to utilize modified duty.
3. Communicating the employee's responsibilities and supervisor's responsibilities in regard to their role in this program and ensuring that all parties perform these responsibilities.
4. Communicating with the Employers' Insurance claim adjuster, and the physician in regard to the availability of modified duty, the status of the employee's claim and any extenuating facts or circumstances that could affect the employee's early return to work.
5. Efficient and timely handling of the claim.
6. Interviewing and giving consideration to hiring qualified employees with permanent limitations whom are referred from State Personnel for vacant positions.

If the DCFS is unable to accommodate the employee's restrictions, State Personnel will be contacted to locate appropriate modified duty within another agency. If the physician refuses to release the employee to any type of work, a regular schedule of consistent contact with the employee will be developed to provide moral support and assistance, and to monitor the progress of his/her medical status.

If an employee sustains permanent limitations, as certified by his/her physician, that do not allow the employee to perform the essential functions of his/her position, the DCFS will make every effort to reasonably accommodate the employee, this could include transfer to an appropriate vacant position.



#### **D. Temporary Physical Restrictions**

An injured employee with temporary physical restrictions that do not allow for the performance of his/her regular job, will be given consideration of modification of duties, as necessary. If this is not possible or feasible, either a special duty assignment that meets the physical restrictions will be developed or an appropriate position will be located through the "pool" of modified duty jobs from other agencies. The employee will receive normal wages and benefits. These will be pro-rated if less than eight hours are worked.

This assignment will last until whichever of the following occurs first:

1. The employee is released to full duty.
2. Ninety (90) consecutive calendar days elapse from the acceptance of the special assignment.
3. Appropriate modified duty tasks are no longer available.
4. The physician/chiropractor indicates there are permanent restrictions that will prevent the employee from returning to his/her regular job.
5. The claim for workers' compensation benefits is denied.
6. The employee terminates his/her employment or retires.

Employees must respond to a modified duty job offer within 24 hours when possible, but not later than three (3) days. The State will discontinue compensation benefits if an employee does not accept a modified duty position that is approved by his/her physician and is within twenty-five (25) miles of the original position. (NRS 616C.475.5b) Note: Employees may, at their own discretion, accept a temporary position that is more than twenty-five (25) miles from their original position but will not be subject to the statute noted above.

Employees may elect to utilize their rights under the Family Medical Leave Act (FMLA), if applicable, pursuant to NAC 284.581 in lieu of accepting a modified duty position. Provisions of FMLA will supersede the provisions of the program. However, State compensation benefits may be discontinued.

If an injured employee is not released to any type of modified duty or if temporary modified duty has expired, the injured employee is responsible for the following:

1. Maintaining regular contact with his/her supervisor.
2. Providing his/her supervisor with Physical Assessment Forms completed by the medical provider after each appointment. This will constitute medical leave

authorization. Only this form or one with similar information from the medical provider will be accepted as documentation of authorized medical leave.

3. Selecting leave choice option. To ensure that the paycheck is not delayed in error, a leave slip must be submitted selecting sick leave buy back or leave without pay options. The payroll department will explain the options.
4. Providing the System with a current address and phone number.

#### **E. Permanent Physical Limitations**

If the employee is released to work, but the medical provider indicates that there are permanent limitations that will not allow the employee to perform the essential functions of his/her regular position and changes or accommodations cannot be made, the assigned Employer's Insurance rehabilitation counselor will contact DCFS personnel to determine if an alternate vacant position is available. If not, the employee will be referred to State Personnel to identify suitable positions for which he/she is qualified or for consideration of a voluntary demotion. The employee will have reemployment rights for vacant positions for which he/she is qualified within his/her department for a maximum of one (1) year. The employee's name will be referred to other departments for consideration when hiring for vacant positions for which he/she is qualified. The treating physician must approve an appropriate position. If a suitable vacancy is not offered within thirty (30) days of meeting with personnel, other rehabilitation options will be available.

The assigned Employer's Insurance Rehabilitation Counselor may contact the employee prior to determination of permanent limitations if there are early indications that he/she may not be able to return to his/her regular position. This is part of the State's Early Intervention Program that is intended to facilitate the vocational rehabilitation process. The employee is expected to cooperate with this process and provide all necessary information including the completion of a State Job Application.

#### **F. Fatality**

In the case of a fatality, an employee's dependent(s) shall provide notice as soon as practical, but within seven (7) days after the accident (NRS 616C.015.1). In the event of death, resulting from an industrial injury, a dependent of the employee, or a person acting on his/her behalf, must file a claim within one (1) year after the death.

### **XXIV. WORKPLACE VIOLENCE**

Employee safety and security is very important to DCFS. Threats, threatening behavior, or acts of violence against employees or visitors on DCFS property will not be tolerated. Violations of this policy will lead to disciplinary action that may include dismissal, arrest and prosecution.

Any person who makes threats, exhibits threatening behavior, or engages in violent acts on DCFS property shall be removed from the premises as quickly as safety permits, and shall remain off DCFS premises pending the outcome of an investigation. DCFS will initiate an appropriate response. This response may include, but is not limited to, suspension and or termination of any business relationship, reassignment of job duties, suspension or termination of employment, and/or criminal prosecution of the person or persons involved.

No existing DCFS policy, practice, or procedure will be interpreted to prohibit decisions designed to prevent a threat from being carried out, a violent act from occurring or a life-threatening situation from developing. All threats are to be considered and are to be reported to security and/or immediate supervisor.

All DCFS personnel are responsible for notifying security and/or the designated senior management representative of the area of any threats that they may have witnessed, received, or have been told that another person has witnessed or received. Even without an actual threat, personnel should also report any behavior they have witnessed which they regard as threatening or violent, when that behavior is job related or might be carried out on a public controlled site, or is connected to employment. Employees are responsible for making this report, regardless of the relationship between the individual who initiated the threat or threatening behavior and the person or persons who are threatened or were the focus of the threatening behavior.

All individuals who apply for, or obtain a protective or restraining order which list DCFS locations as being a protected area must provide to their supervisor a copy of the petition and declarations used to seek the order, a copy of any temporary protective or restraining order which is granted, and a copy of any protective or restraining order which is made permanent.

DCFS understand the sensitivity of the information requested and respects the privacy of the reporting employee(s).

Although not every incident can be prevented, many can, and the severity of injuries sustained by employees reduced. Adopting a zero tolerance policy can significantly reduce the threat to employees.

## **XXV. WEAPONS**

No weapons of any kind are permitted in or on any DCFS property. Any employee found with a weapon will be subject to disciplinary action according to NAC 284.650(21).

## **XXVI. BLOODBORNE PATHOGENS**

DCFS will adhere to the OSHA Regulation 29 CFR 1910.1030 "Bloodborne Pathogen Standard" in all workplace operations. All staff who are exposed to human blood or other bodily fluids that may contain blood will use standard precautions. All human blood and other bodily fluids that may contain blood will be treated as if known to be infectious.

Training in hazard recognition and exposure control will be provided for all staff for whom it is reasonably anticipated that blood-borne pathogen exposure will occur in the required performance of their job assignment.

#### A. **Definitions**

1. **Blood:** Human blood, human blood components, and products made from human blood.
2. **Bloodborne Pathogens:** Pathogenic microorganisms that are present in human blood and can cause disease in humans. These pathogens include, but are not limited to, hepatitis B virus (HBV) and human immunodeficiency virus (HIV).

Other examples include microorganisms that cause hepatitis C, Malaria, Syphilis, Babesiosis, Brucellosis, Leptospirosis, Arboviral infections, Relapsing fever, Creutzfeld-Jakob Disease, Human T-lymphotrophic Virus Type 1, and Viral Hemorrhagic fever.

3. **Other Potential Hazardous Human Materials:**
  - (a) Human body fluids such as semen, urine, vaginal secretions, cerebrospinal fluid, synovial fluid, pleural fluid, pericardial fluid, peritoneal fluid, amniotic fluid, and saliva.
  - (b) Any unfixed tissue or organ from a human (living or dead).
  - (c) HIV – containing cells or tissue cultures, organ cultures, and HIV or HBV containing culture medium or other solutions; and blood, organs, or other tissues from experimental animals infected with HIV or HBV.
4. **Universal Precautions:** An approach to infection control that is based on the premise that all human blood and certain human body fluids are treated as if known to be infectious for HIV, HBV, and other bloodborne pathogens.
5. **Occupational Exposure:** Reasonably anticipated skin, eye, mucous membrane, or parenteral contact with blood or other potentially infectious materials that may result from the performance of an employee's duties.
6. **Regulated Waste:** Liquid or semi-liquid blood or other potentially infectious materials; contaminated items that would release blood or other potentially infectious materials in a liquid or semi-liquid state if compressed; items that are caked with dried blood or other potentially infectious materials and are capable of releasing these materials during handling; contaminated sharps; and pathological and microbiological wastes containing blood or other potentially infectious materials.

#### B. **Exposure Control Plan**

For the purposes of this policy, the Human Material Protocol, together with this policy statement, shall constitute the Division of Child and Family Services Policy and

### Procedures for work involving Bloodborne Pathogens and Potentially Hazardous Human Materials.

1. **Universal Precautions:** All human blood and certain human body fluids are treated as if known to be infectious for HIV, HBV, and other bloodborne pathogens.
2. **Gloves:** Gloves are to be worn by all employees directly handling potentially infectious material or contaminated surfaces. Vinyl examination gloves, surgical latex, or nitrile gloves may be chosen by the employee based on individual need and resistance/protection to other hazardous materials involved.

Gloves are to be changed routinely and rigorous hand washing policies should be practiced. Employees must inspect gloves routinely and replace them whenever they are visibly soiled, torn, or punctured. All gloves are to be discarded into the medical pathological waste stream.

3. **Other Protective Garments:** Disposable laboratory coats or gowns, whichever is most appropriate for the particular application, are to be worn by all personnel manipulating or otherwise handling infectious or potentially infectious materials. **If these garments are suspected of being contaminated, i.e., splattered with blood, they are NOT to be worn outside of the facility.**

## XXVII. MEDICAL EMERGENCY

### A. Emergency First Aid

The Division of Child and Family Services has trained personnel in emergency first aid and cardiopulmonary resuscitation (CPR) techniques and the use of Automated External Defibrillators (AEDs). Throughout the year, DCFS offers this training to all employees. Some buildings have AEDs are strategically located in the building.

1. If the person is experiencing cardiac arrest and an AED is available, trained personnel should follow the AED Standard Operating Procedures.

#### **AED Standard Operating Procedures:**

- a. In a loud voice, direct someone to call "911."
- b. Remove the AED from its case.
- c. In an emergency, first make sure the victim is not in or near water or lying on a conductive surface.
- d. Use appropriate and effective barriers when performing basic first aid or using an AED.

- e. Tap and shout to determine if the victim is unconscious.
  - f. Determine if other trained bystanders are available to help.
  - g. Check the victim's airway, breathing and confirm the absence of a pulse.
  - h. Bare the victim's chest and dry if necessary. Also, quickly scan victim's chest area for medical patches (i.e. nitroglycerin, etc.) If present, remove carefully with a gloved hand.
  - i. Place the AED on the side that the rescuer is on so that he/she does not accidentally come into contact with the victim while the shock is in progress.
  - j. Turn on the AED, follow instructions.
  - k. Apply the pads to the victim's chest per diagram.
  - l. Allow the AED to analyze the heart.
  - m. Keep bystanders from touching the victim while the AED is analyzing, and prior to delivering shock, announce, "I'm clear, you're clear, is everyone clear." Remind anyone near the victim to remain at a safe distance.
  - n. Deliver shock, if advised. If no shock is advised, check airway, breathing, and circulation and provide care based on the conditions you find.
2. Trained personnel should stay with the ill/injured person and do what they can until Emergency Medical Services arrives.
  3. No one should attempt to move or transport the ill/injured person unless the area is immediately dangerous to life or health.

## **XXVIII. SUSPICIOUS LETTERS AND PACKAGES, ANTHRAX AND OTHER BIOLOGICAL AGENTS THREATS**

### **A. Employees should not panic:**

1. Anthrax organisms can cause infection in the skin, gastrointestinal system, or the lungs. To do so, the organism must be rubbed into abraded skin, swallowed, or inhaled as a fine, aerosolized mist. Disease can be prevented after exposure to the

anthrax spores by early treatment with the appropriate antibiotics. Anthrax is not spread from one person to another person.

2. For anthrax to be effective as a covert agent, it must be aerosolized into very small particles. This is difficult to do and requires a great deal of technical skill and special equipment. If these small particles are inhaled, life-threatening lung infection can occur, but prompt recognition and treatment are effective.

**B. Suspicious Unopened Letter Or Package Marked With Threatening Message Such As “Anthrax”**

Employees should adhere to the following directions:

1. DO NOT shake or empty the contents of any suspicious package.
2. PLACE the envelope or package in a plastic bag or some other type container to prevent the leakage of contents.
3. If you do not have any container, then COVER the envelope or package with anything (e.g., clothing, paper, trash can, etc.) and do not remove this cover.
4. LEAVE the room and CLOSE the door, or section off the area to prevent others from entering (i.e., keep others away).
5. EVACUATE THE BUILDING and notify Management in adjacent buildings !
6. WASH your hands with soap and cold water to prevent spreading any suspected powder to your face.
7. CONTACT your supervisor or the Administrator and report the situation.
8. LIST all people who were in the room or area when this suspicious letter or package was recognized. Give this list to DCFS Administrator.

**C. Envelope With Powder and Powder Spills Out Onto Surface**

1. Employees should adhere to the following directions:
  - a. DO NOT TRY TO CLEAN UP THE POWDER. COVER the spilled contents immediately with anything (e.g., clothing, paper, trash can, etc.) and do not remove this cover!
  - b. LEAVE the room and CLOSE the door, or section off the area to prevent others from entering (i.e., keep others away).
  - c. WASH your hands with soap and cold water to prevent spreading any powder to your face.

- d. CONTACT the regional Personnel Analyst at: (775) 684-4406. LIST all people who were in the room or area, especially those who had actual contact with the powder.
2. Some characteristics of suspicious packages and letters include the following:
    - a. Excessive postage;
    - b. Handwritten or poorly typed addresses;
    - c. Incorrect Titles;
    - d. Title, but no name;
    - e. Misspellings of common words;
    - f. Oily stains, discolorations or odor;
    - g. No return address;
    - h. Excessive weight;
    - i. Lopsided or uneven envelope;
    - j. Protruding wires or aluminum foil;
    - k. Excessive security material such as masking tape, string, etc.;
    - l. Visual distractions;
    - m. Ticking sounds;
    - n. Marked with restrictive endorsements, such as "PERSONAL" or "CONFIDENTIAL"; or
    - o. Shows a city or state in the postmark that does not match the return address.
  3. Employees should be aware and be careful, but they should not panic. Many of the letters/packages that they receive may have a least one (1) of the characteristics of a "suspicious" letter or package. Employees should exercise the above guidelines with common sense.



## **XXIX. VISITORS**

All visitors entering Division of Child and Family Services (DCFS) offices must comply with applicable health and safety policies and procedures.

### **A. Receptionist Desk**

Ensures that all visitors sign in upon entry and sign out when leaving offices; issues and recovers visitor passes. **Visitors must prominently display their issued visitor pass at all times during the visit**; calls for visitor escorts; and informs Social Services Chief I (775-684-4453) of visits by media representatives.

### **B. Supervisor**

Posts restricted areas for Safety and HIPAA compliance; provides for adequate visitor escort and protection; coordinates group visitation; and informs Social Services Chief I (775-684-4453) of visits by media representatives.

### **C. Employee**

Escorts visitors; provides safety instruction and equipment as needed; and restricts access to unauthorized areas.

## **APPENDIX A**

### **DCFS GENERAL SAFETY RULES**

1. Keep work areas neat and clean.
2. Keep aisles and walkways clear.
3. Keep emergency exits clear.
4. Return all material and equipment used or handled to its proper place. Use the proper equipment or tool for the job.
5. Use personal protective equipment prescribed for the job being accomplished. This includes the use of seat belts.
6. Use ergonomic accessories such as telephone headsets, keyboard trays, copy stands, and footstools, when provided.
7. Use good body mechanics when performing any material handling tasks.
8. Never engage in horseplay and/or other distracting activities.
9. Obey all job specific safety rules, regulations, markings, signs and instructions.
10. If the safety of the job is in doubt, don't do it. Ask your supervisor for help.
11. Know and follow the emergency action plans that apply to the work area.
12. Warn fellow employees of known hazards.
13. Whenever you are involved in any accident that results in personal injury or damage to property, no matter how small, the accident must be reported. Get first aid promptly.
14. Report immediately any condition or practice you think might cause injury or damage to equipment.
15. Do not operate any equipment which, in your opinion, is not in a safe condition.
16. When lifting, use the approved lifting technique, i.e., bend your knees, grasp the load firmly, then raise the load keeping your back as straight as possible. Get help for heavy loads.
17. The use of drugs and/or intoxicating beverages is prohibited.
18. Guard the sharp edges of furniture to prevent personal injury. Keep desk "pull-out" writing surfaces closed when not in use.
19. Practice good housekeeping. Keep floors free of items that might cause tripping. Keep waste cans out of the way; do not overfill them.
20. Prevent slipping accident by cleaning up spills immediately.
21. Report all defects such as loose tiles, broken steps, railings and doors immediately to the regional Personnel Analyst.
22. Report any observed pest control problems to the regional Personnel Analyst. Never attempt to apply any pest control chemical yourself.
23. Keep razor blades, tacks, and other sharp objects in closed containers.
24. Use the proper tool for the job at hand (e.g. a staple remover to remove staples).
25. Do not overload electrical outlets. Do not plug a multiple outlet strip-- an extension cord with multiple electrical receptacles--into a second multiple outlet strip.
26. Report immediately, any damaged electrical cords, broken switches, loose connections, or bare wires.
27. Unplug any office machine that smokes, sparks, or delivers an electrical shock. Have it inspected by the appropriate repair personnel.
28. DCFS is a smoke free environment and smoking is prohibited inside all DCFS buildings.

29. Avoid overloading the top drawers of filing cabinets to avoid the possible tipping of the cabinet when the drawers are opened. Open one drawer of the file cabinet at a time to prevent tipping. File cabinets should be placed where their use will not interfere with office traffic patterns.
30. Keep file and desk drawers closed when not in use to help prevent tripping accidents.
31. Be sure to use proper lifting techniques. Make arrangements with personnel skilled in moving to shift furniture and other heavy objects.
32. Do not lean too far back in chairs. This may result in over-balancing and a fall.
33. Use only safety step stools or ladders for climbing. Don't stand on swivel chairs or use them as step stools.
34. Book cases or file cabinets taller than 64 inches must be secured or anchored. Keep book case doors closed when not in use.
35. Power switches must be off, or the cord unplugged, when electrical equipment, such as a typewriter, is being cleaned or serviced.
36. Office doors shall be free of obstructions at all times to permit exit in case of an emergency.
37. Jewelry, long hair, and clothing must be kept clear of the moving parts of all office machines. Be especially cautious of choking hazards associated with operating paper shredding machines. Necklaces, ID card cord/strap, etc., may be unintentionally ingested and pose a dangerous choking hazard. Clips should be issued to staff that regularly operate these types of equipment.
38. If it is necessary to run a cable or electrical cord across the floor, a cable cover must be used to protect the wiring and prevent tripping.
39. Do not cover air vents or obstruct air flow from registers. Do not place furniture, equipment, or materials in locations that will interfere with air movement around thermostats.
40. Space heaters are not to be used unless written approval from the DCFS Administrator.

JIM GIBBONS  
*Governor*

**STATE OF NEVADA**

MICHAEL J. WILLDEN  
*Director*



**FERNANDO SERRANO**  
*Administrator*

***Northern/Rural Region***  
4126 Technology Way  
3<sup>rd</sup> Floor  
Carson City, NV 89706  
Phone: (775) 684-4406  
Fax: (775) 684-7951

***Southern Region***  
6171 W. Charleston  
Building 8  
Las Vegas, NV 89146  
Phone: (702) 486-6191  
Fax: (702) 486-7742

**DEPARTMENT OF HEALTH AND HUMAN SERVICES  
DIVISION OF CHILD AND FAMILY SERVICES  
PERSONNEL**

**DCFS General Safety Rules Acknowledgement Form**

I acknowledge that I have received a copy of the DCFS General Safety Rules. The rules have been explained to me, and I am thoroughly familiar with them.

I understand this signed statement will be placed in my Personnel File.

\_\_\_\_\_  
Print Employee's Name

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date

**APPENDIX B**  
**EMPLOYEE SAFETY INFORMATION FORM**

Complete and give to regional Personnel Analyst  
and/or Regional Safety Committee Member.

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

Description of unsafe condition or practice \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Causes or other contributing factors \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Employee's suggestion for improving safety \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Has this matter been reported to the area supervisor?      Yes \_\_\_\_\_ No \_\_\_\_\_

Employee Name (Optional) \_\_\_\_\_

Department \_\_\_\_\_ Date \_\_\_\_\_

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