## HEALTH AND SAFETY POLICIES

### I. SCOPE

ERC is committed to providing a safe work environment for staff and for adults and children receiving services at all ERC program facilities. ERC is committed to providing a safe residential environment for those who choose to receive residential services from ERC.

### II. POLICIES

A. Comprehensive Safety Program Policy
   1. The safety of the persons served, staff, volunteers and visitors is very important.
   2. The Executive Director of the ERC will have in place a comprehensive safety program and shall annually submit a safety report to the BOD

B. Safety Committee
   1. An active Safety Committee shall be appointed by the Executive Director or designee and shall meet quarterly
   2. It shall have the authority to:
      a. Oversee the safety of ERC operations
      b. Make formal recommendations for safety procedures to address facility, maintenance, vehicular and general safety concerns
      c. The Safety Committee will recommend safety corrective actions to the Executive Director or his designee

C. Safety of Persons Served at ERC and Staff
   1. To ensure the safety of persons served, staff, volunteers and visitors at all ERC program sites, the Executive Director shall have procedures in place that address various and specific, as well as general safety procedures.
   2. These safety procedures should include:
      a. Building and Grounds
      b. Evacuation
      c. Security
      d. Vehicle safety
      e. Kitchen safety including use of ground fault circuit interrupter (GFI)
      f. Medical safety & Blood-borne pathogens
      g. Medication Monitoring/Administration
      h. Severity of illness
   3. These procedures shall assure that the ERC remains in compliance with all state, federal and regulatory licensing requirements.

### III. PROCEDURES – BUILDING AND GROUNDS

A. ERC staff will actively focus on providing a safe work environment as well as striving to ensure the safety of staff and client work areas, staff and client break areas, restrooms, classrooms, parking areas, entrances and emergency exits.

B. Staff have a responsibility to do whatever they can to keep areas safe for staff and clients. This includes but is not limited to:
    1. Wiping up liquid on the floor
    2. Moving objects that someone could trip over
    3. Moving electrical cords that someone might trip over
    4. Making sure that emergency exits are not blocked in any way
    5. Making sure that emergency pull boxes and fire extinguishers are accessible to everyone, including individuals in wheelchairs.
    6. Keeping hallways and designated walkways free from clutter.
C. If there is a safety hazard that needs to be addressed by ERC maintenance, staff should use the automated online system to make this request.

## IV. EVACUATION

A. All ERC facilities are required to perform regular safety drills. These are:
    1. Fire (Monthly – involves evacuation)
    2. Tornado (Monthly)
    3. Medical Emergencies (Quarterly)
    4. Violent Intruder (Quarterly – could involve evacuation)
B. Staff should stay calm and follow all safety procedures during all drills and all actual emergencies. Clients will follow the staff lead and remain calm if everything is done in an orderly way and is not chaotic.
C. All facilities have specific emergency procedures for evacuation of their facilities.
D. All staff should be aware where these written procedures are for their facility in case they need to refer to them.
E. In case of emergency requiring evacuation of a facility, all staff should know where the "safe area" or "gathering area" is and they should lead all clients to that location.
F. Be sure that the building has been checked for stragglers or clients who might be scared and are hiding. Check restrooms, closets, offices and any other place where someone might be hiding to ensure that all clients are accounted for.
G. During the drill/emergency, current attendance sheets should be checked to make sure that all clients who were in attendance that day are accounted for in the safe area. This must be done before returning to the building.
H. Do not return to the building until the "All Clear" signal is given.
I. Be sure to complete all required paperwork after any drill or actual emergency.

## V. LOCK OUT – TAG OUT

A. DEFINITIONS:
    a. Authorized employee - An employee who actually locks/tags machines or equipment in order to perform servicing or maintenance. At ERC – this would be someone on the maintenance staff. Authorized employees must be trained in the recognition of hazardous energy sources, the type and magnitude of energy sources in their work area, and the procedures that are used for energy isolating and control.

B. Affected employee: An affected employee is not qualified to lock/tagout a piece of equipment, but uses/operates a machine or piece of equipment which made need maintenance or servicing. An affected employee can also be a person who works in/around an area where equipment may be locked/tagged out. Examples of an Affected employee are: housekeeping staff, Production workers, clients at RI or other work area.

C. Energy source: Any source of electrical, mechanical, hydraulic, pneumatic, or other energy. Energy sources are what makes the piece of equipment or machinery run, move or operate. Equipment may have a single energy source, or may have many different sources of energy.

D. Energized: Machines and equipment are energized when they are connected to an energy source, or they contain residual or stored energy.

E. Energy-isolating device: A mechanical device that physically prevents the transmission or release of energy. Examples of energy-isolating devices include: A manually operated electrical circuit breaker; a disconnect switch; a manually operated switch by which the conductors of a circuit can be disconnected from all ungrounded supply conductors. Push buttons, selector switches and other control circuit type devices are not energy isolating devices.

F. Capable of being locked out: An energy-isolating device must be locked-out if it is available on the piece of equipment you are performing maintenance tasks. An energy-isolating device is considered capable of being locked out if it:
    i. Is designed with a hasp or other means of attachment to which a lock can be affixed.
    ii. Has a locking mechanism built in.
    iii. Can be locked without dismantling, rebuilding, or replacing the energy-isolating device or permanently altering its energy control capability.

G. Lockout: The placement of a lockout device on an energy-isolating device which ensures that equipment being controlled cannot be operated until the lockout device is removed.

H. Lockout device: examples include locks, chains, blank flanges and bolted slip blinds. Lock out devices are used to hold an energy-isolating device in a safe position and to prevent the start-up of machinery or equipment. Whenever possible a lockout device must be used along with a tag-out device. An example of this is when you lockout a electrical disconnect, you must attach the warning tag to the lock shackle and then attach both the lock and tag to the disconnect. Never remove a lockout that does not belong to you.

I. Tag-out device: A tag and a nylon tie that is securely fastened to an energy-isolating device to indicate that the machine cannot be operated until the tag-out device is removed. A tag alone will only serve as a warning device - people can easily remove tags, putting you at risk. Never remove a tag-out that does not belong to you.

J. LOCK-OUT/TAG-OUT DEVICES
    1. Lock-out / Tag-out devices are used to isolate the energy sources.
    2. All employees whose work involves hazardous energy sources must be trained in lock-out/tag-out procedures.
    3. Only authorized employees may perform lock-out/tag-out procedures.

K. Implementing Lock-out/Tag-out Procedures
    i. Employees must be notified that the equipment requires service or maintenance and is scheduled for shutdown and lock-out/tag-out procedures.
    ii. Before service or maintenance work can be performed on the equipment, turn the equipment off and disconnect it from any power source using the following methods:

L. Utilize lock-out/tag-out energy-isolating device(s).

M. Dissipate or restrain stored and residual energy using methods such as grounding, repositioning, blocking, bleeding, etc.
    i. Confirm visually that all employees are clear of the equipment.
    ii. Test the equipment for successful isolation by attempting to operate it.
    iii. After verifying isolation, it is important to return the controls to "neutral" or "off."

N. Removing Lock-Out / Tag-out Devices
    1. When service and maintenance are complete, authorized employees may remove lockout/tag-out devices and return equipment to normal operations.
    2. The following steps provide a brief outline of approved removal procedures:
        a. Inspect the work area and remove any nonessential items. Make sure the isolation equipment is intact and in good working condition.
        b. Confirm visually that all employees are safely away from the equipment.
        c. Verify that the equipment controls are in the "neutral" or "off" positions.
        d. Remove the lock-out/tag-out devices and re-energize the equipment.
        e. The removal of some forms of blocking may require the equipment to be re-energized before safe removal.
        f. Notify employees that the equipment is ready for operation.

## VI. PROCEDURES – GFCI (Ground Fault Circuit Interrupter)

A. GFCI protection is required in the following locations:
    1. Underwater pool lighting
    2. Receptacles:
        a. Any electrical outlet that is within 6 feet of a water source
        b. Outdoors
        c. Bathrooms
        d. Garages
        e. Kitchens
        f. Crawl spaces and unfinished basements
        g. Wet bar sinks
        h. Laundry and utility sinks

B. GFCI protection should be considered in the following location:

1. Whenever operating electrically-powered garden equipment (mower, hedge trimmer, edger, etc.)
2. With electric tools (drills, saws, sanders, etc.) for do-it-yourself work in and around the home.

C. Definitions
   1. "Ground Fault Circuit Interrupter or GFCI or GFI" is an electrical device that can either be installed in an electrical system or built into a power cord to protect persons from severe electrical shocks. The GFCI monitors current and will interrupt power if the power flowing into the circuit differs by a very small amount from the returning current.
   2. "National Electrical Code or NEC" is published by the National Fire Protection Association (NFPA 70). It is the most widely adopted U.S. building code for requirements for electrical system installations.

D. Procedures
   1. The circuits that require GFCI protection are designated by the National Electrical Code (NEC).
   2. The types of GFCIs are circuit breakers, receptacles and portable. The receptacle type will be used in the ICF/MR Program and other ERC program locations as determined appropriate by Maintenance Supervisor.
   3. Circuit breaker and receptacle-type GFCIs may be installed by a qualified electrician. Receptacle-type GFCIs may be installed by persons (ERC maintenance personnel) with adequate knowledge and skills to conform to proper electrical wiring practices and the instructions accompanying the device. Portable GFCIs are simply plugged into a receptacle just like any other cord-and-plug-connected device.
   4. Test every GFCI:
      a. After installation – done by installer
      b. At least once a month – by ERC Maintenance team
      c. After a power failure – by ERC Maintenance team
      d. According to the manufacturer's instructions or if manufacturer's instructions are not available, follow this procedure:
         i. Push the "Reset" button of the GFCI receptacle to prepare the unit for testing
         ii. Plug in an ordinary night light into the GFCI and turn it on. The light should now be ON.
         iii. Push the "Test" button of the GFCI. The nightlight should go OFF.
         iv. Push the "Reset" button again. The nightlight should now go ON again.
   5. Document testing / findings / follow-up on the Safety Inspection Form.
   6. For GFCIs that are not working properly:
      a. Ensure the outlet will not be used until repaired.
      b. Notify Maintenance Supervisor.

## E. PROCEDURES – SECURITY

A. Day programs
   1. It is the responsibility of each facility coordinator to ensure that facility is secure at the end of that day's programming. This includes but is not limited to:
      1. All exterior doors are locked.
      2. All lights are turned off.
      3. Any ERC vehicles that are parked overnight on-campus are locked.
   F. Facility coordinators may designate other staff to handle these responsibilities.
   G. Each facility should have an evacuation procedure in place in case an emergency situation arises that calls for evacuation of that facility.
   H. Each facility should have emergency numbers on hand for first responders, utilities and other community resources depending on the need.
   I. All staff at every facility should know the procedures and their responsibilities during a complete lock-down should that need arise.
   J. All staff at every facility should know the procedures and their responsibilities during an evacuation should that need arise.
   K. Each day program should follow their specific emergency procedures for any given situation.

B. Residential Program – ICF-DD Homes
   i. It is the responsibility of the Residential Manager to designate staff to ensure that each home is secure as outlined in the homes safety procedures.
   ii. All ICF-DD staff who are eligible to drive are on the ERC approved drivers list. They have received the required drivers training to safety transport clients should that need arise.
   iii. Since ICF staff are often on duty alone in one of the homes, each staff person should know where to find the emergency procedures to reference depending on the situation.

C. Residential Program – Waiver Community Housing
   a. It is the responsibility of the Waiver Coordinator and team leads to make sure that all staff working with Waiver clients know the specific safety issues of that client.
      1. Are they friendly to everyone out in public?
      2. Are they overly afraid of severe weather?
      3. Will they follow directions in an emergency situation?
      4. Other specific issues related to that individual client
         a. It is important that all staff working with Waiver clients help them to learn how to stay safe in their apartments, in the community and around strangers. This includes but is not limited to:
         b. How to determine who is at the door before they open the door.
         c. Traffic safety, crossing streets, walking on sidewalks, looking out for vehicles.
         d. What do to if someone they know behaves in a way that makes them uncomfortable.

e. What do to if a stranger behaves in a way that makes them uncomfortable.

5. Other safety related issues depending on the specific client and what they need to know to stay safe.
    a. Each Waiver apartment/residence is unique and has its own specific directions for emergency situations.
    b. Each apartment/residence has different areas for emergency evacuations, for sheltering during a tornado or severe weather emergency. These maps should be posted inside each apartment/residence.

## L. PROCEDURES – VEHICLE SAFETY

A. For complete vehicle safety procedures, refer to the Transportation safety procedures.
B. All ERC vehicles should receive regular maintenance (oil changes, brake checks, tire rotation, etc.) that will keep these vehicles safe to drive.
C. All ERC drivers have received the proper drivers training for the type of driving they will be doing according to their job description.
D. Anyone driving an ERC vehicle or ERC clients must have a satisfactory driving record as determined by ERC HR department.
E. All Waiver drivers must have proof of vehicle insurance on their private vehicle.
F. No one driving an ERC vehicle or ERC client may talk on a cell phone or text while driving. This is against ERC policy and is punishable by termination of employment.
G. All drivers when transporting ERC clients should confirm that they have access to client EDF/face sheets from Therap in case of an emergency. These contain all the information that a first responder would need in order to treat a client.
H. Accident procedures for drivers
    i. Be sure to complete all paperwork (accident form, any forms required for Therap)
    ii. As soon as they are released by law enforcement and/or the client has been delivered to their location, that driver must immediately report for mandatory drug testing.
    1. During regular office hours, they should report to the HR department at the administration offices.
    2. After regular office hours, they should report to the nurse on duty at the ICF-DD homes at 2005 Kim Ave. in Springdale. Nurse's phone is 479-872-4666.

## M. PROCEDURES – KITCHEN SAFETY

A. General Kitchen Safety

1. Do NOT talk on the phone while you are cooking or preparing food. You will not be paying attention to what you are doing and can have an accident.
2. Clean up spills immediately so that you don't slip and fall.
3. Never leave the kitchen when items are cooking on top of the stove.
4. Turn off burners as soon as you remove the pot from the stove top.
5. Make sure handles to pots are not sticking out where they can be bumped. Keep them turned so they are over the stove or the counter.
6. Keep emergency numbers handy – especially 9-1-1 and Poison control.
7. Wear appropriate clothing – don't wear items with long loose sleeves or baggy sweaters.
8. Keep dish towels, pot holders and oven mitts away from the stove. They can catch fire.
9. Keep lighters and matches away from the stove and up high so children cannot reach them.
10. In case of a grease fire, use salt and/or baking soda if you don't have a fire extinguisher.
11. Keep cleaning supplies and all chemicals in a safe place away from food storage areas.

B. Electrical Safety
   1. Be sure all wires cords and plugs on your appliances are not frayed.
   2. Be sure all plugs have 3-prong grounded connections on coffee makers, toasters, blenders, microwave ovens, mixers, etc.
   3. DO NOT USE EXTENSION CORDS.
   4. Be sure that any electrical outlets near a sink or water have a GFI interrupter that will kick in if there is a power outage.

C. Safety with Knives and other Sharp Objects
   1. Always cut away from your body.
   2. Always use a cutting board.
   3. Keep blades sharp and clean.
   4. Let a knife fall – don't try to catch it.
   5. If there is broken glass, do not pick it up. Use a broom and dust pan and sweep it up, then discard.
   6. Be sure appliances are unplugged before touching sharp edges (Can openers, mixers, blenders, etc.)

## N. PROCEDURES – MEDICAL SAFETY and BLOODBORNE PATHOGENS

A. Stay calm and assess the situation as you were taught during CPR-First aid training. Make sure the environment is safe before you begin to assist.
B. If it is minor, apply bandage or perform other assistance.
C. Follow all CPR-First aid training.
D. Don't put yourself at risk – send someone to call 9-1-1 if the situation is serious.
E. If you will come in contact with blood or body fluids, always use PPEs (gloves, masks, gown, etc.) to protect yourself against bloodborne pathogens.
   1. Always wash your hands immediately after coming in contact with blood or body fluids.
   2. Always wash your hands immediately after removing PPEs.

3. If you think you might have been contaminated – wash your hands immediately and be sure to report the incident in Therap.

F. DO NOT MOVE THE PERSON – wait for emergency personnel to arrive. The only time they should be moved is if there is additional danger approaching (fire, traffic, etc.)
G. Do what you can to stabilize and protect the person.
H. Keep other staff and clients away unless they are assisting you.
I. Keep clients calm and in another area if at all possible.
J. Determine responsiveness by speaking in a loud clear voice.
K. Determine if the victim is breathing by putting your hand near their nose or mouth.
L. Do not move a victim's head or neck.

## O. PROCEDURES – MEDICATION MONITORING and ADMINISTRATION

1. **Definition of Medication Monitoring:**
   a. "Medication monitoring" is defined as the practice of providing a secure storage area and controlled access for medications that are brought into a program and used by the person served. The person served must take the medication without any assistance, other than ancillary aid, from personnel.
   b. Arkansas State Board of Nursing defines "assistance with medication" as ancillary aid needed by an individual to self-administer oral medication.
   c. Ancillary aid does not include calculation of medication dosage, or altering the form of the medication by crushing, dissolving or any other method.
2. In the Richardson Industries and Life Skills adult day programs, medication monitoring is only done by selected staff who are trained in the proper procedures followed in these programs.
3. In the Waiver community residential program, all staff who work directly with Waiver clients must be trained in the proper procedures for securing medications, reporting medication errors, charting when meds were taken or refused, safe handling, safe disposal and other procedures relating to oversight regarding a client and their medications.
4. **Definition of Medication Administration:**
   a. The process of applying, dispensing, or giving of drugs or medicines as prescribed by a physician.
5. In the ICF-DD programs, there is an LPN on duty at all times and it is their responsibility to dispense, chart and give medications to the residents at the ICF homes. No other staff at the ICF homes has any responsibility for medications.
6. In the Children's Services, there is are LPNs assigned to cover all the Child Development Centers. It is their responsibility to give medications to the children who attend day programming at the CDCs. No other staff at the CDCs has any responsibility for medications.

COO and Program Directors reviewed and approved Policies and Procedure on 6/10/2013 and BOD approved revised policies on 7/2013.
Reviewed 5/2015, 8/2016, 1/2017
Revisions to procedures made on 5/27/2015, 1/2017.
Lynne Keller, Director of Administration, has reviewed these policies and procedures.

Lynne Keller, Director of Administration — Date

Printing this document may make it obsolete. For the latest version of this policy, always check the ERC website at www.ercinc.org/AboutUs/policies .