



**INJURY & ILLNESS PREVENTION PROGRAM  
(IIPP)**

**July 1, 2020**

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## CORPORATE STATEMENT

At Family Services Association, it is our commitment to conduct business in a safe and efficient manner to protect the safety and health of our guests and associates. We recognize our associates to be our greatest asset. It is our objective to conduct daily operations with the highest regard for everyone's safety and health. The Family Services Association has established an Injury and Illness Prevention Program, also known as a safety program, which will emphasize the elimination of conditions, situations and attitudes which can lead to incidents, injuries and illnesses.

However, we need everyone's cooperation, if we are to achieve our goal. Every associate must be conscious of safety. Every associate at the Family Services Association, regardless of their function within our organization, is responsible for safety. The following pages contain the elements of our Injury and Illness Prevention Program.

It is the responsibility of department managers and supervisors to know and understand our safety policies, rules and procedures and to implement them fully in their respective departments and areas. It is the responsibility and obligation of all associates to know, understand and adhere to these rules, conducting themselves and performing their duties accordingly.

With everyone's cooperation and working together as a team, we can build a strong foundation for a safe and healthy environment for everyone at the Family Services Association.

Name of Director: Judith Wood, CEO

*Judith A. Wood*

Date:

July 1, 2020

## AUTHORITY AND RESPONSIBILITY FOR IIPP

### CHIEF EXECUTIVE OFFICER

Responsible for the development of systems and programs that will nurture a safe and healthy work environment and result in a reduction of associate injuries. Duties include, but are not limited to:

- Developing strategies for controlling, or eliminating processes, procedures and situations that can lead to injury.
- Allocating appropriate resources to achieve the goals of the IIPP.
- Ensuring that managers and supervisors are held accountable for implementing the standards of the IIPP in their departments.
- Ensuring compliance with legislative regulations.

### CORPORATE SAFETY COORDINATOR

Lisa Gonzales is Family Services Association's Corporate Safety Coordinator. The corporate safety coordinator's duties include, but will not be limited to:

- Reviewing incident and injury reports and disseminating information as required.
- Developing safety training programs.
- Coordinating safety committee meetings.
- Serve as Chairman of the Safety Committee.
- Develop Safety Committee meeting agenda.
- Ensuring the Safety Committee is aware of all accidents which have occurred, and all hazards which have been observed since the last meeting.
- Coordinating monthly self-inspections.
- Coordinating or conducting required health and safety training.
- Validating recent training.
- Ensuring the CEO remains aware of the company's safety status.
- Record the minutes of the Safety Committee meetings and prepare copies of the Safety Committee Meeting Minutes to be distributed.

### SAFETY COMMITTEE

The safety committee will be comprised of at least one individual from each Family Services Association department and the corporate safety coordinator. The committee will meet at a designated time each month. The purpose of the safety committee will review elements of the IIPP to ensure that all associates are adhering to the program standards. The committee will also provide feedback to management that will assist in making any necessary modifications to the IIPP.

The committee's duties will include, but not be limited to:

- Proposing policies relative to the IIPP.
- Recommending strategies and objectives for reducing worker injuries.
- Reviewing worker injuries which have occurred.
- Discussing safety issues, including developing recommendations for corrective action.
- Reviewing inspection forms, recommended corrective actions, and assigning responsibilities for completion as necessary.

- Review investigations of alleged hazardous conditions brought to the attention of any committee member. If necessary assist in remedial solutions.
- Reviewing associate suggestions and determining how to address them.

## DEPARTMENT MANAGERS AND SUPERVISORS

Responsible for maintaining a safe work environment by holding the associates within their departments responsible and accountable to the safety rules and regulations set forth in the Family Service Association's IIPP. Their duties include, but are not limited to:

- Familiarity with all company safety rules and regulations.
- Implementing and enforcing all safety rules and regulations within their department.
- Conducting monthly associate safety meetings.
- Identifying and reporting all dangerous conditions or potential hazards and taking corrective action.
- Conducting regular facility inspections.
- Reporting all work-related injuries and illnesses on a timely basis.
- Maintaining files concerning inspections, safety meetings and accident and injury reporting.

## ASSOCIATES

Associates are expected to take our Injury and Illness Prevention Program seriously. Associates are responsible for accepting safety policies and responsibilities equally with their other work duties. An associate's safety duties include, but are not limited to:

- Knowing, understanding and complying with all of the IIPP standards set forth herein.
- Observing health and safety-related signs, posters, warning signals and directions.
- Reporting unsafe conditions or unsafe behaviors immediately to a supervisor, and stopping work if an imminent hazard is presented.
- Reporting all work related incidents, injuries and illnesses **immediately** to your supervisor or the Human Resources Department.
- Following all employer safety and health rules and regulations, and using the prescribed protective equipment while engaged in work.
- Attending all monthly safety meetings and other training sessions.
- Encouraging co-workers to follow safe work practices.
- Using and properly maintaining the appropriate personal protective equipment for the tasks performed.
- Never undertaking a task until you have received instructions on how to do it properly and safely, and are authorized to perform the job.
- Never undertake a task which appears to be unsafe.
- Understanding the potential hazards associated with your job description and all work areas.
- Participating in workplace safety inspections as required.
- Reviewing the building emergency plan and assembly area.
- Comply with applicable OSHA standards.

***Every associate at the Family Service Association is responsible and will be held accountable for safety.***

## COMPLIANCE

The management team is responsible for ensuring all safety and health policies and procedures are clearly communicated and understood by all employees. Managers and supervisors are expected to enforce the rules fairly and uniformly.

Continual and or willful violations of the Family Service Association's IIPP will be handled in accordance with the Standards of Conduct practices, as any other human resource situation. The management of the Family Services Association expects every associate's full cooperation in abiding by the standards set forth in this program.

An employee who engages in any misconduct may be subject to immediate termination when a safety violation places the employee or co-workers at risk of permanent disability or death. All disciplinary actions should be documented using the following form: Record of Conference

All employees need to be knowledgeable of and responsible for complying with applicable safety and healthy work practices. Managers and supervisors must ensure their employees comply with these practices by:

- Informing workers of the provisions of our Injury and Illness Prevention Program.
- Evaluating the safety Performance of all employees.
- Recognizing employees who actively participate and take actions to work safely and promote safety in the company by recognizing at department or staff meetings.
- Enforcing the Safe Work Practices for all employees.
- Retraining employees who demonstrate unsafe practices or behaviors.
- Disciplining employees for failure to comply with safe and healthful work practices.

## COMMUNICATION

Communication is an important element of a successful IIPP. We recognize open two-way communication between management and staff on health and safety issues is essential to an injury-free, productive workplace. Comments and suggestions for improving our program are most welcomed. The best and most effective safety programs are those where associates help in shaping the program to fit the changing organizational needs.

Communication with employees on safety and health issues will be in a form readily understandable by all employees. Bilingual employees may be used to assist in explaining safety information to non-English speaking employees.

Our communication system encourages all associates to inform their managers and supervisors about workplace hazards without fear of reprisal and includes the following:

- Review of our Injury and Illness Prevention Program.
- New hire orientation including a discussion of safety and health policies and procedures.
- Safety and health training programs.
- Posted or distributed safety information.
- Employees and their designated representatives may access a copy of the Injury and Illness Prevention Program from the FSA website at [fsaca.org](http://fsaca.org). The IIPP may be downloaded and printed from the website.
- An employee's designated representative may request a copy of the IIPP with written authorization from the employee. The representative should provide a copy of the written authorization along with the request to the Human Resources Department. A printed copy of the IIPP will be provided within 5 business days unless the representative agrees to receive an electronic copy.
- An associate may anonymously inform management about workplace hazards by calling and leaving a voice mail message for the Human Resources Department and/or Safety Coordinator. Associates may also submit a safety suggestion anonymously via mail.

While our IIPP provides specific forms (found on the company shared drive) to report hazards, documenting these items on a blank piece of paper in a legible manner, is acceptable.

- Of course, verbal communication is also acceptable; however, notice in writing is always better. Remember, it is not effective, and definitely counter-productive, for associates to talk among themselves. Management must be made aware and understand associate concerns before any constructive action can be taken.

## IDENTIFYING WORK PLACE HAZARDS

Inspections are a vital process in building and maintaining an effective IIPP. The purpose of a safety / facility inspection or survey is to identify and correct unsafe conditions and work practices before an incident, injury, or illness occurs. Inspections are also an effective tool in evaluating other elements of the IIPP, such as effective training and compliance with safety procedures. Inspections will be performed:

- Monthly in all work areas.
- When FSA initially established our IIPP.
- When new substances, processes, procedures or equipment which present potential new hazards are introduced into our workplace.
- Whenever the supervisor, or corporate safety coordinator is made aware of a new, or previously unrecognized hazard.
- When occupational injuries and illnesses occur.
- When we hire and/or reassign permanent or intermittent associates to processes, operations, or tasks for which a hazard evaluation has not been previously conducted.
- Whenever workplace conditions warrant an inspection.

Inspections will be documented in every Family Services Association department, at least once each month, using the appropriate form.



## INVESTIGATING INJURIES AND ILLNESS

The purpose of an accident investigation is to determine all the facts concerning how the incident occurred. A complete incident investigation will point to the proper corrective action(s) that will assist in preventing a similar occurrence.

The HR Specialist, and the Safety Coordinator will conduct an investigation as soon after an incident as possible, while the incident is fresh on the minds of all parties involved. The more complete the information that can be gathered about an incident, the easier it will be to determine the root cause and preventive measures. Investigations must be directed at “fact-finding” not “fault-finding.” If appropriate, photographs and area measurements are useful. If a piece of equipment is involved, preserving the item, “as is,” will assist during the investigative process.

Procedures to investigate occupational injury or illness include:

- Visiting the scene as soon as possible.
- Interviewing the injured associate(s) and witnesses.
- Examining the workplace for factors associated with the incident, injury, and/or illness.
- Determining the root cause of the incident, injury, or illness.
- Taking corrective action to prevent the exposure from reoccurring.
- Recording the findings and corrective actions taken.

An investigation should answer the following questions:

- Who was involved.
- Where and when the occurrence took place.
- The sequence of events which lead to the occurrence.
- Exactly what happened.
- Why did the incident occur.

An investigation will point to one or more of the following corrective measures:

- The need for additional training for the associate(s).
- Correcting, or redesigning a work procedure.
- Repairing, or replacing tools, equipment, or furniture.

### IN THE EVENT OF SERIOUS INJURY

All serious injuries, other than those resulting from traffic accidents off the property, must be reported to Cal/OSHA within eight (8) hours of their occurrence. Serious injuries include, fatalities, any loss of a body part, permanent disfigurement or any hospitalization (other than for observation).

The following individuals need to be immediately notified of a serious injury:

- Safety Coordinator
- Human Resources Specialist
- HR Officer
- COO/CEO

## CORRECTING WORKPLACE HAZARDS

Unsafe or unhealthy work conditions, practices or procedures shall be corrected in a timely manner based on the severity of the hazards. Hazards shall be corrected according to the following procedures:

- When observed or discovered.
- When an imminent hazard exists which cannot be immediately abated without endangering associates and/or property, we will remove all exposed associates from the area except those necessary to correct the existing condition. The appropriate supervisor must be contacted immediately.
- All actions taken and dates they are completed shall be documented on the appropriate forms.
- Associates who are required to correct the hazardous condition shall be provided with the necessary protection.

Hazards discovered as a result of a scheduled periodic inspection or during normal operations must be corrected by the supervisor in control of the work area. These hazards must be corrected as quickly as possible after discovery of a hazard, with respect to the severity of the hazard.

All self-inspection hazard corrections should be documented using one the following forms:

- Monthly Self-Inspection Checklist
- Safety Maintenance Work Order Form

The supervisor in control of the work area must correct all unsafe conditions as quickly as possible. Supervisor's responsibilities include:

- Notifying the Safety Coordinator of a hazard in which they lack the authority to correct.
- Providing retraining on proper safe work practices as needed.

## SAFETY AND HEALTH TRAINING

The purpose of safety training programs at the Family Service Association is to teach new or advanced skills and related knowledge to associates, which enable them to perform designated tasks in a safe, efficient and productive manner. Our goal is to reduce, or eliminate inefficient or unsafe acts which can contribute to incidents, injuries, and illnesses. Even if associates have years of experience and expertise performing certain tasks we will provide them with training. When it comes to safety, it is always good practice to revisit what we may already know. It is usually when safe practices are taken for granted that accidents and injuries occur.

Monthly safety training meetings will be an important part of our IIPP. These meetings will be conducted by the supervisor, or manager of each department. **All associates will participate.** The meetings will be brief and will cover topics that relate to the operations within the individual department.

The Safety Committee, Supervisors and the Safety Coordinator will ensure appropriate training programs are developed and implemented.

All associates, including managers and supervisors, shall have training and instruction on general and job-specific safety and health practices. Training and instruction includes:

- When the Injury and Illness Prevention Program is first established.
- To all new associates, prior to beginning their job responsibilities.
- To all associates given new job assignments for which training has not previously been received.
- Whenever new substances, processes, procedures or equipment are introduced to the workplace and represent a new hazard.
- Whenever Family Service Associate is made aware of a new or previously unrecognized hazard.
- To supervisors to familiarize them with the safety and health hazards to which associates under their immediate direction and control may be exposed. This training aids a supervisor in understanding and enforcing proper protective measures.
- To all associates with respect to hazards specific to each associate's job assignment.

Safety and health training include, but are not limited to:

- Explanation of FSA's IIPP, emergency action plan, and measures for reporting any unsafe conditions, work practices, and injuries.
- Use of appropriate personal protection equipment.
- Information about chemical hazards to which associates could be exposed and other hazard communication program information.

All documentation of training will be kept in by the Safety Coordinator for a minimum of 12 months. Employee safety trainings will be filed electronically in the personnel file.

## RECORDKEEPING AND DOCUMENTATION

Recordkeeping, or documenting the progress and implementation of an organization's safety program is important. The Family Services Association's HR Specialist will maintain master files on all incidents, injuries and illnesses. The Safety Coordinator will maintain training records which are a part of our IIPP.

### RETAIN FOR A MINIMUM OF 12 MONTHS:

- Copies of all Monthly Self-Inspection Checklists.
- Copies of all Incident, Injury, and Illness Investigation Reports.
- Copies of all Safety Committee Meeting Minutes.
- Copies of all Employee Suggestion Forms/Reports of Unsafe Conditions.
- Copies of all Safety Postings.

### RETAIN FOR A MINIMUM OF 60 MONTHS:

- OSHA 300, 300A and 301 or equivalent.

### RETAIN FOR THE DURATION OF EACH INDIVIDUAL'S EMPLOYMENT:

- Copies of all Employee Safety Training Records and related training documents.

### RETAIN FOR 30 YEARS OR FOR THE DURATION OF EACH INDIVIDUAL'S EMPLOYMENT IF >30 YEARS

- Copies of Employee Exposure Records, or other required Employee Medical Records.

A safe and healthy workplace must be the goal of everyone at FAMILY SERVICE ASSOCIATION with responsibility shared by management and associates alike. If you have any questions regarding this Injury and Illness Prevention Program, contact your supervisor, the Safety Coordinator or the Human Resources Department at (951) 275-5055.

## FORMS

### FAMILY SERVICE ASSOCIATION

Injury & Illness Prevention Program

#### Associate Acknowledgement Statement

I \_\_\_\_\_, employed at the Family Service Association, have read the Family Service Association's Injury and Illness Prevention Program and understand its contents fully. I understand that it is my responsibility to comply with the safety rules and regulations so that work related injuries are reduced and a safe work environment is maintained. I hereby agree to this statement and understand that failure to comply with the Family Service Association's safety rules and regulations may result in disciplinary action, including in some instances, the possibility of termination.

\_\_\_\_\_

Associate Signature

\_\_\_\_\_

Date

\_\_\_\_\_

Printed Name

\_\_\_\_\_

Position

\_\_\_\_\_

Management/Supervisor Signature

\_\_\_\_\_

Date

\_\_\_\_\_

Printed Name

**FAMILY SERVICE ASSOCIATION**

***DEPARTMENT SAFETY MEETING***

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Date: \_\_\_\_\_ Supervisor/Mtg. Leader: \_\_\_\_\_

Department: \_\_\_\_\_

Topic(s) Discussed: \_\_\_\_\_

Video Shown: \_\_\_\_\_

Handouts: \_\_\_\_\_

Suggestions Made: \_\_\_\_\_

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Comments: \_\_\_\_\_

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**FAMILY SERVICE ASSOCIATION**

***SAFETY COMMITTEE MEETING***

Date: \_\_\_\_\_

See attached agenda and minutes for the topics discussed, follow-up and other pertinent information concerning the meeting.

Attendees

_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____



**FAMILY SERVICE ASSOCIATION**

**Business/Department Survey**

The purpose of this form is to assist in identifying and correcting unsafe work practices and conditions before an accident occurs. Make safety observations then conduct an inspection utilizing the checklist provided. The majority of accidents are caused by unsafe acts. When unsafe acts are observed the situation should be corrected immediately.

Date:

Inspection Conducted By:

Item	Yes	No	Corrective Measures
CAL/OSHA posters displayed	_____	_____	_____
Required record keeping	_____	_____	_____
Emergency numbers posted	_____	_____	_____
Exists clearly marked	_____	_____	_____
Exit doors unlocked	_____	_____	_____
Emergency plan	_____	_____	_____
Warning signs posted	_____	_____	_____
Materials stored to prevent overreaching	_____	_____	_____
Walkways clear of obstructions	_____	_____	_____
Adequate lighting	_____	_____	_____
Fire extinguishers serviced & accessible	_____	_____	_____
Hazardous materials labeled	_____	_____	_____
Hazardous materials properly stored	_____	_____	_____

Additional items noted/comments:

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**FAMILY SERVICE ASSOCIATION**

***ASSOCIATE SAFETY WARNING REPORT***

Associate's Name: \_\_\_\_\_ Date of Warning: \_\_\_\_\_

Violation Time: \_\_\_\_\_ AM/PM Violation Date: \_\_\_\_\_

Supervisor: \_\_\_\_\_ Department: \_\_\_\_\_

Retraining Topic: \_\_\_\_\_ Retraining Date: \_\_\_\_\_

Type of Warning: \_\_\_\_\_ Verbal \_\_\_\_\_ Written \_\_\_\_\_ Serious

Type of Violation \_\_\_\_\_ Unsafe Act \_\_\_\_\_ Improper Safety Attire

\_\_\_\_\_ Unsafe Condition \_\_\_\_\_ Other

\_\_\_\_\_

Supervisor's Statement: Associate Statement: (Check Correct Line)

- \_\_\_ I agree with the Supervisor's statement
  - \_\_\_ I disagree with the supervisor's statement
- for the following reasons.

\_\_\_\_\_

List all previous warnings and retraining below:

First Warning: \_\_\_\_\_ Second Warning: \_\_\_\_\_

Date: \_\_\_\_\_ Date: \_\_\_\_\_

Date Retraining: \_\_\_\_\_ Date Retraining: \_\_\_\_\_

Third Warning: \_\_\_\_\_

Copy Distribution:

Date: \_\_\_\_\_ \_\_\_\_\_ Associate

Date Retraining: \_\_\_\_\_

\_\_\_\_ Dept. Supervisor

\_\_\_\_ Personnel Dept.

\_\_\_\_ Safety Committee

I have read this warning decision and understand it.

_____	_____	_____	_____
Associate Signature	Date	Supervisor's Signature	Date

A decision must be made on the following:

\_\_\_\_ No further action    \_\_\_\_ Suspension    \_\_\_\_ Other

**FAMILY SERVICE ASSOCIATION**  
**ASSOCIATE SAFETY TRAINING RECORD**

Associate: \_\_\_\_\_ Date of Hire: \_\_\_\_\_

Department of Hire:  
 \_\_\_\_\_

Safety training for our associates is an important part of our safety program. Trainer’s initials indicate that the above associate has been trained in the safe operating requirements of each procedure/equipment listed below. Associate’s initials indicate that safe operating procedures have been demonstrated.

PROCEDURE/EQUIPMENT	TRAINER’S INITIALS/DATE	EE INITIALS/DATE
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

Comments:  
 \_\_\_\_\_  
 \_\_\_\_\_