



# **Safety Handbook**

## **Safety Vision**

Catholic Charities of Dallas (CCD) has a safety vision that an injury free workplace is attainable and that we need a commitment from all employees to eliminate injuries.

All accidents are "caused" and can be prevented. CCD highly values the safety of our clients, volunteers and employees. No service is so important or urgent that you cannot take the time to perform your work safely. Safety is a personal responsibility. Be alert and cautious of accidents and injuries and keep in mind the following rules and instructions to prevent accidents and injuries.

Safety training is an important element of accident and injury prevention. CCD will provide safety training to all employees. Training will include general safety information as well as specific safety information related to a specific job or work area.

Everyone wins if we develop an attitude that safety is our first priority. It is crucial that all staff share the responsibility for preventing accidents and injuries and we all need to follow established safety procedures and rules.

\*All guidelines and policies outlined in this handbook are the minimum requirements for each program of CCD. Specific rules or policies may be added as long as they meet or exceed the minimum standard required by CCD. No requirements published in this handbook may be removed.

## General Information

Employees are responsible for their personal safety and are accountable for their behavior. Employees must take every precaution to prevent injury to themselves and others or damage to property. Past procedures that do not conform to safe work practices are unacceptable.

## General Safety Rules

The following is a brief list of general safety rules for Catholic Charities of Dallas and is not an exhaustive list for all safety guidelines.

1. Report unsafe conditions, injuries, accidents, and near-accidents to your supervisor and to the appropriate maintenance coordinator for your location.
2. Accidents and injuries must be reported by the end of the business day in which they occurred. If you wish to remain anonymous when reporting incidents, accidents, or dangerous situations send all inquiries to [anonymous@ccdallas.org](mailto:anonymous@ccdallas.org).
3. Horseplay, scuffling, fighting, throwing objects, and running are not allowed on Catholic Charities of Dallas property.
4. Fire arms and ammunition are prohibited on Catholic Charities of Dallas property.
5. Employees shall not possess or consume intoxicants on Catholic Charities of Dallas property or report to work under the influence of drugs or alcoholic beverages.
6. Keep your work area clean and orderly.
7. Extension cords are for temporary use only.
8. Lockout/Tag-out procedures must be followed to control energy while performing repairs or maintenance on machines or equipment. Only authorized personnel may repair electrical equipment.
9. Lift properly – with your knees and legs instead of your back. Use mechanical lifting devices or get help when lifting heavy objects.
10. All machine guards must be in place prior to operating equipment and proper PPE worn/used. NEVER reach through or behind a machine guard while a machine is running.
11. Submit all maintenance requests to the Facilities/Fleet supervisors. This includes all furniture and file moves.
12. Smoking is allowed only in designated areas.

## Specific Safety Rules

### Facilities Safety

- Use the buddy system when leaving the building in the evening.
- Be aware of your surroundings when you enter or exit the building.
- Staff should not work alone in any Catholic Charities of Dallas facility. If an event is scheduled after hours, **two CCD staff** must be in attendance for the duration of the event.

## Tobacco Use

Smoking is permitted in designated outside areas. "No Smoking" signs must be observed. Tobacco use is not allowed inside Catholic Charities of Dallas facilities. Dispose of smoking materials in approved containers.

## Housekeeping

- Keep the work area free of clutter and debris that could be trip and slip hazards.
- Clean up spills right away.
- Put all trash in the proper containers.
- NEVER block aisle, exits, fire-fighting equipment, electrical panels, sprinkler valves, drinking fountains, or first aid supplies with boxes, shelves, materials or equipment.
- Never use the drinking fountain for anything except taking a drink of water. Do not spit, wash your hands, or rinse dishes in drinking fountains.

## Material Handling

### Aisles and Hallways

- Aisles and hallways are not to be used for storing materials. They must be kept clean and free of clutter. If furniture or shelving is placed in a hallway for storage, applicable building clearance codes must be followed. Hallway is 36" of clear space to walk and nothing stacked higher than 48" in height.

### Lifting Materials

- Do not lift heavy or hard to handle items by yourself. Get additional help or use a mechanical lifting device.
- Look for obstacles and tripping hazards in the areas and check the object to be lifted for sharp corners and other things that may cause injury.
- Set your feet solidly apart. Bend your legs (not a full squat) and crouch as close to the object as possible.
- Bend at the hips to put your body weight and the weight of the load in a position so the work is done with leg muscles and not the weaker back muscles.
- Get a firm grip on the object, hands on the diagonal corners. If necessary, lift one corner slightly to get a hand underneath the object.
- To lift, straighten your legs and swing your back into vertical position.
- To move while lifting or carrying, do not twist your body. Stand erect and move your feet.
- Keep a good grip on the object and always keep your eyes on the path you are taking. Don't walk backward with a load.
- When setting the object down, use your legs and bend at the waist so the leg muscles, not the back muscles, do the work.
- Remember to use the **BACK** acronym when lifting:

**B**alance - stand with your feet apart for good balance

**A**lignment - keep your back straight and in its neutral position - DON'T bend over to lift

**C**lose - keep the item you are lifting close to your body

**K**nees - Bend your knees!!

## Slip Trip Fall Protection









- Identify items in the work environment that are likely to cause slip, trip and fall hazards. (e.g. Spills, cords, slippery surfaces )
- Eliminate identified slip, trip and fall hazards immediately or block off the area until the hazard can be eliminated.
- Train employees who work in the environment where slip, trip and fall hazards are likely to arise how to identify and correct the hazards.
- Adhere to the recommended housekeeping practices & other safe work practices to prevent slip, trip and fall related incidents. This includes cleaning up spills immediately, marking spills and wet areas, mopping or sweeping debris from floors, and removing obstacles from walkways, and keeping areas free from clutter.
- Remind employees not to run and to keep their eyes on their walking path, especially while carrying items.

## Fire and Fire Prevention

- If you notice unusual smoke or fire, notify your supervisor immediately and follow the established procedure outlined below and in the CCD Emergency Preparedness and Response Guide.
- Never bring any type of open flame into areas where flammable or combustible materials are used or stored.
- Observe the "No Smoking" rules in all CCD facilities-smoking only in designated areas. Place cigarettes in the receptacle provided specifically for that purpose at the designated smoking areas and at entrances.
- Emergency exits shall be kept clear at all times.
- Fire extinguishers are designated by red signs on the wall and are to be used for evacuation purposes or to contain small fires.
- Fire Drills are conducted accordingly to the legal requirements, at least quarterly for residential or daytime group care setting; and annually for other services and administrative offices.
- A Program Fire Drill Report will be completed by the person in charge of the drill and given to the Chief Operations Officer.
- In case of fire, employees should know the following:
  - Where the alarm boxes are located.
  - To pull the alarm closest to the fire.
  - When an alarm sounds, everyone is to leave the building promptly and orderly.
  - Use the evacuation routes posted and assemble in your designated area.
  - Do not use elevators when alarm sounds.
  - When outside, move to your designated assembly area for a head count.
  - Do not reenter the building until the "All Clear" has been given by the person in charge at the scene.

- Contact your supervisor should medical aid be necessary.
- If you are not in your usual area, follow the personnel near you out of the building, then go to your assigned assembly area once you are outside.

## Fire Drills

-  Fire Drills should be conducted accordingly to the legal requirements, at least quarterly for residential or daytime group care setting; and annually for other services and administrative offices.
-  Fire Drills will be held at unexpected times under varying conditions. Responsibility for planning and conducting the drills will be assigned to competent persons who are trained and qualified to conduct fire drills.
-  When the drill begins, calmly exit the building through one of the designated exit locations.
-  Designated safety team member should secure the first aid kit and exit to the check in location.
-  If you are in an office, please close the door behind you.
-  Meet at the designation location for your program/directorate and check in with your supervisor.
-  Do not leave the area until the drill is completed.
-  A Program Fire Drill Report will be completed by the person in charge of the drill and given to the Chief Operations Officer.

## Machinery & Equipment

- Employees must receive complete instructions and training on all equipment or machinery before operating them.
- Always wear all appropriate PPE for the machine or equipment you are working with.
- Inspect all equipment prior to use. Pay attention to switches, cracked plugs, missing, loose or faulty prongs, and power cords that are damaged or frayed. **DO NOT USE unsafe machinery or equipment, even temporarily.**
- All machinery and equipment shall be properly grounded and insulated to prevent electrical shock. Never remove the grounding prong (the third prong) from a plug or use a three-prong plug in a two-hole receptacle.
- Do not alter equipment in any way. Use only the accessories designed for the specific machine or equipment.
- **ALL SAFETY GUARDS ON YOUR MACHINE/EQUIPMENT MUST BE IN PLACE AND FUNCTIONAL.** Do not run equipment without guards in place. Do not alter or modify equipment or safety guards.

- Before cleaning, oiling or adjusting moving parts or performing maintenance on a machine, make sure it is completely shut down and unplugged or LOCKED OUT.
- Never leave any equipment or machinery running and unattended.
- Do not reach through or behind a safety guards while a machine is running or if the machine can be manually or mechanically operated.

## Lock-out /Tag-out

Lockout/tagout procedures are a commonsense precaution to make sure that machines and people don't accidentally tangle. It's absolutely critical that no power or energy source go to a machine or piece of equipment that's being worked on. It's also critical to go through every step of the process to make sure that the machines are not going to take anyone by surprise. If you ever have questions or concerns about machinery, electrical equipment, or lockout / tagout procedures, ASK your supervisor. If you will be required to perform any maintenance, repairs, cleaning, or other tasks on equipment or machinery, your supervisor will take you through additional training in detail about the procedures to follow.

- Identify the types of energy sources used, (electrical, hydraulic, pneumatic) the potential hazards, and the method of controlling the energy.
- Notify all affected individuals that may work with or around the equipment.
- Turn off all operating controls.
- Locate all energy sources. (circuit breakers, plugs, air supply valves)
- Isolate all energy sources by blocking, bleeding, and venting energy as found in springs, hydraulic systems, and pneumatic systems. The main power switches, circuits, or other controls are moved to the "off" position or otherwise rendered inoperative.
- Lock Out and Tag Out all switches and energy sources in the Off or Safe position.
- Test the operating controls to ensure the equipment is safe. Put all controls in the ON position to make sure the equipment has been isolated from the energy sources. Make sure nobody is in a position to get hurt before testing the controls.
- Return all operating controls to the OFF position.
- Perform the required tasks.
- Remove lockout / tagout devices only after the equipment has been fully assembled, all guards are back in place, and all affected individuals have been notified that you are re-energizing the equipment.

## Electrical Circuits

Whatever the type of electrical equipment you are using, the circuit is what supplies the electricity from the power source to the equipment. Everything in between the equipment and the power line coming into your facility is the circuit. Some of the elements of the circuit that you are probably most familiar with are the circuit breakers or fuses, and the outlet or switch.

- If a circuit breaker trips, there is either an overload on the circuit or something has shorted out. Never reset a circuit breaker without investigating the cause first.
- Additionally, circuit breakers usually feed more than one outlet or switch, so be sure to check all of the circuit before resetting the breaker or replacing a fuse. Someone else on

the same circuit as you may be seriously injured if you re-energize a circuit without warning them first.

- Outlets and switches should always have a cover plate over them and should be in good repair. Report any missing covers or damaged outlets / switches to your supervisor. Outdoor outlets and switches should always have weather-proof covers and be on a **ground fault circuit interrupter (GFCI)** circuit.

## Overloading

Electrical Circuits are only designed to carry a certain amount of "load". As facilities are getting more and more dependent on electronic devices, the number of available outlets may be in short supply. It is important that these circuits are not overloaded.

- Adding additional plug-in receptacles with splitters or multi-outlet adapters should be avoided as these can overload circuits and pose a fire hazard.
- Power strips for computers and other electronic equipment are the safest way to handle this situation as they have built-in overload and surge protection. Any power strips used outdoors or in any potentially wet environment should have additional Ground Fault Circuit Interruption (GFCI) protection.
- Even with these devices, you still need to be certain that you are not overloading the circuit. Remember, a circuit may consist of many outlets and switches, not just the one you are using. Check with your supervisor prior to adding any power strips.

## Extension Cords

Extension cords are used throughout our facilities. Whether you are using a hand power saw or a computer in the office, extension cords are sometimes necessary. Extension cords should never be used as a substitute for permanent wiring.

- Always inspect the cord prior to using it checking for nicks, cuts, breaks, frayed ends, or damaged connectors. If you find an extension cord that has been damaged, notify your supervisor so that it can be replaced immediately. Black tape and extension cord repair kits should not be used.
- When using an extension cord, be careful not to place it across an area that is used for foot or vehicle traffic. Not only is this a tripping hazard, but also the cord can be easily cut from people or vehicles running over it. Where it is impossible not to run a cord across a traffic area, a firmly secured runner or conduit should be used.
- Always ensure that plugs match their receptacles. If you are using a piece of equipment that has three prongs, or a grounding plug, make sure that the extension cord is the same type. NEVER alter a plug by cutting off the ground prong.
- Make sure that the extension cord you are using is rated high enough for all of the equipment that is being plugged into it. Extension cords are rated in amperes (amps) and the equipment you are using should indicate how many amps it uses. If you are using more than one piece of equipment on an extension cord, be sure to add up all the amps indicated for each piece of equipment.



- If you are using an extension cord outside or in any area that may be exposed to water, make sure the extension cord is a grounding type and rated for outdoor use. Make sure the circuit or plug you are plugging the cord into is a "GFCI" type circuit. Additionally, always keep extension cords up out of water.

## **Box Cutters**

- Always cut in a direction away from your body. And never use your thumb to stop a blade.
- Many box cutters carry replacement blades inside the handle. Be careful when opening the handle not to let the extra blades fall out.
- Keep the blade sharp - Sharp blades will cut cleanly through the box. Dull blades will tug and pull, which is more likely to cause your hand to slip and cut your fingers.
- Angle It Away From Your Body - There is no reason to cut directly towards you. If you cut at an angle, your hand will move away from your body if it slips.
- Carry the knife safely by either closing the knife or inserting the knife into its sheath.
- Close the blade whenever the knife is not being used.
- Wear a cut-resistant glove on your off-hand.
- When cutting cardboard, extend blade only as far as needed to cut thickness of cardboard. This provides better cutting leverage and reduces chances of damaging merchandise.
- Pass all tools, especially sharp ones such as box cutters, carefully, handle first. Never throw tools.

## **Ladders & Stepladders**

- Inspect ladders and stepladders before use for defects such as broken rungs. Do not use ladders if they are damaged.
- Place ladders and stepladders on firm and level surfaces and sure the footing is secure. Check stability.
- Follow manufacturer's directions for using ladders and stepladders as shown on the manufacturer's labels, including weight limits, minimum overlap, and extension.
- Do not use ladders near electrical wires.
- Do not climb higher than the third rung from the top of an extension ladder or the second rung from the top of a stepladder.
- Open stepladder spreaders and shelf fully. Do not climb a stepladder that is leaning against a wall.
- Keep ladders close to work. Do not overreach. Move a stepladder when needed.

- Do not stand, climb, or sit on a stepladder top shelf or pail shelf.
- Do not overload. Stepladders are meant for one person.
- Keep ladders and stepladders out of hallway, doorway, and other locations where a person can hit it.

## **Workplace Violence**

If you need to deal with a violent co-worker or other individual, remember to do so in a way that reduces, not increases the tension. Here are some approaches:

- Speak and act calmly
- Show respect to the individual
- Focus on the behavior, not the person
- NEVER respond with anger, threats, or violence of your own
- If the situation does not defuse, GET AWAY and contact your supervisor

Remember, the best action you can take to protect yourself and others is to be alert and get out of danger when you have to. Avoid doing anything that will inflame a dangerous situation, and get help as quickly as possible. This is no place for heroics! You will only place yourself and others in DANGER. Refer to *Domestic/Workplace Violence Guide* for more details.

## **Weapons Policy**

Catholic Charities of Dallas personnel should attempt to avoid provoking a confrontation with a person who appears to be in possession of a weapon at a facility or activity, and should be polite but firm when asking such a person to remove the weapon from the facility or activity. If such a request appears likely to lead to a confrontation, attempts should be made to de-escalate the confrontation, calmly remove other people from the immediate vicinity of the weapon, and contact law enforcement if appropriate. No employee, or other person purporting to act on behalf of Catholic Charities of Dallas is authorized to provoke a confrontation in connection with the weapons policy. **(Refer to Personnel Manual page 42 for full policy)**

If a person in violation of the weapons policy fails to comply with a polite but clear request to comply, law enforcement should be contacted for assistance when doing so appears necessary to protect the safety of other people. Some factors personnel may wish to consider in determining whether to contact law enforcement if a person refuses to comply with a request to remove a weapon from a facility or activity include:

- Whether the person appears agitated or upset or displays other suspicious or concerning behavior;
- Whether the person has made threats of violence, including vague or subtle threats;
- Whether the person is carrying a weapon in a way that appears unsafe;
- Whether the person is known to CCD staff;

- Whether CCD personnel personally observed the weapon or learned of it secondhand from another witness;
- Whether another means of addressing the situation will better protect the safety of those in the area; and
- Whether security or law enforcement personnel are already on site

When a person appears to pose an imminent threat to the safety of other persons, law enforcement should be contacted immediately and the area around the person should be calmly but quickly cleared of other people to the extent possible.

## **Personal Protective Equipment (PPE)**

Personal protective equipment such as protective clothing, respiratory devices (respirators), shields, and barriers shall be used to protect against chemical, biological, or mechanical hazards and irritants capable of causing injury or impairment through absorption, inhalation, or physical contact.

- Work clothes should be appropriate for the work assignment and provide adequate protection.
- Employees must wear waist length shirts with sleeves and ankle-length pants as appropriate for work assignment.
- Appropriate footwear for the work assignment is required such as safety-toe shoes and shoes with slip-resistant soles.
- Protective eyewear with side shields and /or face shield must be worn when whenever there is a hazard of flying material or splashing liquids.
- Appropriate gloves shall when handling materials that may injure hands or when using equipment that may result in injury to the hand. (e.g. meat slicer in the commercial kitchen)

## **MSDS & Hazardous Materials**

*Hazards in the Workplace -Your Right to Know* guidelines are available from your Director. "Hazards in the Workplace" training is required on an annual basis for all employees.

## **Blood Borne Pathogens**

For the most part your exposure to these pathogens is rather limited. There are however, a few instances that you may come into contact with bodily fluids. You need to know what precautions to take to protect yourself from these. The most obvious instance that would expose you to pathogens is when someone is injured and there is any blood loss. Other instances include custodial or janitorial activities. Universal Precautions training is required on an annual basis for all employees.

Diseases and viruses do not always have signs or symptoms that are visible to you. For this reason, whenever there is the potential for you to come into contact with another person's bodily fluids, you must apply **universal precautions**. What this means is that you should

always assume that the other person may have a dangerous pathogen, no matter who they are.

- Universal precautions include wearing disposable gloves, eye protection, or a disposable mouth guard for CPR. All first aid kits should have these items available.
- Additionally, custodians and other employees / volunteers should have a readily available supply of these when performing their duties.
- Disposable gloves should be worn whenever you are assisting someone who has been injured or when cleaning up any bodily fluids.
- Disposable masks or barriers, with a one-way air valve should be used whenever a properly certified individual is performing CPR or any type of artificial respiration.
  
- Bodily fluids should be cleaned up immediately to minimize the risk of exposing others to them. Always use a bleach solution of at least 1 part bleach to 1 part water when cleaning surfaces.
- If you should ever come into contact with any bodily fluids, notify your supervisor immediately so that appropriate steps can be taken.

## Computer Workstations

The application of computer technology is revolutionizing all workplaces. Some job duties may require a large amount of data entry and computer usage. Eye strain and irritation, fatigue, and repetitive motion are the most common injuries from incorrect computer usage and workstation design.

To reduce the incident of these injuries, follow these workstation design recommendations.

- The keyboard and mouse are close enough that you don't have to reach excessively to use them. The keyboard should also be positioned directly in front of you while seated or standing and not off to the side or at an angle.
- Back and shoulder strains can be reduced by ensuring that your chair is properly positioned and has an adequate back support. The chair height is correct when the entire sole of the foot can rest on the floor and the back of the knee is slightly higher than the seat of the chair. This allows the blood to circulate freely in the legs and feet. A proper backrest should support the entire back including the lower region.
- Hands, wrists, and forearms are straight, in-line and roughly parallel to the floor.
- Head is level or bent slightly forward, forward facing, and balanced. Generally it is in-line with the torso.
- Shoulders are relaxed and upper arms hang normally at the side of the body.
- Elbows stay in close to the body and are bent between 90 and 120 degrees.
- Feet are fully supported by the floor or a footrest may be used if the desk height is not adjustable.
- Back is fully supported with appropriate lumbar support when sitting vertical or leaning back slightly.
- Thighs and hips are supported by a well-padded seat and generally parallel to the floor.
- Knees are about the same height as the hips with the feet slightly forward.
- You should also vary your tasks throughout the day whenever possible. Once again take frequent breaks from repetitive motions and stretch your arms, wrists, hands, and fingers throughout the day.

## **Illness & Injury**

Report all accidents, injuries and near-accidents to your Supervisor immediately, whether anyone is hurt or not. In case of injury, your supervisor will provide you a list of facilities for treatment or you may seek treatment from the doctor of your choosing. For serious injuries requiring medical attention from others, call 9-1-1. UNDER NO CIRCUMSTANCE is a seriously injured employee to be transported except by trained medical personnel. *See Claims Handling Procedure guide for further details.*

Come to work well-rested and after a good meal. Fatigue caused by lack of sleep or improper diet is a factor in many accidents. If you begin to feel ill on the job, report to your Supervisor and then get medical care.

## **Safety First**

Read all safety bulletins and posters at your site. You may pick up pointers that will save you and others from an accident or injury. Safety tips are posted in the employee break rooms and are available through Exponent HR.