

# ***Visalia Convention & Visitors Bureau***

## **INJURY AND ILLNESS PREVENTION PROGRAM (IIPP)**

### **POLICY**

Visalia Convention & Visitors Bureau takes very seriously its responsibility to provide safe and healthful working conditions, safety knowledge, and competent work directions. We insist that all employees are afforded a safe working environment and realize we all play an extremely important role in building a company where safety comes first.

As an employee, you are responsible for preventing accidents and injuries by observing all safety procedures and guidelines and following your superiors' directions. You must also comply with federal, state, and local regulations related to on-the-job safety and health.

An effective safety program extends beyond normal working hours. We encourage you to promote safety within your families and off-the-job activities.

All employees will adhere to safety practices while performing work on clients' or employers' work sites.

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### **I. Responsibility**

Sherrie Bakke manages the Injury and Illness Prevention Program (IIPP). Employees are expected to observe proper safety precautions on the job, including following applicable rules and procedures, wearing proper protective equipment, and remaining alert for unanticipated hazards to themselves or others.

A copy of the Injury and Illness Prevention Program is available to each employee. Questions regarding this program should be directed to the employee's supervisor or Sherrie Bakke.

### **II. Employee Compliance**

Management requires safe work behavior from all employees. Employees will be required to participate in safe work practices and will be recognized for their commitment to safety. Non-compliance is not permitted and may result in discipline up to and including immediate discharge.

### **III. Communication**

Matters concerning occupational safety and health will be communicated to employees by written documentation, meetings, training, and/or postings. Communication from employees about unsafe or unhealthy conditions is encouraged and may be verbal or written as chosen by the employee. Employees may also send anonymous recommendations to the Human Resources Department.

**NO EMPLOYEE WILL BE RETALIATED AGAINST FOR REPORTING HAZARDS OR MAKING SUGGESTIONS RELATED TO SAFETY.**

#### **IV. Inspections/Audits**

Everyone has the responsibility to be on the lookout for safety hazards constantly. In addition to routine daily vigilance, safety audits will be conducted by Suzanne Bianco or a designated supervisor annually. Audits also will be completed when new substances, processes, procedures, or equipment that present a new safety or health hazard are introduced into the workplace. As new or previously unrecognized risks are identified. These safety audits may be in conjunction with:

- Insurance carriers
- Fire extinguisher-servicing company
- Outside safety personnel

#### **V. Accident Investigation**

All accidents must be reported immediately to the employee's supervisor, Suzanne Bianco, or the assigned staff member. The appropriate individual will complete the initial investigation and forward the information to the Human Resources Department to arrange for reporting to the proper agencies.

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

Whenever an unsafe/unhealthy condition, practice, or procedure is observed, discovered, or reported, Suzanne Bianco or the assigned supervisor will promptly take the necessary corrective measures based on the severity of the hazard. Employees will be informed of the hazard, and interim protective measures will be taken until the hazard is corrected.

No one may enter an imminent hazard area without appropriate protective equipment, training, and approval from Suzanne Bianco.

#### **VII. Training**

Suzanne Bianco or the assigned staff member will ensure that employees receive training to familiarize them with the general and job-specific safety and health hazards to which they may be exposed.

This training will be provided to all new employees whenever new job assignments, substances, processes, procedures, equipment, or hazards are introduced or discovered.

Individuals with employees under their immediate direction and control will be trained in the hazards to which the employees may be exposed.

#### **VIII. Record Keeping**

Records of training, audits, accident investigations, and corrections will be maintained for at least one (1) year.

#### **IX. Miscellaneous**

Additional training programs are available from the Human Resources Department.

# ***Visalia Convention & Visitors Bureau***

## **CODE OF SAFE PRACTICES and HEAT ILLNESS PROTECTION PROGRAM *CLERICAL with DRIVING***

This Company's policy is that everything possible is done to protect our employees from accidents, injuries, and occupational diseases while on the job. Workplace safety is a cooperative effort requiring every employee's constant awareness of safety practices. Therefore, the following safety practices and policies must be incorporated into all workplace activities:

### **General Guidelines**

1. All employees shall immediately report accidents, injuries, unsafe conditions, and property damage to property (no matter how minor) to their supervisor. In no event, except for an emergency, shall an employee leave a shift without reporting an on-the-job injury.
2. Obey all company rules, governmental regulations, signs, markings, and instructions. Be particularly familiar with those rules and policies that apply to your specific job. Heed all warning signs, as they caution you about hazards or conditions detrimental to your safety.
3. If you are unsure how to do a job, ask your supervisor. Do not take chances or work without proper safeguards. Always work at a speed that is safe for job conditions.
4. To enhance ergonomic safety, adjust the components of your workstation to minimize injury and exposure to repetitive injuries. The top of your computer screen should be at eye level and your keyboard at elbow level; position your chair to offer good lower back support. Ask your supervisor for assistance if you are unsure about proper workstation adjustments.
5. Early detection of Repetitive Motion Injuries (RMIs) will help prevent long-term problems. Be sure to identify and report any early hand, wrist, and arm or shoulder discomfort symptoms.
6. Do not attempt to operate office machinery or equipment without proper guidance, certification, and/or special permission unless that is one of your regular duties and you have been properly trained.
7. When using duplication machines, copy machines, and paper shredders or cutters, know the operating instructions before using them and safely use the machine to avoid hand injuries.
8. If the office equipment is not working properly, turn it off and report the malfunction to your supervisor.
9. When using knives, scissors, or other cutting devices, ensure they are properly sharpened and in good working condition. Properly store them away when you are finished using them.
10. Do not stand on chairs, tables, or desks to reach for objects; instead, ask for assistance.

11. Do not attempt to move any office equipment. Ask your supervisor to arrange for assistance from the assigned movers. If you are required to carry printed materials or boxes, the weight should be limited to 25 pounds.
12. Open file cabinets and desk drawers one at a time; keep cabinets and drawers closed when not in use to avoid hitting or striking them.
13. Equipment with worn wiring shall not be used. Electrical cords shall be kept in good repair; frayed cords with worn or exposed wiring shall be promptly reported so they can be replaced. Do not overload electrical outlets with multiple cords. Maintain sufficient space around electrical equipment to permit safe operation and maintenance.
14. Work areas shall be maintained in a neat and orderly manner. Trash and other waste material shall be thrown in the proper waste containers.
15. Keep storage areas neat, and do not overload shelves or stack materials unsafely.
16. Be alert for conditions or situations likely to cause falls, such as objects, boxes, or liquids on floors or stairways. Use the handrails to support and balance when ascending or descending steps or stairs. Be particularly careful when wearing high heels. Do not use stairways that are not properly lit.
17. Suitable clothing and footwear shall be worn at all times. Proper personal protective equipment shall be worn where needed. If there are any questions about the proper protective equipment, check with your supervisor.
18. Employees shall not be allowed or required to work while their ability or alertness is so impaired by fatigue, illness, or other causes that it might expose them or others to injury.
19. Horseplay, scuffling, and other acts that adversely influence the safety or well-being of others are prohibited.
20. Always use proper lifting techniques. The general guidelines for lifting include never lifting or pushing a heavy object on your own but getting help from a coworker; while carrying or lifting a load, keep it close to your body, bend your knees, and keep your back straight; and avoid a twisting motion.
21. Fire extinguishers shall be in working order, and there shall be clear access. In case of a fire or any other emergency, immediately leave the affected area, contact your supervisor, or call 911.
22. In case of an emergency, follow the evacuation plan at your work location. Only authorized or trained personnel may attempt to respond to an emergency. You are expected to know the location of exits, alarms, fire extinguishers, eye wash stations, and telephones.
23. Be aware of any hazardous material. These materials shall have the words *Danger*, *Caution*, or *Warning* on the label. Every hazardous material has a Material Safety Data Sheet (MSDS) that lists the properties, hazards, and treatments specific to that material. It is your right, and we recommend you read each sheet associated with the materials you deal with in your work.

24. General MSDS warnings include the following instructions: use the products only for their intended use; avoid contact with eyes and skin; avoid inhalation or ingestion; and keep flames or sparks away from materials that may be explosive or flammable. Be sure to ask your supervisor if you have any questions or would like to review an MSDS.
25. If you are required to enter a job site or service area, remain alert for moving machinery and equipment. Wear the proper personal protective equipment; ask your supervisor if you are unsure about the required equipment.

### **Business Use of Vehicles**

1. Only authorized employees shall drive while conducting company business and follow all Federal, State, and local traffic laws and company policy.
2. When driving for business purposes, the following safe driving procedures must be observed:
  - Operate the vehicle safely at all times.
  - Always drive courteously. Your driving practices reflect on you and the Company.
  - Wear your seat belt at all times while operating the vehicle.
  - Set the emergency brake, remove the keys, and lock the doors when the vehicle is not in use.
  - Do not carry unauthorized riders or passengers.
  - Report any accident, regardless of how minor, to your supervisor as soon as possible and no later than the end of your shift.
  - Visually inspect your vehicle each day. Report any damage, mechanical, or maintenance problems to your supervisor.

### **Use of Drugs or Liquor**

From time to time, the Company may host events where alcohol is served. During these authorized Company events, employees are permitted to engage in moderate consumption of alcohol that is served. Employees are expected to exercise good personal judgment concerning alcohol consumption, must not over-indulge, and must abide by all company policies and state laws regarding operating a motor vehicle. The Company encourages employees to plan for safe transportation to and from events where alcohol is present (designated driver, taxi, or ride share). Employees reporting to work assignments under either's influence shall be subject to immediate discharge.

### **Disciplinary Policy**

Failure to follow any company safety practice or policy shall subject the employee to disciplinary action up to and including discharge.

# *Visalia Convention & Visitors Bureau*

## **HEAT ILLNESS PREVENTION PROGRAM**

### **Company-Specific Plan and Procedures Office and Other Indoor Environments**

#### **Meeting the Requirements of the Regulation**

The requirements of these regulations will be met by having the written procedures available at the worksite for all employees and representatives of Cal/OSHA. In addition, water, shade, and training will be provided to the employees to ensure a safe work environment in a hot work area.

Four environmental factors can cause heat stress in a hot work area: **(1) temperature, (2) radiant heat from the sun or a furnace, (3) humidity, and (4) air velocity.** Other factors include conductive heat sources such as the ground, air movement, workload severity and duration, protective clothing, and personal protective equipment. The stress level depends on their age, weight, fitness level, medical condition, alcohol consumption, caffeine consumption, use of prescription medications, and acclimatization to the heat. Acclimatization is particularly important for employees returning to work after (1) a prolonged absence, (2) recent illness, or (3) recently moving from a cool to a hot climate.

Heat stress occurs when body muscles are used for physical labor, and less blood is available to flow to the skin and release the heat.

#### **Measures in Place to Protect Employees from Heat Illness**

1. **Water:** Water is made available by the Company at a rate of 1 quart per employee per hour per shift.
  - There are drinking fountains and water faucets in the company buildings.
  - The Company reimburses employees for purchasing water bottles for use while on company business.
2. **Shade:** Areas of shade that block direct sunlight are available at each work site.
  - Because of the setting, shade is always available and provided by the trees and the buildings at the company worksite.
  - Toto determines the worksite temperature; if needed, a thermometer is located at the Company.
  - If an employee drives within the course of their duties, they must ensure that the air conditioning in the vehicle is working. If it is not working, the employee must notify their supervisor.
3. **Training:** Each employee will be trained in the Heat Illness Prevention Program.
  - This will be done at the time of hire, during company meetings, and with verbal instructions and reminders throughout the work day.

### **How to Respond to Possible Heat Illness**

- **Tell your supervisor immediately if you think you or a coworker are getting sick from the heat**
- **Heat Stroke:** While awaiting medical help, the victim should be moved to a cool area. The victim's clothing should be soaked with cool water, and he should be fanned vigorously to increase cooling.
- **Heat Exhaustion:** The victim should rest in a cool place and drink water.
- **Fainting:** First, allow the victim to lie down on their back.
- **Heat Rash:** Place the victim in a cool place and allow the skin to dry.

### **Procedures for Contacting Emergency Medical Services**

- The supervisor will use their cell phone, office phone, or employee cell phone to call 911. The main company office will then be notified using the same method.
- The supervisor will provide the cross streets nearest the location.
- The employee in distress will remain in the shade at the worksite location; at no time will they be unattended. If the employee is at a client's worksite, a company supervisor will direct the client supervisor to call 911 and keep the victim in a shaded area.
- If needed, the supervisor will direct an employee to stand at the street corner nearest the victim's location to direct the emergency services vehicle to the location.
- The nearest hospital emergency room and phone number are listed on your Company's labor law poster.

***If an employee has any questions regarding heat illness prevention,  
they must contact their supervisor.***

# Emergency Action Plan

## Purpose

Visit Visalia is committed to protecting its employees and building occupants during an emergency. For this purpose, the following **Emergency Action Plan (EAP)** was developed, outlining actions and procedures to be followed during an emergency situation. These procedures were developed in accordance with OSHA safety standards.

## General Statement

Visit Visalia regards the safety of human life as the priority, regardless of the type of emergency that may occur. Certain actions or procedures should only be attempted when it's safe to do so and without risking the safety of human life.

## Plan Location

The Emergency Action Plan (EAP) is available for review during normal working hours. Visit Visalia's office location, completed by the Executive Director.

## Plan Administration & Responsibility

Employees will be responsible for:

- Complying with the procedures and actions outlined in this EAP
- Reporting potential emergencies immediately or as soon as feasible  
Supervisors, managers, and other department-designated personnel will be responsible for:
  - Completing the areas of the EAP that are facility or department specific
  - Implementing and complying with the EAP
  - Training, documentation of training, and making the written EAP available to employees

## Types of Emergencies

Listed below are examples of emergencies. Depending on the threat level and the risk to the safety of human life, an emergency situation may necessitate an immediate full or partial evacuation and/or the immediate sounding of the fire alarm. In most emergencies, local personnel (police, fire, etc.) should be contacted immediately by dialing 911 from the nearest office telephone or by pushing the alert button on the alarm system panel.

Visit Visalia is located in a high foot traffic area and from time-to-time individuals entering the office may make an employee feel uncomfortable. While this feeling may not be an emergency, an employee is welcome to engage a supervisor to intervene with any individual. Employees may contact Downtown Security, 559-804-9634, to report unfavorable actions from office visitors. Employees may also choose to evacuate the building at anytime without concern from company property. Office evaluation is to ensure staff safety.

❖ Fire/Smoke	❖ Civil Disturbance	❖ Violence or Imminent Threats
❖ Explosion	❖ Severe Weather	❖ Earthquake
❖ Bomb Threat	❖ Chemical Spill/Leak	❖ Acts of Terrorism
❖ Medical Emergency	❖ Electrical Hazard	



112 E. Main  
Evacuation Map – Including Meeting Locations.

