COASTAL PROTECTION AND RESTORATION AUTHORITY

LOSS PREVENTION PLAN
PART 1: SAFETY

OVERVIEW: **The success of the Coastal Protection and Restoration Authority's Loss Prevention Plan depends upon the skills and experience of staff aligned with their awareness of surroundings and potential dangers that could cause injury, disabilities, or death.**

MANAGEMENT APPROVAL REQUIRED TO ACCEPT AND CHANGE THIS POLICY: CPRA EXECUTIVE DIRECTOR

SAFETY PLAN

CATEGORIES

1: MANAGEMENT POLICY STATEMENT

2: ASSIGNMENT OF SAFETY RESPONSIBILITY

3: SAFETY RULES & GOOD HOUSEKEEPING

4: SAFETY MEETINGS

5: SAFETY TRAINING

6: SAFETY COMMITTEES

7: PROCEDURES FOR INSPECTION

8: HOW AND WHEN TO USE A HAZARD NOTIFICATION EMAIL

9: PROCEDURES FOR INCIDENT/ACCIDENT INVESTIGATION

10: PERSONAL PROTECTIVE EQUIPMENT (PPE)

11: JOB SAFETY ANALYSES

12: RECORD KEEPING

13: BLOOD BORNE PATHOGENS

14: FIRST AID

15: EMERGENCY PREPAREDNESS PROGRAM

16: EMERGENCY CONTACT NUMBERS

17: HAZARDOUS MATERIALS

APPENDIX A: CPRA POLICIES TO SUPPORT THE SAFETY PLAN

CATEGORY 1: MANAGEMENT POLICY STATEMENT	
ORIGINATION DATE: APRIL 1, 2017	**LAST UPDATED: January 29, 2019**

CPRA's Executive Director's statement of his commitment to a safe environment for employees and clients of the agency includes the concept that safety is an integral part of every operation throughout the agency, the concept that employees must be aware of their responsibility for safety, and the concept that a system of accountability will ensure that all employees adhere to safety policies and procedures at all times. The statement is on page 4 of this plan.

COASTAL PROTECTION AND RESTORATION AUTHORITY

MANAGEMENT SAFETY STATEMENT

I. POLICY

It is the policy of the Coastal Protection and Restoration Authority (CPRA) to provide a safe environment for its employees, contractors, visitors and the general public that may visit CPRA Headquarters or any regional *office* in order to protect them from accidents that not only directly impact their quality of life, but also to reduce the agency's insurance costs. This dual benefit ensures the safety and health of agency employees and those visiting CPRA as well as protecting the taxpayer's dollars by keeping insurance costs down.

Safety is everyone's responsibility. Therefore, each employee of CPRA is instructed to devote daily attention to making his or her activities and/or operations as safe and accident free as possible by complying with this policy and the agency's safety/loss prevention program.

II. PURPOSE

The purpose of this policy is to authorize the implementation of a safety program that:

a. Promotes a safe and productive environment for all employees, contractors, visitors and the general public, and prevents injuries that are painful and potentially disabling;

b. Has cost savings potential to both this agency and the taxpayers of this state; and

c. Is applicable to all employees and all sections/units of CPRA.

III. QUESTIONS

All questions concerning this policy shall be directed to the agency's Safety Coordinator.

LAWRENCE B. HAASE,
EXECUTIVE DIRECTOR

1/29/19
DATE

CATEGORY 2: ASSIGNMENT OF SAFETY RESPONSIBILITY	
ORIGINATION DATE: APRIL 1, 2017	**LAST UPDATED:**

Executive Director of CPRA

- Each employee is responsible for his/her own safety and the Executive Director has full oversight for safety at CPRA
- Authorizes safety policies
- Participates in the safety program which may include, but is not limited to:
    - Conducting safety tours
    - Approving safety contracts
    - Responding to safety reports
    - Reviewing safety audits

Loss Prevention (Safety) Coordinator

The Loss Prevention (Safety) Coordinator is delegated to the Executive Management Officer who serves as the Agency's Training and Safety Program Director and is housed at the CPRA Headquarters' Building. The Loss Prevention (Safety) Coordinator shall have direct access to the Executive Director, the Deputy Executive Director, Chief Financial Officer and Floor Wardens.

Duties include, but are not limited to, the following:

- Primary responsibility for coordinating the safety operations for the Agency
- Conducting required quarterly safety meetings via email or in person
- Keeping and analyzing accident records
- Conducting educational activities
- Conducting activities to stimulate and maintain interest in safety among employees
- Supervising and appraising accident investigations
- Planning and directing a regular program of safety inspections and accident investigations
- Checking for compliance with applicable safety laws and codes

Division of Administration (DoA), Office of Buildings and Grounds and other Building Owners

CPRA does not own any buildings, but works with building owners to maintain safe working conditions. In the following:

State-owned buildings

CPRA has two offices in state owned buildings. One is at the University of Louisiana at Lafayette (ULL) and the other is at the University of New Orleans (UNO). Each CPRA office has its own safety officer and follows their own safety plan accordingly.

CPRA will**:**

- Execute work orders (often emails) for repairs promptly to Building Management
- Work with Building Management to ensure regular Fire Marshal and elevator inspections
- Coordinate with Building Management for the annual evacuation drill

Privately-owned buildings

- Ensure that lease agreements address prompt building repairs that pose a safety risk, Fire Marshal and elevator inspections (if appropriate), and other clauses that may include but are not limited to, building entry, signage for exits, maintenance of boilers and chillers, emergency lighting, alarms and hand railing
- Coordinate an annual evacuation drill

Deputy Executive Director, Chief Financial Officer, Division Chiefs, General Counsel, Administrators, Regional Managers, Supervisors and Regional Safety Officers

These positions at CPRA require that staff conduct or delegate the following responsibilities:

- Inspect work areas for compliance with safe work practices and safety rules
- Train employees to work safely
- Correct unsafe conditions and unsafe acts
- Obtain prompt first aid for the injured
- Report and investigate accidents and working with CPRA Loss Prevention (Safety) Coordinator to determine cause and correct future occurrences
- Hold project specific safety meetings (when needed)
- Discuss safety with individual employees

CPRA Employees

All CPRA employees shall:

- Work in accordance with accepted safety practices
- Report unsafe conditions and practices
- Observe all safety rules and regulations
- Make safety suggestions
- Ask for assistance or further explanation when needed

NOTE: **Employees shall comply with the provisions of the Loss Prevention Plan. Noncompliance could result in disciplinary action.**

CATEGORY 3: SAFETY RULES & GOOD HOUSEKEEPING	
ORIGINATION DATE: APRIL 1, 2017	**LAST UPDATED:**

The following are applicable to all CPRA employees and CPRA visitors while in CPRA offices. Specific policies to support the CPRA Loss Prevention Plan are located in Appendix A.

SAFETY RULES

1. Smoke only in approved areas.
2. Horseplay and fighting will not be tolerated in the work place.
3. Before beginning work, notify your supervisor of any permanent or temporary impairment that may reduce your ability to perform in a safe manner.
4. Use personal protective equipment (PPE) to protect yourself from potential hazards that cannot be eliminated.
5. Operate equipment ONLY if you are **trained** and **authorized**.
6. Inspect the workstation for potential hazards and ensure that the equipment or vehicle is in safe operating condition before using it.
7. Immediately report any recognized potentially unsafe condition or act to your supervisor.
8. If there is any doubt about the safe work method to be used, consult the supervisor before beginning work.
9. Immediately report accidents, near misses, and property damage to a supervisor regardless of the severity.
10. Supervisors should obtain special safety permits when required (e.g., hot work or confined spaces).
11. Follow recommended work procedures outlined for the job.
12. Maintain an orderly environment and work procedure. Store all tools and equipment in a designated place. Put any scrap and waste materials in a designated refuse container.
13. Report any unusual odors to your supervisor, and activate the fire alarm when you see smoke or fire.
14. Use proper lifting techniques. For objects exceeding 50 pounds in weight, ask for assistance for safe lifting.
15. Never attempt to catch a falling object.

16. If your work creates a potential slip or trip hazard, correct the hazard immediately or use safety tape to tag the area before leaving it unattended.
17. Fasten restraint belts before starting any motor vehicle.
18. Obey all driver safety instructions.
19. Comply with all traffic signs, signals, markers, and persons designated to direct traffic.
20. Adhere to agency rules regarding first aid, evacuation routes, and fire department notification.
21. Adhere to agency rules and procedures specific to agency operations.
22. Assist and cooperate with all safety investigations and inspections and assist in implementing safety procedures as requested.
23. Report harassment of any type to your immediate supervisor or next higher supervisor should the harassment involve your immediate supervisor.
24. Use the Bloodborne Pathogen Spill Kit when cleaning up bodily fluids from incidents or accidents. Ask for help.
25. Do not stack books, boxes, papers, or other objects in a way that renders any work area, hallway or walkway unsafe (e.g. only stack two boxes, one on top of another instead of 3-5 on top of the bottom box).
26. Follow Standard Operating Procedures (SOPs), if available, for your job.
27. Review Job Safety Analyses, if available, for components of your work. Communicate any additions/deletions/concerns to your immediate supervisor.
28. Adhere to facility rules and procedures specific to site operations when at a non-CPRA site.

HOUSEKEEPING PRACTICES

1. Keep your work area clean and orderly. A neat and orderly work area will help eliminate unsafe working conditions.
2. Keep passageways clear to allow easy movement while working and to allow for a rapid exit in case of an emergency.
3. Keep the floor clear of litter.
4. Keep desk and file drawers closed to avoid hazards while walking.
5. Wipe up any liquids spilled on the floor immediately.
6. Avoid storing or placing objects overhead, except where adequate storage space is provided.
8. Maintain proper light levels in work areas. Sight is essential for safety. Keep windows, light bulbs, reflectors, and hallways bright, but without glare. Replace burned out bulbs.
9. Keep all equipment and materials in their proper place.
10. Do not throw anything on the floor. Put it in the trash can.

ELECTRICAL SAFETY INSTRUCTIONS

1. Know where electrical circuit breakers are located for an emergency shutoff.
2. Keep electrical boxes closed.
3. Keep hoses and electrical cords from becoming tripping hazards.
4. Do not use electrical apparatus while standing on wet floors.
5. Check for frayed electrical cords.
6. Disconnect electrical equipment before oilings, cleaning, or making adjustments.
7. Do not use extension cords for permanent connections.
8. Assume that an electrical apparatus is “hot” and treat it as such.
9. Use a test lamp or a suitable meter for testing a circuit.
10. Never turn on a switch unless you know what it operates.
11. Unplug all space heaters when leaving the work area.
12. Keep all toasters and toaster ovens in kitchen area. Also, these should be unplugged when not in use.

POSTING: Copies of these rules are posted in the kitchen areas of each floor on the bulletin board.

NEW HIRES: Human Resources will advise new hires of the location of the Loss Prevention Plan located on the CPRA intranet. All new hires are required to sign a statement acknowledging that they are responsible for reviewing and becoming familiar with the Loss Prevention Plan.

CATEGORY 4: SAFETY MEETINGS	
ORIGINATION DATE: APRIL 1, 2017	**LAST UPDATED:**

Effective July 1 of each Fiscal Year, the Office of Risk Management classifies each audited state agency as either Class A or Class B based upon the results of the agency's most recent audit or compliance review. This classification determines how often (monthly or quarterly) the agency is required to conduct safety meetings and building inspections.

The CPRA is identified by the Office of Risk Management as a Class B agency.

Each Floor at CPRA Headquarters and each Regional Office has a Floor Warden/Safety Officer. The required documentation for a safety meeting includes, at a minimum, the following:

- Topics discussed
- Employees receiving the information
- Instructor's name
- Teaching aids used
- Date of training
- Total number of employees on staff
- Total number of employees in attendance at the training
- Original signatures of employees on attendance sheets, or employees' initials next to typed names on attendance sheets or verification of "received and read" by e-mails and
- Employee suggestions or follow up.

The responsibilities of the Loss Prevention "Safety" Coordinator are as follows:

Prepare for Meeting

- One idea to produce excellent topics for safety meetings is to conduct frequent inspections of the various areas and work practices and note any unsafe activities or tendencies that need to be eliminated.
- Select an activity or topic to be used as a safety meeting topic that can benefit all employees in attendance. Examples of appropriate topics can include: a new job/procedure/changes in an operation, an unsafe

behavior or activity, or an annual review of the agency safety rules. Safety meetings can help identify and eliminate hazards before accidents occur.

- Maintain verification (read receipt list, etc.) that employees have received and read the safety meeting information.
- Identify the methods used to conduct the meeting (e.g., classroom, email distribution of reading materials, demonstrations, etc.)

Conduct the Meeting

- **Attendance at all safety meetings is <u>mandatory</u> for all employees**.
- Meetings may be conducted electronically or in a classroom-like setting.
- Information may be distributed via e-mail, handouts, correspondence and **<u>employees sha ll be re quire d to indic a te tha t the y "ha ve re c e ive d a nd re a d" the ma teri als .</u>**
- Record the total number of employees participating vs. the total number of employees and calculate a percentage of employees who participated.

Document Attendance

Ensure an original signature is obtained from each employee in attendance at each meeting and that the documentation reflects the date on which the information was actually received. For those employees to whom the safety meeting information is provided electronically, maintain a record of receipt by each employee (e.g., e-mail return/read receipt).

Keep a Record of the Meeting

- Originals of <u>ALL</u> CPRA Headquarters quarterly safety meeting information must be maintained by the CPRA Loss Prevention (Safety) Coordinator. The Floor Warden for each floor should keep copies. Regional offices maintain their own originals. Sign-in sheets or read receipt documentation should be maintained for a minimum of five years.

CATEGORY 5: SAFETY TRAINING	
ORIGINATION DATE: APRIL 1, 2017	LAST UPDATED: MARCH 1, 2018

Safety Training for Employees

Safety related training shall be provided to all employees who must perform new tasks or operate new equipment or whose safety performance is not satisfactory. The safety related training, whether conducted by a supervisor on the job or by a training specialist, shall include instruction in correct work procedures, use of safety equipment, and availability of assistance. **All safety related training, whether formal or on the job training (OJT), shall be documented**.

The CPRA's Loss Prevention (Safety) Coordinator shall have documented proof of attendance at least once every five years in the ORM Loss Prevention Program course.

The purpose of employee safety training is to establish a systematic method of teaching employees to perform the required tasks in a safe and efficient manner. There are four primary objectives in CPRA employee safety training:

1. To teach employees hazard recognition and methods of corrective action
2. To involve employees in accident prevention
3. To motivate employees to accept their safety responsibilities
4. To provide employees information on accident causes, occupational health hazards, and accident prevention methods, both on the job and at home

Steps in Conducting Employee Safety Training

1. Select appropriate training topics and schedule training by priority. Eleven training topics are essential to CPRA:

    a. Safety Program Objectives
        i. Rights and responsibilities of the supervisor
        ii. Safety policy/rules
        iii. Accident/incident reporting procedures
        iv. Job safety analysis
        v. Accident experience and trends

b. Hazard recognition and control
    i. Types of hazards
        1. At CPRA
        2. On Job Sites
    ii. Preventive measures
    iii. Inspection procedures
    iv. Recording and reporting
    v. Immediate temporary controls

c. Emergency First Aid Procedures
    i. Recognizing first aid emergencies
    ii. Gaining control
    iii. Emergency care

d. Emergency Response Procedures
    i. Alarm systems
    ii. Evacuation routes
    iii. Fire extinguisher training
    iv. Emergency procedures

e. Personal Protective Equipment
    i. What to use
    ii. When to use
    iii. Storage area
    iv. How to check, inspect, and maintain
    v. How to dispose of contaminated PPE appropriately

f. Material Handling
    i. Proper lifting
    ii. Proper carrying

g. Slips, Trips, and Falls
    i. Recognizing potential problems
    ii. Minimizing exposure

h. Unsafe Environmental Conditions
    i. Outside (heat, cold, winds, rain, hurricanes, tornadoes)
    ii. Inside (noise, dust, vapor, fumes)
    iii. Other (fire, bomb threats, active shooter)

i. Good Housekeeping Practices
    i. Tools and equipment
    ii. Vehicles
    iii. Grounds
    iv. Work Area

j. Work from Elevations/Use of Ladders
    i. Preventing a fall
    ii. Using proper fall protection devices

k. Safe Vehicle Operation
    i. Pre-operational inspection
    ii. Control of common hazards
    iii. Rules of the road
    iv. Safety belts
    v. Reporting vehicular accidents

Use of Standard Operating Procedures (SOPs) and Job Safety Analyses

The CPRA does not have any Standard Operating Procedures (SOPs) nor have they had any accidents or fatalities to trigger the use of Job Safety Analyses.

Safety Training for Deputy Executive Director, Chief Financial Officer, Division Chiefs, General Counsel, Administrators, Managers and Supervisors

All employees are accountable for working safely. Ensuring a safe work environment, enforcing of safety policies and/or the Safety Plan, complying with completion of accident report forms and timely submittal of those forms rests at the level of Deputy Executive Director, Chief Financial Officer, Division Chiefs, General Counsel, Administrators, Managers and Supervisors. Because of these responsibilities, some objectives of safety training for this group are as follows:

- To involve CPRA leadership in the agency's accident prevention program.
- To establish key safety personnel throughout CPRA.
- To help CPRA leadership understand their safety responsibilities.
- To provide CPRA leadership and key safety personnel with information on causes of accidents and occupational health hazards and methods of prevention.
- To help CPRA leadership and key safety personnel gain skill in accident prevention activities.

Safety Topics for the CPRA Leadership may include, but not be limited to, the following:

- Safety and the Supervisor: The relationship between safety and productivity
- Know Your Accident Problems: Elements of an accident (unsafe acts, unsafe conditions), accident investigations, measurements of safety performance, accident costs
- Human Relations: Employee motivation, basic needs of workers, CPRA leadership as first step in alcohol and drug problems
- Maintaining Interest in Safety: Committee functions, employee relations, CPRA leadership role in off-the-job safety.

- Instruction for Safety: Job instruction training, procedure for conducting job safety analysis (JSAs).
- Industrial Hygiene: Environmental health hazards (lighting, noise, ventilation, temperature).
- Material Handling, Storage, and Disposal: Lifting and carrying, handling specific shapes, hand tools for material handling, motorized equipment, hazardous liquids and compressed gases.
- Guarding Machines and Mechanisms: Principles of guarding, benefits of good guarding, types of guards, standards and codes.
- Hand and Portable Power Tools: Selection and storage, safe use of hand tools and power tools.
- Fire Protection: Recognizing Fire hazards, understanding fire chemistry, setting up fire brigades, CPRA leadership's role in fire safety.
- Inspections: Conducting inspections of the building and employee work areas to identify and correct hazards.
- The "Buddy" System: Always Travel in Pairs. Escort visitors in the building and expect to be escorted at a non-CPRA worksite.

All CPRA employees are required to train and to document training on the following topics:

- Drug-Free Workplace (every 5 years)
- Post-Accident Drug Testing (every 5 years)
- Return to Work Following Compensable Injury/Illness (every 5 years)
- ORM Blood-borne Pathogens (every 5 years)
- ORM Defensive Driving (every 3 years)
- Louisiana Code of Governmental Ethics (annually)
- CPTP Sexual Harassment (annually)

Such training shall be completed within <u>30 days of hire</u> and once every five years thereafter for Drug-Free Workplace, Blood-borne Pathogens, Post-Accident Drug Testing and Return to Work Following Compensable Injury/Illness, every three years for ORM Defensive Driving and every year for Sexual Harassment and Louisiana Code of Governmental Ethics.

CATEGORY 6: SAFETY COMMITTEES	
ORIGINATION DATE: APRIL 1, 2017	**LAST UPDATED:**

If needed, CPRA's Executive Director may convene a Safety Committee to address specific safety measures at work units or at specific work areas.

CATEGORY 7: PROCEDURES FOR SAFETY INSPECTIONS	
ORIGINATION DATE: APRIL 1, 2017	**LAST UPDATED:**

Safety inspections are conducted at the CPRA Headquarters building, Regional Offices, and any other area where CPRA employees are housed or conduct work activities. Identified Floor Wardens/Safety Officers (all locations) are responsible for completing the quarterly inspections. The original completed inspections at the CPRA Headquarters shall be sent to the CPRA Loss Prevention (Safety) Coordinator and each Floor Warden shall maintain either an electronic or a hard copy in their files.

A checklist is completed for each inspection and retained for a period of five years. The checklist shall include a section to identify any unsafe conditions or acts and the recommended corrective action.

Inspections serve two basic functions:

- To maintain a safe work environment and to control the unsafe actions of people
- To maintain operational efficiency

Regular inspections shall reinforce to employees the importance of safety and the CPRA's commitment to safety. The inspections encourage employees to inspect their own work areas and identify unsafe conditions.

Corrections of unsatisfactory conditions shall be made immediately to meet accepted and approved standards even if no accidents have occurred. All employees are responsible for immediately reporting any recognized potentially hazardous condition or practice. Employees shall report any unsafe condition to their supervisor/Floor Warden or the Loss Prevention (Safety) Coordinator via a Hazard Notification Email (see Category 8). Hazardous conditions in the CPRA Headquarters building are reported to Commercial Properties Realty Trust (CPRT) via an online work order system submittal where corrective action is tracked.

Authorized person(s) shall take immediate temporary control of the area to prevent exposure until corrective action is taken. If a supervisor or the Loss Prevention (Safety) Coordinator cannot correct the hazard, they shall immediately report it to the next level of management. If a hazard exists for more than 30 days, the supervisor or Loss Prevention (Safety) Coordinator shall notify the Executive Director and the Loss Prevention Unit of the Office of Risk Management.

CATEGORY 8: HOW AND WHEN TO USE A HAZARD NOTIFICATION EMAIL	
ORIGINATION DATE: APRIL 1, 2017	**LAST UPDATED:**

For offices with a kitchen area, Safety Information is posted on a bulletin board. For work areas that do not include a kitchen area, Safety Information will be posted on a bulletin board in a conspicuous location inside the building.

WHEN TO USE THE HAZARD NOTIFICATION EMAIL

Email you immediate supervisor/Floor Warden and copy the Loss Prevention (Safety) Coordinator for any hazard that you see which does or could potentially contribute to an injury, disability, or death in the work environment. The hazard location is anywhere that employees work or walk to and from to go to work.

WHAT TO INCLUDE IN THE HAZARD NOTIFICATION EMAIL

The Hazard Notification Email should include the following:

Subject Line = Hazard Notification Email
Location = Division / floor / location
Hazard = Describe the hazard
Immediate Temporary Control = what action was taken to “mark off” or block the hazard to prevent anyone from being injured
Long-Term Solution = denotes actions to neutralize the hazard
Hazard Detected = Date on which the hazard was detected
Priority = **E for Emergency**
A for Today
B for One Week
C for One Month
D for Three Months

Send the Hazard Notification Email to your supervisor/Floor Warden and copy the Loss Prevention (Safety) Coordinator. The Supervisor or Floor Warden will review the email and send it to the receptionist to enter the work order ticket and copy the Safety Coordinator.

Once the repairs are made OR the hazard is rendered neutral, a follow-up email should be sent to the CPRA Loss Prevention (Safety) Coordinator.

CATEGORY 9: PROCEDURES FOR INCIDENT/ACCIDENT INVESTIGATION	
ORIGINATION DATE: APRIL 1, 2017	**LAST UPDATED:**

An **"accident"** is defined as "an unplanned event that caused personal injury or property damage." An **"incident"** is defined as "an unplanned event that could have caused personal injury or property damage." Incidents/accidents may occur in spite of an emphasis on safety and regular inspections. When an incident/accident does occur, it will be investigated to determine the cause and any contributing factors to prevent a recurrence.

Forms are available on the Loss Prevention portion of the ORM website under "Forms Available" http://www.doa.la.gov/orm/lpforms.htm. The appropriate investigation report (DA2000 – employees only; DA3000 – visitors, clients only) shall include information on the individual injured, a description of the incident/accident (bodily injury vs. property damage), a statement of what caused or might have caused the incident/accident, and any corrective action that has been taken or that should be taken to prevent recurrence. The CPRA Headquarters Loss Prevention (Safety) Coordinator will keep on file all incident and accident related DA2000 and/or DA3000 forms for review by the ORM Sedgwick Loss Prevention Unit, and report on-line all DA1973/LDOL-OWC-1007 (E1 – First Report of Injury for employees in vehicle accidents) forms to the appropriate ORM Sedgwick Claims unit within the required reporting time frame established by the respective unit(s). **NOTE: For motor vehicle accidents, use the DA2041, not the DA2000. REMINDER: Take pictures from all angles and when submitting pictures, indicate the direction of view.**

The **supervisor** of the work unit involved is responsible for conducting the incident/accident investigation and completing all related forms, including reviewing forms prepared by subordinates. Review of forms will be documented by the Supervisor by initialing the form in the lower right hand corner. Others, such as the CPRA Loss Prevention (Safety) Coordinator (may be involved depending upon the nature and severity of the incident/accident. Copies should be retained at the Regional or Division level.

EMPLOYEE ACCIDENT/INCIDENT INVESTIGATION PROCEDURES:

Employee Reporting

1. When an **employee** is involved in any type of accident, incident or near accident, he or she must report it during the shift the accident, incident or near accident occurs to his immediate supervisor.

2. The supervisor of the injured employee shall immediately contact the agency's Fleet Manager (if it involves a state vehicle, boat, etc.), Human Resources Division and/or the Loss Prevention (Safety) Coordinator and obtain required direction and paperwork for post-accident drug testing (if required) of the employee involved. A representative of the agency shall transport the employee being tested to and from the testing site.

3. AFTER ACQUIRING NECESSARY MEDICAL AID FOR INJURED PERSON(S), the supervisor shall follow these steps in investigating the accident.

4. The supervisor of the injured employee will conduct the accident investigation using the required accident investigation form as soon as he or she is notified of the accident/incident.

5. CPRA's Loss Prevention (Safety) Coordinator shall be notified immediately regarding any accident/incident. The Loss Prevention (Safety) Coordinator will assist in investigating any major incident involving a fatality of an employee, serious employee injuries and/or hospitalization or extensive property damage.

Care should be taken at any accident scene to prevent additional injuries to employees and the public from damaged electrical equipment, weakened structural objects, toxic substances, or other potentially hazardous conditions. The accident investigation should take place as soon as possible after the accident. Accident Reporting Instructions are located in all vehicle tins. Photographs of the accident scene should be part of the accident investigation report.

Investigate: Interviewing injured employees and witnesses:

1. Conduct interviews as soon as possible while information is still fresh in witnesses' minds. Try to avoid letting witnesses discuss the incident or compare notes before interview.

1. Let witness narrate what happened in his own words with very little interruption.

3. Ask questions to complete witnessed account.

4. Review the event with the witness as you understand it from his description, then correct any misunderstanding.

5. Ask witness for his/her recommendations to prevent a recurrence of the accident.

6. Take pictures from all angles to document the scene.

7. Secure any objects that may have contributed to the incident/accident.

8. The supervisor shall take all necessary corrective action within his/her authority to prevent recurrence of the incident. If the supervisor cannot take permanent corrective measures immediately, then the supervisor will take those temporary steps necessary to render the area safe until the permanent solution can be implemented. The supervisor should use the Work Order System (Hazard Notification Email) to follow up on the completion of corrective measures that have not been taken.

Accidents requiring accident investigation reports:

All employee accidents, regardless of the type or severity, require investigation on Form DA 2000.

Completing an Employee Accident Investigation Form (DA 2000)

First Page:

1. Record the state agency where the accident occurred.

2. Record the date and time that the accident occurred.

3. Record the date and time that the accident was reported.

4. Record the injured person's name.

5. Record the injured person's title. If the injured is not a State employee refer to “Injury to the Public” section of this manual.

6. Give the name of the employee's supervisor at the time of injury.

7. Record a description of how the accident occurred (use additional sheets if necessary).

8. Give the parish where the accident occurred.

9. Give the parish where the employee is domiciled.

10. Indicate if medical treatment was required.

11. Give the exact location of the accident (doorway in Room 320, north hallway, etc.)

12. Give the name(s) of any witnesses.

13. Record the name of the person completing this section of the report (it may differ from the person completing the next section).

14. Have the person completing the report sign the form where required.

15. Record the date this section of the report was completed.

Second Page (Management Section):

16. Record the name of the person completing this section of the report.

17. Record title of the person completing this section of the report.

18. Indicate if the person completing this section has been trained in accident investigation.

19. Indicate if equipment was involved.

If so, list:
(a) The type of equipment.
(b) If there is a job safety analysis (JSA) for the procedure.
(c) The date the last JSA was performed.

20. Indicate if a similar incident has occurred.

21. Indicate if a similar incident has occurred involving the same employee.

22. Indicate if a similar incident has occurred involving the same location.

23. Indicate if the actual accident site was visited during the investigation.

If so, list:
(a) The date and time the visit was made.
(b) Whether or not pictures were taken and if they are available for viewing.
(c) If no site visit was made, give the reason why it wasn't.

Root Cause Analysis Section:

All accidents can be broken down to either an unsafe or improper procedure conducted by an employee (i.e., not wearing proper personal protective equipment during a task) or an unsafe condition (a wet floor, torn carpet, etc.).

This section allows management to determine the true cause of the accident and take proper corrective action to prevent future accidents. Check the appropriate boxes in the appropriate section to determine the true cause of the accident. This section is often not completed because the person doing the report reasons

that the incident does not fit into either category, like a seizure. If an employee has a seizure, they are normally on medication and they failed to take it that day. This would be an unsafe act on the part of the employee. This, or similar reasoning can be applied to most incidents when the cause is somewhat vague. Under "Unsafe Condition" there are 5 questions:

1. Why did the condition exist? Example: wet floor; The floor had just been mopped.

2. Contributing factors (if any): In the above example, the floor was wet and there were no warning signs posted.

3. Immediate action taken to prevent recurrence: Signs would be posted and/or the area would be blocked from traffic.

4. Long range action to be taken: Training would be given to the cleaning staff regarding posting signs when mopping.

5. What additional assistance is needed to prevent recurrence? If the cleaning staff is contracted, you might request that they do their mopping either before or after regular work hours.

PUBLIC ACCIDENT/INCIDENT REPORTING:

All accidents/incidents involving the public must be investigated and all facts documented.

PROCEDURES

Accident/Incident Response

Emergency medical attention should be called for anyone who has sustained a serious injury.

Investigate: injured visitors and witnesses:

1. The supervisor of the area in which the accident occurred is responsible for conducting the accident investigation.

2. Record the names, addresses and phone numbers of any witnesses to the incident on the accident investigation report.

3. The following accident investigation techniques are to be used in the investigation of injuries to members of the private sector.

Investigation Questions:

1. What was the injured doing when the accident occurred?

2. What was the exact time and location of the accident?

3. What was the physical condition of the area at the time of the accident?

4. If the accident was a slip/fall type, what caused the fall?

5. What kind of shoes did the injured have on?

6. Was the surface dry or wet?

7. Was there an obstruction on the walkway?

8. Was the injured in an authorized/unauthorized area at the time of the accident?

9. What immediate or temporary action could have prevented the accident or minimized its effect?

10. Had corrective measures been recommended but not implemented?

Interviewing injured person(s) and witnesses:

1. Conduct interviews as soon as possible while information is still fresh in witnesses' minds.

2. Let witness narrate what happened in his/her own words with very little interruption.

3. Ask questions to complete witness account.

4. Review with the witness the event as you understand it from his/her description, and then correct any misunderstanding.

5. Ask employee witness for recommendations to prevent a recurrence of the accident. Having the employee witness make corrective recommendations reinforces the fact-finding objective of the accident investigation.

Corrective measures:

1. The supervisor will take all necessary corrective action within his/her authority to prevent a recurrence of the incident.

2. If the supervisor cannot initiate permanent corrective measures immediately, then the supervisor will take those temporary steps necessary until a permanent solution can be implemented.

3. The supervisor should use the Hazard Notification Email to follow up on the completion of corrective measures that have not been taken.

Accidents requiring public accident investigation reports:

1. Any accident in which a member of the public is involved on CPRA premises requires a Visitor/Client Accident Reporting Form (DA-3000) to be completed. (This form can be found on the ORM Loss Prevention website at: http://doa.louisiana.gov/orm/word/DA3000.doc)

2. The supervisor of the area in which the accident occurred is responsible for the completion of this report.

Completing a Visitor/Client Accident Investigation Form (DA-3000)

1. Record the Agency name and location code (if known).

2. Record the date and time the accident occurred.

3. Record the name of the person involved in the accident.

4. Record the home address of the person involved in the accident.

5. Record the telephone number of the person involved in the accident.

6. Interview the person who had the accident and record how the accident happened.

7. Indicate if anyone asked the person who had the accident if they are injured.

8. Record whether or not the person who had the accident reported any injury to their body.

9. Record whether or not the person who had the accident indicated where they were hurt and list the body part involved.

10. Record whether or not medical care was offered to the person who had the accident.

11. Indicate whether or not the person who had the accident accepted or declined medical care.

12. Indicate if there were any witnesses to the accident.

13. Record the name, address and phone number of any witnesses to the accident.

14. Indicate if there are any witness statements attached to this form.

15. Give a detailed description of the accident location. (The accident victim fell on a flat, unobstructed section of smooth concrete just outside the front entrance to the building.) Indicate if the building is state-owned or leased.

16. Indicate if you notice anything regarding the accident that differs from the victim's account of the accident and briefly tell what it is.

17. If the weather that day could be a factor in the accident, check what the weather was. If not, check off "weather not a factor".

18. Check any of the conditions listed that pertain to the accident being investigated.

19. Tag any pieces of evidence pertaining to the accident with the individual's name and the accident date. Take any items damaged in the accident out of service. If you are investigating the accident a few days following its occurrence and this wasn't done and the relevant item is missing, check the box indicating that this wasn't done.

20. Record whether or not the person was authorized to be in the area where the accident occurred.

21. Indicate whether any employees observed anything before or after the accident that pertains to it and get a statement. If no one does, check the "no" box.

22. Indicate whether or not management had received a report prior to the accident that an unsafe condition existed.

23. Indicate if pictures were taken and are attached.

24. List the name and title of the person completing the report and the date it was completed.

Submit completed forms to the Loss Prevention (Safety) Coordinator to keep on file and maintain a copy in your records.

In the event of a fatality, or near fatality, the ORM Sedgwick Loss Prevention Unit and the Claims Unit shall be contacted immediately by either the employee's immediate supervisor or one of the following: CPRA Human Resources, the Fleet Manager/designee (Driving Coordinator) or the CPRA Loss (Safety) Prevention Coordinator.

If there is **property loss** (buildings, contents, equipment breakdown, or employee bond or crime losses), the ORM Form "Reporting Property Loss" must be completed. For completed details, see the Bonds, Crime, and Property Program in the CPRA Loss Prevention Plan.

CATEGORY 10: PERSONAL PROTECTIVE EQUIPMENT (PPE)	
ORIGINATION DATE: APRIL 1, 2017	**LAST UPDATED:**

All CPRA personnel with job duties conducting any kind of inspections or field-work, should anticipate encountering hazardous conditions in terms of air, water, soil, or contaminations. The Agency purchases the proper PPE for all types of work conditions.

Minimum PPE consists of steel-toed boots, hard hats, safety glasses, and hearing protection.

Staff riding in water vessels for any reason are required to have a personal flotation device. The lifejackets are provided by the CPRA through the specific section/division.

All safety-related items should be requested through the employee's supervisor or Division Chief and then forwarded to the Chief Financial Officer to approve the purchase.

CATEGORY 11: JOB SAFETY ANALYSES (JSAs)	
ORIGINATION DATE: APRIL 1, 2017	**LAST UPDATED:**

The CPRA has not had incidents/accidents specifically related to a workstation, equipment, tools, or processes that have resulted in a trend, death or change in job procedures or equipment; therefore, no JSA's have been developed.

If JSA's are developed, the CPRA maintains the three objectives in developing job safety analysis as follows:

- To systematically evaluate jobs and work methods to eliminate hazards and potential hazards,
- To assist in the teaching of safe work procedures,
- To provide a framework for incident/accident analysis.

PROCEDURES FOR JOB SAFETY ANALYSIS

When to Perform a Job Safety Analysis – A job safety analysis shall be performed on all jobs that have resulted in an incident/accident trend, death, or a change in a job procedure/equipment.

Job Safety Analysis Procedures

Step 1: Select the Job – In selecting jobs to be analyzed and in establishing the order of analysis, the following factors should be considered. They are listed in order of importance.

1. Occurrence of Injuries: Jobs that have produced an incident or accident trend, or death, during the past five years shall be analyzed.

2. Frequency of Accidents: Jobs that repeatedly produce accidents (trends) are candidates for a job safety analysis. The greater the number of accidents associated with the job, the greater the priority for a job safety analysis. Subsequent injuries indicate that preventive action taken prior to their occurrence was not successful.

3. Potential Severity: Some jobs may not have a history of accidents but may have the potential for severe injury or property damage. The greater the potential severity, the greater its priority for a job safety analysis.

4. New Jobs or a Change in a Job: New operations created by changes in equipment or processes obviously have no history of accidents, but their accident potential should be fully appreciated. A job safety analysis shall be made on every new job with potential hazards. Analysis should not be delayed until an accident or incident occurs.

5. Death: Any accident that caused the death of an employee shall have a job safety analysis made as part of the investigation.

Step 2: Perform the Analysis - The supervisor/foreman or the Agency Loss Prevention Representative responsible for the task shall perform the job safety analysis using the Job Safety Analysis Worksheet (JSA-1-00). The supervisor or safety officer shall conduct the job safety analysis with the help of employees who regularly perform the task. The job being analyzed shall be broken down into a sequence of steps that describe the process in detail. Avoid two common errors:

1. Making the breakdown too detailed so that an unnecessarily large number of steps result; or

2. Making the job breakdown so general that the basic steps are not distinguishable.

As a rule, the job safety analysis should contain less than 12 steps. If more steps are needed, the job should be broken into separate tasks.

Job safety analysis involves the following steps:

1. Selecting a qualified person to perform the analysis.

2. Briefing the employee demonstrating the task on the purpose of the analysis.

3. Observing the performance of the job, and breaking it into basic steps.

4. Recording and describing each step in the breakdown.

5. Reviewing the breakdown and description with the person who performed the task.

Select an experienced, capable, and cooperative person who is willing to share ideas. They should be familiar with the purpose and method of a job safety analysis. Sometimes it is difficult for someone who is intimately familiar with a job to describe it in detail; therefore, reviewing a completed job safety analysis before conducting one may help illustrate the terminology and procedure to be followed.

Review the breakdown and analysis with the person who performed the job to ensure agreement of the sequence and description of the steps. Variations of routine procedure should be analyzed also.

The wording for each step should begin with an action word such as "remove," "open," or "lift."

Step 3: Identify Hazards - Hazards associated with each step are identified. To ensure a thorough analysis, answer the following questions about each step of the operation:

1. Is there a danger of striking against, being struck by, or otherwise making injurious contact with an object?

2. Can the employee be caught in, by, or between the objects?

3. Is there a potential for a slip or trip? Can someone fall on the same level or to another?

4. Can employees strain themselves by pushing, pulling, lifting, bending, or twisting?

5. Is the environment hazardous to one's health (toxic gas, vapor, mist, fumes, dust, heat or radiation)?

Using the Safety Analysis Form (JSA-1-00), document hazards associated with each step. Check with the employee who performed the job and others experienced in performing the job for additional ideas. A reliable list may be developed through observation and discussion.

Step 4: Develop Solutions - The final step in job safety analysis is to develop a safe, efficient job procedure to prevent accidents. The principal solutions for minimizing hazards that are identified in the analysis are as follows:

1. Find a new way to do the job. To find an entirely new way to perform a task, determine the goal of the operation and analyze the various ways of reaching this goal. Select the safest method. Consider work saving tools and equipment

2. Change the physical conditions that create the hazard. If a new way to perform the job cannot be developed, change the physical conditions (such as tools, materials, equipment, layout, location) to eliminate or control the hazard.

3. Change the work procedure to eliminate the hazard. Investigate changes in the job procedure that would enable employees to perform the task without being exposed to the hazard.

4. Reduce the frequency of its performance. Often a repair or service job has to be repeated frequently because of another condition that needs correction. This is particularly true in maintenance and material handling. To reduce the frequency of a repetitive job, eliminate the condition or practice that results in excessive repairs or service. If the condition cannot be eliminated, attempt to minimize the effect of the condition.

   Reducing the number of times a job is performed contributes to safer operations only because the frequency of exposure to the hazard is reduced. It is, of course, preferable to eliminate hazards and prevent exposure by changing physical conditions or revising the job procedure or both.

   In developing solutions. general precautions such as "be alert," "use caution," or "be careful" are useless. Solutions shall precisely state what to do and how to do it. For example. "make certain the wrench does not slip or cause loss of balance" does not tell how to prevent the wrench from slipping. A good recommendation explains both "what" and "how." For example, "set wrench jaws securely on the bolt. Test its grip by exerting slight pressure on it. Brace yourself against something immovable, or take a solid stance with feet wide apart, before exerting slow steady pressure." This recommendation reduces the possibility of a loss of balance if the wrench slips.

   If a job or process is changed dramatically, it should be discussed with all personnel involved to determine the possible consequences of the changes. Such discussions check the accuracy of the job safety analysis and involve personnel in an effort to reduce job hazards.

Step 5: Conduct a Follow-up Analysis - No less than once per month, each supervisor/foreman should observe employees as they perform at least one job for which a job safety analysis has been developed. The purpose of these observations is to determine whether or not the employees are doing the jobs in accordance with the safety procedures developed. The supervisor should review the job safety analysis before doing the follow-up review to reinforce the proper procedures that are to be followed.

Step 6: Use of the Job Safety Analysis - The job safety analysis provides a learning opportunity for the supervisor and employee. Copies of the job safety analysis should be distributed to all employees who perform that job. The supervisor should explain the analysis to the employees and, if necessary, provide additional training.

New employees or employees asked to perform new tasks must be trained to use the safe and efficient procedures developed in the job safety analysis. New employees should be taught the correct method to perform a task before

dangerous habits develop, to recognize the hazards associated with each job step, and to use the necessary precautions to avoid injury or accidents.

Jobs that are performed infrequently require additional effort to minimize accident potential. Pre-job instruction addressing the points listed on the job safety analysis, will serve as a refresher to employees who may have forgotten some of the hazards in performing the task and the proper procedure to be used to avoid these hazards.

Finally, the job safety analysis is an incident/accident investigation tool. When incidents/accidents occur involving a job for which a job safety analysis has been performed, the analysis should be reviewed to determine if proper procedures were followed or if the procedures should be revised.

Step 7: Record Keeping - Job safety analysis forms should be maintained in the Division creating the documents and should be readily accessible to employees. An index naming the task, date the job safety analysis was completed, and date the analysis was revised should be maintained. A copy shall be sent to the Loss Prevention (Safety) Coordinator for the file.

CATEGORY 12: RECORD RETENTION	
ORIGINATION DATE: APRIL 1, 2017	**LAST UPDATED:**

To maintain compliance with the ORM record keeping requirements, CPRA will maintain the following information:

- Safety Inspection checklists: Forms shall be completed quarterly following a general safety inspection. The Floor Warden shall keep a copy for the area they cover for review at the next audit or compliance review and it shall be made available to the Loss Prevention (Safety) Coordinator or the Agency Executive Director and the Office of Risk Management's Loss Prevention Management upon request. Originals are sent to the Loss Prevention (Safety) Coordinator.
- Hazard Notification Emails (or other similar reporting forms): Used to identify potential hazards. Hazard Notification Emails are to be maintained by the supervisor and/or Floor Warden that submits the email and an electronic copy shall be sent to the Loss Prevention (Safety) Coordinator.
- Job Safety Analyses (if any are developed) These are to be maintained in the originating area and readily accessible to employees. A copy shall be sent to the Loss Prevention (Safety) Coordinator for the file.
- Post Incident/Accident Investigation Forms: Complete a DA2000 or DA3000 form for each incident/accident that occurs whether or not it requires medical expenses or lost time. Submit completed forms to the Loss Prevention (Safety) Coordinator to keep on file and the person completing the form shall maintain a copy.
- Safety Meetings and Training Documentation: Documentation is completed and maintained by the Loss Prevention (Safety) Coordinator for review at the next audit or compliance review. Documentation of required training (blood borne pathogens, drug-free workplace, and sexual harassment) is kept for a period of the previous five years.

CATEGORY 13: BLOODBORNE PATHOGENS PROGRAM	
ORIGINATION DATE: APRIL 1, 2017	**LAST UPDATED: MARCH 7, 2018**

The Bloodborne Pathogen standard is located in Title 29 of the Code of Federal Regulations (29 CFR), Part 1910.1030.

The CPRA does not have any employees classified as “High Risk.”

Bloodborne pathogens are microorganisms that are present in blood and can infect and cause disease in people. In our CPRA workplace settings, these microorganisms could be transmitted through contact with contaminated human blood and body fluids, or through exposure to insect and other vectors carrying the pathogen.

PURPOSE:

The purpose of this Program is to reduce or eliminate occupational exposure to blood and other potentially infectious materials to CPRA Personnel and other emergency personnel. This exposure control plan can minimize or eliminate exposure through the use of protective equipment, training, clean up procedures and medical protocol involving post exposure evaluation.

PROCEDURES:

A. The CPRA will use the 911 (Emergency Response system) to render medical attention when there is an excessive exposure to bodily fluids. In case of minor cuts, the Certified First Aid/CPR Personnel (if any) or employees in the section may assist the injured person if it at all possible without actually coming into contact with the wound.

B. All bodily fluids will be considered infectious regardless of the perceived status of the source individual. Procedures for providing first aid and disinfecting contaminated areas will duplicate those developed and used by the health industry.

EXPOSURE:

Workplace Exposure (office setting)

Common bloodborne pathogens that are a contact risk include:

- Human Immunodeficiency Virus (HIV)
- Hepatitis B Virus (HBV)
- Hepatitis C Virus (HCV)
- Non A, Non B Hepatitis Virus strains
- Viruses causing viral hemorrhagic fever (e.g. Ebola)

Workplace Exposure (field setting)

Employees in the field can also be exposed to vector-borne pathogens from vectors such as mosquitoes, ticks, mites and similar arthropods. These pathogens may include but are not limited to those causing the following diseases:

- West Nile and other types of Encephalitis
- Lyme disease
- Rocky Mountain spotted fever

Bloodborne pathogens are transmitted when contaminated blood or body fluids enter the body of another person. In the office workplace setting, transmission is most likely to occur through:

- An accidental puncture by a sharp object, such as a needle, broken glass, or other "sharps", contaminated with the pathogen.
- Contact between broken or damaged skin and infected body fluids
- Contact between mucous membranes and infected body fluids.

Unbroken skin forms an impervious barrier against bloodborne pathogens. However, infected blood or body fluids can enter your system through:

- Open sores
- Cuts
- Abrasions
- Acne
- Any sort of damaged or broken skin such as sunburn or blisters

Bloodborne pathogens can also be transmitted through the mucous membranes of the eyes, nose, or mouth. For example, a splash of contaminated blood to your eye, nose, or mouth could result in transmission.

There are also many ways that bloodborne pathogens are not transmitted. For example, bloodborne pathogens are not transmitted by:

- touching an infected person
- coughing or sneezing
- using the same equipment, materials, toilets, water fountains or showers as an infected person.

An exposure incident is an event resulting from the performance of an employee's duties in which there has been:

- A percutaneous (absorbed through the skin) injury involving a potentially contaminated needle or other sharp
- A splash of blood or other potentially infectious materials to the eyes, mouth, or mucous membranes
- Blood or other potentially infectious materials contacting broken skin

Methods of Compliance

It is important that you know which ways are viable means of transmission for the bloodborne pathogens in your workplace, and which are not. The Bloodborne Pathogen Standard specifies methods that are to be used to minimize the transmission of bloodborne pathogens in the work place. These methods include:

- Universal Precautions
- Engineering and Work Practice Controls
- Personal Protective Equipment (PPE)
- Appropriate Housekeeping Measures

Universal Precautions

Universal precautions generally apply to personnel working in medical facilities and include items creating a protective barrier such as gloves, gowns, protective eyewear, and aprons. Universal precautions apply to:

- blood
- bodily fluids containing visible blood
- semen
- vaginal fluid
- cerebrospinal
- synovial, pleural, peritoneal, pericardial, and amniotic fluids
- needles, scalpels and other sharp instruments

Work Practice Controls

The objective of engineering controls and work practice controls is the same: to reduce or minimize employee exposure to bloodborne pathogens. The difference between the two types of controls is that one isolates or removes the hazard from the workplace, while the other reduces the risk of exposure by altering how tasks are performed. Definitions and examples of each type of control are:

Engineering Controls - Controls that isolate or remove the bloodborne pathogens hazard from the workplace. *Examples: sharps disposal containers, self-sheathing needles, safer medical devices, such as sharps with engineered sharps injury protections and needleless systems*

Work Practice Controls - Controls that reduce the likelihood of exposure by altering the manner in which a task is performed. *Example: Prohibiting recapping of needles by a two-handed technique.*

Personal Protective Equipment

Bodily Fluid Clean-Up Kits (Personal protective gear) are located in each section with the First Aid Kit. Floor Wardens are responsible for the maintenance and replacement of these protective kits/items. The kits contain:

A. Disposable Gloves - should be worn where it is reasonably anticipated that employees will have hand contact with blood, other potentially infectious materials, non-intact skin, mucous membranes and when handling or touching contaminated items or surfaces.

B. Disposable Goggles, Face Mask, Apron and Shoe Covers - Will be worn whenever splashes, sprays, splatters, or droplets of blood or other potentially infectious materials may be generated and eye, nose or mouth contamination can be reasonably anticipated.

C. Clean-up Absorbent Pack - Sprinkle over the spill to solidify the blood and bodily fluids to assist in safer handling.

D. Scoop and Scraper - Used to pick up the solidified blood and bodily fluids.

E. Chlorine Concentrate - Use to clean contaminated surfaces. Follow instructions in the kits.(If necessary, substitute with a 10/1-bleach solution)

F. Suitable Towelettes - Use the towelette to clean your hands.

G. Biohazard Labeled Red Plastic Bags - All contaminated materials used in the treatment of injuries and the disinfecting and cleaning of the area are to be kept in a separate biohazard marked, self-closing container with a biohazard marked plastic bay liner.

These contaminated plastic bags will be sealed and handled only by trained personnel with latex rubber gloves and will be disposed of as required by law. The bags will be secured with no tears or leakage. Leaking and/or torn bags will be put into another intact plastic bag with biohazard markings.

The warning label must include the universal biohazard symbol and the term "biohazard" in a color that contrasts with the fluorescent orange, orange-red background, as illustrated below.

Warning labels must be affixed to containers of regulated waste containing blood or other potentially infectious material. Red bags or red containers can be substituted for labels.

PROCEDURES TO FOLLOW IF EXPOSED (SUPERVISOR):

A. Report the incident immediately to employee's supervisor, Floor Warden or the Loss Prevention (Safety) Coordinator.

B. An "Incident/Accident Investigation Form" will be filed by the supervisor and an Employer's Report of Occupational Injury or Disease Form" will be completed by the supervisor if necessary.

C. The supervisor will notify the Loss Prevention (Safety) Coordinator that an employee is being sent for predetermined evaluation of the exposure. An exposed employee may seek the services of his own physician.

D. Disposal of contaminated clothing, cleaning materials, sharps, and bodily fluids will be prearranged with a vendor capable of complying with all applicable regulations. Supervisors or Floor Wardens should contact the Loss Prevention (Safety) Coordinator to schedule proper cleanup and disposal.

POST-EXPOSURE ACTIONS AND FOLLOW-UP

Even the most comprehensive infection control program cannot guarantee that no accidental exposures to bloodborne pathogens will occur. Human error or an unexpected circumstance can result in a sudden injury or a splash of blood in an employee's eyes. For this reason, post-exposure management must be an integral component of a complete program to prevent infection following bloodborne pathogen exposure.

Upon exposure, it is critical that the individual is administered first aid and receives immediate medical treatment. Response actions are described below.

First Aid After Exposure

The following immediate first-aid actions should be taken following an exposure:

- The exposed person should immediately wash the site of exposure or cut with soap and hot water.

- If exposure is by splashes of infectious materials to the nose, mouth, or eyes, the affected area should be flushed extensively with water, saline or sterile irrigating solution.

- Document the routes of exposure, the biological material of exposure, and how the incident occurred.

- Seek medical attention as soon as possible. HIV prophylaxis is most effective if started within two hours of the exposure.

The U.S. Public Health Service (PHS) has published Guidelines for the Management of Occupational Exposures to HBV, HCV, and HIV and Recommendations for Postexposure Prophylaxis", which can be accessed at: http://www.cdc.gov/mmwr/preview/mmwrhtml/rr5011a1.htm

Even the most comprehensive infection control program cannot guarantee that no accidental exposures to bloodborne pathogens will occur. Human error or an unexpected circumstance can result in a sudden injury or a splash of blood in an employee's eyes. For this reason, postexposure management must be an integral component of a complete program to prevent infection following bloodborne pathogen exposure.

Provide the treating physician with:

- Route(s) of exposure.

- Circumstances of exposure

The treating physician will provide initial counseling about the exposure and any medications prescribed. Identify yourself as a CPRA employee. Keep any paperwork that you receive from the Emergency Department, as your follow-up physician will want to have these for review. The employee is entitled to seek his/her medical care of choice under Worker's Compensation. After being treated by the healthcare provider, Emergency Room staff will need to contact CPRA's Loss Prevention (Safety) Coordinator to fax the paperwork for a Worker's Compensation claim to be filed. The employee's supervisor will assist filling out the applicable form(s).

Approval for after working hours treatment is not required; the Emergency Room will provide a three day supply of medication if you require HIV prophylaxis.

Make an appointment with your healthcare provider as soon as possible for appropriate follow up. Tell the scheduler that you have had a blood or body fluid exposure. The provider will perform follow up studies and further counseling.

Medical Evaluation for Affected Employees

If you are injured or exposed, tell your supervisor immediately. Your supervisor is responsible for reporting your injury correctly. *Early treatment can significantly reduce the chance of disease transmission!*

An occupational exposure should always be considered an urgent medical concern to ensure timely post exposure management and administration of hepatitis B immune globulin (HBIG), hepatitis B vaccine, and/or HIV post- exposure prophylaxis (PEP). All CPRA employees, who have been identified as having exposure to blood or other potentially infectious materials during an situation, emergency or non•emergency, will be offered the Hepatitis B Treatment at no cost to the employee. The employee may decline and sign a statement of refusal (see Employee's Refusal to take Hepatitis B Vaccination). If any employee initially declines Hepatitis B Treatment, but at a later date decides to accept the vaccine, the vaccination shall then be made available at no cost to the employee. The immunization series should be started as soon as possible, but in no event later than 24 hours.

Record Keeping

Medical records must be kept for each employee with occupational exposure for the duration of employment plus 30 years, must be confidential and must include name and social security number; hepatitis B vaccination status (including dates); results of any examinations, medical testing and follow-up procedures; a copy of the healthcare professional's written opinion; and a copy of information provided to the healthcare professional.

- Training records must be maintained for three years and must include dates, contents of the training program or a summary, trainer's name and qualifications, names and job titles of all persons attending the sessions.
- Medical records must be made available to the subject employee, and anyone with written consent of the employee, but they are not to be available to the employer.
- Disposal of medical records must be in accord with standards covering access to records.

Training

Training schedule shall be contingent upon the level of exposure to BBP:

> **High Risk**: **Health Care Facilities/professionals and other high risk occupations identified through CPRA's Exposure Determination**.
>
> The CPRA does not have any employees classified as “High Risk.” Workers with occupational exposure shall receive training within 30 days of employment and at least once per year afterwards in an instructor led class.
>
> **Low Risk: General Office/Classroom personnel**
>
> All “Low Risk” employees shall participate in a Bloodborne Pathogen (BBP) training program within 30 days of employment and every five years thereafter. If a CPRA work unit experiences a BBP event, the employees of that unit shall be required to retrain within the following 60 days. The training shall be given during working hours and at no cost to the employee.

Avoid the Spread of Infection

- Wash hands and remove protective clothing before eating, drinking, smoking, handling contact lenses, applying lip balm or cosmetics
- Keep hands away from eyes, nose, mouth while cleaning
- Frequent hand washing is best defense against spreading infection

Summary

- Protect yourself on and off the job; know the facts
- Practice good personal hygiene
- Follow work rules, use gloves and protective clothing
- Wash your hands often after work or exposure
- Keep areas clean - report problems immediately to supervisors

EXPOSURE DETERMINATION

Risk levels for occupational exposures are determined by reviewing tasks and procedures detailed in the SF-3 "Position Description" associated with exposure to human blood, body fluids, or other potentially infectious materials (OPIMs) without regard to the use of personal protective equipment. As mentioned above, the CPRA does not have any employees classified as “High Risk.”

EMPLOYEE'S REFUSAL TO TAKE HEPATITIS B VACCINATION

I understand that due to my occupational exposure to blood or other potentially infectious materials, I may be at risk of acquiring Hepatitis B virus (HBV) infection. I have been given the opportunity to be vaccinated with Hepatitis B vaccine at no charge to myself. However, I decline this vaccine, and understand that I continue to be at risk of acquiring Hepatitis B, a serious disease. If in the future, I continue to have occupational exposure to blood or other potentially infectious materials and I want to be vaccinated with Hepatitis B vaccine, I can receive the vaccination series at no charge to me.

_____	_____
Signature	Witness
_____	_____
Employee's Social Security No.	Date

CATEGORY 14: FIRST AID PROGRAM	
ORIGINATION DATE: APRIL 1, 2017	**LAST UPDATED:**

The CPRA shall maintain a list of emergency telephone numbers that are posted on the bulletin boards of each floor's kitchen in the CPRA Headquarters Building and designated areas at the Regional Offices and other work areas. A first aid kit is also maintained in each floor's kitchen in the CPRA Headquarters Building and designated areas at the Regional Offices and other work areas.

Employees shall report any injury to his/her immediate supervisor as soon as possible but no later than the end of the shift during which the accident occurred. Employees are required to complete an Accident/Incident Report (DA2000) that provides a description of the accident and names of witnesses (if any**). If a physician is needed, the employee may be given an Employer's First Report of Injury Form for treatment to be given to the treating physician.** The employee will provide the agency with the treating physician's diagnosis of the injury and the length of time he/she is expected to be unable to work.

Should a visitor to any CPRA-leased building injure themselves while on the premises, notify the Loss Prevention (Safety) Coordinator. The Loss Prevention (Safety) Coordinator or designee will complete the Visitor/Client Accident Reporting Form (DA3000).

First Aid/CPR Training

Only someone who has completed a certified first aid or emergency response course or someone who has advanced medical training may administer first aid. Refresher training is required according to certification requirements. The training provided includes first aid for cuts, broken bones, animal bites, heat, heart attack (CPR), stroke, burns, and chemical exposure.

A list of all CPRA staff (if any) trained in First Aid/CPR will be available on the Safety Bulletin Board in each kitchen in the CPRA Headquarters Building as well as each Regional Office and other work areas.

First Aid Kit Inventory

A first aid supply kit lists the items in the kit. Floor Wardens (Safety Inspectors) will examine the First Aid Kits to inventory contents and insure that items with expiration dates are not expired. Missing or expired products shall be reported to the CPRA Loss Prevention (Safety) Coordinator.

Emergency Eye Wash

In such situations where this is needed, typical protocol calls for a minimum of 15 minutes constant flushing time. This normally cannot be achieved via the use of small, portable, disposable containers of fluid found in many first aid kits. A fixed flushing station that uses an unlimited supply of uncontaminated fluid (e.g., potable water) is preferable. No situations where this is believed to be needed have been identified in the CPRA Headquarters Building. CPRA Regional Offices or warehouses may have Emergency Eye Wash stations depending upon the work responsibilities at each location.

CATEGORY 15: EMERGENCY PREPAREDNESS PROGRAM	
ORIGINATION DATE: APRIL 1, 2017	**LAST UPDATED: MARCH 8, 2018** **PRIOR UPDATES: MAY 31, 2017**

The purpose of the CPRA Emergency Preparedness Program is to ensure that a plan is in place for the safe evacuation of all persons in the affected area and the rapid control of hazards during life threatening situations.

INTRODUCTION:

Emergencies, disasters, accidents, and injuries can occur in any setting and at any time without warning. Being prepared physically and psychologically to handle emergencies is an individual responsibility as well as an organizational one.

The purpose of this guide is to acquaint you with a plan for handling emergencies and to establish procedures to follow at work and at home.

Preparation is the key to minimizing the effects of emergencies. Know the answers to the questions BEFORE you have to use the information. WHERE ARE THE EXITS? HOW WILL VISITORS AND EMPLOYEES WITH DISABILITIES BE EVACUATED? ARE VITAL RECORDS PROTECTED? WHERE IS THE PLAN KEPT? WHERE ARE EMERGENCY NUMBERS POSTED?

The time that you spend researching and answering these questions can save lives and resources. Preparation will minimize panic and confusion. It allows a planned response rather than an undirected one. Always THINK before you act and then act quickly to limit your exposure to danger.

READ THIS GUIDE THOROUGHLY BEFORE AN EMERGENCY OCCURS. KNOW YOUR FLOOR WARDENS AND EMERGENCY PHONE NUMBERS.

This program includes procedures for:

- Establishing safe evacuation routes
- Preventing and controlling emergency situations
- Warning employees of actual or impending disasters and preparing them for possible evacuation or shelter in place

EMERGENCY EVACUATION PROCEDURE - BATON ROUGE HEADQUARTERS

Each person will evacuate the premises. All personnel should remain calm and obey the instructions of the Floor Warden and/or Fire Department personnel. Floor Wardens, Assistant Floor Wardens and/or Fire Department personnel are to be considered in charge of the situation during an emergency evacuation.

All personnel will proceed outside the building as indicated by the Evacuation Plan. Getting away from the building is imperative because fire equipment will arrive on the scene soon after the alarm sounds.

All employees shall check in with their designated floor warden. Floor wardens will be wearing a bright colored safety vest. Additionally, someone will be holding up a sign designating your reporting area. (Refer to the diagram of the Employee Parking lot at the end of this section and become familiar with where to report for check in.)

All personnel shall remain away from the building until the Loss Prevention (Safety) Coordinator, Floor Wardens or other authorities advise them it is safe to return to their assigned floors.

At the sound of the alarm:

EVACUATE: (Do not panic! Panic and confusion lead to injury)

- If safe to do so, shut down electrical equipment if you are in your office/cubicle
- Take your purses, brief cases (brief cases on rollers should be carried down steps, not allowed to just roll down the steps), car keys, etc. with you down the stairs (this is necessary in case we are not allowed back into the office building)
- Leave your office door open and the Floor Wardens will close it when they check their assigned areas
- Proceed to the closest exit or alternate exit if necessary; keep to the left side of the stairwell in single file
- Assist disabled employees or visitors; use the “buddy” system.
- Proceed quietly and orderly; remove high heels to avoid tripping on the stairs
- Do not carry food or drinks down the stairs with you

- DO NOT USE ELEVATORS
- DO NOT OPEN A DOOR if hot to the touch or smoke is present
- Once outside, go directly to your designated Assembly Area (AA) in the Employee Parking lot, report to your Floor Warden for check-in, remain there until given further instructions. Floor Wardens will check off your name on their roster.

EMPLOYEES and/or VISITORS:

- Do not use your cell phone to place calls until you reach your designated assembly area
- Follow building evacuation protocol
- Report exact location of any personnel with mobility issues to your Floor Warden

SUPERVISORS:

- Account for your employees
- Report to your designated Floor Warden in the Assembly Area

FLOOR WARDENS/ASSISTANT FLOOR WARDENS:

- Close all doors and ensure all staff/visitors evacuate the area
- Direct personnel to the evacuation route (primary or alternate)
- FOLLOW personnel through the evacuation route
- Report to your designated assembly area (AA)
- Floor Wardens account for personnel on your rosters and report to the Loss Prevention (Safety) Coordinator on the completeness of the evacuation from your designated area. Upon completion of evacuation, turn in original roster check list to Loss Prevention (Safety) Coordinator and keep a copy for your records.

EVACUATION OF PERSONS WITH DISABILITIES:

It is very likely that evacuations will involve disabled individuals. Persons with disabilities should provide their cell phone number to their floor warden for communication purposes.

The following information will be helpful in safe evacuation and communication during an emergency. Let Emergency Personnel know where persons with disabilities can be found. Involve the individual. They are the experts on their own disabilities, and how to best move them out of a building in an emergency. Make sure he/she understands what is

happening, and REMOVE THEM FROM SMOKE OR FUMES IMMEDIATELY.

Persons with Mobility Impairments

Persons having mobility impairments may or may not use wheelchairs. Ask him/her for instructions. Always consult wheelchair users about the number of people needed for assistance. Also, be aware that some wheelchair users use catheter leg bags, braces, oxygen, etc.

Those individuals having mobility impairments, who can ambulate in varying degrees, will need to:

1) **Report to an area of refuge** (these areas are located on the 2nd, 3rd and 4th floor next to the elevator and are denoted with a sign stating "AREA OF REFUGE").
2) **Press the "help phone" button** located on the panel next to the area of refuge signage. It will ring to an emergency phone located on the first floor in the vestibule on the north side of the building. When answered, advise the person of the stairwell that you will be located in, i.e. 3rd floor – West stairwell. This information will be reported to the Safety Coordinator and Fire Department personnel.

Visually Impaired Persons

Although most blind or visually impaired persons may be familiar with their immediate work area, it is necessary to:

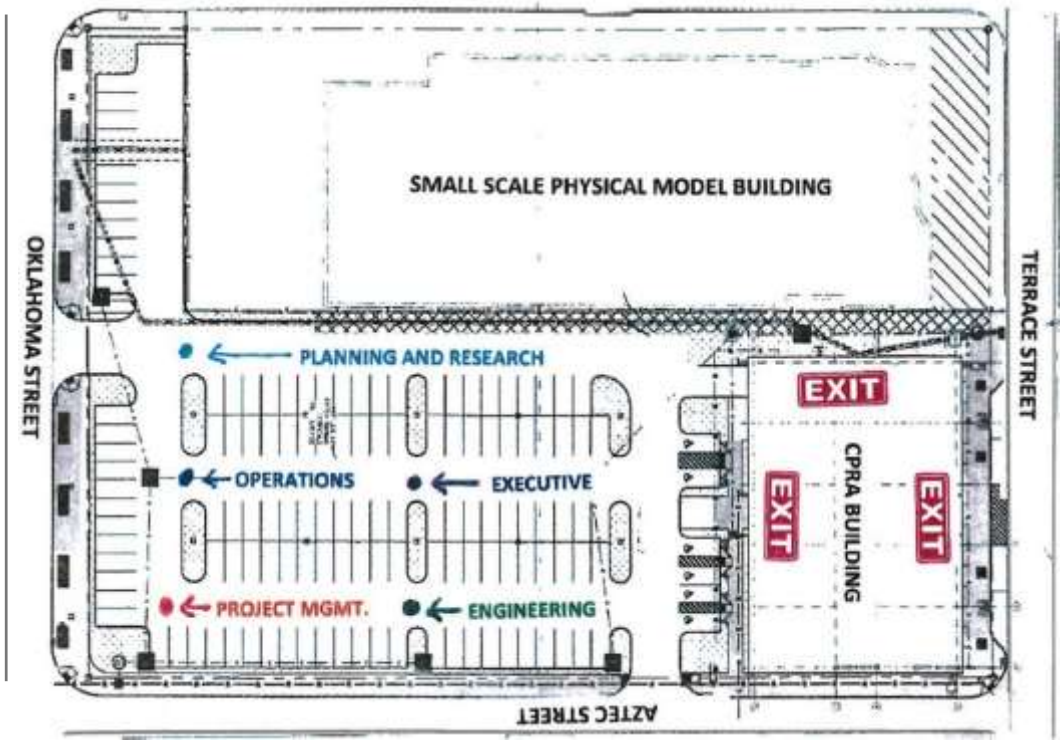
- Explain the nature of the emergency.
- Offer to guide him/her. As you walk explain your destination, where you are, any obstacles, which way you are going to turn, the number of steps, etc.
- Upon reaching safety, orient the individual to his/her surroundings. Ask if further assistance is needed.

Deaf, Hearing Impaired or Speech Impaired Persons

Communication varies with persons who are deaf, hard of hearing or speech impaired. Audible alarms may not be heard by them. It is important that everyone understand what is happening, how and where to proceed. To gain attention, tum light switch on and off, tap his/her shoulder, wave your hands, etc. Indicate through gestures, or in writing (short concise words), what is happening and what to do. Example: "Fire - out rear door to the right and down, leave NOW!"

SEE BELOW FOR YOUR DESIGNATED ASSEMBLY AREA

IN THE EMPLOYEE PARKING LOT



Emergency Fire Alarms and Drills

The occupants of the CPRA Headquarters Building and Regional Offices have a distinctive, reliable emergency signal that is capable of being heard in all areas of the facility. The CPRA Headquarters Building is also equipped with flashing lights which provide notification to CPRA's deaf employees. The owner of the building is responsible for testing this signal. Employees should be familiar with the warning signal and the subsequent instructions and follow those instructions along with the CPRA evacuation procedure. Emergency drills are coordinated with the owner of the building and are held annually.

The occupants of the Regional Offices also have a distinctive, reliable emergency signal that is capable of being heard in all areas of the facility. The owner of the building is responsible for testing this signal. Employees should be familiar with the warning signal(s) and the subsequent instructions and follow those instructions along with the evacuation procedure.

Fire Extinguishers

Fire extinguishers are the responsibility of the building owner. Building management is responsible for coordinating the inspection of all fire extinguishers. At CPRA Headquarters, fire extinguishers are inspected quarterly by the Floor Warden and any extinguisher found to be out of inspection shall be reported to the Loss Prevention (Safety) Coordinator. Each Floor in the CPRA Headquarters Building has at least one fire extinguisher. Each floor at Regional Offices or other work areas must have at least one fire extinguisher. Fire extinguisher locations are clearly marked. All employees should become familiar with the locations of fire extinguishers.

Natural Disasters at Home and at Work (ex. hurricanes, floods, or tornadoes)

The following are some suggested procedures for handling natural disasters both at home and at work:

- Formulate plans to isolate people from potential hazards.
- Only enter disaster areas if it is essential.
- Do not bring lanterns, torches, or lit cigarettes into buildings that have been flooded or damaged because of the possibility of leaking gas lines or flammable materials.
- Do not touch fallen or damaged electric wires.
- Immediately leave the area upon discovering a leaking gas line.
- When a tornado warning is issued, take shelter immediately. The warning indicates that a tornado has been sighted in the area. Protect yourself from falling objectives and flying debris. If time permits, the top floors of the building will be evacuated and the employees will proceed to the first floor of the building using the emergency procedures or as directed by the

Floor Wardens. The best protection is an underground shelter or ditch or a steel-framed or reinforced concrete building. If no shelter is available, go to the inner hallway of the lowest floor of the building. If there is no time to descend to the first floor, employees should use the interior stairwell for shelter. Stay away from the outside perimeter walls. This will give protection from flying debris.

- Groups should stay together until authorized to move back to their office or elsewhere.

Civil Disturbances

Protests, demonstrations, rallies, marches, strikes and similar gatherings are means for a mass of people to publically express a shared point of view. High visibility events, meetings and conferences for certain global organizations frequently attract anti-globalization demonstrators, global trade protesters and anarchists. Religious and ethnic conflicts as well as reactions to law enforcement operations can also lead to serious unrest. Although in most parts such gatherings remain orderly and peaceful, convergence and influence of international, national and local activist and affinity groups can result in unrest, arson, vandalism, riots or large scale civil disturbance with potential for serious impact on businesses.

Civil Disturbance considerations:

1. Restrict both employee and visitor movement in your area.
2. Prepare for evacuation or relocation.
3. Secure your area (lock doors, safes, files, vital records, etc.).
4. Notify local law enforcement immediately and then your Executive Director, Supervisor, Floor Warden or Loss Prevention (Safety Coordinator), if they have not been informed.
5. Verify that all security measures are working and enhance the security level to the extent that operations will allow.
8. Take actions to verify fire protection systems are ready.
9. Take actions to verify emergency power systems are ready.

Additional considerations for personnel remaining onsite during a civil disturbance:

1. Be aware of any curfews in effect. A curfew will limit the availability of employees. Employees may not have the opportunity to get to/from work. Schedule accordingly.
3. Ensure that employees remaining on property during the disturbance are able to contact their families. This may alleviate the problem of employees wanting to leave and go home.
4. Anticipate travel needs and challenges during civil disturbance in affected areas. Avoid the use of public transportation during the disturbance. Utilize one specific employee entrance. Only employees scheduled to work should be allowed access into the building.

Medical Emergencies

If you think a person requires immediate medical attention CALL 9-1-1

Unconscious Victims:
If rescuer IS trained in CPR and chooses to render CPR:
1. YELL FOR HELP and THEN HAVE SOMEONE CALL 911
2. Establish airway
3. Check for breathing
4. Check for circulation
5. Start ventilation or CPR if necessary

Unconscious Victims:
If Rescuer is NOT trained in CPR:
1. YELL FOR HELP and THEN HAVE SOMEONE CALL 911

Conscious Victims:
1. YELL FOR HELP and THEN HAVE SOMEONE CALL 911
2. Do not move the patient or allow the patient to move around
3. Try to control any heavy bleeding, wearing latex gloves and applying direct pressure on wound.
4. Try to keep the patient from going into shock by maintaining body temperature and elevating the lower extremities if possible

Proximity Threats

The CPRA is close to a **major interstate, railroad, the river and a variety of industries**. It is vulnerable to the effects of train derailments, spills or releases of hazardous materials (HAZMAT) and their effects. This could potentially result in injury to CPRA personnel and/or visitors and may require the need for evacuation or shelter in place. Regional Offices located out of the Baton Rouge area have their own plan to follow.

HAZMAT SPILLS/RELEASE and TRAIN DERAILMENTS

1. Notify the Executive Leadership, CPRA Safety Coordinator, Fire Department and Police (See "Emergency Notification Numbers" section).
2. Comply with directives from Emergency Personnel.
3. Depending upon the magnitude of the situation, you will be advised to either Evacuate (see Evacuation section) or Shelter in Place (see below).
4. TIME AND SAFTEY PERMITTING, shut down equipment

NATURAL GAS EMERGENCY PROCEDURE

A. General Guidelines

- Do not turn electrical switches on or off
- Do not use a telephone or cellular phone inside a building
- Do not use any potential ignition source or open flame
- If you know or suspect that someone is missing or trapped, inform your Floor Warden, Safety Coordinator or Executive Management
- Use common sense and never take risks that endanger you or others

B. Emergency Procedure – Smell Within Building

- Notify the Safety Coordinator or Executive Management to determine whether to call 911 and/or sound the fire alarm (doing so will not increase the fire risk)
- Evacuate the building via the shortest and safest route
- Do not use elevators – use stairways
- Without jeopardizing safety, open windows and exterior doors to ventilate the area
- Proceed to the exterior assembly area designated for your division
- Await arrival of emergency response personnel
- Return to the building only upon authorization by emergency response personnel

C. Trapped Within Building

- Close all doors between you and the gas leak
- Stuff cracks around the door with clothing or other materials
- Open windows and exterior openings for fresh air and ventilation
- Make yourself visible at a safe window or other exterior opening
- Call or signal for help
- If you have access to a telephone or cellphone, call 911 and provide your exact location

NOTE: The procedure for natural gas emergencies are substantially similar to that for fire emergencies. All employees should be fully knowledgeable of these procedures and also know the identity of their Floor Warden. Designated exterior assembly areas are identified on the diagram in Category 15 of the Safety Plan.

SHELTER IN PLACE PROCEDURES (IF REQUIRED FOR A HAZARDOUS MATERIALS RELEASE OR WEATHER THREAT)

1. Notify all employees and visitors.
2. Bring everyone into room(s) and shut the door(s).
3. If there are visitors in the building, provide for their safety by asking them to stay and not leave the building. When authorities provide directions to shelter-in-place, they want everyone to take those steps immediately, where they are, and not drive or walk outdoors.
4. Unless there is an imminent threat, ask employees and visitors to call/text their emergency contact to let them know where they are and that they are safe. For the main phone number, turn on call-forwarding or change the recording to indicate that the office is currently closed, and that staff and visitors are remaining in the building until authorities advise it is safe to leave.
5. Close and lock all windows, exterior doors, and any other openings to the outside.
6. If you are told there is danger of an explosion, close the window blinds.
7. Contact CPRT building maintenance to turn off all fans, heating and air conditioning systems. Some systems automatically provide for exchange of inside air with outside air - these systems, in particular, need to be turned off, sealed, or disabled.
8. Gather essential disaster supplies, such as nonperishable food, bottled water, battery powered radios, first aid supplies, flashlights, batteries, duct tape, plastic sheeting, and plastic garbage bags.
9. Select interior room(s) above the ground floor, with the fewest windows or vents. The room(s) should have adequate space for everyone to be able to sit in. Avoid overcrowding by selecting several rooms if necessary. Large storage closets, utility rooms, kitchen areas, copy and conference rooms without exterior windows will work well. Avoid selecting a room with mechanical equipment like ventilation blowers or pipes, because this equipment may not be able to be sealed from the outdoors.
10. If possible, it is ideal to have a hard-wired telephone in the room(s) you select. Call emergency contacts and have the phone available if you need to report a life-threatening condition. Cellular telephone equipment may be overwhelmed or damaged during an emergency.
11. Use duct tape and plastic sheeting (heavier than food wrap) to seal all cracks around the door(s) and any vents into the room.
12. Keep a list of names of everyone in the room.
13. Listen to the radio or television until you are told all is safe or you are told to evacuate. Local officials may call for evacuation in specific areas at greatest risk.

Workplace Violence

By understanding the cause of the violence we will be better able to eliminate, reduce or manage the risk of it occurring. There are four main types of work related violence:

- **Criminal violence** - Violence perpetrated by individuals who have no relationship with the organization or victim. Normally their aim is to access cash, stock, drugs, or perform some other criminal or unlawful act.
- **Service user violence** - Violence perpetrated by individuals who are recipients of a service provided in the workplace or by the victim. This often arises through frustration with service delivery or some other by-product of the organizations core business activities.
- **Worker–on-worker violence -** Violence perpetrated by individuals working within the organization; colleagues, supervisors, managers etc. This is often linked to protests against enforced redundancies, grudges against specific members of staff, or in response to disciplinary action that the individual perceives as being unjust.
- **Domestic violence** - Violence perpetrated by individuals, outside of the organization, but who have a relationship with an employee e.g. partner, spouses or acquaintances. This is often perpetrated within the work setting, simply because the offender knows where a given individual is during the course of a working day.

Escalating behaviors that could potentially lead to workplace violence include, but are not limited to:

Behaviors	**Suggested Response**
Confusion	
Behavior characterized by bewilderment or distraction. Unsure or uncertain of the next course of action.	• Listen to their concerns. • Ask clarifying questions. • Give them factual information.
Frustration	
Behavior characterized by reaction or resistance to information. Impatience. Feeling a sense of defeat in the attempt of accomplishment. May try to bait you.	• See steps above. • Relocate to quiet location or setting • Reassure them. • Make a sincere attempt to clarify concerns.
Blame	
Placing responsibility for problems on everyone else. Accusing or holding you responsible. Finding fault or error with the action of others. They may place blame directly on you. Crossing over to potentially hazardous behavior.	• See steps above. • Disengage and bring second party into the discussion. • Use teamwork approach. • Draw client back to facts. • Use probing questions. • Create “yes” momentum.
Anger – Follow Up Action Required	
Characterized by a visible change in body posture and disposition. Actions include pounding fists, pointing fingers, shouting or screaming. This signals very risky behavior.	• Use venting techniques. • Don’t offer solutions. • Don’t argue with comments made. • Prepare to evacuate or isolate. • Contact supervisor and/or security.

Hostility – Follow Up Action Required	
Physical actions or threats which appear imminent. Acts of physical harm or property damage. Out-of-control behavior.	• Disengage and evacuate. • Attempt to isolate person if it can be done safely. • Alert supervisor and contact security immediately.

Never attempt to handle a situation alone or in a building or other work area that is out of hearing range of other employees.

Active Shooter (All locations)

An active shooter is an armed person who has used deadly physical force on other persons and continues to do so while having unrestricted access to additional victims. The motives for these behaviors can range from rage, vengeance, to mental dysfunction. Unlike most criminals, active shooters are likely to continue to use deadly physical force until intervention occurs or until the shooter decides to stop.

What Employees Should Know:

If you ever find yourself in the middle of an active shooter event, your survival may depend on whether or not you have a plan. The plan doesn't have to be complicated. There are three things you can do that make a difference: **Run. Hide. Fight.**

RUN. First and foremost, if you can get out, do so. Always try to escape or evacuate, even when others insist on staying. Encourage others to leave with you, but don't let them slow you down with indecision. Remember what's important: you, not your stuff. Leave your belongings behind, and try to find a way to get out safely. Trying to get yourself out of harm's way needs to be your number one priority. Once you are out of the line of fire, try to prevent others from walking into the danger zone and call 9-1-1.

When an active shooter is in your vicinity:

- If there is an escape path, attempt to evacuate.
- Leave your belongings behind. Help others escape if possible.
- Prevent others from entering the area. Call 9-1-1 when you are safe.

HIDE. If you can't get out safely, you need to find a place to hide. Act quickly and quietly. Try to secure your hiding place the best you can. Turn out lights, and if possible, remember to lock doors. Silence your ringer and vibration mode on your cell phone. If you can't find a safe room or closet, try to conceal yourself behind large objects that may protect you. Do your best to remain quiet and calm.

- If an evacuation is not possible, find a place to hide.
- Lock and/or blockade the door. Silence your cell phone.
- Hide behind large objects.
- Remain very quiet.

Your hiding place should:

- Be out of the shooter's view.
- Provide protection if shots are fired in your direction.
- Not trap or restrict your options for movement.

FIGHT. As a last resort, if your life is at risk, whether you are alone or working together as a group, fight! Act with aggression. Improvise weapons. Disarm him and commit to taking the shooter down, no matter what.

As a last resort, and only if your life is in danger:

- Attempt to incapacitate the shooter. Act with physical aggression. Improvise weapons.
- Commit to your actions.

9-1-1. Try to be aware of your environment. Always have an exit plan. Know that in an incident like this, victims are generally chosen randomly. The event is unpredictable and may evolve quickly. The first responders on the scene are not there to evacuate or tend to the injured. They are well-trained, and are there to stop the shooter.

When law enforcement arrives:

- Remain calm and follow instructions.
- Keep your hands visible at all times.
- Avoid pointing or yelling.
- Know that help for the injured is on its way.

Aircraft Disasters

Federal, state, and local authorities will assist once notification is received. Follow agency emergency action plan.

Terrorist Threats (include biological weapons, bomb scares/bombings, chemical attacks, cyber attacks, nuclear weapons, suspicious mail)

Every threat should be taken seriously. If a bomb threat is received by mail, message, or telephone, record in writing the time and type of threat, location of bomb, expected time of detonation, if it is a male or female voice, and any other important information. If the threat is received by phone, keep the person on the phone as long as possible to determine any unusual voice characteristics such as raspiness, hoarseness, or stuttering. Try to notice any background noises. Ask why the bomb was placed there and whom the caller wishes to hurt. Use the checklist at the end of this section to obtain information.

DO NOT HANG UP THE PHONE WHEN THE CALL ENDS. POLICE MAY BE ABLE TO REVERSE TRACE THE CALL.

Report a bomb threat to a supervisor, Floor Warden or the Loss Prevention (Safety) Coordinator, who will contact the proper authorities. The phone number of local law enforcement is available to have near your desk. See Category 16 of this Plan - “Emergency Notification Numbers.”

DO NOT use a cell phone in or near the building or during the evacuation as this could trigger the bomb. Do not return to your work area until you received the all-clear signal by the authorized person.

BOMB THREAT CHECKLIST

Date: _____

Time Received (call; email; package):_____

Time Caller Hung Up:_____

Receiving Phone Number:_____

Originating email address:_____

Package addressee:_____

Package return address:_____

Ask Caller:
• Where is the bomb located? (Building, Floor, Room, etc.)
• When will it go off?
• What does it look like?
• What kind of bomb is it?
• What will make it explode?
• Did you place the bomb? Yes / No
• Why?
• What is your name?

Exact Words of Threat:

_____
_____
_____
_____

Information About Caller:
• Where is the caller located? (Background and level of noise)
• Estimated age:
• Is voice familiar? If so, who does it sound like?

Caller's Voice:

__Accent
__Angry
__Calm
__Clearing throat
__Coughing
__Cracking voice
__Crying
__Deep
__Deep breathing
__Laughter
__Lisp
__ Loud
__Male
__Nasal
__Normal
__Ragged
__Rapid
__Raspy
__Distinct
__Slurred
__Excited
__Female
__Soft
__Stutter
__Slow
__Disguised

Background Sounds:
__Animal Noises
__House Noises
__Kitchen Noises
__Street Noises
__Booth
__PA system
__Conversation
__Music
__Clear
__Local
__Long distance
__Static
__Factory machinery
__Office machinery
__Motor

Threat Language:
__Incoherent
__Message read
__Taped
__Irrational
__Profane
__Well-spoken

Other Information:

_____
_____
_____
_____
_____

Winter Storms

Winter storms in Louisiana may be accompanied by dangerously low temperatures and sometimes by strong winds, icing, sleet and freezing rain. One of the primary concerns is the loss of heat, power and communications services to your home or office, sometimes for days at a time.

People die in traffic accidents on icy roads and of hypothermia from prolonged exposure to cold. It is important to be prepared for winter weather before it strikes.

In most cases, state office buildings will be closed and personnel instructed to stay home. Here are some tips to prepare for a winter storm where you live.

Before the storm approaches, add the following supplies to your emergency kit:

- Rock salt or more environmentally safe products to melt ice on walkways
- Sand to improve traction
- Sufficient heating fuel and store a good supply of dry, seasoned wood for your fireplace or wood-burning stove
- Adequate clothing and blankets to keep you warm

Make a Family Communications Plan. Your family may not be together when disaster strikes, so it is important to know how you will contact one another, how you will get back together and what you will do in case of an emergency.

Listen to a NOAA Weather Radio or other local news channels for critical information from the National Weather Service (NWS). Be alert to changing weather conditions. Minimize travel. If travel is necessary, keep a disaster supplies kit in your vehicle. Bring pets/companion animals inside during winter weather. Move other animals or livestock to sheltered areas with non-frozen drinking water.

Check the following items on your car:

- Antifreeze levels
- Battery and ignition system
- Brakes
- Exhaust system
- Fuel and air filters
- Heater and defroster
- Lights and flashing hazard lights
- Oil
- Thermostat
- Windshield wiper equipment

Additionally, you may want to include the following items in an emergency kit for your car:

- A shovel
- Windshield scraper and small broom
- Flashlight

- Battery-powered radio
- Extra batteries
- Water
- Snack food
- Matches
- Extra hats, socks and mittens
- First aid kit with pocket knife
- Necessary medications
- Blankets
- Tow chain or rope
- Road salt and sand
- Booster cables
- Emergency flares

At home, maintain heating equipment and chimneys by having them cleaned and inspected every year. Insulate pipes with insulation or newspapers and plastic and allow faucets to drip a little during cold weather to avoid freezing.

Keep fire extinguishers on hand, and make sure everyone in your house knows how to use them. House fires pose an additional risk, as more people turn to alternate heating sources without taking the necessary safety precautions.

Learn how to shut off water valves in case a pipe bursts. Insulate your home by installing storm windows or covering windows with plastic from the inside to keep cold air out.

Carbon monoxide kills. Never use a generator, grill, camp stove or other gasoline, propane, natural gas or charcoal-burning devices inside a home, garage, basement, crawlspace or any partially enclosed area. Locate unit away from doors, windows and vents that could allow carbon monoxide to come indoors.

During winter storms, stay indoors. Walk carefully on snowy, icy, walkways. Avoid overexertion when shoveling snow. Overexertion can bring on a heart attack, a major cause of death in the winter.

Keep dry. Change wet clothing frequently to prevent a loss of body heat. Wet clothing loses all of its insulating value and transmits heat rapidly. Watch for signs of frostbite. If symptoms are detected, get medical help immediately.

If a winter storm traps you in the car:

- Pull off the highway. Turn on hazard lights and hang a distress flag from the radio antenna or window.
- Remain in your vehicle where rescuers are most likely to find you. Do not set out on foot unless you can see a building close by where you know you can take shelter.
- Run the engine and heater about 10 minutes each hour to keep warm. When the engine is running, open a downwind window slightly for ventilation and periodically clear snow from the exhaust pipe.

- Exercise to maintain body heat, but avoid overexertion, In extreme cold, use road maps, seat covers, and floor mats for insulation. Huddle with passengers and use your coat for a blanket.
- Eat regularly and drink ample fluids to avoid dehydration, but avoid caffeine and alcohol.
- Be careful not to waste battery power. Balance electrical energy needs – the use of lights, heat, and radio – with supply.
- Turn on the inside light at night so work crews or rescuers can see you.
- If stranded in a remote area, stomp large block letters in an open area spelling out HELP or SOS and line with rocks or tree limbs to attract the attention of rescue personnel who may be surveying the area by airplane.

After winter storms, go to a designated public shelter if your home loses power or heat during periods of extreme cold. Text SHELTER + your ZIP code to 43362 (4FEMA) to find the nearest shelter in your area.

Continue to protect yourself from frostbite and hypothermia by wearing warm, loose-fitting, lightweight clothing in several layers. Stay indoors, if possible.

NOTE: The Information included in this manual is not all inclusive, but covers most actions needing to be taken during emergencies. Common sense must prevail when instructions are not available or do not fit your particular needs. If you have questions concerning a unique situation not covered in this manual, contact the Executive Director or the CPRA Loss Prevention (Safety) Coordinator.

CATEGORY 16: EMERGENCY NOTIFICATION NUMBERS	
ORIGINATION DATE: APRIL 1, 2017	LAST UPDATED:

GENERAL:	
CPRA Executive Director	342-5362
CPRA Deputy Director	342-6749
CPRA Chief Financial Officer	342-4698
CPRA Human Resources	342-2354/342-8415
CPRA Safety Coordinator	342-4812
Ambulance	911
Police Department	911
Fire Department	911
Poison Control Center	800-222-1222
Report Toxic Chemical and Oil Spills	800-424-8802
Baton Rouge City Police	389-2000
East Baton Rouge Parish Sheriff	389-5000
State Police: Louisiana Troop A	754-8500
HOSPITALS:	
Baton Rouge General Hospital – Mid-City	387-7000
Our Lady of the Lake Hospital	765-6565
Woman's Hospital	927-1300
Baton Rouge General Hospital- Bluebonnet	763-4000
Lane Memorial Hospital	658-4000
AMBULANCE SERVICES:	
Acadian Ambulance Service	237-4300
Acadian Air Med Ambulance	800-259-3333
Regional Ambulance Service	275-1045

CATEGORY 17: HAZARDOUS MATERIALS AND HAZARD COMMUNICATIONS (GLOBAL HARMONIZING SYSTEM) FOR HAZARD COMMUNICATION	
ORIGINATION DATE: APRIL 1, 2017	**LAST UPDATED:**

The CPRA has conducted inspections of its Headquarters facility, vehicles, and other property that may contain hazardous materials. The need to have a hazardous materials program is not based on the quantity of certain chemicals. Instead, it is based on the exposure potential for employees to those materials. CPRA Headquarters does not have employees whose duties involve handling of hazardous materials.

CPRA Regional Offices have their own site specific safety plans.

If any, flammable and combustible materials, gas and other volatile chemicals, should be stored in appropriate containers. Containers should be clearly marked and stored in an area with appropriate ventilation.

APPENDIX A: CPRA POLICIES TO SUPPORT THE SAFETY PLAN	
ORIGINATION DATE: APRIL 1, 2017	**LAST UPDATED: APRIL 1, 2018**

CPRA Policies are located on its intranet and are accessible to employees at all times.

POLICY NUMBER	NAME
3	SUBSTANCE ABUSE & DRUG FREE WORKPLACE
9	WORKPLACE HARASSMENT/DISCRIMINATION
16	SEXUAL HARASSMENT
19	DRIVER SAFETY PROGRAM
20	VIOLENCE FREE WORKPLACE
35	WATER VESSEL OPERATOR SAFETY PROGRAM
38	EBOLA VIRUS DISEASE
39	RETURN TO WORK FOLLOWING COMPENSABLE INJURY/ILLNESS
44	POST ACCIDENT DRUG TESTING

NOTES	
ORIGINATION DATE: APRIL 1, 2017	**LAST UPDATED:**