



Associate Safety Handbook

Code of Safe Practices

It is our policy that everything possible will be done to protect associates, clients and visitors from accidents. Safety is a cooperative effort requiring participation by every associate. Failure by any associate to comply with safety rules will be grounds for corrective discipline. Supervisors shall insist that associates observe all applicable company, state and federal safety rules and practices and take action as necessary to obtain compliance.

To carry out this policy:

1. All associates shall follow these safety rules, render every possible aid to safe operations, and report all unsafe conditions or practices to one of our branch representatives and the client supervisor.
2. All associates shall be given regular accident prevention instructions.
3. Anyone known to be under the influence of drugs or an intoxicating substance which impairs the associate's ability to safely perform the assigned duties shall not be allowed on the job and shall be subject to disciplinary action.
4. Horseplay, scuffling, and other acts which tend to have an adverse influence on the safety or well being of the associates shall be prohibited.
5. Work shall be planned to prevent injuries in the handling of materials and in working together with specific equipment.
6. No one shall knowingly be permitted or required to work while the associate's ability or alertness is so impaired by fatigue, illness, or other causes that might unnecessarily expose the associate or others to injury.
7. Associates are instructed to ensure that all safeguards and other protective equipment (i.e. safety goggles, back brace, etc.) are in place and adjusted, and shall report deficiencies promptly to the supervisor.
8. When lifting heavy objects, the large muscles of the leg instead of the smaller muscles of the back shall be used. The weight should be limited to 50 pounds without assistance.
9. Work areas should be maintained in a neat, orderly manner. Trash and refuse are to be thrown in proper waste containers.
10. All injuries shall be reported promptly to the supervisor so that arrangements can be made for medical or first aid treatment.

Workers' Compensation

What is Workers' Compensation?

Workers' Compensation is insurance, which covers injuries, or illness as a result of **job related activity**. Almost all associates in California are covered by Workers' Compensation. When you begin working, you are covered the first minute you are on your job assignment.

We generally have the right to control your medical care following an injury or illness. We partner with designated clinics and doctors in the areas in which you will be working. In the event of an emergency, and if you are unable to report the injury to your employer, most medical facilities will treat you under Workers' Compensation.

Benefits

Workers' Compensation Law guarantees you three kinds of benefits:

1. Medical treatment for your injury
2. Rehabilitation services necessary to get you back to work
3. Payments to partially replace lost wages while you are temporarily disabled if you are unable to work for more than three (3) days. You will not be compensated for the first three (3) days that you are off.

How are the Benefits Paid?

Our Workers' Compensation insurance company will pay Doctor and Hospital expenses. You should never receive a bill. In the event that a bill for medical services is sent to you, please send it to our office and we will make sure the adjuster gets the bill.

If you are unable to work for more than three (3) days, you are entitled to compensation. Approximately two (2) weeks after reporting an injury, you will receive a compensation check and every two (2) weeks after that until you are released by your doctor to return to work. Payment will not be made for the first three (3) days unless you are hospitalized or unable to work for more than 14 days.

The California State Legislature determines the amount of the check.

Claims Reporting

What To Do If You Are Injured On The Job

It is important that all injuries are reported immediately to your local branch office, so you are properly cared for and receive assistance in finding the proper medical care provider. For all injuries, other than first-aid injuries, you will receive an Associate Claim for Workers' Compensation, Benefits Form DWC-1. This form must be completed and returned to your supervisor within 24 hours.

Complete the Report of Associate Claim form, sign and mail it to your local branch office. Keep a copy of this form for your records.

Along with the signed and completed Claim Form (DWC-1), we will send you an Associate Report of Accident/Exposure. Please complete this form and return it to your local branch office.

Worker's Compensation Fraud

The law states:

Anyone who knowingly makes a false statement to obtain or support a claim for Workers' Compensation benefits is guilty of fraud. Felony fraud convictions can be punishable by up to five (5) years in state prison and a fine up to \$50,000 or double the fraud, whichever is greater.

Return to Work Program

If you have an injury, physical restrictions may temporarily prevent you from doing your job. A program is available if you want to continue working.

We will attempt to place associates in productive, light duty assignments that are within your capabilities. Once in the program you will receive full pay instead of reduced pay required under the Workers' Compensation statutes. Your supervisor can give you full details regarding this program.

Questions or Problems

If you have any questions, ask your supervisor or ask our claims department for help in any matters that pertain to your claim. If your questions or problems have not been answered or resolved, you have the right to contact the consultants at the State Division of Workers' Compensation. Consultants are available at no cost to answer questions and review problems.

Other Benefits

State Disability Insurance (SDI) is often confused with Workers' Compensation. They are similar in what they provide, but there are important differences.

Workers' Compensation covers ON-THE-JOB injuries and illnesses and is paid for by the company. State Disability (SDI) covers OFF-THE-JOB injuries or illnesses and is paid for by deductions from your paycheck.

Safety Program

This pamphlet is your copy to keep. It explains safety rules and regulations along with our safety program. The pamphlet also explains your rights to Workers' Compensation Insurance Coverage if you are injured on the job. CAL/OSHA General Safety Order 3203 has been complied with by establishing an Injury and Illness Prevention Program.

A copy of the written program is available in our local branch office.

As an associate, you have the following rights and responsibilities under this program:

- To be advised of occupational safety and health hazards and receive training on safe work conditions, practices and personal protective equipment.
- To report ALL unsafe conditions to your supervisor immediately.
- To know the Code of Safe Practices for the general work area and for your job.
- If assigned to a client location, you must report any changes in job duties from the one you were sent to do.

Safety Communication Policy

It is our company policy to maintain open communication between management and staff on matters pertaining to safety. Your thoughts regarding safety are considered important and we encourage your active participation in our company safety program. Please feel free to express any of your safety concerns or suggestions during safety meetings, individually to your supervisor, or in writing on the safety suggestion form. Be assured that all safety suggestions will be given serious consideration and that each suggestion receives a response.

The company will provide current safety news and activities, safety reading materials, signs, posters, and a bulletin board to display current safety related issues.

Safety Policy Statement

It is our policy that accident prevention shall be considered of primary importance in all phases of operations and administration.

It is the intention of the company's management to provide safe and healthy working conditions and to establish and insist upon safe practices at all times by all associates.

The prevention of accidents is an objective affecting all levels of the organization and its activities. It is a basic requirement that each supervisor make the safety of associates an integral part of his or her regular management function. It is equally the duty of each associate to accept and follow established safety regulations and procedures.

Every effort will be made to provide adequate training to associates. For our associates assigned to client locations, the client shall handle this training. However, if an associate is unsure about how to perform a job safely, it is the associate's duty to ask a qualified person for assistance.

Associates are expected to assist management in accident prevention activities. Unsafe conditions must be reported. Fellow associates that need help should be assisted. Everyone is responsible for the housekeeping duties that pertain to their jobs.

Any injury that occurs on the job, even a slight cut or strain, must be reported to management as soon as possible. Under no circumstances should an associate leave a shift without reporting an injury.

Associates are solely responsible for injuries that are sustained during lunches or breaks as a result of horseplay, etc. When you have an accident, everyone loses: you, your family, your fellow workers and the company. Working safely is good practice for everyone.

Drug Testing Policy Pre-Employment / Post Injury Reasonable Suspicion or Just Cause

Every associate will be asked to submit to a pre-employment drug screen.

Associates who are injured while on an assignment will be required to submit to a post injury clinical drug test.

In addition, a Reasonable Suspicion / Just Cause for drug testing has been established. All associates will be required to submit to a drug test when a supervisor determines that there is "Reasonable Suspicion" to believe that an associate has violated our drug free policy. Reasonable suspicion may arise from:

- Abnormal or unusual behavior
- Information provided by a reliable source
- A work related accident
- Direct observation of substance possession and / or use
- Presence of physical symptoms of substance use (i.e.: glassy or bloodshot eyes, alcohol or odor on breath, blurred vision, poor coordination, and / or reflexes)
- Physical or verbal altercations
- Mood swings
- Increased inattentiveness and absent mindedness
- Increased hostility
- Deteriorating disciplinary incidents
- Substandard work
- Increased absenteeism

Bloodborne Pathogens

What are bloodborne pathogens?

Bloodborne pathogens (BBP) are bacteria and viruses present in human blood and body fluids that can cause disease. These pathogens include the human immunodeficiency virus that causes AIDS (HIV) and hepatitis B (HBV) and C (HCV) viruses, as well as other potentially infectious materials.

There are nearly six million workers who, as a result of doing their regular job, are at risk of exposure to bloodborne hazards. Exposure can occur from contact with blood or other infectious material that pass into the body through the eyes, skin, nose or mouth, or under the skin by means of puncture with a sharp object such as a blade or metal shaving, a needlestick, cut, or human bite.

Through a combination of engineering and work practice controls, personal protective equipment and clothing, training, vaccination, labels and other warning signs, and safe disposal techniques; exposures can be reduced or removed entirely.

Who is at risk of exposure?

Although the majority of at-risk workers are in the healthcare field, exposures can also occur to workers in general industrial and office settings. In these facilities, workers who are at risk of coming into contact with blood or body fluids include medical and first aid responders, maintenance and janitorial workers, individuals in healthcare and hospitality facilities who clean rooms and launder bedding, occupational nurses, fire fighters, and police.

Occasionally a worker who does not have job duties with the potential of BBP exposure may come to the assistance of a co-worker who is injured. Individuals who perform these voluntary acts, referred to as "Good Samaritans," usually have not received bloodborne pathogens training or the hepatitis B vaccine. Because the possibility of exposure can occur at any time, everyone in the workplace should know about disease transmission and understand how bloodborne infections occur, how they are passed from one person to another, and what they can do to protect themselves and their co-workers.

Common Bloodborne Diseases

Acquired Immune Deficiency Syndrome (AIDS) is caused by the human immunodeficiency virus (HIV) and is a result of a weakened immune system. HIV attacks white blood cells and destroys the body's ability to fight infections. People infected with HIV may not feel or look sick. A blood test can detect the HIV antibody. AIDS is a serious, life-threatening disease.

Hepatitis B Virus (HBV) is a potentially life-threatening bloodborne pathogen. It is a severe liver infection with initial flu-like symptoms. It may be present in the body for up to six months before symptoms appear. Often the infected person is seriously ill and recovery is slow. Some people who contract HBV become carriers and pass the disease on to others. Carriers also face a high risk for other liver ailments that can be fatal, including cirrhosis of the liver and primary liver cancer.

Hepatitis C Virus (HCV) is the most common chronic bloodborne infection in the United States. Persons who are chronically infected with HCV may not be aware of their infection because they may not be clinically ill. The infection may lead to chronic liver disease that develops slowly, often taking two or more decades before it is recognized.

Universal precautions is an infection control method to follow for reducing the risk of BBP exposures. Observing universal precautions means treating all human blood and body fluids as if they are infectious. This method should be used in all exposure situations because it is often impossible to determine if body fluids contain blood or are infectious. Also, there are many people who carry bloodborne diseases but have no symptoms and may be unaware they have a problem.

Engineering controls eliminate hazards at their source. They reduce exposure by either removing the hazard or isolating the individual from the hazard. Special puncture-proof biohazard containers for disposing contaminated sharp instruments, providing barrels for disposing broken glass, and pocket mouth-to-mouth resuscitation devices are examples of engineering controls.

Work practice controls alter the manner in which a task is performed. Safe work procedures include proper handling and disposal of emergency items that have come in contact with blood or other potentially infectious materials. All work procedures must minimize spattering, generating droplets, splashing, and spraying. Safe work practices for bloodborne pathogens protection also stress thorough hand washing and preventing skin punctures by sharp objects.

How to practice safe work procedures

1. Always wash hands and other exposed skin areas immediately after removing gloves or other personal protective equipment or after any contact with blood or potentially infectious fluids. If a sink isn't accessible, use antiseptic cleansers or towelettes and wash with soap and water as soon as possible.
2. Do not bend, break, or re-cap any used blade or sharp item. Never pick up broken glass or metal shavings with your fingers. Use tongs or a broom and dust pan to clean up these items.
3. Immediately, or soon after use, dispose of used blades and needles in puncture-resistant containers with lead-proof sides and bottom. These containers must be labeled as a biohazard or color-coded red.
4. In work areas where an exposure potential exists, use safe work practices including no eating, drinking, smoking, applying cosmetics or lip balm, or handling contact lenses.
5. Never store food or drinks in refrigerators, shelves, cabinets, or on countertops where potentially infectious materials are kept.
6. Equipment, other than personal protective equipment, which has been contaminated during an incident, must be decontaminated prior to servicing.

Personal protective equipment protects you and your clothing from exposure to blood or body fluids. Gloves are the first line of defense in these situations. Masks, face shields, eye protection and gowns may be used to provide adequate protection. Pocket masks can be used by first responders.

Disposable gloves should be a standard component of emergency response equipment and must be worn by all workers prior to starting any emergency tasks involving occupational exposure. Gloves are the most commonly used item of personal protection, providing a barrier between your hands and possible exposure to bloodborne pathogens.

Gowns/aprons

Gowns and aprons may be used in situations where the potential for spraying or splashing of blood or body fluids exists, or at an accident or clean-up scene when large amounts of blood and other fluids are visible. Since the purpose of the gown is to protect clothing from being saturated and exposing the wearer, it should always be tied or snapped in the back so that the front offers as much protection as possible.

Eye and face protective equipment

Wearing appropriate face and eye protection such as goggles, glasses with solid side shields, or chin-length face shields provides protection when splashes, sprays, spatters, or droplets of infectious materials pose a hazard to your eyes, nose, or mouth.

Exposure control plan

Your company's exposure control plan includes written procedures outlining the steps to be taken prior to and following an incident. Some basic procedures include isolating contaminated equipment and work areas; cleaning up and disinfecting tools, equipment, floors, and walls; appropriately using personal protective equipment and biohazard containers and bags; and offering the hepatitis B vaccine to individuals who have been exposed but not have not been previously vaccinated.

Communicating BBP Hazards

An important part of bloodborne pathogens safety is the use of warning labels and signs to alert you and your co-workers of the presence of biohazards. All warning labels must have the biohazard symbol and be printed on a

fluorescent orange or orange-red background. Red bags or containers may be used as a substitute for labels. Labels must be placed on all packaging that contains blood or potentially infectious material.

Think before you act

Because of the critical nature of bloodborne illnesses, you must always practice safe procedures when coming to the aid of an injured co-worker. Awareness is the key to safety. Now that you know the dangers that can be present in blood and body fluids, think before you act. Your life and health may depend on it.

Hazard Communication Standard

Some associates may not be aware of the Hazard Communication Standard or understand its purpose. This Standard is a Federal law, commonly called the Associate Right-to-Know law. Its purpose is to ensure that everyone receives the information and training they need in order to work safely with and around chemicals.

Physical Hazards and Health Hazards

Physical hazards can result in burns, fires or explosions. Chemicals that present physical hazards include:

Combustibles
Unstable Substances
Explosives

Organic Peroxides
Oxidizers
Pyrophorics

Water Reactive Substances
Flammables
Compressed Gases

Health hazards can result in mild skin disorders to cancer or birth defects. Some chemicals can damage organs, such as the lungs, kidneys, or liver. Some chemicals can damage body systems, such as the nervous system or reproductive system. Chemicals that present health hazards include:

Carcinogens
Organ Damaging Substances

Sensitizers
Toxic Substances

Irritants
Corrosives

Physical Agents

Some states also regulate physical agents, such as heat, cold, noise and radiation.

Acute and Chronic Effects

Some chemicals affect us rapidly. These are called ACUTE effects. CHRONIC effects, on the other hand, take place over a longer period of time. They often don't show up until some time after an exposure or after repeated exposure.

Routes of Entry

Chemicals get into our bodies through Routes of Entry. These include inhalation (breathing), ingestion (swallowing), and absorption through the skin or eyes.

There are safety measures we can take to prevent chemicals from entering our bodies. Proper ventilation or respiration can reduce inhalation. Keeping food and beverages out of a work area and making sure we wash our hands before eating can prevent ingestion. Wearing protective equipment, such as goggles, gloves, aprons, and boots can prevent absorption.

Label Information

Labels are an immediate source of information for the person working directly with a chemical. We should always read labels BEFORE starting to work with a chemical. Here is the information we should find on a hazardous chemical container label:

- The commercial or scientific name of the chemical (or both)
- The name, address and telephone number of the manufacturer or supplier
- Information about the physical and health hazards of the chemical
- Protective clothing, equipment, and procedures to be used
- First aid information

You may also find information on:

- Spills or leaks
- Storage and handling
- Container disposal

Material Safety Data Sheets

Material Safety Data sheets (MSDS) contain a wealth of information about a chemical. Anyone who supplies a hazardous chemical to your workplace is required to supply you with an MSDS for that chemical.

Material Safety Data Sheets usually have between eight and ten sections. They will include the following information:

Product Information

The first section identifies the chemical and should contain the name, address, and phone number of the manufacturer or distributor.

Hazardous Ingredients and Characteristics

The next two sections provide information about the hazardous ingredients and the physical and chemical characteristics of the chemical. There are a number of technical terms here, but it is important to understand how some of them relate to our health and safety. Some of the most relevant terms are evaporation rate, vapor density, specific gravity, and boiling point.

Fire and Explosion Information

The next section will contain information on fire and explosion hazards. The flash point of the chemical will be listed as well as the type of fire extinguisher and firefighting procedures to use.

Reactivity Information

Some chemicals react violently with other chemicals, even water or air. This section will alert us to any substances or situations to avoid, such as high temperatures, moisture, air, rough handling, or other chemicals.

Health Hazard Information

This section tells us how to safely contain or isolate a leak or spill, what protective clothing or equipment should be used, and when it would be necessary to evacuate the area.

Special Protection Information

This section describes the type of personal protective equipment that must be worn, such as boots, aprons, gloves and goggles. If respiratory protection is required, there will be a description of the type of respirator to use. This section also explains if general room ventilation is sufficient or if local exhaust ventilation is needed.

Special Precautions

Some MSDS forms have a section describing special precaution for storage, handling or transportation of the chemical.

Off-The-Job Safety

It's important to take this Hazard Communication training home with us. The solvents, paints, cleaners and other chemicals we use around the house and yard require the same respect and caution as the chemicals in our workplace.

Proposition 65

Proposition 65 is the California Drinking Water and Toxic Enforcement Act of 1986. This act is intended to eliminate or minimize exposure to those chemicals defined by California as causing cancer or reproductive toxicity. Example of primary toxins includes additives or ingredients in pesticides, common household products, food, drugs, dyes, or solvents. Listed chemicals may also be used in manufacturing and construction, or they may be byproducts of chemical processes, such as motor vehicle exhaust, diesel fuel/emissions, cigarette smoke, propane and gasoline.

Any carcinogenic chemicals that may need to be shipped from a warehouse facility will be noted on the incoming shipping paperwork. If you wish to obtain the latest Proposition 65 chemicals list, please refer to the following website: www.oehha.org.prop65/list.html.

Associate Involvement and Responsibility

Associate responsibilities include:

- Taking every aspect of the HAZCOM training seriously.
- Using the appropriate protective equipment.
- Reporting damaged labels so they can be quickly cleaned or replaced.
- Asking questions when unsure about a procedure or warning.