

*Goodwill Industries
of Northwest Ohio,
Inc.*

*Employee Safety
Manual*

Goodwill Puts People to Work

Goodwill Industries of Northwest Ohio... Where Employer's find trained workers and Worker's find jobs.

Mission Statement

To assist people with barriers to employment to achieve independence.

Vision Statement

To demonstrate local, regional, and global leadership in providing life enhancing services to people with barriers to employment.

Goodwill Industries of Northwest Ohio

Health and Safety Statement

It is the policy of Goodwill Industries of Northwest Ohio that every employee is entitled to work under the safest conditions possible. The safety and health of our employees continues to be the first consideration in the operation of this organization. To this end, every reasonable effort will be made to promote accident prevention and health preservation.

Safety and health in our organization must be part of every operation. Without question it is the responsibility of every employee at all levels. It is our belief that accidents, which injure people, causing needless personal suffering, inconvenience, and problems. We believe that taking common sense precautions can prevent practically all accidents.

It is the intent of this organization to comply with all laws. To do this we must constantly be aware of conditions in all work areas that can produce injuries. No employee is required to work at a job he or she knows is not safe or healthful. In turn, it is the responsibility of all employees to notify management of any hazardous conditions.

Goodwill Industries of Northwest Ohio will endeavor to maintain a safe and healthful work place. The organization will provide safe working equipment, necessary personal protection, an emergency response plan, and, in case of injury, provide first aid and medical services as needed. To be successful, such a program must embody the proper attitudes toward injury and illness prevention not only on the part of supervisors and employees, but also between each employee and his or her coworkers. Only through such a cooperative effort can a safety program in the best interest of all be established and preserved.

A Safety Manager will be responsible for the overall effectiveness of the safety program. He will undertake such duties as may be required in the day-to-day operation of the safety program.

Our objective is a program that will reduce the number of injuries and illnesses to an absolute minimum, not merely in keeping with, but surpassing the best experience of operations similar to ours. Our goal is nothing less than zero accidents and injuries. It is wrong to believe that accidents are unavoidable and will always happen. If all of us do our part including acting and talking safety at all time, a healthy attitude toward accident prevention and improved safety on the job can be achieved.

Robert G. Huber
President/CEO
Goodwill Industries of Northwest Ohio

Purpose

This manual has been prepared as an up-to-date compilation of policies, procedures and recommended safety practices for Goodwill operations. However, it must be noted that the material and recommendations contained herein represent minimum standards and practices for the specialized topics being considered.

Safe and efficient operations invariably go hand in hand; both are products of good management and a dedicated safety team. They result from the recognition and fulfillment of management and employee responsibilities and active participation by both parties.

A business may succeed or fail in its safety and health effort depending upon the degree to which all members of the safety team fulfill their responsibilities.
EVERYONE IN THE ORGANIZATION IS A MEMBER OF THE TEAM.

This manual was developed, therefore, to assist Goodwill in providing their safety team with information to help meet their safety goals and obligations. We urge all employees to consider the contents of this manual carefully and apply it thoroughly. The manual contains different information on accident prevention. Together with a complete explanation of it's use, benefits and method of application. We know through experience that these techniques will prevent and reduce accidents, injuries, and illnesses if properly applied.

Improved safety and health procedures benefit management and labor. Everyone is better off when the job is less physically demanding and stressful. When there is a lesser chance that operational error will occur, and when workers healthful workplace will increase efficiency and quality.

As the need for additional rules or revisions to this manual become apparent, a memo will be posted on the bulletin board and changes to the manual inserted. From that time, they will be considered to be in force and will be incorporated as amendments to this set of rules.

Safety Committee

The safety committee helps provide safety awareness, education, provisions for a safe work environment, and a channel for ideas and suggestions involving employee health and safety.

The safety committee will be made up of representatives from each department of the agency, including all executive staff members who will sit as permanent members of the committee.

Within this safety committee there is a core group made up of two executive staff members, including the President/CEO of Goodwill Industries of Northwest Ohio, the maintenance manager and one other designated person. This group sets the agenda for the quarterly safety committee meetings and also deals with urgent safety concerns.

The committee will meet quarterly to discuss and recommend action on health and safety problems and reply to concerned employees/clients about their concerns. Committee members will be tasked with assisting in providing the best possible safety conditions for Goodwill employees and clients.

Members of the committee will also be expected to attend, on occasion, training seminars as a Goodwill representative and report on the meeting to the committee.

The committee will review all safety inspections, assist in inspections and recommend solutions to discrepancies.

Executive staff will review the minutes of the meetings along with inspection sheets and drill results.

Members: Bob Huber, Jason Flynn, Ray Scalf, Quincy Clark, Noel Farmer, Cindy Morey, Casey Holmes, Karen Mayer, Julie Roloff, Richard Losie-Rife, Sandy Harcourt

Goodwill Call List

419-255-0070 Plus Extension Number

President/CEO Robert G. Huber	3301
<u>Alternates</u> Human Resources Director/Safety Jason M. Flynn	3007
Finance Director Ray Byers	3010
VP Of Operations Amy Wachob	3521
Retail Director Chris Recker	3008
Contracts Director/Corporate Compliance Officer Julie Roloff	3102
Marketing Director Mark Harris	3201
WFD Director Deb Lager	3508

SECTION **!** **SAFETY** **RULES**

General Safety Rules

1. Employees will observe and follow all policies developed to insure their safety and that of fellow employees.
2. Practice good housekeeping at all times.
3. Employees will report all safety hazards, i.e. defective equipment, unsafe conditions, which could lead to accidents to their supervisor as soon as they become aware of them.
4. Report all accidents to your supervisor immediately.
5. Always use the safety equipment required for the job. When in doubt about what equipment is required, ask the supervisor in charge.
6. Never leave a machine you are operating unattended without shutting it off.
7. Do not remove safety devices from tools or equipment.
8. Running on the premises is not permitted.
9. Do not operate machinery or equipment without management's permission.
10. When operating machines, shut down your machine before cleaning, adjusting, repairing, or clearing a machine.
11. Follow lockout procedure when working on equipment or machinery. Lock and tag the machine.
12. Keep all tools in safe working condition. Never use defective tools or equipment.

13. Do not attempt to lift or push objects that may be too heavy for you. Ask for help when you need it. Learn to lift the right way to avoid strains: **BEND YOUR KNEES, KEEP YOUR BACK ERECT, THEN PUSH UPWARD WITH YOUR LEGS.**
14. Before using any ladder, see that it has good safety feet and is free from cracks, broken rungs, and other defects. When necessary to prevent slipping, have another worker hold the bottom of the ladder or tie it off securely.
15. Never climb higher than the third rung from the top of the ladder.
16. Employees are to observe designated aisle ways and are not to place or store materials in them.
17. Locate material, trucks, skids, racks, crates, boxes, ladders, and other equipment, so as not to block aisles, exits, fire fighting equipment, alarm boxes, electric lighting or power panels, valves, etc.
18. Be alert and keep out from under overhead loads.
19. Horseplay, throwing things, scuffling, and fooling around are dangerous, and will not be tolerated.
20. Intoxicating beverages or narcotics will not be permitted on the premises at any time.
21. Intoxication on the job by means of alcohol or narcotics will not be tolerated and will result in dismissal.
22. Employees will remain in their own departments unless called elsewhere on business or in their regular course of their employment.
23. Keep the area around you clean. Put all oily rags, rubbish and papers in the containers provided.
24. Fire doors must be kept clear at all times.
25. Slippery floors cause falls. Keep floors free and clear of liquid spills.
26. Obey all warning signs.
27. Closely fitting clothing is of vital importance

28. Employees are to keep all fire protection equipment clear and readily accessible.
29. Compressed gas cylinders must be secured in an upright position, and caps must be on when not in use. (29 CFR 1926.350[J])
30. If you do not know the safe way or a safety procedure, stop and find out.
31. Only a “trained, certified, and authorized” person may operate a forklift.
32. If you are not sure what chemical or cleaning agent you are using, stop and ask your supervisor.
33. Treat fellow co-workers with respect at all times.
Violation of any of the above safety rules will result in disciplinary action according to the disciplinary procedures. The above list may not be all-inclusive.

Ladder Safety

All ladders shall be inspected quarterly and maintained to conform to the requirements of applicable standards.

The base of a ladder should not be placed less than $\frac{1}{4}$ of its working length from a wall or supporting surface and not farther than $\frac{1}{3}$ of the working length unless securely held or tied in place. Stepladders shall not be used in a partially opened position. Ladders placed near doors or in passageways shall be protected against being struck by doors or traffic.

While going up or down a ladder, employees shall:

- ◆ Always face the ladder
- ◆ Use both hands, hands must be kept free of objects carried while climbing
- ◆ Never leave tools or materials hanging on ladder rungs
- ◆ Never carry tools in pockets unless space below is kept clear of persons
- ◆ Have a second person hold the ladder until the ladder has been secured
- ◆ Avoid leaning over or reaching out farther than an arm's length

Use the correct size ladder for the job. Ladders should not be climbed higher than the third rung from the top on straight or extension ladders, nor the second tread from the top on ordinary stepladders.

Electrical Safety

1. Turn off the power to a light fixture before changing a bulb or fluorescent tube.
2. Wear safety glasses while changing light bulbs or tubes. This is not only to protect from possible broken glass but also the gas that is inside fluorescent tubes.
3. Do not cut off a ground pin on an extension cord or use an extension cord that has the ground pin removed. If an ungrounded (2-slot) outlet needs to be used an adapter should be used with it.
4. Do not use an outlet that is missing any part of the plastic front. Make a maintenance request immediately.
5. Do not "jiggle" a cord or plug to make an electrical device work. If a cord must be jiggled in order to work there is a loose wire inside. The loose wire may touch the metal box and become an electrocution hazard. Lifts and lockplates are a minimum of 220 volts. This is lethal voltage.
6. Remove an extension or appliance cord by grasping the plug. Do not pull out a cord by the cord itself.

Office Safety

1. To avoid strains from improper handling of boxes and bundles of office supplies, ledgers, portable-filing cases and office machines, lifting should be done with the back erect by using the more powerful leg muscles.
2. Bulky objects should not be carried in such a way as to obstruct the view ahead or interfere with free use of handrails or stairways. Get help when necessary.
3. Water, oil or other liquids spilled on floors present a dangerous slipping hazard, and shall be cleaned up at once.
4. Unprotected extension cords shall not be strung across aisles or walkways where people may trip or fall over them.
5. Desk or file drawers or desk slides shall not be left open.
6. Standing on chairs, boxes and other makeshift supports shall be avoided. Only approved ladders or equipment shall be used to reach objects overhead.
7. Do not lean back too far with office chairs as they may overturn.
8. Doors should be opened slowly to avoid striking anyone on the other side.
9. Running in aisles, corridors, and on stairways is prohibited. Use the handrail when going up or down stairways.
10. In walking, particularly at blind corners, employees should always keep to the right.
11. Use extreme care in opening file cabinets and drawers. Opening of overlooked upper drawers, particularly more than one at a time may tip the cabinet over.
12. While using power operated office machines, avoid touching any grounded metal object such as water pipes or other electrical equipment. Defects in the cords or machines shall be reported and promptly repaired.
13. Pins shall not be used to fasten papers together. Use paper clips or staples.
14. Pointed objects such as uncapped fountain pens, pencils, knives or scissors should not be carried with the point exposed in the pocket, attached to the clothing or through congested aisles or work areas.
15. Gummed strips of envelopes should be moistened with suitable device, not with tongue. Avoid opening envelopes with fingers and sliding hands along the edge of the paper.
16. Except in proper holders, safety razor blades shall not be used for cutting paper, sharpening pencils or other cutting operations. Do not keep razor blades or other sharp instruments loose in desk drawers.
17. Used pressurized containers, broken glass or other sharp objects should never be placed in waste baskets, but should be safely wrapped, identified and left beside the waste basket for removal.

SECTION 2 FIRST-AID

Emergency Medical Care

Goodwill Industries provides employees and clients with emergency medical care for injuries, which occur while on the job.

First aid will be administered by qualified persons only and will be limited to application of general disinfectants and bandages. No medications, prescription or non-prescription will be administered at any time.

In emergency situations, first aid will be administered only as necessary to preserve life until professional medical help arrives.

Extent of difficulty of illness or injury and need for rescue squad will be determined by one of those employees certified in first aid administration or CPR.

The Chief of Operations, Safety Office and Personnel Department must be notified when an injury or illness requires immediate hospital treatment.

The Executive Director or acting Director will make determination for notification of next of kin if/when required.

First Aid

Procedures outlined in this section are intended only to give a general knowledge of safe, effective methods of applying first aid for certain types of injuries. All injuries or industrial illnesses, no matter how slight, are to be reported immediately to your supervisor or first aid certified employee.

1. A list of certified employees is posted in the first aid room and on bulletin boards throughout the facility.
2. Minor injuries such as scratches, small cuts abrasions, etc.; may be treated by any of the certified personnel present. If injury is judged to be minor, the individual may return to work after treatment.
3. A record of all injuries and treatment will be entered in the treatment log, which is maintained in the first aid room.
4. The immediate supervisor, regardless of seriousness of injury, will report all accidents.
5. **No medications, prescription or non-prescription will be dispensed at this agency at any time.**
6. In event of serious injury or life threatening illness, immediate notification of certified personnel will be made by fastest possible means, i.e., public address system, personal notification, etc. Persons initiating the notification will give location where assistance is needed to facilitate response time. All trained personnel present will respond to area indicated.
7. The first qualified person to arrive at the location will immediately assess the situation and initiate appropriate action. If injury or illness is deemed to be serious and life threatening, the next person to arrive on the scene will be instructed to DIAL 911 for rescue squad assistance.
8. **DO NOT MOVE THE VICTIM IF RESCUE SQUAD HAS BEEN CALLED** unless necessary to administer FA or CPR or if the area is unsafe.
9. Injuries or illnesses deemed less serious, but requiring further medical treatment, will be given appropriate initial treatment in the first aid room. Patient will then be accompanied to the hospital emergency by a staff member and usually will be transported in an agency vehicle.
10. First aid kits, located in the designated areas for easy access throughout the agency. They are designated for use by first aid certified employees only.
11. First aid kits will be maintained at all times in agency vehicles for emergency use.
12. First aid supplies are not for home use. Any supplies needed should be checked out by the safety manager. First aid surplus supplies are kept in the safety room.

General Directions

First Aid Treatment

- **Hemorrhaging**
- **Nose bleed**
- **Physical Shock**
- **Sunstroke, heatstroke, and heat exhaustion**
- **Fainting**
- **Fractures**
- **Transportation of victims**
- **Wounds**
- **Removal of foreign objects**
- **Injurious bites**

PLEASE FOLLOW INSTRUCTIONS IN DISPERSED RED CROSS TRAINING BOOKLETS

FIRST AID ROSTER

All injuries MUST be reported at the time they occur to the Department Supervisor or lead person in his/her absence and then to the Personnel Office. At the Cherry St., first aid personnel are available when you need them. Have your supervisor call the switchboard operator to notify one of the First Aid personnel to meet you at the site of the injury or in the First Aid Room if the injured person can be moved. First Aid Roster is available at the switchboard and posted at other strategic locations. Employees to be trained in CPR and First Aid will be determined based on the following factors; likelihood of continued employment, frequency of client interaction and availability such as the case of key holders at the retail location guaranteeing the availability of a trained staff member. Ideally, there will be a minimum of two staff members trained at each location. These employees may be store managers, assistant managers, production supervisors, job coaches and placement staff.

The following is a list of First Aid Personnel and their primary working locations.

<u>FIRST AID/CERTIFIED CPR ROSTER</u>	<u>LOCATION</u>
Richard Losie-Rife	WFD
Kristen Bensman	WFD
Karen Mayer	Maintenance
Kathy LeRoux	WFD
Heather Nash	WFD
Larry Tinker	WFD
Carolyn Markle	WFD
Jay Leeming	WFD
Pat Napierala	Job Coach
Richard Hoffman	Job Coach

FIRST AID/CERTIFIED CPR ROSTER

Todd Easterwood
Charles Potter
David Radtkin
Harvey Savage
Julie Roloff
Barb Fortney
Alan Olin
Dan Muszynski
Sara Maniscalco
Deb Kirby
Tamika Williams
Rose Rhoads
Amber Klingshrin
Christina Otte
Nicole Brown
Grange Burnside
Bobbie Jo Decarlo
Crystal Snyder
Jessica Stubleski
Kristine Baker
Riccie Turney
Ray Scalf
Robin Hofacker
Elizabeth Nieto
Nicole Black
Jenna Roughton
Kane Cilley
Kaitlyn DeSelms
Greg Trusic
Tom Miller
Shad Powell
Donald Olrich
Cindy Morey
Casey Holmes
Sarah Semer
Quincy Clark
James Hutchinson
Ava Fuller
Joy Mesnard
Nicole Beaverson
Kelly Moden
Vincent Tillman

LOCATION

Cherry St. Janitorial
Job Coach
Job Coach
Job Coach
Contracts
Janitorial
Janitorial
SGW
Cherry
Cherry
Cherry
Napoleon
Napoleon
Defiance
Defiance
Findlay
Findlay
Reynolds
Reynolds
Bryan
Bryan
BG Store
BG Store
Ottawa
Ottawa
Ottawa
Great Eastern
Great Eastern
DeVeaux
DeVeaux
DeVeaux
DeVeaux
DeVeaux
Donation Stations
Retail Admin.
Retail Admin.
BG Hub
BG Hub
Tiffin
Tiffin
Wauseon
Wauseon
Toledo Trans Hub

Accident Reporting

All Consumers and employees are covered by Worker's Compensation Insurance for job-related injuries and illnesses.

All work related injuries, illnesses and accidents must be reported immediately to your supervisor or person in charge, who will then notify Human Resources.

If medical treatment is necessary, a Bureau of Workers' Compensation card will be provided to take with you for treatment.

Failure to follow this procedure may result in disciplinary action and/or the claim being denied.

Goodwill Employee Injury Procedures

1. Have employee and witnesses fill out appropriate **incident reporting forms**.
2. If injury requires professional medical attention contact HR immediately.
3. Send employee to appropriate Care Facility (if necessary)
4. Collect all completed **incident reporting forms** and **Return To Work Form**(to be completed by Doctor) and send to HR Department within 24 hours of injury.
5. If employee is restricted to light duty or is taken off work completely, contact HR Department immediately.
6. Have Employee immediately turn in new **Return To Work Form** after each checkup and send to HR.

ACCIDENT REPORTING FORMS

Accident forms can be located at all locations. There are 4 different types of reporting forms. These forms are:

Employee's report of incident
Supervisor's report of incident
Witnesses report of incident
Back injury reporting forms

All appropriate forms need to be completed after an incident and before seeking medical treatment if possible.

Accident forms need to be completed for even seemingly minor injuries

GOODWILL INDUSTRIES OF NORTHWEST OHIO, INC.

EMPLOYEE'S REPORT OF INCIDENT AND INJURY
PLEASE PRINT IN INK To be completed by Employee

Name _____ Social Security No. _____
Home Address _____ Birth Date _____ Sex Male Female
City/State/Zip _____ Telephone () _____

Date or injury of onset of symptoms _____ Time _____ AM PM

Describe what caused the injury/symptoms, what were you doing just before the incident, and what you did after the incident (if you need more space, write on the back of this form). Be specific – name any objects or substances involved: _____

Did you report this incident to anyone? Yes No If not, why not? _____
If yes, to whom did you report it _____ Title/Position _____ When? _____
Did anyone else see what happened? Yes No If yes, who? _____

What part(s) of your body was/were affected? (BE SPECIFIC: for example, right elbow, left knee, right index finger): _____

What type of injury did you experience? (BE SPECIFIC: for example, bruise, scrape, laceration, pull): _____

Was any first aid provided at the scene? Yes No If yes, describe: _____

Did you seek other medical treatment? Yes No When? _____
Where _____ If treatment was not sought immediately, explain why: _____

Is this an aggravation of a previous injury/symptom? Yes No If yes, when were you last treated for the previous injury? _____ By whom? _____
Have you ever had a similar injury? Yes No If yes, describe other injury: _____

MEDICAL RELEASE

Under current workers' compensation law, the employer is entitled to a signed medical release. I hereby authorize any person or person's who have in the past or will in the future medically attend, treat or examine me, or any person who may have information of any kind which may be used to reach a decision in any claim for injury or disease arising the injury/illness described above, to disclose such information to my employer, Goodwill Industries of N.W. Ohio and employer designated representative. A copy of this form will serve as the original.

Employee Name (print) _____
Employee Signature _____ Date (required): _____
Reviewed1/11

GOODWILL INDUSTRIES OF NORTHWEST OHIO, INC.

INDUSTRIAL INJURY FACT SHEET
EMPLOYEEER/SUPERVISOR

EMPLOYER: _____

EMPLOYEE

NAME: _____ SS# _____

DATE OF INJURY: _____

Was an investigation completed concerning the circumstances of this injury? Yes No

Were there any witnesses to this injury? Yes No
If yes, witness statements need to be attached.

What was the nature or summary of incident?

Has the employee missed any work previously due to similar industrial or non-industrial conditions? If so, when? Yes No

Has the employee submitted medical documentation for the injury? Yes No
If so, please attach.

Was employee directed to go to OccuHealth or other Health Care Provider? If yes, where? What treatment was provided to employee?

Has the employee returned to work? Yes No

If not, what is the current estimated date of return? _____

With the information you have, would you recommend the claim be accepted? If no, why? Yes No

EMPLOYER'S SIGNATURE _____ TITLE _____
DATE: _____

PLEASE ATTACH COMPLETED INCIDENT REPORTS, WITNESS STATEMENTS AND ANY ACCUMULATED MEDICAL BILLS AND INFORMATION. ADDITIONAL COMMENTS MAY BE NOTED ON THE REVERSE SIDE.

5/2008, Reviewed 1/11

GOODWILL INDUSTRIES OF NORTHWEST OHIO, INC.

STATEMENT OF WITNESS TO ACCIDENT

I. INCIDENT IDENTIFICATION INFORMATION

Name of employee alleging incident _____ Shift _____ Department _____
Occupation _____

II. WITNESS STATEMENT

Your name has been given as a witness to an incident alleged by the above individual. Through your cooperation information can be obtained to complete the investigation of this incident. Therefore, it will be appreciated if you will answer each of the following questions and promptly return your completed statement to your supervisor.

Your name _____ Your Occupation _____
Your address _____ Your telephone number () _____ - _____

Did you see an accident involving the above employee? [] Yes [] No

If not, how did you learn about the accident? _____

If you did see an accident occur:

Date of accident ____ / ____ / ____ Time of accident _____ [] AM [] PM

Describe what you observed:

Your signature _____ Date ____ / ____ / ____

State of Ohio §

County of _____ §

Before me, a Notary Public in and for said state, personally appeared the above named who acknowledged before me that he/she did sign the foregoing instrument and that the same is his/her free act and deed.

In testimony whereof, I have hereunto affixed my name and official seal at _____, Ohio, this _____ day of _____, 19____.

(SEAL) (signed) _____
Name (printed or typed) _____
Notary Public, State of Ohio
My Commission Expires _____ (date)

GOODWILL INDUSTRIES OF NORTHWEST OHIO, INC.

EMPLOYEE'S REPORT OF INCIDENT AND BACK INJURY
To be completed by employee when back injury is reported
PLEASE PRINT IN INK

Name _____ Social Security No. _____
Home Address _____ Birth Date _____ Sex Male Female
City/State/Zip _____ Telephone () _____
Occupation _____ Department _____

What part of your back hurts now? _____
When did you first notice this back pain? Date _____ Time _____ AM PM
What were you doing at that time (explain in detail)? _____

If you were lifting an object, what was it and how heavy? _____

What was your exact position when pain was first noticed? _____

What did you feel? _____

What was the length of time between the injury and your disability? _____

Did anyone see you get hurt? Yes No If so, when? _____
Did you report or mention this injury to anyone? Yes No Who? _____
When? _____

Did you ever have a back injury before? Yes No If so, when? _____
What part of your back? _____
Were you ever treated by a doctor? Yes No If so, when? _____
Has this given your further trouble since then? _____

Have you ever received or filed for compensation because of a back injury? Yes No
Other injury? Yes No If so, list Bureau of Workers' Compensation claim number(s) _____

MEDICAL RELEASE

Under current workers' compensation law, the employer is entitled to a signed medical release. I hereby authorize any person or persons who have in the past or will in the future medically attend, treat or examine me, or any person who may have information of any kind which may be used to reach a decision in any claim for injury or disease arising from the injury/illness described above, to disclose such information to my employer, Goodwill Industries of N.W. Ohio, Inc. and employer designated representative. A copy of this form will serve as the original.

Employee Name (print) _____
Employee Signature _____ Date (required) _____

SECTION

3

The Safer Way

Lifting and Carrying

When lifting heavy objects, the back should be kept close to vertical and the lifting done with the leg muscles. Bulky loads should be carried in such a way as to permit an unobstructed view ahead. When two or more employees are lifting or pulling together, one employee shall give the signals for the group.

Paints/Thinners

1. Employees using paints, lacquers or thinners should avoid inhaling the vapors or getting the paint/thinner into the mouth. Wash hands carefully before eating.
2. Do not use or go near open flames while wearing clothing contaminated with paint or thinner.
3. Painting rooms or any place where spray painting is being done shall be well ventilated by exhaust systems and protected against all sources of ignition.
4. Smoking, welding, burning or other open flame is prohibited where spray painting is being done.
5. Approved mask or respirator and eye protection shall be worn by anyone gluing or painting.
6. Use of intoxication beverages while on the job is prohibited. No employee shall report for work while under the influence of alcohol, drugs or narcotics; and no person in charge shall knowingly permit an employee to go to work who is under the influence of alcohol, drugs or narcotics.
7. Horseplay while on the job is prohibited.
8. No employee shall distract the attention of another worker from his job until it is definitely determined that it will not result in danger.
9. Employees shall not ride on trucks or other mobile equipment except in the discharge of their duties.
10. Compressed air shall not be blown at a fellow employee nor be used for dusting clothing or any part of the body.

Material Storage

1. Material stored in quantity shall be arranged so that the weight is evenly distributed and not top heavy. Maximum safe floor loads shall not be exceeded.
2. All materials stored in tiers shall be racked, stacked, blocked, interlocked or otherwise secure to prevent sliding, falling or collapse.
3. Designated aisles and passageways shall be kept clear to provide for the free and save movement of material handling equipment or employees.
4. Poles, pipes, lumber and similar material shall be stored on suitable racks and safety blocked to prevent their moving.
5. Paints, varnish, lacquers and thinners are highly flammable and shall be stored only in designated areas away from all possible sources of ignition.

Tools

1. Hand Tools:

1. Employees shall use only tools and equipment, which are in good condition and only for the purpose for which they are designed. When proper and safe tools are not available for the work at hand, the employee shall report the fact to the supervisor.
2. Select the right tool for the job. Examples for unsafe practices include using a file as a pry, a wrench as a hammer and pliers instead of the proper tool.
3. Use tools in the right way. For example, do not use a screwdriver on an object being held in your hand. Before using a wrench, be sure that you are in a position to control your body if the wrench slips or if the fastener breaks.
4. Keep tools in good condition. Inspect wrenches before use of broken, cracked or worn jaws, hammers for loose heads, dull saw blades, pulling bars for cracked heads, worn or damaged extension cords, leads to power tools, broken ground plugs, etc.
5. Impact tools with mushroomed heads such as chisels; drills, hammers and wedges should not be used until they have been reconditioned.
6. Hammers, shovels and similar tools shall not be used if the handles are loose, cracked or splintered.

7. Defective wrenches, such as open-end and adjustable wrenches with spread or pipe wrenches with dull teeth shall not be used, as they are likely to slip.
8. Pipe or other extensions shall not be used on a wrench handle to increase the leverage unless the wrench is specifically designed for use of such extension.
9. Sharp-edged or pointed tools should have the edged or point guarded at all times when not in use.
10. Files or other tools with pointed ends should be equipped with suitable handles when in use.
11. Keep tools in a safe place. This not only means while in storage, but also on the job. Tools should not be scattered while working because you or another employee could slip and fall on them.

2. Portable Electric Tools

1. Extension cords shall be waterproof throughout their entire length except the prongs at the ends.
2. Lamp guards shall be used on lighting extension cords.
3. All portable electric tools shall be properly grounded.
4. The employee shall thoroughly inspect portable electric tools and cords before using and report defective equipment to his/her supervisor.
5. Electric tool cords or extension cords shall not be used for hoisting or lowering tools.

C. Power Driven Saws

1. All power driven saws shall be properly guarded and operated by only one person.
2. Guards shall never be replaced or modified by the operator. Guards removed for maintenance of the saw shall be replaced.

Contract Equipment

Power Equipment

The use of all power equipment by any employee is prohibited without authorization of the supervisor unless it is within your job classification.

Machine Guards, Belt Guards, Saw Guards, ETC.:

State and Federal laws require adequate guarding on mechanical equipment. Guarding must be used as provided when operating all equipment requiring such. It is not to be removed or modified except for maintenance purposes and only then if proper precautions are taken to insure the equipment cannot be operated until the guarding is replaced.

Personal Protective Equipment

1. Safety Glasses

Safety glasses must be worn at all times by all employees when performing specific jobs. Your supervisor will advise you of jobs requiring safety glasses. Goggles, face shields or other suitable protection shall always be worn wherever there is danger or exposing the eyes to flying particles or any condition considered hazardous by the employer.

2. Safety Shoes

Although Goodwill Industries does not require safety shoes, sandals and open toed shoes are not permitted in any work area.

3. Ear Protection

Must be worn at all times by all employees when performing specific jobs. Your supervisor will advise you of jobs requiring ear protection.

4. Respiratory Protection Equipment

Must be worn at all times by all employees when performing specific jobs. Your supervisor will advise you of jobs requiring respirators.

5. Protective Clothing

Suitable personal protective clothing and equipment shall be used whenever required by instructions or whenever it provides greater safety.

Protective gloves shall be worn when handling rough materials. Rubber or plastic gloves shall be worn when handling injurious or harmful material.

When protective clothing is not specifically required, employee's personal attire shall conform to accepted standards of safety and propriety.

Rings, chains, bracelets and other jewelry shall not be worn around machinery.

6. Physical Fitness

Any employee who is unable to perform his/her duties safely due to illness or other disability shall promptly report his/her condition to the person in charge.

After absence from work due to illness or injury, an employee may be required to pass a physical examination to determine his/her fitness for duty. An employee who has been absent from work for three days or more must have a return to work release signed by a doctor.

SECTION 4 GOODWILL VEHICLES

Vehicle Operation

1. The company requires that all drivers have a valid driver's license and insurance.
2. All vehicles should be equipped with a first aid kit, triangles and emergency procedures.
3. Obey all traffic laws and ordinances of that area in which vehicle is being operated.
4. Wear your seatbelt.
5. When filling gas tank, have ignition key in OFF position, lights turned off and see that contact is maintained between metal hose nozzle and tank of vehicle.
6. You, the driver, are responsible for the safe operation of the vehicle. Drive defensively, never offensively. Give pedestrians the "right of way".
7. Suggested safe seeing habits for safe operation are:
 - a) Scan the road far ahead of you
 - b) Be aware of what's around you
 - c) Avoid hypnotic stare by moving the eyes often
 - d) Maintain a safety space ahead of, behind and beside you
 - e) Let others know your plans. Signal in advance of turns and stops
8. Drive in the right outer lane as much as possible. The center lane is known as "suicide lane" and is intended for passing.
9. Stay in one lane as long as possible/necessary.
10. Maintain a safe clear distance ahead – at least one vehicle length for each ten miles of speed.
11. Know the safe stopping distances your vehicle is capable of on snow, water or oily surfaces.
12. A smooth application of clutch, gearshift and brakes is an indication of a good operator.

13. Don't block intersection unnecessarily.
14. Avoid unnecessary braking of vehicle.
15. Know the usual operating sounds of your vehicle and report any strange ones to your supervisor.
16. Where there are schools, there are children. Be on the lookout for them.
17. When stopping behind another vehicle, always keep the vehicles rear tires in view.
18. Use much caution when you may encounter bicycles.

Safe Parking of Vehicles

Avoid parking on a grade, but if necessary – face up the grade, turn front wheels toward the middle of the street. Facing down grade, turn front wheels toward the curb.

Avoid parking on a traveled road. As long as one wheel is on the traveled road, you can be arrested for illegal parking.

All commercial licensed vehicles must be equipped with triangles. If necessary to pull off onto the berm, be sure the drivers following you see your signal. Avoid blocking or hiding your taillights or headlights.

Vehicle Accidents

PROCEDURES TO FOLLOW

1. Motor Vehicles

Reporting to Goodwill. Give the following:

- (a) Your name
- (b) Location of accident
- (c) If injuries occurred, name of injured, nature of injury and where injured is being taken for treatment
- (d) Whether vehicle is driveable or if you require a wrecker
- (e) Whether you have reported to the police/sheriff

2. Vehicle Condition

Before leaving the dock, the driver must inspect his vehicle for following and if necessary, determine if they are in working condition:

- (a) Windshield wipers
- (b) Rearview mirror
- (c) First Aid Kit
- (d) Triangles

Driver must make circle of area to insure vehicle and area are free of hazards.

Driver shall report all unsafe conditions of vehicle in writing.

SAFETY BELTS MUST BE WORN BY DRIVER AND PASSENGERS IN COMPANY VEHICLES OR PERSONAL VEHICLES WHILE ON COMPANY BUSINESS

3. Vehicle Loading and Unloading

The driver is responsible for the safe loading of the vehicle. Observe the following safety rules:

- (a) Load must be properly distributed
- (b) Load must not be piled too high
- (c) Load must be chocked, tied, padded and properly secure
- (d) Loads should not project out over bodylines
- (e) Loading shall be such as to permit driver clear vision to rear, sides and front
- (f) Load and unload from curbside of vehicle whenever possible
- (g) Load must be made secure before moving
- (h) Do not permit unauthorized persons to drive or ride in the vehicle assigned to you.
- (i) Do not pick up hitchhikers
- (j) Do not permit anyone to ride on back of truck or running boards

4. Medical emergencies

All drivers transporting clients and/or passengers need to be CPR and First Aid certified. In the case of a client and/or passenger needing medical assistance as the result of a vehicular accident, the respondent/driver should follow standard CPR and First Aid procedures.

Forklift Operation

Only a “Trained, Certified and Authorized Person” may operate a “Powered Industrial Truck” or forklift. To meet these requirements, the following must apply.

1. Before any person can be authorized to operate a forklift, they must be qualified by being trained by a designated forklift trainer.
2. Qualified means that employees will satisfactorily pass the forklift operator test given by Goodwill Industries. All persons must also demonstrate their ability to safely perform operational skills in operating a forklift.

Forklift Safety Rules

1. Never operate a forklift unless trained and authorized to do so
2. Operate a safe speed (posted speed limits if applicable).
3. Start/stop slowly to prevent the load from shifting or spilling
4. Turn at a safe speed – smoothly and gradually
5. Be cautious on wet or slippery pavement
6. Maintain a safe distance behind other vehicles/three fork truck lengths
7. Sound the horn when approaching intersections, blind spots or other dangerous locations. Don't pass other vehicles.
8. Use any mirrors mounted at corners and in blind spots to see pedestrians and oncoming vehicles.
9. No riders
10. Never raise or lower the load while traveling
11. Do not exceed the rated capacity of the forklift
12. You must keep your arms and legs inside the cab at all times
13. Watch for pedestrians
14. Stay alert for overhead structures
15. Never use a forklift as an elevator unless an approved personnel platform with handrails and toe board is securely fastened to the forks.
16. Never leave a forklift running while unattended
17. Never turn a forklift sideways on a ramp
18. When a forklift is left on an incline, the wheels shall be blocked/chocked
19. Always drive a loaded forklift with the load on the uphill side. Drive up forward and back down with the load.
20. Never let a gasoline/propane/diesel engine idle in an enclosed area
21. Drive with the load tilted back and the forks raised only enough to clear the road
22. Round objects must be blocked and tied so that they won't roll
23. No person shall be allowed to stand or pass under the elevated portion of any truck, whether loaded or unloaded.

SECTION
5
POLICIES
CRITICAL INCIDENT REPORTING POLICY

Purpose: To ensure the safety of employees and clients and prevent the occurrence of critical incidents.

Personnel Affected: All Goodwill employees and clients.

Policy: : It is the policy of Goodwill Industries to require all incidents involving injury,(including those from machinery, equipment of vehicles) alleged cases of abuse or neglect, violent, aggressive or other unsafe behaviors, weapons, communicable diseases/infection control, biohazard materials, licit or illicit substances, seclusion, medication errors, medical emergencies, restrain of persons served, elopement of persons served, near misses, or other sentinel/death-related events to be reported.

Responsibility: Human Resources Director

Forms: Critical Incident Report

Procedures: All incidences involving a client must be reported to the Workforce Development Director or Associate Development Director. All incidences involving employees are to be reported immediately to the supervisor and Human Resources Director. If the supervisor or Workforce Development Director is unavailable, contact the Human Resources Department. Legal requirements regarding reporting of incidents to the proper authorities will be adhered to.

Each individual with information regarding an incident will complete a critical incident report form. Please note “near misses” can indicate that there is a serious accident waiting to happen, so it is important to document near misses as well.

An investigation will be conducted by the Workforce Development Director and/or Human Resources Director. The investigation may include interviews of all clients, employees and witnesses. A written report, with recommendations when appropriate, will be submitted to the Executive Director. The Executive Director will review the report and make a decision as to what action will be taken. The Executive Director may conduct further investigation if deemed necessary.

Prompt emergency care will be provided, as needed. A list of employees trained in first aid and CPR is posted by the first aid kit at all locations. Call 911 if urgent care is needed.

Copies of all incident reports and investigation notes will be maintained for five years in the Human Resources department.

Prevention of Critical Incidents

Goodwill realizes there are proactive steps that can be taken to help deal with critical incidents before an emergency occurs.

The Safety Committee will be responsible for identifying monthly training for Safety Manger to facilitate with staff. Topic will include but are not limited to the following:

- bloodborne pathogens
- first aid/CPR
- slips and falls
- vehicle safety
- classroom violence
- fire and emergency evacuations
- accident reporting

Remediation of Critical Incidents

Individual Review of Incidents

Each incident will be reviewed by the direct supervisor and documented on the incident report form. The supervisor will identify areas for improvement and communicate the information to the appropriate parties. Areas for improvement may include retraining, counseling, etc.

Quarterly Review of Incidents

Reported incidents for each quarter will be reviewed at the scheduled safety committee meeting identifying trends and caused. This information will be used to establish safety needs such as additional safety training for prevention purposes.

Annual Written Analysis

By the last Full Board Meeting, Goodwill leadership will develop an annual analysis of all critical incidents. After gathering a sufficient quantity of data, the analysis must address the following with regard to critical incidents:

- causes
- trends
- actions for improvement
- results of performance improvement plans
- necessary education and training of personnel
- prevention of recurrence
- internal and external reporting requirements

Written 09/05, Revised 12/06, Revised 2/08, Reviewed 1/11

CRITICAL INCIDENT REPORT

Must be completed by Manager within 24 hours/Return Original to Human Resources Director

Complete for all incidents involving injury,(including those from machinery, equipment of vehicles) alleged cases of abuse or neglect, violent, aggressive or other unsafe behaviors, weapons, communicable diseases/infection control, biohazard materials, licit or illicit substances, seclusion, medication errors, medical emergencies, restrain of persons served, elopement of persons served, near misses, or other sentinel/death-related events to be reported.

Client / Employee
Names: _____

Date of Incident: _____

Time incident
occurred: _____

AM
 PM

Where did the incident
occur? _____

Who was involved in the
incident? _____

Who was notified of the
incident? _____

What led to the
incident? _____

What exactly
happened? _____

What were the consequences of the incident? _____

Recommendations:

Employee:	_____	Date:	_____
Client:	_____	Date:	_____
Manager:	_____	Date:	_____
Human Resources Director:	_____	Date:	_____
Department Director:	_____	Date:	_____
Executive Director	_____	Date:	_____

Lockout Policy

Purpose:

This procedure establishes the requirements for lockout of energy sources that could cause injury to personnel. All employees shall comply with this procedure.

Responsibility:

The responsibility for seeing that this procedure is followed is binding upon all employees. All affected employees shall be instructed in the safety significance of the lockout procedure by their supervisor. New or transferred affected employees shall be instructed by their supervisor in the purpose and use of the lockout procedure.

A. Sequence of Lockout Procedure:

1. Notify all affected employees that a lockout is required and the reason for the lockout.
2. If the equipment is operating, shut it down by the normal stopping procedure (depress stop button, open switches, etc.)
3. Stored energy (when applicable), such as in capacitors, springs, hydraulic systems, such as, air, gas, steam, or water pressure must be dissipated or retained by methods such as grounding, repositioning, blocking, bleed down, etc. Operate the switch, valve or other energy source(s) (electrical, mechanical, hydraulic, etc.) until it is disconnected or isolated from the equipment.
4. Lockout the energy isolating devices with an assigned individual lock and identification tag.
5. After ensuring that no personnel are exposed and after checking the disconnected status of the energy sources, operate the push button or other normal operating controls to make certain the equipment will not operate.
CAUTION: Return the operating controls to neutral position after the test.
6. The equipment is now locked and tagged out.

B. Restoring Equipment to Service.

1. When the job is complete and equipment is ready for testing or normal service, check the equipment area to see that no one is exposed.
2. When equipment is all clear, remove all locks and tags. The energy isolating devices may be operated to restore energy to equipment.

C. Procedure Involving More Than One Person:

In the preceding steps, if more than one individual is required to lockout equipment, each shall place his/her own personal lock on the energy isolating device(s). One designated individual of a work crew or a supervisor, with the knowledge of the crew, may lockout equipment for the entire crew. In such cases, it shall be the responsibility of the individual to carry out all steps of the lockout procedure and to inform the crew when it is safe to work on the equipment. Additionally, the designated individual shall not remove a crew lock until it has been verified that all individuals are clear.

D. Rules For Using Lockout Procedure:

All equipment shall be locked out to protect against accidental or inadvertent operation when such operation could cause injury to personnel. Do not attempt to operate any switch, valve, or other energy-isolating device bearing a lock.

Special Conditions

- During certain operations it may be necessary to energize the equipment for a short period of time. Employees in the immediate area will be notified and directed to stay clear of the equipment. IF the operation is to be deactivated again, the employee should repeat the third, fourth and fifth steps in the Sequence of Lockout Procedure before work resumes.
- If the work is completed and a lock remains on the equipment, it shall not be removed until the employee responsible for the lock is found or the supervisor of the employee investigates and ascertains that the equipment is safe to operate. Unauthorized removal of a lock will subject the employee to disciplinary action.

Electrical Work

Prior to doing any electrical work, an electrician shall:

- ❑ Lock out the system
- ❑ Open the disconnect
- ❑ Made a visible inspection of the electrical panel to ensure that all blades on knife switches are open or that the circuit is open.
- ❑ Check the voltage on the load side of the circuit to make sure it is de-energized
- ❑ After performing the voltage test, recheck the tester on a known source to ensure that it was operating correctly
- ❑ Remove any fuses that are in the motor disconnect box
- ❑ Close the box and place a tag and his/her lock on the disconnect switch prior to doing any other work
- ❑ Prior to working any capacitors, discharge and ground them and then check with the voltage tester

HOT WORK PERMIT POLICY

Before cutting welding or other open-flame or spark-producing equipment is used at Goodwill Industries of Northwest Ohio, Inc., the Maintenance Supervisor will inspect the area and grant authorization to proceed.

Permission will include the issuance of a written HOT WORK PERMIT. The Maintenance Supervisor or delegate issues this permit.

Material Safety Data Sheets (MSDS)

The MSDS are documents prepared by chemical manufacturing companies for each hazardous chemical they produce. The MSDS are provided to distributors and suppliers of the chemicals and ultimately to the employers and employees who use the chemicals.

All chemicals used within the agency and at each remote location shall have an MSDS on file for the chemicals used at that location.

The MSDS master file will be maintained in the Safety Manager's office. Duplicate MSDS files will be maintained at all Goodwill locations. The MSDS files will be located in 3-ring binders. These files are located in areas that are accessible to all employees.

When a new or different chemical is introduced to the work place, supervisors will update all MSDS files with an updated chemical listing and corresponding MSDS.

All departments must report any new chemical to the Safety Manager at the time of purchase. This report should be in memo form and include a copy of the MSDS. The supervisor has the responsibility of obtaining the MSDS, if not available at the time of purchase.

Employee Information and Training

The Hazard Communications Program Training shall occur at initial employment and annually. Supervisors will be responsible to train all employees when any new chemical is introduced to the work place. All training sessions shall be documented and a list of attendees shall be placed in the Safety files.

The training sessions shall, at a minimum, cover the following subjects:

- The existence and requirements of the OSHA Hazard Communications Standard
- The components of the Hazard Communications Program in the work area
- Work area operations where hazardous chemicals are present
- Locations of Hazard evaluation procedures, communications program, hazardous chemical list, and MSDS forms

Additionally, employees shall be informed on:

- How to read and interpret labels, MSDS and the Hazardous Material Identification Guide
- How to use the available hazard information
- Specific chemicals and associated hazards
- Use of protective equipment
- Protective measures required for safe use of chemicals
- Detection of chemicals, such as by smell or sight

In conclusion, the employees must be made aware that they have the “**Right to Know**”, for their health and safety, the hazards of all chemicals in the work place.

Acquired Immune Deficiency Syndrome (AIDS)

AIDS is currently a non-curable, deadly disease. The best scientific evidence indicates that AIDS is caused by a virus known as HTLV III, and is transmitted through the exchange of blood or semen by infected sexual partners, by sharing of contaminated intravenous needles, by transfusion of contaminated blood and / or blood products, by direct contact of contaminated blood or blood products with break(s) in the skin barrier or mucous membrane, and from an infected woman to her unborn or newborn infant. Therefore, it is believed there is no risk of transmission in casual, person-to-person contact as would occur among fellow employees. When necessary, co-workers of a person who has AIDS or a related condition will be counseled that AIDS is not easy to catch.

Medical knowledge about AIDS is continuing to develop and therefore, is incomplete. It is almost certainly true that infection with the HTLV III virus takes a multiplicity of forms, some disabling and some not, varying not only from individual to individual, but also from phase to another within the same individual. From what is known today, AIDS reduces the body's immune response, leaving the infected person vulnerable to life-threatening infections and malignancies.

Goodwill Industries considers AIDS to be a handicapping or disabling condition. Federal guidelines define a person with a handicapping condition as one who has a physical or mental impairment that substantially limits one or more of such person's major life activities, has a record of such impairment. An individual who has been diagnosed with AIDS or AIDS-related Complex should be treated similarly to any other individual with a handicapping condition.

- Goodwill Industries, therefore, provides the following guidelines regarding AIDS or AIDS-Related Complex as guidance for all levels of the organization in making decisions related to responsibilities outlined in Goodwill's policy statement regarding this illness.
- Goodwill Industries will provide educational information on Acquired Immune Deficiency Syndrome (AIDS) and AIDS related complex to employees, volunteers and program participants as appropriate. This may include such items as information about the virus and its symptoms, the risks of transmission, methods of prevention and any other educational information in order to provide accurate information and to dispel the unfounded or unproven fears surrounding the disease.
- Goodwill Industries will evaluate, on an individual basis, the risks and benefits to a person with AIDS who desires to participate in programming, secure employment or volunteer at the facility. The agency will respond with an evaluation, on an individual basis, to the information that an

individual has been diagnosed to have AIDS. Such evaluations will be completed by a team that may include such persons as the one being diagnosed as having AIDS and their parents or legal guardians, their physician, public health personnel and appropriate Goodwill personnel.

- Goodwill Industries will attempt to reasonably accommodate the work place limitations of the individual who is infected with the AIDS virus, just as it will reasonably accommodate the workplace limitations of any other individual with a handicapping condition.
- Goodwill Industries may deny programming or employment to any individual, paid or volunteer who cannot meet the demand of his job due to any physical or mental condition or who presents a real risk to the health and safety of others.
- In general, Goodwill Industries will not discharge or demote a client or employee who is physically and mentally capable of satisfactorily performing their job in a manner that presents no real threat to the safety of co-workers merely because the individual has AIDS or a related condition.

Due to the developing nature of scientific knowledge about this disease, it is anticipated that Goodwill Industries will update this policy as necessary.

Body Fluid (Internal) Spills

Red Cross states universal precautions apply only to blood and other body fluids containing visible blood, semen and vaginal secretions. Universal precautions do not apply to: feces, nasal secretions, sputum, sweat, tears, urine, vomits, or saliva (unless they contain visible blood), and human breast milk.

The following clean-up policy prevails in the event of a spill of internal body fluids:

1. Personnel assigned to clean up the spill MUST wear disposable latex or vinyl (waterproof) gloves, which must be removed and disposed of as soon as cleaning is completed.
2. The spill will be cleaned up with paper (disposable) towels or cloth rags
3. Place solid and liquid waste (paper towels & spill) in an impermeable plastic bag.
4. Surfaces soiled with internal body fluids must be thoroughly washed with HOT, SOAPY water.
5. The surfaces must then be disinfected with a 10% solution of household bleach and water.
6. The mop handle is then washed with the bleach and water solution and a cloth.
7. The latex gloves and cloth are placed in a plastic bag.
8. The plastic bag is tied shut and placed in a Bio Hazard Bag, which is tied shut.
9. The bag in a bag is then disposed of in the compactor (unless we can get a hospital to dispose of it).

SECTION 6 INTERNAL DISASTERS

General Directions

An **Internal Disaster** has been defined as: incident or series of incidents on the premises such as fire, bomb threat/explosion, power outage, workplace violence, medical emergencies, etc.

In the event of an internal or external disaster, no one is allowed to leave the premises without reporting to their supervisor as it is important to know that everyone is accounted for.

Elevators are not to be used. The company phone lines shall be limited to emergency use only. All other services not essential to the immediate safety and welfare of our employees and consumers should be curtailed.

Senior management will refer and put into action business continuity/disaster plans.

The president of Goodwill or designated representative is the only person that has or can issue the authority to release information to the representatives of the press, radio and television.

In the event that an evacuation is required, employees may be required to gather at the designated temporary shelter if the weather conditions are unfavorable or if the manager on duty deems necessary.

FIRE EMERGENCY

Procedures

Sound Alarm:	Pull fire alarm if applicable
Announce:	“Attention please, the fire emergency plan is now in effect. Please evacuate the building at the nearest assigned exit. REPEAT TWO TIMES.

Evacuate: Refer to posted emergency evacuation route diagrams. Exit at the closest exit as indicated by diagram.

Gather: Gathering site for a fire evacuation is indicated on posted emergency evacuation diagrams.

Specific Responsibilities

Manager on Duty (Cherry St. See assignment sheet)

- Pull alarm if applicable
- Make announcement
- Assist customers and clients to evacuate the building
- Call 911
- Ensure all personnel are accounted for
- Give "All Clear" to reenter building if appropriate
- Contact Senior Staff member

Remaining Service and Support Staff

- Assist with clearing of building

Qualified First Aid and CPR Respondents

- First Aid will be given where needed and those needing further treatment will be referred to the nearest hospitals. This will be done under the direction of the acting manager

Additional instructions

Every required means of egress shall be continuously maintained free of all obstructions or impediments to its full instant use in case of fire or other emergency.

All required fire protection equipment, such as detection, alarm and extinguishing systems and equipment, fire doors, exit lighting, etc., shall be maintained in proper operating condition.

Good housekeeping is one of the most effective aids to fire prevention. Waste paper, rags, and other combustible material shall not be stored in areas used for exits, stairways or normally used for the safe passage of people.

Flammable liquids shall be kept in approved safety cans and identified by proper labels.

Open flames and smoking are prohibited in all areas where flammable liquids or gases are stored or being used. Such areas shall be posted with appropriate warning signs.

Avoid use of matches around open flames. Prevent electric sparks in areas where combustible gas may exist. (Such conditions may exist around gas-filled electrical equipment).

Fire extinguishers are provided throughout the facility and inspected monthly.

All fire extinguishers are conspicuously marked and not obstructed. Flame or excessive heat shall not be used in close proximity to fire-detecting devices.

Fire hoses and other fire protective equipment shall not be removed from fire stations or used for purposes other than fire fighting without permission.

Any truck equipped with hydraulic equipment shall have a fire extinguisher stored where it is easily accessible from inside the vehicle.

Clothing on Fire

1. Don't panic!
2. Cross your arms over your chest, so that your hands touch your shoulders
3. Drop to the floor; roll over and over slowly
4. If possible, wrap yourself in a wool blanket, coat, rug, etc., and fall on the floor or ground
5. Don't panic and Run – it would only serve to fan the flames

Action to take if another person's clothing is on fire

1. Force person to ground even if tripping or tackling is necessary
2. Smother flames with blanket, rug, coat, etc.
3. Spray with extinguisher if one is available. Avoid spraying in face.
4. When clothing is extinguished, do not pull clothing from skin. Treat victim for shock and summon immediate professional assistance.

Fire Evacuation

In the event of fire, the following action should be taken without delay:

When the alarm device is sounded or the vocal alarm given, the building will be evacuated as quickly as possible. Staff will assist persons with vision and/or mobility disabling conditions. Safety committee members and departmental supervisors as pre-assigned and designated on their site evacuation plan. The nearest designated exit will be utilized – **DO NOT DELAY** or attempt to return for personal belongings.

Evacuation Plan Part 2

All safety committee and staff members are assigned to assist and direct all other personnel in the event of an emergency. Each will be assigned to a specific area to assure a proper, safe and thorough evacuation. Assisting personnel should make every effort to assure complete evacuation by checking every restroom and obstructed area within their assigned area.

Assisting personnel should assure that all lights and air conditioning (including fans) are turned off, and that all windows and doors are closed. In the event that assisting personnel are not in their assigned area at the time of emergency, they should assist in evacuation where they are. Other assisting personnel are assigned area at the time of emergency. They should assist in evacuation where they are. Other assisting personnel are assigned to each area to assure a complete evacuation.

When evacuation is carried out, assisting personnel should gather outside the building in designated area as soon as possible to check with each other to make sure that all areas were completely evacuated. In the event that any assisting personnel are to be absent (from their assigned area) for an extended period of time, they should let their supervisor know.

BOMB THREAT/EXPLOSION

Procedures

Announce:	“Attention please, the Internal Disaster Plan is now in effect. Please evacuate the building at the nearest assigned exit. REPEAT TWO TIMES.
Evacuate:	Refer to posted emergency evacuation route diagrams. Exit at the closest exit as indicated by diagram.
Assembly:	Assembly site is indicated on posted emergency evacuation diagrams.

Specific Responsibilities

Manager on duty (Cherry St. See assignment sheet)

- Make announcement
- Assist customers and clients to evacuate the building
- Call 911
- Ensure all personnel are accounted for
- Give “All Clear” to reenter building if appropriate
- Contact Senior Staff member

Remaining Service and Support Staff

- Assist with clearing of building

Qualified First Aid and CPR Respondents

- First Aid will be given where needed and those needing further treatment will be referred to the nearest hospitals. This will be done under the direction of the acting manager.

Additional instructions

In the event of a threat against any Goodwill facility, the following actions will be initiated without delay.

1. The person receiving the message or telephone call will immediately notify an Executive Staff member or Executive Director. If the contact is by telephone, they will attempt to turn the caller over to a staff member. However, they will

try to keep the caller on the phone and secure as much information as possible about the device's location, description, time of detonation, reason for its placement, etc. Every bit of information secured will be of vital assistance to the authorities.

2. Concurrently, the proper evacuation and/or alternative shelter plans will be implemented. The building should be evacuated as quickly and safely as possible to avoid unnecessary panic and injury. Under no circumstances is an attempt to locate or remove the device to be made by anyone from Goodwill Industries.
3. The Executive Director or Executive Staff member on the scene will assume the responsibility for the evacuation tally and reporting to the authorities as they arrive as well as providing required information and providing the staff contact persons for their debriefing.
4. The Executive Director or Executive Staff member present will, after notification by the authorities, determine whether normal operations will resume and what additional actions need to be taken.

POWER FAIURE

Procedures

Announce:	“Attention please, a Power Failure is in Effect . Please remain where you are and listen for further instructions.” REPEAT TWO TIMES. Use bullhorn if necessary and applicable.
Evacuate (if applicable):	Refer to posted emergency evacuation diagrams. Evacuation procedures will mirror fire evacuation procedures. Exit closest postings as indicated by diagram.
Assembly (if applicable):	Assembly site is indicated on posted emergency evacuation diagram

Specific Responsibilities

Manager on duty

- Determine if evacuation is necessary. If necessary, evacuate building
- Communicate by bull horn, if applicable

- Use flashlights where needed and make sure all computer, power strips and all running machinery is shut down.
- Notify senior management and wait for further instruction.
- Account for all personnel if applicable.
- Give “All Clear” to reenter building, if appropriate.

Remaining Service and Support Staff

- Shut down any running equipment.
- Assist any clients or customers with any special needs.
- Help clients and customers evacuate building, if necessary

WORKPLACE VIOLENCE

Workplace violence can be any act of physical violence, threats of violence, harassment, intimidation, or other threatening behavior that occurs at the worksite. While a number of actions in the work environment can trigger or cause workplace violence, it may be result of a non-work related situation. Whatever the cause, workplace violence is not to be tolerated.

Procedures

Announcement (if applicable):	Receptionist will announce appropriate announcement code in the event of a threat.
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“Mr. Winchester to (location)” will be the code in case someone would has a weapon. We would call 911 first. The person or persons to be called after that would be our CEO, then the safety manager and directors, if available.

“Charlie Brown to (location)” will be the code for anyone or anything suspicious, unusual or for an irate person. Any employee available would answer the page.

“Jimmy Steele to the store” will be the code if anyone tries to shoplift. Any employee available would answer that page.

The receptionist will call a person or persons needed directly at that time for an emergency.

Responsibilities

Managers

- Respond to potential threats and escalating situations by utilizing proper resources from the following:
 - Local law enforcement
 - Medical services
 - Designated response staff
- Notify senior staff of event and wait for further instruction.

Employees

- Secure their own workplace
- Stay in secure area unless designated to respond
- Do not confront individuals who are a threat
- Take all threats seriously

MEDICAL EMERGENCY

Procedures

First Respondent(CPR and First Aid certified)

Assess situation, call 911, if necessary, respond to and treat individual using proper CPR and FA techniques.

First Respondent(Not CPR and First Aid certified)

Assess situation, notify qualified CPR and FA respondent (certified CPR and FA respondent are listed on the CPR and FA roster located in areas easily accessible to employees. Examples; Posted on break room wall, posted by cash register), If CPR and FA respondent can not be located, first respondent should call 911, if necessary. Notify receptionist (if applicable) of situation, therefore, paramedics or other respondents can be directed to the emergency site.

EXTERNAL DISASTER

An **External Disaster** has been defined as an accident or catastrophe such as flooding, tornado, nuclear, or chemical disaster in the community.

In the event of an internal or external disaster, no one is allowed to leave the premises without reporting to their supervisor as it is important to know that everyone is accounted for.

Elevators are not to be used. The company phone lines shall be limited to emergency use only. All other services not essential to the immediate safety and welfare of our employees and consumers should be curtailed.

Senior management or designated representative will refer and put into action business continuity/disaster plans.

The president of Goodwill is the only person that has or can issue the authority to release information to the representatives of the press, radio and television.

EXTERNAL DISASTER/TORNADO WARNING

Procedures

Announce:	“Attention please, an Emergency plan or Tornado Emergency plan is now in effect. Please go to the designated assembly area.” REPEAT TWO TIMES.
Assembly:	Refer to assembly area indicated on the emergency plan evacuation postings in designate areas of building.

Specific Responsibilities

Manager on duty will:

- Make announcement
- Assist consumers and customers with assembly to designated area location
- Account for all personnel
- Monitor any changes to situation
- Give “all Clear”, if appropriate

Remaining Service and Support Staff

- Ensure dressing rooms are clear
- Clear sales area
- Clear back room, break room and bathrooms
- Proceed to assemble area.

First Aid

First aid personnel will bring an emergency kit with them to the meeting area. This plan will be in effect until “All Clear” is announced.

Tornado Watch/Warning

In the event an area tornado watch is announced, the manager or supervisor in charge will monitor all weather reports and be continually informed of any change in the status of the storm.

If the watch is upgraded to a warning and there are indications a tornado is on course threatening Goodwill Industries of Northwest Ohio personnel and property, all employees will be instructed to report to the **TORNADO ASSEMBLY AREA** and await further instructions from the staff member in charge. He/She will give specific instructions for building preparation and individual protective measures to be taken.

Each department supervisor will have a flashlight in his/her possession when reporting to the assembly area. The staff member in charge will bring a portable battery operated radio so storm information can be monitored at all times.

It is very important that all personnel remain calm and explicitly follow the instructions of the person charge.

TRAINING CURRICULUM

Employee will receive training on various safety topics at the time of orientation at different times of the year as indicated below.

Orientation (time of hire)

- Review of all contents of Safety Manual including policies, forms and procedures.
- Contents of Orientation Checklist and Supervisor's Training Check list.

Annually

- Bloodborne pathogens
- MSDS
- HAZCOM
- Fire Extinguishers
- Emergency Drills
 - Fire
 - Bomb Threat
 - Tornado
 - Power Outage
 - Medical Emergency
 - Violent Threat
- Harassment (Supervisors)
- Review of entire safety manual and contents including policies, procedures and forms.

GOODWILL INDUSTRIES OF NORTHWEST OHIO, INC.
SAFETY MANUAL

My signature below indicates I have read and understand the policies and procedures stated in the Goodwill Industries Safety Manual.

Employee's Printed Name

Position

Employee's Signature

Date

Trainer's Signature

Date

