Goodwill Industries of Northwest Ohio, Inc.

Employee Safety Manual: Transportation

Rev 17, Rev 18, Rev 19, Rev 20, Rev 21, Rev 22, Rev 23, Rev 24, Rev 25, Rev 26

TABLE OF CONTENTS

Health and Safety Statement Page 3

Purpose of this Manual Page 4

Safety Committee Page 5

Section 1: Safety Rules Page 6

Section 2: First Aid/CPR Page 14

Section 3: Policies & Procedures Page 16

Section 4: Disasters Page 41

Training Curriculum Page 51

Safety Manual Acknowledgement Page 52

Addendum No. 1

- **Emergency Communication with Relevant Stakeholders**

Goodwill Industries of Northwest Ohio: *Our Business Works So Others Can*

Mission Statement

Goodwill builds dignity and enhances quality of life for individuals and families throughout Northwest Ohio through the *Power of Work* by eliminating barriers and providing opportunities. *December 13, 2022*

Vision Statement

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

Health and Safety Statement

Goodwill Industries of Northwest Ohio

The policy of Goodwill Industries of Northwest Ohio is 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 our organization; for this reason, we will make every reasonable effort to promote accident prevention and health preservation.

Safety and health in our organization must be part of every operation--it is the responsibility of every employee. We believe that we can avoid and prevent accidents causing injury by using the proper tools and enlisting expertise. We believe that taking care, observing precautions and using reasoning and common sense will help avoid and prevent all accidents.

The intent of this organization shall comply with all laws. In order to do this we must be aware of all conditions in all work areas that can produce injuries. Employees are not required to work at a job they know is not safe or healthy. It is the responsibility of all employees to notify management of any hazardous conditions.

Goodwill Industries of Northwest Ohio maintains a safe and healthy work place. The organization provides safe working equipment, necessary personal protection equipment, an emergency response plan and provides First Aid and CPR as necessary. The success of the safety program depends on the proper attitude toward injury and illness prevention displayed by all employees. The establishment and preservation of everyone's best interest is through a cooperative effort adhering to the safety program.

The responsibility of the Safety Director is the overall effectiveness of the safety program. The Safety Director undertakes the duties necessary in the daily operation of the safety program; they review and revise elements of the program as necessary.

The objective of our program is the reduction of the number of injuries and illnesses as well as surpassing the best experience of operations similar to ours. Our goal is zero accidents and injuries. We do not believe that accidents are unavoidable and will always happen. If all of us behave safely at all times, and we all maintain healthy attitudes toward accident prevention, then we will achieve improved safety.

President/CEO
Goodwill Industries of Northwest Ohio

Reviewed 2/2017

Purpose of this Manual

The Goodwill Industries of Northwest Ohio's Safety Manual is a current compilation of policies, procedures and safety practices necessary for optimal operations. The material and recommendations contained in this manual, however, represent the *minimum* standards and practices for the specialized topics delineated and NOT the *only* standards and practices necessary.

Safe and efficient operations go hand in hand: both produce good management and an effective safety team. This results in the fulfillment of management goals and employee responsibility.

Businesses succeed in safety and health efforts when all members of their team fulfill their responsibilities. EVERYONE IN THE ORGANIZATION IS A MEMBER OF THE TEAM.

This development of this manual, therefore, assists Goodwill in providing their safety team with information to help meet their safety goals and obligations. All employees shall consider this manual carefully and apply its contents thoroughly. This manual contains different information concerning accident prevention coupled with explanations for its use, benefits and methods of application. The techniques described here will prevent and reduce accidents, injuries, and illnesses.

Improved safety and health policies and procedures benefit all employees. All employees benefit from jobs less physically demanding and stressful. All employees improve through the reduction of operational error. When everyone promotes a safe and healthy workplace, work efficiency and quality increase.

The Human Resources/Safety Department will distribute revised copies of this manual when new rules, policies and procedures change. Review of The Safety Manual of Goodwill Industries of Northwest Ohio is annual and on an as-needed basis.

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: Amy Wachob, Kellie Schlachter, Jason Flynn, Ryan Martin, Tim Kralovic, Cody Witt, Sandy Boyd, Austin Chudzicki and Angie Gillis

Goodwill Executive Staff Call List

419-255-0070 and Extension Number

President/CEO	Amy Wachob Ext. 3301
CFO	Kellie Schlachter Ext. 3010
CMO	David Takats Ext. 3201
Director of Facilities and Safety	Jason Flynn Ext. 3007
VP of Commercial Contracts	Ryan Martin Ext. 3008
VP of Donated Goods Retail	Tim Kralovic Ext. 3521
Director of Mission Services	Lisa Broseke Ext. 3506
Director of Employee Engagement	Cody Witt Ext. 3524

SECTION 1
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 performing maintenance or repairs 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. Do NOT hold the breath; instead, remember to breathe.

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, firefighting 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 and solid 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 in accordance with Goodwill Industries of Northwest Ohio Standards of Conduct.

Ladder Safety

Inspect all ladders quarterly and maintain the requirements of applicable standards.

The base of a ladder should not be placed less that ¼ of its working length from a wall or supporting surface and not farther than 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 lock plates 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 while continuing to breathe.
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 in 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 over-looked 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.

Lifting and Carrying

When lifting heavy objects, keep the back upright and lift with the leg muscles. Keep bulky loads close to the body and carry in a way that permits an unobstructed view ahead. Remember to remain breathing while lifting.

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.

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. All flammables 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.

3. Power Driven Saws

1. Only one person may operate a power driven saw at any given time.

2. Ensure all Power Driven Saws possess the proper safety guards.

3. 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 2
FIRST-AID/CPR

Goodwill Industries provides employees and clients with First Aid or CPR when necessary. Only First Aid/CPR certified individuals administer First Aid or CPR. Goodwill prohibits the administration of medications or medical treatment by unqualified persons. Employees shall notify the Human Resources/Safety Department when an injury or epidemic occurs. Procedures outlined in this section only provide a general knowledge of safe, effective methods.

1. A posting of First Aid/CPR certified employees is in the Safety Manual.
2. If an injury is minor, then the individual may return to work after the administration of First Aid.
3. The Human Resources/Safety Department keeps a record of all injuries occurring in the workplace.
4. It is important to maintain all First Aid Kits; when First Aid kits require new supplies, notify the Human Resources/Safety Department for their administration.
5. First Aid kits are inside all agency vehicles used to transport clients.

FIRST AID/CPR CERTIFIED EMPLOYEES

Employee Name/Expire	Location
Candace Odenweller – 3/25/2027	Missions
Lisa Broseke – 3/25/2027	Missions
Austin Chudzicki – 10/23/2027	Missions
Charles King – 10/23/2027	Missions
Melody Godwin – 10/26/2027	Missions
Sean Henley – 10/23/2027	Missions
Amber Painter – 11/13/2027	Missions
Osa Guobadia – 11/13/2027	Missions
Diamond Bailey – 7/30/2028	Missions
Yusuf Gardner – 7/30/2028	Missions
Jess Jones – 8/21/2028	Missions

Alan Olin – 10/23/2027	Contracts
Trey Daugherty – 10/23/2027	Contracts
Ryan Terris – 11/13/2027	Contracts
Sam Lishewski – 11/13/2027	Contracts
Cody Witt – 10/23/2027	Human Resources
Jason Flynn – 11/13/2027	Human Resources
Sandra Boyd (Instructor) – 12/7/2027	Human Resources
Will Branum – 7/30/2028	IT
Andrew Kohn – 7/31/2028	IT
Dawn Wiseman – 7/23/2028	District Manager
Jessie Miller – 7/23/2028	District Manager
Chandler Lane – 11/26/2026	Bowling Green
Denise Sito – 3/25/2027	Bryan
Arletha Erving – 8/27/2028	DeVeaux
Beth Hyter – 8/27/2028	Deveaux
Crystal Lemons – 7/23/2028	Findlay
Gabrielle Dryer – 8/28/2028	Findlay
Christina Morales – 8/28/2028	Maumee
Corina Hernandez – 7/23/2028	Napoleon
Stacy Fuhrhop – 8/21/2028	Napoleon
Vincent Rivera Jr – 8/20/2028	Navarre
Lisa Pearce – 8/21/2028	Navarre
Michael Lee – 3/27/2027	Ottawa
Kayla Musgrove – 3/25/2027	Ottawa
Rosanna Carpenter – 7/24/2028	Secor
Sam Priddy – 8/27/2028	Secor
Lucy Brown – 7/24/2028	SGW
Starr Beckman – 8/20/2028	SGW
Alisha Thompson – 7/24/2028	Swanton
Kyrah Rodriguez – 8/28/2028	Swanton
Cherie McFadden – 7/23/2028	Tiffin
Elizabeth Notter – 7/23/2028	Whitehouse
Tiffany Kania – 7/23/2028	Whitehouse

SECTION 3
POLICIES

GOODWILL VEHICLE MANAGEMENT POLICY

Policy

The purpose of this Policy is to ensure the safety of those individuals who drive company vehicles. Vehicle accidents are costly to our company, but more importantly, they may result injury to you or others. The purpose of this Policy is to ensure the safety and continuity of Goodwill's Vehicle Safety policies and procedures.

As a result, effective immediately, Human Resources will be the point of contact for the Safety and upkeep of all Goodwill Company Vehicles. Specifically, the Human Resources department will ensure all drivers are qualified and approved as per company standard, and will provide the necessary items needed for safe operation to include but not limited to, vehicle keys, driver's logs, and safety equipment as required.

- Keys for all Goodwill Company Vehicles kept at Corporate will be signed out by the driver and obtained from the Receptionist.

Driver Eligibility

Drivers must have a valid driver's license for the type of vehicle to be operated, and keep the license(s) with them at all times while driving. All CDL drivers must comply with the applicable D.O.T. regulations, including successful completion of medical, drug, and alcohol evaluations.

- Company vehicles are to be driven by authorized employees ONLY, except in emergencies, or when repair testing by a mechanic. **Family members, friends or Non-Service animals are prohibited from riding in a Company vehicle, without the written consent from the CEO.**

- Company vehicles are to be driven for Company Business ONLY. Personal use of company vehicles is prohibited, without the written consent from the CEO.

- All employees who have a driver's license revoked or suspended shall immediately notify the **Director of Facilities and Safety** and discontinue

operation of the company vehicle. Failure to do so will result in disciplinary action up to and including dismissal.

- The Human Resources Dept. will maintain a log of all authorized drivers. **If a potential driver is not listed, they will not be given keys to any company vehicle or allowed to drive on behalf of Goodwill in order to conduct company business**.

Driving Records

Human Resources will keep an updated list of all employees eligible to drive a company vehicle or may transport clients in their own personal vehicle which will be provided to the organization Insurance Carrier. Your personal driving record is a reflection of your overall driving habits, and directly affects our insurance costs. Motor Vehicle Records will be ordered annually to assess driving records. An unfavorable record will result in the loss of company vehicle driving privileges or employment.

Vehicle Violations that exclude employees from driving company vehicles includes, but is not limited to:

- Driving While Intoxicated
- Driving While Under the Influence of Drugs
- Reckless Driving
- Speeding over 25 mph
- Passing a stopped school bus loading or unloading passengers
- Any other combination of 3 or more moving violations or at-fault accidents

Vehicle Operation

1. Goodwill Industries of Northwest Ohio requires all employees who drive have a valid driver's license and insurance.

2. All vehicles used should be equipped with a first aid kit, warning triangles, ice scraper/snow brush and emergency procedures.

3. Complete The Vehicle Safety Checklist every time a Goodwill vehicle is used.

4. Obey all traffic laws and ordinances of that area of the operation of vehicles.

5. Wear your seatbelt.

6. When filling a gas tank, replacing a propane tank or battery, turn the ignition key to the "OFF" position. Turn the lights off and see that contact made is between the hose nozzle and the tank of vehicle.

7. Drivers are responsible for the safe operation of the vehicle. Drive defensively, never offensively and give pedestrians the “right of way”.

8. Observation habits for safe operation are:

    a) Scan the road far ahead of you
    b) Maintain awareness of what is around you
    c) Avoid hypnotic stare by moving the eyes often
    d) Maintain a safe space ahead, behind and beside you
    e) Let others know your plans. Signal in advance of turns and stops

9. Stay in one lane as long as possible/necessary.

10. Maintain a safe and 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. Do NOT block intersections.

14. Avoid unnecessary braking of the vehicle.

15. Know the usual sounds of the vehicle. Report any sounds that are out of the ordinary to your supervisor.

16. Be on the lookout for children.

17. Use caution when encountering bicyclists and motorcyclists.

18. Avoid parking on grades. If necessary, turn the wheels toward the curb.

19. Each company vehicle and/or personal vehicle used for company business must be equipped with a first aid kit, warning triangles, spare tire, a communications device and emergency procedures.

20. All drivers shall obey all traffic laws and ordinances of the area where the vehicle is operated, and are responsible for tickets if received.

21. Employees are expected to keep company vehicles clean at all times. All malfunctions or damages must be reported to Human Resources immediately.

22. When conducting company business and a vehicle is needed, a company vehicle must be used. If a company vehicle is unavailable, then, with the

approval of the Department Director and/or CEO, employees may use their own personal vehicle.

23. Prior to using a personal vehicle, employees must first sign the transportation bag log held at the receptionist desk report to obtain a transportation bag (includes first aid kit, warning triangles, ice scraper/snow brush, vehicle operations manual and other items necessary for safe operation of the vehicle).

24. All mileage must be recorded on the Vehicle Mileage Log when using any company vehicle.

25. To request reimbursement for business mileage, an employee must complete a Travel Expense Report and have it signed by his/her Department Director.

26. Where there are schools, there are children. Be on the lookout for them.

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) Warning Triangles

Drivers shall report all unsafe conditions of vehicle in writing to the HR/Safety Department

Vehicle Loading and Unloading

Drivers are 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

Vehicle Accidents

Employees shall report all accidents involving Company vehicles to the police and to the **Director of Facilities and Safety** immediately. Failing to stop after an accident and/or failure to report an accident will result in disciplinary action up to and including dismissal.

- The use of a company vehicle while under the influence of intoxicants is forbidden and is sufficient cause for discipline, including dismissal.
- **EMPLOYEES SHALL WEAR SEAT BELTS AT ALL TIMES WHEN OPERATING COMPANY VEHICLES OR PERSONAL VEHICLES USED FOR COMPANY BUSINESS.**
- Employees shall report any unsafe mechanical conditions difficulties or repair needs to the **Director of Facilities and Safety** immediately.
- Drivers are responsible for the security of the Company vehicles being used by them. The vehicle engine must be shut off, ignition keys removed, and vehicle doors locked whenever the vehicle is left unattended.

When reporting the accident to Goodwill, provide the following information:

(a) Your name
(b) Location and time of the accident
(c) If injuries occurred, name of injured, nature of injury and where injured is being taken for treatment
(d) Whether the vehicle is still drivable or if it requires a wrecker/tow truck
(e) Whether you have reported the accident to the police/sheriff

Medical Emergencies

All drivers transporting clients and/or passengers should be CPR and First Aid certified. In the case of a client and/or passenger requiring medical assistance, the respondent/driver shall follow standard CPR and First Aid procedures and/or call 911.

Mileage Reimbursement Policy and Procedures

1. When employees use their own personal vehicles while conducting company business, travel mileage must be documented on a Travel Expense Report and have it signed by their respective Department Director in order to request mileage reimbursement.

2. Use the distance from the employee's main office to and from the destination to compute mileage.

3. When an employee is traveling directly from their residence, mileage from the residence to and from the destination must be computed only where the most direct, least distant route DOES NOT include travel through the corporate office.

4. When the most direct route from the employee's residence DOES include travel through headquarters, only mileage from the corporate office to and from the destination must be computed.

5. If an employee is on travel status and away from the corporate office, the distance between the points of departure and destination must be used.

6. Employees will be reimbursed at the current rate as per the direction of the CEO.

7. When two or more employees are traveling in the same private vehicle, only one employee may claim mileage reimbursement. The names of the other passengers and their respective departments must be listed on the Vehicle Mileage

Employees Authorization for MVR Review

I acknowledge that the information contained in the Company's Vehicle Management Policy has been reviewed with me, and a copy of the policy and driver rules have been furnished to me. As a driver conducting business on behalf of Goodwill Industries of NW Ohio, I understand that it is my responsibility to operate the vehicle in a safe manner and to drive defensively to prevent injuries and property damage.

I also understand that my employer will periodically review my Motor Vehicle Record to determine continued eligibility to drive a vehicle when conducting business for Goodwill. In accordance with the Fair Credit Reporting Act, I have been informed that a Motor Vehicle Record will be periodically obtained on me for continued employment purposes.

I acknowledge the receipt of the Vehicle Management Policy, confirm that I have valid insurance coverage and authorize my employer and/or designated agents to obtain a Motor Vehicle Record report. This authorization is valid as long as I am an employee or employee candidate and may only be nullified in writing.

NOTICE TO ALL EMPLOYEES: Only authorized drivers are allowed to drive company vehicles or drive a personal vehicle to conduct Goodwill company business. Any individual that does not meet the guidelines as per Goodwill's Insurance requirements will not be allowed to drive any company vehicle or transport clients for any purpose using their own personal vehicle.

_____
Print Full Name

_____
Driver's License Number/ State Issued

_____
Date of Birth

_____
Signature/ Date

_____
Reviewer's Signature Date

Retain signed original in employee's file

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 and certified by a qualified 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

Incident/Accident Reporting Policy

The Bureau of Worker's Compensation covers all employees and consumers/clients with job-related injuries and illnesses.

Report all work related injuries, illnesses and accidents to your supervisor or person in charge, who will then notify the Human Resources/Safety Department

The Bureau of Worker's Compensation will issue a card to take with you for treatment if medical treatment is necessary.

Failure to follow this procedure may result in disciplinary action or claim denial.

Goodwill Employee Injury Procedures

1. Employees and witnesses must complete the **incident reporting forms**.

2. If an injury requires professional medical attention contact the Human Resources/Safety Department immediately.

3. Send the injured employee(s) to the appropriate Care Facility, if necessary,

4. Collect all completed "Incident Investigation Forms" and **"**Return to Work" form (completed by the Physician) and send to the Human Resources Department within 24 hours of injury.

5. If the physician restricts an employee to light duty or takes an employee off work completely, contact the Human Resources/Safety Department immediately.

6. The employee must immediately send to the Human Resources/Safety Department a new **"**Return to Work" form after each checkup with the physician.

Incident/Accident Investigation Procedures

I. Fact-Finding

1. Emphasize the gathering of facts and do not place blame, or determine the cause of accident.
2. Inspect the accident site before any changes occur.
3. Preserve essential and critical evidence.
4. Take photographs and/or make sketches of the accident scene.
5. Interview the injured employee and witnesses as soon as possible after an accident. Record pre-accident conditions, the accident sequence, and post-accident conditions.
6. Document the location of injured employee, witnesses, machinery, equipment, energy sources, and hazardous materials.
7. Ask who, what, when, where, why, and how during interviews.
8. Re-interview injured employee and witnesses to resolve conflicting accounts of the accident.
9. Remain completely objective during interviews and in documentation – no opinions, just the facts.
10. Keep complete and accurate notes.

II. Interviews

1. Get preliminary statements from victims and witnesses as soon as possible.
2. Explain the purpose of the investigation (accident prevention) and put each witness at ease.
3. Let each witness speak freely and take notes without distracting the witness.
4. Record the exact words used by the witness to describe each observation.
5. Be sure that the witness understands each question.
6. Identify the witness completely (name, occupation, years of experience, phone number).
7. Supply each witness with a copy of his or her statement (signed statements are desirable).

III. Accident Reconstruction

1. Develop a sequence of events from the information obtained from the victims and witnesses.

2. Identify hazardous conditions present during the accident.
3. Identify unsafe work practices present during the accident.
4. Identify system issues that caused or contributed to the accident.
5. Determine root causes of the accident by Job Safety Analysis or other methods.
6. If discrepancies exist, contact the Human Resources Department regarding the discrepancies and ask for assistance.

IV. Investigation Reporting

1. Provide complete, thorough information about the accident (who, what, where, when, why, and how data).
2. Describe the accident. Document the sequence of events of the accident. Identify the extent of damage to the employee and/or property.
3. Identify hazardous conditions and/or unsafe work practices for each event of the accident.
4. Identify the root cause of each hazardous condition or unsafe work practice.
5. Provide short-term and long-term corrective actions that prevent or eliminate the identified hazardous conditions, unsafe work practices, and root causes.
6. Describe the corrective actions recommended, the persons who are accountable for each corrective action, and the approximate time frame for correction.

V. Corrective Actions

1. Recommend immediate corrective actions to eliminate or reduce hazardous conditions and/or unsafe work practices.
2. Recommend long-term corrective actions that correct policies, programs, plans, processes, and/or procedures.
3. Recommend engineering controls, administrative controls, and/or personal protective equipment.
4. Estimate the cost to implement each immediate and long-term corrective action.
5. Develop an action plan for each corrective action.
6. Monitor the implementation of the action plan to ensure appropriate corrective actions.

Goodwill Industries of Northwest Ohio, Inc.
1120 Madison Ave., Toledo, Ohio 43604
goodwillnwohio.com
Phone 419-255-0070
FAX 419-214-3086

Incident Investigation Forms

* Critical Incident Report
* Critical Incident Witness Statement
* Incident Investigation Form

Accident investigation forms/statements should be filled out by the employee, guests, consumer the supervisor and any witnesses to the accident.

IMPORTANT - Obtaining signed statements as soon as possible following an incident insures that the employer has an accurate account of how the incident occurred, helps correct hazards to prevent it from recurring, and assures the claim is documented.

After I have these forms completed - what do I do with them?
Promptly submit your completed forms to the Human Resources department. The supervisor should also keep copies of the forms for future reference.

What to do when the employee, guests or consumer is physically unable to fill out the Critical Incident Report?
Use common sense and good judgment. If the incident is severe - remember the health and safety of all individuals involved is most important. If possible, have the form filled out at a later, more appropriate time when the individual is physically able to document the incident.

What if my employee refuses to fill out or sign an Employee's Report of Injury?
While you cannot make an individual fill out the document; you can however stress the importance of getting "their" account of the incident to help prevent it from happening again.

The supervisor's report as well as any witness statements is required though and must be submitted to the Human Resources Department.

What if the individual states they have retained an attorney?
Inform the individual that you are not authorized to discuss the matter and refer them to the Human Resources Department.

Accredited by the Commission On Accreditation of Rehabilitation Facilities

Goodwill Industries of Northwest Ohio, Inc.
1120 Madison Ave., Toledo, Ohio 43604
goodwillnwohio.com
Phone 419-255-0070
FAX 419-214-3086

CRITICAL INCIDENT REPORT

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 accidents, licit or illicit substances, use of seclusion, medication errors, medical emergencies, restraint of persons served, wandering, elopement of persons served, near misses, sexual assault, vehicle accidents, overdose, suicide or attempted suicide or other sentinel/death-related events to be reported.
*Must be completed by Manager within 24 hours/Return Original to Human Resources Director

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? (For incidents involving an alleged assailant please complete the next page by circling the best choices for identifying information.)

What were the consequences of the incident?

Recommendations:

Employee: Date:

Client: Date:

Manager: Date:

Human Resources Director: Date:

Department Director: Date:

Executive Director: Date:

Revised 2019
Revised 2023

Alleged Assailant Identifying Information (circle best choice)

Gender	Male	Female							
Race	Caucasian	Black	Hispanic	Asian	Indian	Native American	Other:		
Eye Color	Brown	Blue	Green	Hazel	Gray	Other:			
Hair Color	Brown	Blond	Black	Red	Gray	Other:			
Height	5'2"-5'4"	5'5"-5'7"	5'8"-5'10"	5'11"-6'1"	6'2"-6'-4"	6'5"+			
Weight	<100lbs	101-120lbs	121-140lbs	141-160lbs	161-180lbs	181-200lbs	201-220lbs	221-240-lbs	>241lbs
Tattoos	Yes	No	Location on body if yes:						
Scars	Yes	No	Location on body if yes:						
Vehicle	Make:		Model:		Color:				
Other:	Please provide any other helpful identifying information here_____								

Goodwill Industries of Northwest Ohio, Inc.
1120 Toledo, Ohio 43604
goodwillnwohio.com
In the Business of Changing Lives since 1933.

Phone 419-255-0070
FAX 419-214-3086

Critical Incident Witness Statement

Your name_____

Your address_____

Your telephone number ( ) - _____

E-mail:_____

Did you see an incident occur? ☐ Yes ☐ No

Did anyone else see the incident occur? ☐ Yes ☐ No

Date of Incident / / Time of Incident ☐ AM ☐ PM

Describe what you observed:

_____

_____

_____

_____

_____

_____

_____

_____

Recommendation on how to prevent this incident from recurring:

_____

_____

_____

Signature_____ **Date**_ __ _/_____/_____

Accredited by the Commission
On Accreditation of
Rehabilitation Facilities

Incident Investigation Form

INCIDENT INFORMATION				
Date of Accident	Time	Day of Week ☐ S ☐ M ☐ T ☐ W ☐ T ☐ F ☐ S	Shift ☐ 1 ☐ 2 ☐ 3	Department

INJURED PERSON				
Name:		Address:		
Age:	Phone:			
Job Title:		Supervisor Name:		
Length of Employment at Company:		Length of Employment at Job:		
Employee Classification: ☐ Full Time ☐ Part Time ☐ Contract ☐ Temporary				
Nature of Injury	☐ Bruising	☐ Dislocation	☐ Other (specify)	Injured Part of Body:
☐ Strain/Sprain	☐ Scratch/Abrasion	☐ Internal		
☐ Fracture	☐ Amputation	☐ Foreign Body	Remarks:	
☐ Laceration/Cut	☐ Burn/Scald	☐ Chemical Reaction		
Treatment	Name and Address of Treating Physician or Facility			
☐ First Aid				
☐ Emergency Room				
☐ Dr.'s Office				
☐ Hospitalization				

DAMAGED PROPERTY	
Property, Equipment, or Material Damaged	Describe Damage
Object or Substance Inflicting Damage:	

Describe what happened (attach photographs or diagrams if necessary)

ROOT CAUSE ANALYSIS (Check All that Apply)

Unsafe Acts		Unsafe Conditions		Management Deficiencies	
Improper work technique		Poor workstation design or layout		Lack of written procedures or policies	
Safety rule violation		Congested work area		Safety rules not enforced	
Improper PPE or PPE not used		Hazardous substances		Hazards not identified	
Operating without authority		Fire or explosion hazard		PPE unavailable	
Failure to warn or secure		Inadequate ventilation		Insufficient worker training	
Operating at improper speeds		Improper material storage		Insufficient supervisor training	
By-passing safety devices		Improper tool or equipment		Improper maintenance	
Guards not used		Insufficient knowledge of job		Inadequate supervision	
Improper loading or placement		Slippery conditions		Inadequate job planning	
Improper lifting		Poor housekeeping		Inadequate hiring practices	
Servicing machinery in motion		Excessive noise		Inadequate workplace inspection	
Horseplay		Inadequate guarding of hazards		Inadequate equipment	
Drug or alcohol use		Defective tools/equipment		Unsafe design or construction	
Unnecessary haste		Insufficient lighting		Unrealistic scheduling	
Unsafe act of others		Inadequate fall protection		Poor process design	
Other:		Other:		Other:	

INCIDENT ANALYSIS

Using the root cause analysis list on the previous page, explain the cause(s) of the incident in as much detail as possible.

How bad could the accident have been?
O Very Serious O Serious O Minor

What is the chance of the accident happening again?
D Frequent D Occasional D Rare

PREVENTIVE ACTIONS

Describe actions that will be taken to prevent recurrence.	Deadline	Assigned To	Complete

INVESTIGATION TEAM

Location	Name	Signature and Date
Manager / Location		
Director of Department		
Director of Facilities and Safety	Jason Flynn	
CEO/ President	Amy Wachob	

Lockout/Tagout 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.
6. **CAUTIION: Return the operating controls to neutral position after the test.**
7. 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

CHEMICALS

Safety Data Sheets (SDS)

Safety Data Sheets (SDS): documents prepared by chemical manufacturing companies for each hazardous chemical they produce. These chemical manufacturers provide SDSs to distributors and suppliers and ultimately to employers and employees who use the chemicals.

All locations where employees of Goodwill Industries of Northwest Ohio work have accessible SDSs for the use of chemicals used at those locations. The Safely Manager/Director maintains The SDS master file.

Upon the introduction of a new chemical for use in the work location, supervisors provide the corresponding SDS with an updated chemical listing.

All departments must report any new chemical to the Safety Manage/Director at the time of purchase. The Safety Manager/Director must obtain the SDS for new chemicals and distribute them accordingly.

If a chemical spill occurs, refer to the SDS for specific information on how to clean up the spilled chemical. This maintains the safety of those exposed to the chemical.

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. The Safety Manager/Director keeps all safety files of training sessions, with a list of attendees.

The safety training sessions shall cover the following:

- 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 SDS forms

Additionally, the safety training sessions inform the employees on:

- How to read and interpret labels, SDS 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

National Capital Poison Center
1-800-222-1222

HAZARDOUS WASTE DISPOSAL POLICY & PROCEDURES

Purpose:

The purpose of this policy and these procedures is to ensure the proper and safe ways to manage hazardous waste in order to ensure the Safety of all Employees and Stakeholders. Goodwill Industries of Northwest Ohio recognizes its responsibility to operate in such a way to ensure the safety of its employees, clients, customers, and to protect the environment. This includes all materials deemed hazardous that may have been donated, byproducts of machinery or chemicals, and any other waste deemed obsolete or expired requiring proper disposal. The following procedures shall be carried out accordingly in order that this policy is implemented, adhered to and observed.

Procedures for Hazardous Waste Disposal:

- Bio-hazardous Material Waste – This is commonly produced when an employee is treated for an injury. This may include bloody cloths used to contain bleeding, sharps and other infectious materials commonly found in donations. Dispose these items by placing contaminated materials in a red biohazard bag, tying off securely and throwing into the trash. (Goodwill Ind. NW Ohio locations generally do not produce 50 pounds or more of bio-hazardous waste in one monthly; it is therefore acceptable to place the biohazard in the trash). If 50lbs or more of infectious waste exists, a manager is notified to inform the Human Resources/Safety Department for further instruction—other risks may be latent and a thorough investigation will be conducted as a hospital disposal forthcoming.
- Light Bulbs – All Light bulbs contain mercury. Therefore, the manager of the facility with spent light bulbs will promptly inform the Maintenance Department who will then package them and ship them back to a local light bulb shop for recycling.

- Batteries – Spent or drained Dry/Alkaline Cell batteries may be disposed of as you normally would solid waste. For Acid batteries, the manager of the facility with spent Acid Batteries will promptly inform the Maintenance Department who will retrieve the battery/batteries and take them to "Battery Land" for disposal.
- Oil – the manager of the facility with unused oil will promptly inform the Maintenance Department who will then retrieve the oil and take it a local auto parts store for disposal.
- Paint—Expose all unsold or unused/unusable paint to dry in a ventilated area and disposed of normally as solid waste. If necessary, sand or cat litter may be combined with the paint for ease of drying.
- Solvent Contaminated Shop Rags – You must meet the following conditions:
  1. You may not store the wipes for more than 180 days.
  2. There must not be free liquids as determined by the Paint Filter Liquids Test (EPA Methods Test 9095B).
  3. The wipes must be kept in a non-leaking closed contained.
  4. Documentation must be kept that these wipes are being managed as excluded solvent-contaminated wipes.

  If all of these conditions are met, then the solvent-contaminated wipes are then excluded from the definition of hazardous wastes. In essence, these wastes will be viewed by EPA as being somewhat similar to universal wastes.

Extremely Hazardous or Suspicious/Unidentifiable Material and Disposal Procedures:

- Asbestos – If Asbestos is discovered and requires removal, the manager of the facility requiring Asbestos removal will contact the maintenance department immediately and they will contact Midwest Environmental Control (MEC), a certified company.

- Mercury – Mercury is commonly found is older thermostats and other items that are donated to Goodwill. Employees must notify the manager immediately who will then contact the maintenance department for them to retrieve and deliver to MEC for disposal.

- All other suspicious/unidentifiable material – Contact the HR/Safety Department for proper identification and assessment. The HR/Safety Department will review any and all findings and direct the information to the maintenance department for proper disposal if necessary.

Body Fluid Spills/Bloodborne Pathogens

According to the CDC (Center for Disease Control), **"**universal precautions" refers to blood and certain body fluids of all individuals considered potentially infectious with human immunodeficiency virus (HIV), hepatitis B virus (HBV), and other bloodborne pathogens**.** Goodwill Industries of Northwest Ohio's policy to clean-up spills of body fluids is as follows:

1. Treat all unidentified fluids as being contaminated and potentially infectious.
2. Personnel assigned to clean up the spill MUST wear disposable latex or vinyl gloves, which must be removed and disposed of as soon as cleaning is completed.
3. Clean the spill up with paper towels or cloth rags.
4. Place solid and liquid waste (paper towels with spill of body fluids) in an impermeable plastic bag.
5. Wash all surfaces soiled with exposed to body fluids with soapy water.
6. Then disinfect with a solution of two cups (16 oz) of bleach in one gallon (128 oz) of water.
7. Place the latex gloves and cloths with spilled fluids in the impermeable plastic bag used in #4 of these instructions.
8. Tie the plastic bag shut and place in a Biohazard Bag (located inside of a Goodwill Industries of Northwest Ohio First-Aid Kit) and then tie the Biohazard Bag shut.
9. Dispose the Biohazard Bag with the bio hazardous materials in it into the trash.

Goodwill Industries of Northwest Ohio will make available Hepatitis B vaccinations upon the request of those employees with occupational exposure risks with the cost vaccination being covered by the employer. Vaccinations will be offered within 10 days of employees starting their work assignment and after the completing of their initial bloodborne pathogen training.

OHIO REVISED CODE:

3734.021 Standards for generators and transporters of infectious wastes and owners and operators of treatment facilities.

(ii) Transport and dispose of infectious wastes, if a generator produces *fewer than fifty pounds of infectious wastes during any one month* that are subject to and packaged and labeled in accordance with federal requirements, in the same manner as solid wastes.

Emergency Communication Protocol

In the event of Catastrophic Business Interruption of a disaster as listed throughout Section 4, the following is emergency communication protocol:

- Goodwill Executive Staff (page 5) will refer and put into action business continuity for emergency communication protocols and disaster procedures.
- The CEO of Goodwill will contact necessary stakeholders relevant to the situation.
- Communication timeframe within 30-60 minutes after calling 911.
- The CEO of Goodwill is the only person that can issue the authority to release information to the news press, radio, social media, and television.
- Refer to **Addendum No. 1 to the Safety Manual** for emergency phone numbers and advice regarding communication with relevant stakeholders.

Catastrophic Business Interruption Policy

An unforeseen catastrophic event is an internal or external disaster that one cannot prepare for. When an authorized third party or Goodwill's CEO shuts down of a Goodwill Industries of NW Ohio location due to an unforeseen catastrophic event, hourly employees losing scheduled working hours may use accrued vacation or floating holiday time. It is the responsibility of the employee to report the allotted vacation and/or floating holiday hours on their time card and have it signed by their supervisor for approval. Not doing so will result in nonpayment.

In the event of a location shutdown, and the organization adjusts working hours to recover the lost hours due to the shutdown, hourly employees may not use accrued vacation or floating holiday time.

Any deviation of work schedules, whether mandated or by choice of Goodwill Industries, will not count as an occurrence against any affected employee.

If the location is open, all employees are to work their scheduled shift. Any deviation from the posted schedule will result in an occurrence.

If an employee lives in another county that is under a level 3 (however, where they are employed is not); they will not receive an occurrence for missing work as long as that county remains under a level 3. However, if and when that level 3 is lifted, they are expected to report to work.

The decision to close a location due to bad weather is strictly limited to the CEO/President of Goodwill Industries of NW Ohio.

SECTION 4

DISASTERS

An ***Internal Disaster*** is a an unexpected catastrophe of substantial extent causing significant physical damage or destruction *inside* the premises such as Fire, Bomb Threat/Explosion, Utility Outage, Workplace Violence, Medical Emergencies, and Natural Disasters. An ***External Disaster*** is an unexpected catastrophe of substantial extent causing significant physical damage or destruction *outside* the premises such as a Tornado, Flood, and Snowstorms causing blizzard conditions.

Emergency Drills and Tabletop Exercises address each Internal Disaster listed above. An Emergency Drill Report or Tabletop Exercise Record follows the completion of each exercise. The Safety Coordinator logs the results of each Report or Exercise. The Safety Committee observes, examines and analyzes the data presented by the logs and their corresponding Reports or Exercises and evaluates trends and/or discrepancies if present. The Safety Committee then discusses any remediation and proposes procedural changes (if necessary). Any changes made will be included in future logs, relative to when the changes took place.

In the event of an internal or external disaster, do NOT use elevators. The company phone lines shall be limited to emergency use only. Refrain from all other services not essential to the immediate safety and welfare of Goodwill employees and consumers/clients. In the event of an evacuation, employees are required to gather at a designated area specific to their location as made clear by their supervisor(s).

FIRE EMERGENCY PROCEDURES

Alarm	Pull fire alarm, if available.
Alert	Announce there is a fire and that everyone must evacuate the premises immediately.
Evacuate	Proceed to the nearest exit.
Assemble	Go to the designated gathering area specific to the Transportation Hub and wait for further instruction.

Staff Responsibilities

- Pull the fire alarm, if applicable
- Make an announcement
- Assist employees, customers and clients to evacuate the building
- Call 911
- Account for all personnel by taking attendance
- Announce “All Clear” to re-enter the building, if appropriate
- Contact the Director of Facilities and Safety or other member on the Goodwill Call List on page 5 of this manual

All remaining staff assists clearing the building.

Only First Aid/CPR Certified Respondents provide First Aid/CPR where needed and refer those requiring medical treatment to the nearest hospital.

Additional Instructions for Fire Safety and Prevention

Continuously maintain all exits by ensuring they are not blocked or obstructed, in case of fire.

Maintain the proper operating conditions of all required fire protection equipment (such as smoke alarms, fire alarms, fire-extinguishing systems, fire doors, etc.).

Good housekeeping is one of the most effective ways to prevent fires. Materials shall not be stored in areas used for emergency exits or egress to emergency exits.

Keep all flammable liquids in known designated areas and ensure their identification with proper labels.

Goodwill prohibits open flames and smoking indoors and in all areas outside where flammable liquids or gases are stored or used.

Inspect all portable fire extinguishers monthly and ensure they are never blocked or obstructed from use.

Do not remove or use fire hoses and/or other fire protection equipment for purposes other than fires.

How you know that using a portable fire extinguisher is the right decision to make includes the following:

1. As long as you know what is burning
2. As long as the fire is not spreading too rapidly
3. As long as smoke and heat have not filled the area
4. As long as you have a clear path of escape
5. Use your instincts

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

If clothing is on fire—Stop, Drop and Roll!

1. Do **NOT** panic and run – it will fan the flames and make them spread
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

If another individual's clothing is on fire:

1. Force the individual to the ground (even if tripping or tackling is necessary)
2. Smother the flames with a blanket, rug, coat, etc.
3. Spray with a portable fire extinguisher if one is available and avoid spraying in the face
4. Do not pull clothing from skin after extinguishing the fire. Treat the victim for shock and summon immediate professional assistance by calling 911

BOMB THREAT/EXPLOSION PROCEDURES

Alert	The Transportation Manager will verbally communicate clearly and immediately the threat to all employees.
Evacuate	Proceed to the nearest exit.
Assemble	Go to the designated gathering area specific to your worksite and wait for further instruction.

Transportation Manager Responsibilities:

- Make an announcement
- Assist employees, customers and clients to evacuate the building
- Call 911
- Ensure all personnel are accounted for
- Announce "All Clear" to re-enter building, if appropriate
- Contact the Human Resources/Safety Director or other member on the Goodwill Call List on page 5 of this manual

All remaining staff assists clearing the building.

Only First Aid/CPR Certified Respondents provide First Aid/CPR where needed and refer those requiring medical treatment to the nearest hospital.

In the event of a threat against the Goodwill facility, initiate the following actions immediately.

1. The employee who receives the bomb threat will immediately notify the Transportation Manager**.** The Transportation Manager will implement the proper evacuation and/or alternative shelter plans. 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.
2. The Transportation Manager 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.
3. The Transportation Manager will contact the HR/Safety Director or other member on the Goodwill Call list on page 5.
4. The Executive Director and Director of Logistics will, after notification by the authorities, determine whether normal operations will resume and what additional actions need to be taken.

UTILITY FAILURE PROCEDURES

Alert	The Transportation Manager will verbally communicate clearly and immediately the failure to all employees, clients and customers.
Evacuate (if applicable)	Proceed to the nearest exit.
Assemble (if applicable)	Go to the designated gathering area specific to your worksite and wait for further instruction.

Transportation Manager Responsibilities

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

- Use flashlights where needed and make sure all computer, power strips and all running machinery is shut down
- Account for all personnel if applicable
- Contact applicable utility company
- Notify the Human Resources/Safety Director or other member on the Goodwill Call List on page 5 of this manual and wait for further instruction
- Announce “All Clear” to re-enter building, if appropriate
- Continue with normal business operations if conditions allow

Remaining Staff Responsibilities

- Shut down any running equipment
- Help other employees evacuate building, if necessary
- If instructed by the Transportation Manager, evacuate to the designated gathering area specific to you worksite and wait for further instruction

Workplace Violence Policy and Procedures

Objective
Goodwill Industries of NW Ohio provides a safe workplace for all employees. To ensure a safe workplace and to reduce the risk of violence, all employees must review and understand all provisions of this workplace violence policy.

Prohibited Conduct
Goodwill does not tolerate any type of workplace violence committed by or against our employees, clients, or customers. Employees are prohibited from making threats or engaging in violent activities. This list of behaviors provides examples of conduct that is prohibited:

- Causing physical injury to another person
- Making threatening remarks
- Displaying aggressive or hostile behavior that creates a reasonable fear of injury to another person or subjects another individual to emotional distress
- Intentionally damaging employer property or property of another employee
- Possessing a weapon while on company property or while on company business
- Committing acts motivated by, or related to, sexual harassment or domestic violence

Reporting Procedures
Any potentially dangerous situations must be immediately reported to a supervisor or the human resource (HR) department and an incident report filed with HR. Reports can be made anonymously by contacting the Goodwill compliance hotline (419-255-0070, ext. 6102). All reported incidents will be investigated. Reports or incidents warranting confidentiality will be handled

appropriately, and information will be disclosed to others only on a need-to-know basis. All parties involved in a situation will be counseled, and the results of investigations will be discussed with them. Goodwill will actively intervene at any indication of a possibly hostile or violent situation.

Risk Reduction Measures

Employee Training

All employees receive workplace violence training upon hire and annually.

Safety

Goodwill conducts annual inspections of the premises to evaluate and determine any vulnerabilities to workplace violence or hazards. Any necessary corrective action will be taken to reduce all risks.

Individual Situations

Although Goodwill does not expect employees to be skilled at identifying potentially dangerous persons, employees are expected to exercise good judgment and to inform their supervisor or the HR department if any employee exhibits behavior that could be a sign of a potentially dangerous situation. Such behavior includes:

- Discussing weapons or bringing them to the workplace.
- Displaying overt signs of extreme stress, resentment, hostility or anger.
- Making threatening remarks.
- Showing sudden or significant deterioration of performance.
- Displaying irrational or inappropriate behavior.

Dangerous/Emergency Situations

Employees who confront or encounter an armed or dangerous person should not attempt to challenge or disarm the individual. Employees should remain calm, make constant eye contact and talk to the individual. If a supervisor can be safely notified of the need for assistance without endangering the safety of the employee or others, such notice should be given. Otherwise, employees should cooperate and follow the instructions given.

In the event of an active shooter situation, employees should:

- **Run** – if there is an accessible escape path
  - Leave your belongings behind
  - Attempt to help others escape
  - Stop others from entering the area where the active shooter is
  - Call 911

- **Hide** – if there is no escape path, hide in a place where the shooter is less likely to find you and
  - Is out of the shooter's view
  - Provides protection if shots are fired

- Does not trap you or restrict your movement options
- Lock the door and blockade with heavy furniture
- Turn off any source of noise, including your cell phone

- **Fight** – as a last resort and only when your life is in danger
  - Attempt to disrupt and /or incapacitate the shooter
    - Act aggressively against the shooter
    - Throw items and improvise weapons
    - Yell
    - Commit to your actions

Enforcement
Threats, threatening conduct, or any other acts of aggression or violence in the workplace will not be tolerated. Any employee determined to have committed such acts will be subject to disciplinary action, up to and including termination. Nonemployees engaged in violent acts on the employer's premises may be reported to the proper authorities.

Violent Threat Video
Run.Hide.Fight. [Active Shooter] 5min 55sec
https://www.youtube.com/watch?v=5VcSwejU2D0

Procedure: Responding to a Potentially Violent Workplace Situation

Personal Safety Awareness

Step 1. Recognize Escalation Levels

- **Early Warning Signs (Pre-Crisis / Escalation Phase) – Level 1**
- These signs suggest the person is becoming overwhelmed, anxious, or distressed.

- **Mid-Level Escalation (Agitation / Approaching Hostility) – Level 2**
- These signs indicate the person might soon lose emotional control or become aggressive (verbally or physically).

- **Crisis or Hostile Phase (Loss of Control) – Level 3**
- These signs indicate the situation may be dangerous and requires immediate de-escalation or professional help by those individuals trained to do so.

Step 2. Ensure Immediate Safety for all 3 Levels
If violence appears possible:
- **Create distance**: Move away calmly if possible
- **Do not confront** or attempt to physically intervene
- **Be mindful of nearest exits**
- **Alert others discreetly** if it can be done safely

If there is an immediate/imminent threat:

- **Call 911/local emergency services**
- Follow any internal emergency announcement protocols
- **Create distance:** Move away calmly if possible
- **Do not confront** or attempt to physically intervene
- **Be mindful of nearest exits**
- **Alert others discreetly** if it can be done safely

Step 3. De-escalation (Only if Trained to Do So)
If you must interact and it is safe:

- Speak calmly and slowly
- Use non-provocative language ("I want to help", "Let's slow this down")
- Avoid arguing, criticizing, or giving ultimatums
- Do not touch the person or invade personal space
- Listen more than you speak

If de-escalation fails, disengage immediately

Step 4. Leadership Notification

As soon as it is safe:

- Contact your supervisor and Director of Facilities/Safety Compliance
- Provide **facts only** (who, what, where, observed behavior)
- If applicable, notify on-site security

Leadership should:

- Secure the area if needed
- Remove affected employees from proximity
- Preserve evidence (messages, emails, recordings, etc.)

Step 5. Document the Incident

Within 24 hours:

- Complete a Critical Incident Report
- Include time, location, witnesses, and exact statements/actions
- Avoid opinions or diagnoses

Safety Compliance and or leadership should maintain records confidentially

Step 6. Post-Incident Actions

Depending on severity:

- Conduct a formal risk assessment of the situation
- Coordinate with legal counsel or law enforcement if needed
- Offer support resources (EAP) to affected employees

Step 7. Follow-Up & Prevention

- Review all incidents quarterly in Safety Committee meetings
- Review and identify policy or training gaps
- Adjust or create policies accordingly
- Provide refresher training on conflict management and warning signs

MEDICAL EMERGENCY PROCEDURES

Definition: A Medical Emergency is any emergency incident that requires professional medical attention. Examples include, but are not limited to, First Aid administered by a Medical Professional, medical treatment administration, emergencies requiring hospitalization or occupational health clinic, etc.

If the First Responder is CPR/First Aid certified, then:

> Assess the situation and call 911. If necessary, respond to and treat individual using proper CPR/First Aid techniques.

If the First Responder is **NOT** CPR/First Aid certified, then:

Assess the situation and call 911. Find a certified CPR/First Aid responder. Certified CPR and First Aid responders are listed on the CPR/First Aid roster located within the Safety Manual. If a certified CPR/First Aid responder cannot be located, then remain calm and wait for Paramedic help to arrive.

EXTERNAL DISASTER PROCEDURES

(Examples: Tornado, Flood, Snow Emergency)

Alert	The Transportation Manager will announce "Attention please, an Emergency plan <or Tornado Emergency plan> is now in effect. Please go to the designated assembly area." REPEAT TWO TIMES.
Assemble	Refer to assembly area indicated on the emergency plan evacuation postings in designated areas of building.

Transportation Manager Responsibilities

- Make an announcement
- Assist employees, clients and customers with assembly to designated area location
- Ensure all personnel are accounted for
- Monitor any changes to the situation
- Announce "All Clear", if appropriate

Remaining Support Staff

- Clear back room, break room, office and bathrooms
- Proceed to assembly area

First Aid

First aid personnel will bring an emergency kit and a flashlight with them to the meeting area. **Should an employee or client require medical attention, only First Aid/CPR Certified Respondents may provide First Aid/CPR as needed and refer those requiring medical treatment to the nearest hospital.** This plan will be in effect until "All Clear" is announced

Tornado Watch/Warning

In the event an area tornado watch is announced, the Transportation manager 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. She/He will give specific instructions for building preparation and individual protective measures to be taken.
It is very important that all personnel remain calm and explicitly follow the instructions of the person in charge.

Temporary Emergency Shelter

In the event of an internal disaster, fire emergency, bomb threat or utility failure, employees may be instructed to proceed to an established temporary emergency shelter pertinent to their work location if the building is unsafe to occupy and the weather conditions are unfavorable. It will be upon the discretion of the Transportation Manager, VP of Retail, or Director Facilities and Safety to give orders to move to the temporary location.

The temporary emergency shelter location for Transportation employees working in the warehouse is Burger King.

The temporary emergency shelter location for Industrial employees working in the warehouse is Burger King.

TRAINING CURRICULUM

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

All Employees

Orientation (time of hire)

- Review of all contents of Safety Manual including policies, forms and procedures.
- Contents of Orientation Checklist and Site Specific Training Check list.
- Orientation Safety Quizzes: Bloodborne pathogens, Fire Extinguishers, Identification of Unsafe Environmental Factors, HAZCOM and Critical Incident Identification & Reporting and Personal Safety Awareness

Quarterly

- Unannounced Internal Safety Audits by Safety Department
    - Including discussion of non-compliance findings with Managers
    - Follow-up on findings before next Internal Safety Audit

Annually

- Bloodborne pathogens
- Fire Extinguishers
- Identification of Unsafe Environmental Factors
- HAZCOM
- Critical Incident Identification and Reporting
- Emergency Drills or Tabletop Exercises
    - Fire
    - Bomb Threat
    - Natural Disaster
    - Utility Outage
    - Medical Emergency
    - Violent Threat
- Harassment (Supervisors)

GOODWILL INDUSTRIES OF NW OHIO SAFETY MANUAL ACKNOWLEDGEMENT

My signature below indicates that I read and understand the policies and procedures stated in the Goodwill Industries of Northwest Ohio Safety Manual.

_____	_____
Employee's Printed Name	Position
_____	_____
Employee's Signature	Date
_____	_____
Trainer's Signature	Date

Catastrophic Emergency Protocols

Addendum No. 1 to the Safety Manual
Organization: Goodwill Industries of Northwest Ohio, Inc.
Document Title: Executive Protocol to Stakeholders for Emergency Communication Manual
Effective Date: May 7, 2026
Review Date: Annually or as Needed

Purpose

This addendum provides emergency contact information and communication procedures to ensure timely coordination with employees, emergency responders, leadership, and community stakeholders during catastrophic or large-scale emergencies.

This document is intended to supplement the organization's Safety Manual and Emergency Action Plan.

Listed below are emergency service agencies and phone number for Goodwill Industries of Northwest Ohio, Inc. retail operations and contracts department located within these thirteen counties in Northwest Ohio: Defiance, Erie, Fulton, Hancock, Hardin, Henry, Huron, Lucas, Putnam, Sandusky, Seneca, Williams, and Wood.

A. Emergency Contact Numbers

Emergency Service	Phone Number
Employee Assistance Program EAP 24/7	888-327-3759 ProMedica
Local County Emergency Management Agencies EMAs • 24/7 EMA emergency escalations are routed directly through their respective County Sheriff's Offices or Reginal 911 Dispatch Centers.	911
State of Ohio Emergency Management Agency	614-799-6500
Federal Emergency Management Agency FEMA • FEMA is a coordinator and financier of disaster relief. Its core mission is to help people before, during, and after disasters. They work alongside local fire police, and public works departments.	800-621-3362 Disaster Assistance daily from 7:00 AM – 11:00 PM
Poison Control Center	1-800-222-1222

Police / Fire / EMS	911
Water & Sewer Northwestern Ohio District • Available 24/7 for regional water line infrastructure emergencies outside of specific city centers	419-354-9090
Emergency Service by County	Phone Number
Defiance County • Contracts Dept • Defiance Store	
Defiance County Emergency Dispatch 24/7	419-782-1621 Sheriff's Office
Defiance Gas Emergency	800-544-566 CenterPoint Energy
Defiance Electric Emergency	800-333-3056 AEP Ohio
Defiance Public Health Department	419-782-4431
Defiance Water & Sewer	419-782-1941
Erie County • Contracts Dept	
Erie Emergency Dispatch 24/7	419-627-5824 Sheriff's Office
Erie Gas Emergency	800-282-0157 Columbia Gas of Ohio
Erie Electric Emergency	888-544-4877 Ohio Edison
Erie Public Health Department	419-626-5623
Erie Water & Sewer	419-627-7667 Erie County Environmental
Fulton County • Contracts Dept • Swanton Store • Wauseon Store	
Fulton Emergency Dispatch 24/7	419-335-4010 Sheriff's Office
Fulton Gas Emergency	800-282-0157 Columbia Gas 800-544-5606 CenterPoint
Fulton Electric Emergency	888-544-4877 Toledo Edison
Fulton Public Health Department	419-337-0915
Fulton Water & Sewer	419-335-4010 Sheriff's Office
Hancock County • Contracts Dept • Findlay Store	
Hancock Emergency Dispatch 24/7	419-422-2424 Findlay/Hancock Joint Dispatch
Hancock Gas Emergency	800-282-0157 Columbia Gas of Ohio
Hancock Electric Emergency	800-333-3059 American Electric Power Ohio 888-544-4877 Ohio Edison
Hancock Public Health Department	419-424-7105
Hancock Water & Sewer	419-424-7187 Findlay Water Pollution Control

Hardin County • Contracts Dept	
Hardin Emergency Dispatch 24/7	419-673-1268 Sheriff's Office
Hardin Gas Emergency	800-282-0157 Columbia Gas
Hardin Electric Emergency	800-333-3059 American Electric Power Ohio 800-686-2357 Mid-Ohio Energy Coop
Hardin Public Health Department	419-673-6230
Hardin Water & Sewer	419-673-1268 Sheriff's Office
Henry County • Contracts Dept • Napoleon Store	
Henry Emergency Dispatch 24/7	419-592-8010 Sheriff's Office
Henry Gas Emergency	800-544-5606 CenterPoint Energy
Henry Electric Emergency	888-544-4877 Toledo Edison 419-592-4010 Napoleon City Light
Henry Public Health Department	419-599-5545
Henry Water & Sewer	419-592-8010 After-Hours Dispatch
Huron County • Contracts Dept	
Huron Emergency Dispatch 24/7	419-668-6912 Sheriff's Office
Huron Gas Emergency	800-282-0157 Columbia Gas of Ohio
Huron Electric Emergency	888-544-4877 Ohio Edison
Huron Public Health Department	419-668-1652
Huron Water & Sewer	419-668-6912 Sheriff's Office
Lucas County • Contracts Dept • Country Squire Donation Center • DeVeaux Store • Glendale Donation Center • Madison Corporate Office • Maumee Store • Navarre Store • Nebraska Transportation Dept • Reynolds Store • Secor Store • Sylvania Store • Sylvania & King Donation Center • Whitehouse Store	
Lucas Emergency Dispatch 24/7	911
Lucas Out-of-County Callers Emergency Dispatch	419-255-8453

• If you are physically outside of Lucas County but need to report an emergency or critical situation occurring withing Lucas County to local public safety dispatchers after hours.	
Lucas Non-Emergency Dispatch	419-255-8443
Lucas Gas Emergency	800-282-0157 Columbia Gas of Ohio
Lucas Electric Emergency	888-544-4877 Toledo Edison
Lucas Public Health Department	419-213-4100
Lucas Water & Sewer	419-245-1800 Toledo Public Utilities
Putnam County • Contracts Dept • Ottawa Store	
Putnam Emergency Dispatch 24/7	419-523-3208 Sheriff's Office
Putnam Gas Emergency	800-544-5606 CenterPoint Energy
Putnam Electric Emergency	800-333-3059 American Electric Power Ohio 800-423-2343 Paulding Putnam Electric
Putnam Public Health Department	419-523-5608
Putnam Water & Sewer	419-523-3208 Sheriff's Office
Sandusky County • Contracts Dept	
Sandusky Emergency Dispatch 24/7	419-332-6432 Sheriff's Office
Sandusky Gas Emergency	800-282-0157 Columbia Gas of Ohio
Sandusky Electric Emergency	888-544-4877 Ohio Edison
Sandusky Public Health Department	419-334-6377
Sandusky Water & Sewer	419-332-4642
Seneca County • Contracts Dept • Tiffin Store	
Seneca Emergency Dispatch 24/7	419-447-3223 Sheriff's Office
Seneca Gas Emergency	800- 282-0157 Columbia Gas of Ohio
Seneca Electric Emergency	888-544-4877 Ohio Edison 800-333-3059 American Electric Power Ohio
Seneca Public Health Department	419-447-3691
Seneca Water & Sewer	419-447-3223 Sheriff's Office
Williams County • Bryan Store • Contracts Dept	
Williams Emergency Dispatch 24/7	419-636-3151 Sheriff's Office
Williams Gas Emergency	800) 544-5606 CenterPoint Energy
Williams Electric Emergency	888-544-4877 Toledo Edison 419-633-6100 Bryan Municipal Utilities

Williams Public Health Department	419-485-3141
Williams Water & Sewer	419-636-3151 Sheriff's Office
Wood County • Bowling Green Store • Contracts Dept • Perrysburg Store • Perrysburg Donation Center	
Wood Emergency Dispatch 24/7	419-354-9001 Sheriff's Office
Wood Gas Emergency	800-282-0157 Columbia Gas of Ohio
Wood Electric Emergency	888-544-4877 Toledo Edison / Ohio Edison Northwestern Water & Sewer District
Wood Public Health Department	419-352-8402
Wood Water & Sewer	419-354-9090

B. Types of Catastrophic Emergencies

Examples include but are not limited to:

- Fire or explosion
- Active shooter or workplace violence
- Tornado or severe weather
- Hazardous material spill
- Building collapse
- Extended power outage
- Pandemic or infectious disease outbreak
- Bomb threat
- Major transportation accident
- Community-wide disaster

C. Emergency Communication Procedures

Internal Communication

During an emergency, designated leadership personnel shall:

1. Contact emergency services immediately when applicable.
2. Notify Executive Leadership and Director of Facilities and Safety.
3. Communicate instructions to employees using:
    - Overhead paging systems

- Cell phone calls/text alerts
- Email notifications
- Two-way radios

4. Account for all employees, clients, and visitors.

External Stakeholder Communication

When appropriate, communication may be made with:

- Family members or emergency contacts
- Board of Directors
- Media representatives (through authorized spokesperson only)
- Vendors and contractors
- Community partners
- Regulatory agencies

Only authorized personnel may release public statements on behalf of the organization.

D. Media Relations

All media inquiries shall be directed to:

Authorized Spokesperson

Amy Wachob CEO/President
Phone: 419-255-0070

Employees should not provide unofficial statements, photographs, or social media posts regarding emergency incidents.

E. Evacuation and Shelter Procedures

Employees shall follow the procedures outlined in the Safety Manual regarding:

- Evacuation routes
- Shelter-in-place locations
- Tornado safety areas
- Accountability/check-in procedures
- Assistance for persons with disabilities

Emergency evacuation maps shall remain posted throughout all facilities.

F. Post-Incident Recovery

After the emergency:

- Incident reports shall be completed.
- Debriefings may be conducted.
- Counseling or Employee Assistance Program services may be offered.
- Corrective actions and safety improvements shall be reviewed.