

CF OPERATING PROCEDURE  
NO 215-1

STATE OF FLORIDA  
DEPARTMENT OF  
CHILDREN AND FAMILIES  
TALLAHASSEE, February 12, 2010

Safety

LOSS PREVENTION

This operating procedure provides policy for developing and implementing a uniform loss prevention program for the Department of Children and Families. The policies and procedures contained in this operating procedure are for the prevention and control of casualty insurance losses involving employees, volunteers, and clients.

BY DIRECTION OF THE SECRETARY:

*(Signed original copy on file)*

BARBARA PALMER  
Assistant Secretary for  
Administration

SUMMARY OF REVISED, ADDED, OR DELETED MATERIAL

The term "light duty program" has been replaced by "alternate duty program", and paragraph 2-10a(7) has been added to specify that space heaters are prohibited.

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This operating procedure supersedes CFOP 215-1 dated August 10, 2009.

OPR: ASGDC

DISTRIBUTION: X: OSES; OSLs; ASG; ASGO; Regional Directors; Region/Circuit General Services Managers; Region/Circuit Mental Health Institutions.

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## Chapter 1

## GENERAL

1-1. Purpose. This operating procedure provides information regarding minimum acceptable safety and health standards for the Department of Children and Families and provides readers a fundamental understanding of basic loss prevention requirements so that they will be able to recognize problems that should be corrected or referred to the appropriate authorities for investigation and enforcement.

1-2. References. Listed below are publications and standards commonly used in the Children and Families Casualty Risk Loss Prevention and Control Program.

- a. Section 284.50, Florida Statutes (F.S.), Part III, Safety Programs.
- b. Chapter 440, F.S., Workers' Compensation,
- c. CFOP 75-3, Insurance.
- d. CFOP 60-25, Chapter 1, Recruitment and Selection.
- e. CFOP 40-2, Vehicle Management.
- f. CFOP 215-5, Casualty Risk Loss Prevention and Control Program.
- g. CFP 215-1, Safe Practice Guidelines for Operating and Maintaining Department Facilities and Grounds.
- h. CFP 215-2, Safe Practice Guidelines for Operating and Maintaining Machinery and Equipment.
- i. CFP 215-3, Employee Safety Orientation.
- j. 29 CFR 1910, subparts C through subpart T and subpart Z, Occupational Safety and Health Standards – Occupational Safety and Health Administration (OSHA).
- k. 29 CFR 1926, subpart C through and including subpart W, Safety and Health Regulations for Construction (OSHA).
- l. CFOP 60-15, Equal Employment Opportunity/Affirmative Action.
- m. Section 395.0197, F.S., Internal Risk Management Program.
- n. Section 768.28, F.S., Waiver of sovereign immunity in tort actions; recovery limits; limitation on attorney fees; statute of limitations; exclusions; indemnification, risk management programs.

1-3. Operational Guidance. This operating procedure, in union with CFOP 215-5, will be used to plan, organize, and implement a loss control program. The circuit/region /institutional risk managers, the circuit/region director for support services/deputy regional director and the institutional administrator or designee will use it as a guide in advising administrators and functional managers on loss control activities. Functional managers and supervisors will apply the provisions of this operating procedure to their operations and perform the following:

- a. Familiarize themselves with loss control guidelines applicable to their particular function. CFP 215-1 and CFP 215-2 provide guidance for safe working conditions in Department operational functions.

- b. Instruct their personnel in approved loss control practices and require their use.
- c. Accept responsibility for employee/resident safety in their functional area.

#### 1-4. Fundamentals of Accident Prevention.

a. Accidents are Preventable. Accidents do not happen without cause. The identification, isolation, and control of these causes are underlying principles of all accident prevention techniques. Even accidents caused by natural elements can be controlled to some extent. Only accidents caused by occurrences such as lightning, storms, earthquakes, or floods are extremely difficult to prevent, but even the effects of these can be minimized by taking preventive measures. Accidents resulting from extreme forces of nature are estimated to be only two percent of all accidents.

b. Basic Causes of Accidents and Injuries. Theoretically, preventable accidents may be traced to happenings or causes originating in the heredity and early environment of people. These beginnings may be said to show themselves in unsafe personal characteristics, which allow a person to perform an unsafe act, or to overlook or put up with an unsafe condition, which may result in an accident. Injuries, property damage, and loss of the ability to accomplish a job complete the costly sequence. The detection and elimination of unsafe personal characteristics (such as inattentiveness, excitability, impatience, and stubbornness) are normally extremely difficult. On the other hand, the elimination or reduction of unsafe acts and conditions is a relatively easy, simple and effective means of accident/injury prevention.

#### c. Commonly Used Accident Prevention Methods.

(1) Engineering Principles. Environmental causes of accidents or unsafe conditions can be eliminated or reduced through the application of engineering principles. To prevent unsafe conditions, equipment and facilities should be designed, constructed and maintained according to the best principles of safe engineering. Mechanical revisions or modifications may have to be made to eliminate unsafe conditions and, in some cases, to prevent unsafe acts. In general, safety engineering involves controlling the working environment to the extent that only a minimum of physical hazards remains. Design of machine guards, vehicle and equipment safety devices, traffic signals and the installation of hand and guard rails, dust, mist, and vapor controls are varied examples of safety engineering at work.

(2) Education and Training. Just as safety engineering is the most effective way of preventing environmental accident causes (unsafe conditions), safety education is the most effective tool in the prevention of unsafe acts by humans. Through adequate instruction, personnel gain useful knowledge and develop safe attitudes. Safety consciousness developed through education will be supplemented and broadened by specific additional instruction in safe working habits, practices and skills. Training is a particularly important accident prevention control; it gives each employee a personal safety tool by developing in them habits of safe practice and operation.

(3) Enforcement of Safety Standards. Usually accidents can be prevented through adequate safety engineering and education. However, some employees are a hazard to themselves and others because of their failure to comply with accepted safety standards. It is these employees for whom the strict enforcement of safety practices is necessary. No organized accident prevention effort can be successful without effective enforcement. Each circuit/region/institution administrator, manager and supervisor is responsible for enforcing the Department's safety rules and procedures.

(4) Management and Supervisory Support. Engineering and enforcement control cannot be completely effective without active management support of the entire loss control program. Accident prevention is a function of management. Administrators and other management personnel will aid in applying these controls by positively identifying themselves with the aims and objectives of the

loss control program. Although they have overall responsibility, they will largely be dependent on their staff, safety personnel and supervisors, who must apply all elements of the prevention program, identify deficiencies and take positive action for their corrections. The procedures in this operating procedure provide guidelines for carrying out such loss controls.

1-5. Casualty Insurance Coverage. The Department's casualty insurance coverage is provided through the state's self-insurance trust fund, administered by the Department of Financial Services pursuant to the provisions of Chapter 284 (Part II), F.S. All agencies under the executive, legislative, and judicial branches of state government are provided coverage under the fund, designated as the "State Risk Management Trust Fund."

a. Workers' Compensation. This coverage provides workers' compensation benefits to state employees, other personal services employees and volunteers for personal injury or death by an accident arising out of the course of employment. The state must provide workers' compensation benefits as required by Chapter 440, F.S. Individuals and other providers providing services to the Department under contract are not covered and are required to provide indemnification to the Department in the written contract.

b. General Liability. This coverage provides the means to adjust claims against the state and to fund its legal liability. This program provides coverage for the payment of claims for damages, injury or loss of property, personal injury or death caused by the negligent or wrongful act or omission of any employee of an agency while acting within the course and scope of his office of employment except those involving motor vehicles, aircraft, oceangoing watercraft and statutory workers' compensation benefits. Money damages can not be punitive or include any interest for the period prior to a judgment. The state provides only for the payment of claims up to \$100,000 per person and \$200,000 per incident or occurrence. The payment of any claims exceeding these levels must be approved by the Legislature. The provisions for the above coverage are contained in section 768.28, F.S., which states that no employee, officer or agent of the state can be held personally liable for any actions that occur during the performance of their official duties unless they act in bad faith or for malicious purposes or show wanton disregard for human rights, safety or property.

c. Civil Rights. The state must respond to all complaints for injunctive or monetary relief made against its officers, employees or agents for alleged violations of federal civil rights under 42 U.S.C.s 1983 and similar federal statutes. The state's obligation extends to providing a defense against such charges and the payment of settlements or judgments rendered against any such named person, if it is determined that the person did not cause the harm intentionally. The coverage amount is unlimited and includes payment of plaintiff attorney fees awarded under 42 U.S.C.s 1983 and similar federal statutes to the plaintiff or prevailing monetary or injunctive relief issues. The Department and all of its employees, other personal services employees and volunteers are covered under these provisions. Individuals and other providers providing services to the Department under contract are not covered and are required to provide indemnification and assurances to the Department in the written contract that they will comply with the Civil Rights Act of 1964, as amended, and Section 504 of the Rehabilitation Act of 1973 as well as other similar federal statutes as applicable.

d. Automobile Coverage. The state provides liability insurance coverage for state-owned vehicles and covers all officers, employees and agents of the department involved in vehicle accidents while acting within the scope of their office or employment. Employees, officers and agents of the department using their personal vehicles to conduct official business are covered as well. However, Section 287.025, F.S., specifically prohibits the provision of any type of insurance to cover the physical damage to vehicles. Further, the department is prohibited from paying people using their personal vehicle for official state business anything but mileage and reimbursement of bridge and road tolls under Section 112.061, F.S. Procedures for filing claims under this coverage can be found in CFOP 75-3.

1-6. Records. Disposition of records (including reports) must be in compliance with the retention schedule for "Correspondence and Memoranda: Administrative" contained in the "General Records Schedule for State and Local Government Agencies (Schedule GS1-S)." That retention is as follows:

- a. Record Copy – three fiscal years provided applicable audits have been released.
- b. Duplicates – retain until obsolete, superseded, or administrative value is lost.

## Chapter 2

### OPERATING A LOSS CONTROL PROGRAM

#### 2-1. Loss Control Committee.

a. To be successful, a loss control committee should be involved in the actual planning of the loss control program and should have a part in making the program operate. Certain fundamentals should be followed at the time the committee is organized.

(1) The committee chairperson should be a person whose authority exceeds the authority of each member of the group. This gives a fair guarantee of effective, controlled action to follow committee findings and access to the next higher level of management via the committee chairperson.

(2) The committee membership should encompass the maximum knowledge of methods, practices, and conditions of the facility or group represented.

(3) The committee should be as small as is consistent with the above requirement and shall include the organization's risk manager, human resources director as well as representatives from the offices of general counsel and inspector general.

(4) The committee should have full support of the entire management team if the committee is to function efficiently.

(5) Each level of management must ultimately be responsible for what the committee does or fails to do.

b. The chairperson and committee members should know their duties and be trained to perform them efficiently.

(1) The chairperson's duties shall include:

(a) Scheduling committee meetings and notifying the committee members.

(b) Reviewing the previous meeting's minutes.

(c) Reviewing materials for upcoming meetings.

(d) Preparing minutes of meetings and distributing minutes to committee members, executive management and the circuit/region/institution general services or risk management office.

(e) Conveying management's views and other committee actions to local committee members in order to exchange feedback information.

(2) The committee members' duties shall include:

- (a) Reviewing and making recommendations concerning loss control policies, procedures and training and related materials.
- (b) Reviewing reports of losses within their respective entity and recommending corrective measures to the authority that established the committee.
- (c) Reviewing accident/incident reports involving residents, employees, or other individuals and making recommendations for preventing recurrences.
- (d) Reviewing serious injury and investigation reports involving residents or employees and making recommendations for preventing recurrences.
- (e) Reviewing vehicle accident reports involving serious injury or death and making recommendations for preventing recurrences.
- (f) Recommending positive corrective action to management that will afford an employee that is classified as a high-risk employee (reference paragraph 2-7) the opportunity to correct the problem area.
- (g) Ensuring that adequate training for supervisors and employees is being provided, that facilities and work areas are being inspected for proper safety conditions, that accident/injury reporting procedures are being adhered to on a timely basis and that the number of days being taken off by injured employees is not being abused.

c. The safety committee is an important element in assuring that the Department's alternate duty program is active and functioning properly. This can be accomplished by, but not limited to, the following:

- (1) Knowing the nature and seriousness of an injury can be used for early identification of probable candidates for alternate duty. This can be accomplished through accident investigation and review of accident reports. The names of those injured employees identified as probable candidates should be given to the human resources director and the affected supervisor.
- (2) Encouraging supervisors, in conjunction with the employee assistance program, to routinely contact the injured employees while they are away from work to ease the transition back into work by counseling and encouragement.
- (3) Ensuring that the treating physicians of the injured employee are aware of the alternate duty program and solicit their assistance in accomplishing the objective.

2-2. Supervisor Activities. No one is better qualified, or in a more strategic position, to discover and correct hazards than supervisors of activities. Supervisors deal directly with both the worker and the job. Supervisors are in the best position to improve worker attitude toward the job to fill gaps in worker knowledge of the job and improve skills, to insist on safe practices on the job and to correct unsafe conditions involved in the job. Proper supervision is the method of preventing accidents through continuous instruction and guidance, official persuasion and taking enforcement action when necessary.

a. Methods. A punitive approach to corrective action can be detrimental to a loss control program unless managed correctly. The study of cause will usually indicate blame, if any, and suitable action can be taken. Punitive action is justified in safety violations only after each person is provided the proper education and training and physical hazards are eliminated.

b. Day-to-Day Observations. Supervisors have unlimited opportunities from day-to-day to watch for “accidents in the making,” i.e., unsafe acts of personnel or unsafe mechanical and physical conditions permitted to exist by workers. These observations will:

(1) Reveal unsafe practices and conditions.

(2) Help identify “near miss” accidents that interrupt work procedures and production.

All such accidents should be regarded as symptoms that something is wrong with personnel, methods or material.

c. Inspections. An inspection is recognized as a necessary control of any function. Loss control must be included in the inspection system. Frequent but routine inspections shall be conducted by the supervisor and spot inspections shall be conducted by loss control committees.

d. Investigating and Reporting Accidents.

(1) All accidents will be investigated by the employee’s immediate or next level supervisor who will prepare and submit a Supervisor’s Accident Investigation Report (form CF 986) to the headquarters/circuit/region/institution general services or risk management office for the organization’s loss control committee. Accident/injury reporting procedures are outlined in chapter 4 of this operating procedure.

(2) When making an investigation, a supervisor must identify the real causes of the accident, which will normally be revealed as specific unsafe practices or conditions. After the facts have been compiled, the supervisor should ask the following question: “What caused the person to have this accident?”

(a) Supervisors will often make the dangerous mistake of simply attributing the accident to carelessness, without identifying the specific unsafe act or condition.

(b) Good supervisors asking themselves this question will come up with an answer that they can do something about. They recognize that safety deficiencies can be corrected because they realize the deficiencies are the result of poor supervisory action or inaction in controlling the human element.

e. Violations. When safety standards or procedures are violated, whether or not an accident occurred, the supervisor will be notified and corrective measures taken to prevent repetition. When a violation of safety standards or procedures results in an accident, all elements will be studied and the cause of the violation established. The education, training and working environment of the person responsible for the accident will be re-evaluated by the supervisor to determine whether these factors contributed to the violation. Preventive measures, as warranted by the study, will then be applied to prevent similar accidents in the future. So that each supervisor will understand their position as it relates to loss control, anyone who is negligent, disregards safety rules and endangers themselves and others is considered an employee requiring corrective action. Every effort should be made to protect innocent employees by correcting those employees who violate safety rules and procedures.

f. Supervisory Failure. The “cause behind the cause” of many accidents is often the supervisors’ failure to meet their safety responsibilities. Some common examples of supervisory failure are:

(1) Failing to use simple, understandable instructions and failure to follow up to insure compliance.

(2) Failing to make frequent visits to areas of responsibility.

(3) Failing to correct a previously reported hazard.

(4) Giving inadequate instructions: that is, telling an employee what to do, but failing to tell him how to do it.

(5) Failing to insure the use of proper equipment for the job at hand.

(6) Permitting, and in some cases, directing, unlicensed or inexperienced personnel to operate vehicles and equipment.

(7) Failing to provide protective clothing and equipment. The various types and the use of personal protective equipment may be found in CFP 215-1, Safe Practice Guidelines for Operating and Maintaining Department Facilities and Grounds.

(8) Permitting machinery to be operated without proper guards in place. Information regarding machinery and related safety equipment may be found in CFP 215-2, Safe Practice Guidelines for Operating and Maintaining Machinery and Equipment.

2-3. Safety Education. The Loss Control Program is no better than its safety education efforts. The purpose of safety education is to motivate individuals to perform duty tasks. Coordination should be completed with local training coordinators to enhance safety training.

a. Application. Adequate safety education is extremely important in preventing accidents that cannot be offset by engineering, supervisory or enforcement measures. One of the most important benefits of safety education is that it helps develop safety consciousness.

b. Method. Educational methods will be based on sound and recognized techniques. When possible, instruction will be directed specifically at the hazards most important to the group being schooled. Quality planning is of extreme importance to insure a continuous, integrated, interesting and effective loss control education program.

(1) CFP 215-3, Employee Safety Orientation, will be issued and discussed with new employees in the pre-service training courses. In-service safety training courses should include first aid, CPR and other life saving techniques.

(2) The Department's risk management office will develop and conduct a supervisory education course to insure that key supervisors have a working knowledge of the fundamentals of accident prevention to carry out their responsibilities of identifying and eliminating hazards and to successfully train their personnel in on-the-job safety.

2-4. Safety Engineering. To successfully accomplish their portion of the overall Loss Control Program, all supervisors must be able to recognize any hazard that might jeopardize the timely completion of their tasks and responsibilities. Not only must they be able to recognize obstacles, but they must be able to do something about them. In short, they must design a way to do the job better by removing or controlling the hazard. By applying safe engineering principles, unsafe mechanical and physical conditions can be virtually eliminated. By making the operation mechanically and physically safe, the uncertain actions of employees are made less critical. Specific methods of engineering revision are:

a. Substitution. This involves the replacement of hazardous methods, procedures and equipment. For example, the use of a relatively non-toxic and nonflammable solvent in place of carbon tetrachloride or gasoline for cleaning operations. The substitution of a less toxic, flammable solvent results in just as good a cleaning job for most purposes but with fewer hazards.

b. Isolation. Certain hazardous operations should be located in isolated areas where they are less likely to endanger other operations, activities or personnel. For example, welding shops must never be located close to paint spray operations because of the ignition hazard presented by welding equipment.

c. Mechanical Guarding. Mechanical guarding is probably the most widely used principle of safety engineering. Typical application of the principles of machine guarding may be found on fans, table saws, grinding wheels, belt covers and other moving parts. Much of the mechanical guarding on modern equipment is part of the basic design. This makes safeguards an integral part of the equipment and, in many instances, the equipment will not operate unless the guards are in place.

d. Facility and Operation Layout. Consideration should be given to the logical layout of operations and facilities to assure that safe and efficient production is possible. This principle takes into consideration the need for adequate work areas, clearly defined traffic lanes and aisles, sufficient light and fresh air, proper stockpiling, etc. If any of these details are overlooked or considered unnecessary, it is likely that accidents and injuries will occur frequently.

e. Identification. Identification of hazardous situations is most useful in a Loss Control Program. It consists of highlighting hazardous areas to make the hazard particularly conspicuous. Examples are numerous and include: barricades, marking of fall areas such as loading docks, marking of overhead obstructions, stop signs, red lights placed near fire alarm boxes and other lights used to identify emergency exits in buildings.

2-5. Accident Investigation. Thorough and complete investigations of accidents are essential to an effective Loss Control Program. Positive preventive and corrective action cannot be formulated from guesswork, hearsay or opinion. The efficiency of the action depends upon the adequacy of the facts, the accuracy of the interpretation and the appropriateness of the remedy selected.

a. Every accident involving injury to personnel/resident, damage to equipment or property will be investigated by the immediate or next level supervisor to determine the causes and formulate measures to prevent recurrence.

b. Each accident must be investigated to determine what, when, how, where and why it happened.

c. Investigative Techniques. Supervisors who are charged with the responsibility for accident investigations will find the following guides helpful in performing their task:

(1) Get to the Scene. Supervisors should arrive at the scene as soon as possible after the accident has been reported to obtain facts quickly.

(2) Interview the Injured. Injured persons will be interviewed if conditions warrant, to determine causative factors. Permanent or temporary physical and mental characteristics that may have contributed to the accident will be noted, and the extent of injuries will be reported.

(3) Interview Witnesses. Witnesses will be interviewed to obtain their versions of the accident. On-the-spot witnesses often provide information that eventually establishes the cause of the accident. For best results allow each witness to tell what happened in his own way. However, avoid hostile witnesses who have a demanding or domineering attitude.

(4) Examine Physical Evidence. Physical evidence helps determine the cause of the accident. Mechanical defects will be noted and measurements taken of distance or dimensions. When necessary and for further reference, photographs should be taken of the scene and other outstanding evidence. The extent of all damages will be recorded.

(5) Recommend Corrective Actions. The most important result of any accident investigation is the determination of cause factors and implementation of suitable corrective measures. Appropriate action for the elimination of hazardous conditions will be promptly recommended to responsible persons, such as committees and supervisors of other interested activities.

(6) Follow-Up. To verify the corrective actions that have been accomplished, follow-up action will be taken. The follow-ups will determine whether preventive measures have been completed. Experience has shown that a follow-up is important and that recommendations for corrective actions, received in good faith by those responsible, are sometimes overlooked or forgotten in the pressure of daily operations. The organization's loss control committee has the responsibility for follow-up action to assure that the supervisor's corrective action as stated on form CF 986, Supervisors Accident Investigation Report, has been accomplished.

## 2-6. Inspections.

a. Functional Safety Inspections. At least once each quarter, safety inspections should be conducted by supervisors and should be an ongoing integral part of their duties. Deficiencies will be corrected and those which are not correctable at the activity level will be recorded and reported immediately to the next higher supervisory level and the loss control committee.

b. Annual Inspections. A representative of the Department's risk management office will conduct an administrative survey of each circuit/region /institution at least annually.

c. Spot Inspections. These inspections are conducted by a representative of the Department's risk management office when accident trends determine a need and/or to uncover hazards of a temporary nature not evident during scheduled inspections.

### d. Inspection Checklist.

(1) Unless inspections are carefully planned, they may become nothing more than tours of the activity being inspected, thus defeating the purpose of the Loss Control Program by failing to produce significant facts. A suitable checklist developed and used as an inspection guide will prove invaluable to the inspector.

(2) The checklist need not include every item that will be observed in an activity, nor must it be referred to in a step by step fashion while actually inspecting an activity. However, it should be comprehensive enough to cover the important details of operations and functions so that it may be used to the inspector's advantage, either in preparation for the inspection or during the inspection itself. Each checklist will be designed to fit the operations of the activity where it is to be used.

(3) General and specific inspection checklists are available from many sources, but in most cases the checklists will have to be made up or adapted to suit the situation. Using a general checklist (appendix A to this operating procedure), the inspector can take the items that apply and by adding items that specifically apply to equipment, materials and processors of the area to be inspected, provide a suitable checklist.

2-7. High Risk Employees. Employees who are accident prone and/or susceptible to taking advantage of the workers' compensation benefits are classified as high-risk employees. It is essential that a supervisor establish early and positive identification of those employees who have had repeated accident/injuries which have resulted in a substantial dollar loss to the Department.

a. Management Objective. Early identification and control of accident-prone employees will assist in the identification of accident prevention measures designed specifically for such groups and

should result in a downward trend in accident cost. Factors to be considered will include those employees who have:

- (1) Been identified as having repeatedly sustained personal injuries or vehicle accidents.
- (2) Established a history of disregarding normal safety precautions designed for their own personal and co-worker's protection and the safeguarding of Department equipment or property.
- (3) Continuously demonstrate irresponsible behavior that results in abuse, misuse or damage to materials, equipment or injury to other employees.
- (4) Been identified consuming alcoholic beverages or using unauthorized drugs on the job.

b. Corrective Action. The Loss Control Committee will have prime responsibility to recommend positive corrective action that will afford employees an opportunity to correct their problem areas. This will be accomplished by the following procedures:

- (1) A safety background investigation of the accident-prone employee will be conducted. The results of this investigation with recommendations will be forwarded to the loss control committee chairperson.
- (2) Final action will be the responsibility of the institution administrator/circuit/region director for support services, executive staff director, deputy secretary, or the appropriate assistant secretary.

2-8. Hazardous Materials. Employers have an obligation to inform their employees of the hazardous materials to which they are exposed in the workplace, and provide training in safe handling practices and emergency procedures (reference CFOP 70-9, Hazardous Materials – Employee Right To Know).

2-9. Alternate Duty Program. When an employee has sustained a temporary partial or temporary total disability as a result of an on-the-job injury and the employee is unable to perform the duties of the employee's regular position, but the employee can perform some type of work beneficial to the Department, the employee may be returned to work on an alternate duty status.

2-10. Fire Safety. Fire prevention and control procedures for the Department will be in compliance with the State Fire Marshal's rules and procedures and National Fire Protection Association (NFPA) 101, Life Safety Code, adopted as the uniform fire safety standard for the State of Florida.

a. Fire prevention efforts in the workplace should include:

- (1) Diligently observing all "No Smoking" signs.
- (2) Making a special effort to maintain good housekeeping in your work area.
- (3) Not allowing trash to pile up.
- (4) Wiping up spills as soon as they happen.
- (5) Disposing of all debris in the approved containers provided for it.
- (6) Storing materials properly. In general, keep the area neat and orderly.
- (7) Abiding by DMS and DCF policy prohibiting the use of space heaters.

(8) Knowing where the fire exits and fire alarms are in your area and keeping traffic paths to them free and clear of obstructions.

b. The use of open flames, including, but not limited to, candles, incense, kerosene lamps, oil lamps, flames fueled by propane tanks and any similar items, is prohibited on property owned or leased by DCF except for the following:

(1) Kitchen equipment – food service operations, food preparation and food warming supplies (portable cooking equipment). Place food warmers on a non-combustible surface.

(2) Welding and associated work – obtain a hot work permit.

(3) Laboratories – excluded as long as precautions are taken to ensure safe operation during experiments and other related procedures.

(4) Gas barbecue grills – permitted at approved functions but must be located at least 30 feet from the exterior of any facility. NOTE: Propane tanks will not be stored inside a facility or within 10 feet of any facility entrance or exit.

(5) Cake candles and food warmers – cake candles and food warming devices.

#### 2-11. Employee Safety Incentive Award.

a. The safety award is a certificate signed by the secretary and is awarded to an employee or group of employees who have performed outstanding service in the field of safety or who have made a significant contribution of unusual value in the promotion of accident loss prevention.

b. Supervisors may nominate an employee for this award to the appropriate assistant secretary, circuit/region director for support services, or executive staff director at any time throughout the year (reference CFOP 60-45, Chapter 1, Recognition and Awards Program).

2-12. Medical and First Aid. If there are no clinics or hospitals with readily available medical personnel in near proximity to the workplace, an employee or employees shall be adequately trained to administer first aid (reference – OSHA 29 CFR 1910.151 subpart b).

a. Approved first aid supplies shall be readily available and may be commercial or cabinet type as well as unit-type first aid kits. Individual packaging and sealing is required only for those items which must be kept sterile. Items such as scissors, tweezers, tubes of ointment or adhesive tape need not be individually wrapped, sealed, or disposed of after a single application.

b. For the training of employees in first aid, Red Cross standard and advanced courses are preferable but other courses developed and administered by professional medical personnel and official government agencies are also accepted.

c. If personnel are exposed to injurious or corrosive materials, suitable facilities for quick drenching or flushing of the eyes and body will be located in the work area for immediate emergency use.

2-13. Emergency Procedures. Disaster preparedness dealing with the occurrence or imminent threat of widespread or severe damage, injury, loss of life property resulting from any natural or man-made cause is contained in the Continuity of Operations Plan 2005.

## Chapter 3

### INTERNAL RISK MANAGEMENT PROGRAM

3-1. Program Requirements. Within the scope of the Department's loss prevention program as outlined in this operating procedure, all hospitals licensed under Chapter 395, Florida Statutes shall have an office of risk management and a certified risk manager. The program is intended to reduce risk to residents, staff and visitors at these institutions and to eliminate financial losses resulting from lawsuits and accidental injuries.

3-2. Program Components. To assure integration and compliance with the Department's uniform loss control program, it is essential that residents' safety be an integral part of the internal risk management program. In addition, the required program components necessary for the prevention of employee accidents must also be considered. The basic program components for resident and employee safety should be, but are not limited to, the following:

a. Patient Activities.

(1) The investigation and analysis of the frequency and causes of general categories and specific types of adverse incidents causing injury to residents.

(2) The development of appropriate measures to minimize the risk of injuries and adverse incidents to residents, including at least annual risk management and risk prevention education and training for all employees.

(3) The analysis of resident grievances which relate to resident care and the quality of medical services.

(4) The development and implementation of an incident reporting system based upon the affirmative duty of all health care providers and all agents and employees of the health care facility to report injuries and adverse incidents to the facility risk manager.

b. Employee Activities.

(1) Training to enhance employee awareness of hazards associated with facility operations including loss prevention management education for managers and supervisors.

(2) Establishment of a loss control committee for the purpose of discussing safety problems, conducting periodic inspections and reviewing accident reports to establish standards, procedures and safe practices.

(3) Investigation, analysis, reporting and evaluation of accidents to determine causes and trends for the purpose of developing positive corrective action to eliminate such accident causes and other trends.

(4) Preparation of administrative and operating policies and procedures concerning accident prevention activities and establishment of a safety management review system to evaluate the effectiveness of those policies and procedures.

3-3. Accident/Incident Reporting. The objective of accident/incident reporting is to eliminate existing undesirable conditions that could cause future personal injury to residents and employees. If these conditions are removed, then accidents/incidents can be minimized.

a. Resident Activity. Incident investigation and reporting procedures will be in accordance with CFOP 215-6, Incident Reporting and Client Risk Prevention.

b. Employee Activity. Accident investigation and reporting will be in accordance with chapter 4 of this operating procedure.

3-4. Casualty Data. Access to casualty data is furnished to state agencies by the Department of Financial Services, Risk Management for workers' compensation, general liability, civil rights and automobile liability claims.

a. Monthly casualty data will be furnished to each circuit /region/institution designee by headquarters general services. Each designee will be responsible for reviewing this data promptly and notifying the headquarters general services of any discrepancies. Since the premium is based on past loss experience, it is critical that the data be reviewed to assure the validity of the claims and costs being charged to the Department.

b. Detailed casualty data can be requested from headquarters general services to monitor trends and apply corrective action to reduce the claims.

## Chapter 4

### ACCIDENT REPORTING

4-1. Supervisor's Accident Investigation Report. The immediate supervisor of an injured employee should, as soon as possible after the accident, complete and submit the Supervisor's Accident Investigation Report (form CF 986) to the headquarters/circuit/region/institution (general services or risk management) office. The purpose of the report is to demonstrate that the immediate supervisor has investigated the unsafe condition/act that led to the accident and developed recommendations to prevent recurrence through discussions with the injured employee and witnesses.

NOTE: An electronic version of form CF 986 (appendix B to this operating procedure) is available in DCF Forms on the Intranet and Internet.

4-2. Instructions for Completing the Supervisor's Accident Investigation Report (form CF 986).

a. The following procedure must be used to complete blocks 1 through 19:

- (1) Insert either the headquarters/circuit/region name or number.
- (2) Insert the facility name or office location to which the employee is assigned.
- (3) Insert the numerical designation of the unit/entity if in an institution; insert the program entity if in an office location.
- (4) Insert the exact location of the accident.
- (5) Insert date accident occurred.
- (6) Insert time accident occurred.

- (7) Insert date accident reported.
  - (8) Insert names of witnesses and contact phone numbers.
  - (9) Insert name of injured employee.
  - (10) This space is not used.
  - (11) Insert employee class code and title.
  - (12) Check type of injury sustained.
  - (13) Insert one of the following accident/incident code types.
    - 79 Struck or injured by – object being lifted/handled
    - 89 Assault (resident to employee)
    - 29 Fall or slip – on same level
    - 56 Strain or injury by – lifting
    - 75 Struck or injured by – falling or flying object
    - 58 Strain or injured by – reaching
    - 19 Cut/puncture/scrape – miscellaneous
    - 68 Striking against/stepping on – stationary object
    - 13 Caught in/between – miscellaneous
    - 81 Struck or injured by – miscellaneous
    - 45 Motor vehicle – collision with another vehicle
    - 25 Fall or slip – from different level
    - 50 Motor vehicle – miscellaneous
    - 30 Fall or slip – slipped, did not fall
    - 99 Miscellaneous – other
  - (14) Insert number of cumulative injuries since July 1 of current fiscal year.
  - (15) Insert description of how accident/incident occurred and resultant injuries. Note whether injury was work related, whether medical treatment was refused and available and whether protective safety equipment was available and used.
  - (16) Insert a description of the unsafe condition and what was done to remove or correct the condition.
  - (17) Insert a description of the unsafe act and if training was or will be available to correct this behavior.
  - (18) Insert recommendations from the employee to prevent recurrence. Check immediate supervisor agreement with the recommendation and insert resources (training, equipment, etc.) necessary to implement recommendation.
  - (19) Safety committee will check concurrence/non-concurrence with this report and indicate reasons. Chairperson must sign and date report.
- b. Distribution.
- (1) The supervisor will complete this report and send to the office of general services or risk management for the chairperson of the local loss control committee.

(2) The chairperson of the local loss control committee, after review and comments, will forward a copy to the circuit/region/institution risk manager and the supervisor who originated the report.

4-3. State-Owned Vehicle Accidents. All state-owned vehicles are covered by liability insurance through the State Risk Management Trust Fund, Florida Department of Financial Services. Department personnel involved in a state-owned vehicle accident will:

- a. Have the accident investigated by a law enforcement officer.
- b. Not discuss details of the accident while at the scene with anyone except the appropriate investigating law enforcement officer.
- c. Obtain information about the other driver (or drivers) from the law enforcement officer.
- d. Obtain the names, addresses and telephone numbers of witnesses to the accident.
- e. Report accident to immediate supervisor. Reporting and submission of the accident report form will be in accordance with CFOP 40-2, Vehicle Management.



## GENERAL PURPOSE SAFETY CHECKLIST

Facility: \_\_\_\_\_ Date: \_\_\_\_\_

This list is intended only as a reminder. Look for other unsafe conditions. Note whether unsafe conditions marked X on the previous inspections have been corrected.

( ) Indicates Satisfactory

( X ) Indicates Unsatisfactory

### Housekeeping

- ( ) Wet or Slippery Floors/Stairs
- ( ) Holes, Splinters, Uneven Floors/Stairs
- ( ) Loose Objects on Floor/Stairs
- ( ) Storage and Piling of Materials
- ( ) Improper Disposal of Waste
- ( ) Equipment
- ( ) Hazards in Washrooms
- ( ) Loose Objects Overhead
- ( ) Grounds and Parking Areas

### Fire Protection

- ( ) Equipment
- ( ) Accessible Fire Extinguishers
- ( ) Fire Extinguishers - Maintenance
- ( ) Exits Unobstructed
- ( ) Devices
- ( ) Lighted Exit Signs
- ( ) Equipment
- ( ) Proper Storage of Flammables
- ( ) Fire Evacuation Placards
- ( ) Fire Drills Conducted
- ( ) Fire Detection and Alarms

### First Aid

- ( ) Regularly
- ( ) First Aid Kits
- ( ) Deluge Showers/Eye Baths
- ( ) Trained Employees

### Environmental

- ( ) Hazardous Substances
- ( ) Ventilation
- ( ) Illumination
- ( ) Noise Exposure
- ( ) Personal Protection

### General Physical Conditions

- ( ) Electrical Fixtures
- ( ) Machine Guarding
- ( ) Material Handling
- ( ) Stacking and Storage
- ( ) Compressed Gas Cylinder
- ( ) Ladders and Climbing
- ( ) Pressure and Steam
- ( ) Lifting Devices
- ( ) Hand Tools

### Bulletin Boards

- ( ) Neat and Attractive
- ( ) Display Changed
- ( ) Well Illuminated

Details, comments, recommendations for correcting unsafe conditions (continue on additional page, if necessary).

\_\_\_\_\_  
Inspector's Signature

\_\_\_\_\_  
Date Signed

\_\_\_\_\_  
Inspector's Name

[NOTE: This form is available in DCF Forms.]



# SUPERVISOR'S ACCIDENT INVESTIGATION REPORT

**INSTRUCTIONS:** The supervisor will initiate and submit this form within 48 hours to GENERAL SERVICES for any accident involving personal injury, whether or not all required information is available. If additional space is needed, use additional sheets.

|                                                                                                                                                                                                                                                                                                                                        |                                                                         |                            |                                                       |                                        |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------|----------------------------|-------------------------------------------------------|----------------------------------------|
| 1. Circuit/<br>Region                                                                                                                                                                                                                                                                                                                  | 2. Facility or Office Name                                              | 3. Program                 | 4. Exact Location of Accident (address, bldg, room #) |                                        |
| 5. Date of Occurrence                                                                                                                                                                                                                                                                                                                  | 6. Time<br>: <input type="checkbox"/> PM<br><input type="checkbox"/> AM | 7. Date Reported           | 8. Witnesses                                          |                                        |
| 9a. Injured Employee's Name                                                                                                                                                                                                                                                                                                            |                                                                         | 9b. People First ID Number | 10. Location Code                                     | 11. Employee's Class Code and Title    |
| 12. Injury Classification:<br><input type="checkbox"/> First Aid: There is no time lost other than the day of the injury.<br><input type="checkbox"/> Disabling: The employee is off the job one or more days, excluding the day of injury.<br><input type="checkbox"/> Fatal                                                          |                                                                         |                            | 13. Type of<br>Accident/Incident                      | 14. Total Injuries<br>This Fiscal Year |
| 15. Describe how the accident/incident occurred and what injury the employee sustained.                                                                                                                                                                                                                                                |                                                                         |                            |                                                       |                                        |
| Was injury work related? <input type="checkbox"/> Yes <input type="checkbox"/> No<br>Was medical treatment refused? <input type="checkbox"/> Yes <input type="checkbox"/> No<br>Was protective safety equipment available? <input type="checkbox"/> N/A <input type="checkbox"/> Yes <input type="checkbox"/> No                       |                                                                         |                            |                                                       |                                        |
| Was it available? <input type="checkbox"/> Yes <input type="checkbox"/> No<br>Was it used? <input type="checkbox"/> N/A <input type="checkbox"/> Yes <input type="checkbox"/> No                                                                                                                                                       |                                                                         |                            |                                                       |                                        |
| 16. Was the injury due to an <u>unsafe condition</u> ? <input type="checkbox"/> No <input type="checkbox"/> Yes If yes, explain the hazardous condition and what was done to remove/correct the condition.                                                                                                                             |                                                                         |                            |                                                       |                                        |
| 17. Was the injury due to an <u>unsafe act</u> ? <input type="checkbox"/> No <input type="checkbox"/> Yes If yes, explain the situation and indicate if prevention training is available to correct this behavior. If training is available/applicable, when was the last time the employee attended?                                  |                                                                         |                            |                                                       |                                        |
| 18. Provide a recommendation to prevent this accident/incident from happening again.<br>Is there prevention training available for this type of accident/incident? <input type="checkbox"/> Yes <input type="checkbox"/> No If so, is employee current with prevention training?<br>If not, refer employee to the applicable training. |                                                                         |                            |                                                       |                                        |
| _____<br>Supervisor's Name (please print)                                                                                                                                                                                                                                                                                              |                                                                         |                            |                                                       |                                        |
| _____<br>Supervisor's Signature                                                                                                                                                                                                                                                                                                        |                                                                         |                            |                                                       |                                        |
| _____<br>Date                                                                                                                                                                                                                                                                                                                          |                                                                         |                            |                                                       |                                        |
| *Copy of this report must go to the employee.                                                                                                                                                                                                                                                                                          |                                                                         |                            |                                                       |                                        |
| 19. Safety Committee Actions: <input type="checkbox"/> Concur with the supervisor's investigative report <input type="checkbox"/> Do not concur. State reason(s).                                                                                                                                                                      |                                                                         |                            |                                                       |                                        |
| _____<br>Signature of Chairperson/Representative                                                                                                                                                                                                                                                                                       |                                                                         |                            |                                                       |                                        |
| _____<br>Date                                                                                                                                                                                                                                                                                                                          |                                                                         |                            |                                                       |                                        |