

# Town of Washington Grove Risk Management and Safety Procedures

# **Risk Policy Statement**

The Town of Washington Grove is issuing this policy statement to state its commitment to the protection of Town employees, property, and residents.

Actions to protect against risks are to be conducted as efficiently and economically as possible with centralized control in accordance with the Town Charter to assure uniformity of practice and procedure. The Town Charter defines the duties and powers of the Mayor (Section 20) and the Town Council (Section 21) in this regard:

The Town Council utilizes its powers to pass and oversee ordinances for the protection and preservation of Town property and its residents that are not contrary to the laws and constitution of the State of Maryland. This includes risk management oversight for the Town.

The Mayor ensures that the Town ordinances are faithfully executed, is the chief executive officer, and the head of the administrative branch of Town government.

It is the policy of the Town that the Town Council will work to:

- Develop a risk management program with risk control procedures
- Enforce said procedures
- Investigate accidents and losses with proper recordkeeping
- Review the risk management program each year in April and October. The Mayor will report to the Town Council on any losses or incidents during the previous 6-month period with any recommendations for major changes in procedures affecting risk management. The Mayor will also include a similar report during the annual Town Meeting.

#### Table of Contents

Risk Policy Statement	.1
Table of Contents	
Section I - Risk Management	
Steps to Managing Risk	
Section II - Accident Investigation Procedures	. 4
Or a duration of The second laws attending	4
Conducting a Thorough Investigation	
Interviewing Employees and Witnesses	
Studying the Accident Scene	
Re-enacting/Reconstructing the Scene	
Researching Material	
Analyze the Information	
People	
Equipment	
Material	
Environment	
Determine Corrective Action	
Take Corrective Action	. 6
Section III - Driver Training and Accident Prevention	
Policy Statement	
Driver Selection	
Safety	
Accident Reporting	
Training	. 8
Inspection	. 9
Section IV - Emergency Plans	10
Introduction	
Building Fires	
Bomb Threat	
Medical Emergency	
Disaster Recovery	10
Section V - Semi-Annual Self Inspection	
Introduction	
Documentation	
Follow-up	11
	12
List of Forms	
Driver Training Checklist	
Vehicle Accident Investigation Report	
Accident Investigation Form	
Questioning Guide	
Facility Evacuation Plan	
Building I Inspection Form	
Vehicle Inspection Form	
Public Works Inspection Form	21
Parks and Recreation Inspection Form	23

### Section I – Risk Management

### Steps to Managing Risk

There are five steps to managing risk:

1.	Risk Identification	Identify Town services, assets and activities that could cause a loss to the community.
2.	Risk Evaluation	Determine how often losses can occur and how severe they may be.
3.	Risk Mitigation -	Examine ways to prevent accidents and minimize loss. Explore ways to cover the loss financially.
4.	Selection and Implementation	Determine which measures are most appropriate for the community and put them in place.

5. Monitoring Make sure the steps are effective.

It is the responsibility of all Town employees to minimize risk. Regular, full-time employees are more apt to notice situations that may cause accidents since they are in and out of the buildings and vehicles on a regular basis. It is important that employees bring any potentially dangerous situations to the attention of a supervisor or someone else in a position to remedy the situation.

#### Use of This Manual

This document sets of policies and procedures to be followed by all Town officials, employees and volunteers intended to minimize the risks inherent in daily activities and to ensure complete analysis of accidents or damages if they do occur. The Policy Statement on page 1 and the Steps to Managing Risk, above, are intended to foster a culture of awareness and prevention of risk. Section II provides procedures to be followed when an accident does occur. Section III addresses Driver Training and Accident Prevention. Section IV lays out the various Emergency Plans that the Town will adopt and Section V prescribes Semi-Annual Self Inspection requirements. Forms to be used in implementing these sections are contained in Section VI.

# Section II Accident Investigation Procedures

In the event of an accident, the Mayor will designate an investigator as necessary. The investigator will coordinate with other relevant investigative agencies.

The purpose of accident investigation is to determine what happened and why, in order to prevent it from occurring again. An accident investigation includes both:

- 1. Establishing the actual cause of the accident, and
- 2. Proposing corrective action

People's memories of the event fade and physical factors surrounding the incident change quickly so it is important to start the investigation as soon as possible. The investigation should begin as soon as the scene is stabilized and any injured parties have been treated.

The Accident Investigation Form is devised as a guide for an investigation, communication of findings, and to provide a written record of corrective actions needed and taken. The form is divided into four main parts: People, Equipment, Material, and Environment. Later sections of these procedures will deal with each part individually. A copy of the Accident Investigation Form is also located in the Forms section of the manual.

### Conducting a Thorough Investigation

To conduct a thorough investigation, use the Accident Investigation form and complete these steps:

- 1. Gather all related information.
- 2. Analyze the information.
- 3. Determine corrective action.

Do not try to answer "why" the accident occurred until the investigation is complete. That may cause important information to be missed.

### Interviewing Employees and Witnesses

- Conduct separate, private interviews.
- Ask for their version of the accident and let them talk without interrupting.
- Establish who, what, when, where, why and how.
- "Why" questions, may be held for the end of the interview, as they may put people on the defensive.
- Repeat their narrative back to them to ensure you have a good understanding. Doing so will reassure the person you were listening and that what they had to say was important. Give the person an opportunity to clarify any parts of their statement.

In the Forms section of the manual, you will find a Questioning Guide designed to help you cover the important questions.

### Studying the Accident Scene

Seal off the area if possible so nothing is changed or removed from the scene. The following are some things to observe at the scene:

- Damaged equipment that may show signs of wear.
- Marks on equipment or material may indicate that proper procedures were not followed or incorrect equipment was used.
- Factors in the area may show signs of deterioration that may have had a causal relationship to the accident. (Cracked sidewalks, malfunctioning lights, uneven flooring, signs or other obstructions to view, etc.)
- Position of the vehicles if this is a traffic accident. Generally, you will not be able to do this, as the vehicles will be moved so as not to impede traffic. In that case, have the driver and passengers complete the accident investigation diagram.

### **Researching Material**

If you have completed the previous steps and still need more information, you may need to research any materials and/or procedures used to get a better understanding of what happened. Manufacturer's web sites may often contain the reference material you need or you can call the manufacturer for the information you need.

### Analyze the Information

Once you have collected the information, you must analyze it to determine the corrective actions needed to prevent further incidents. The four parts of the investigation form that were mentioned earlier now come into play.

### People

For the people involved consider whether they were properly placed and trained and whether existing policies were enforced

### Equipment

As part of your investigation, ask:

- Why was this equipment used?
- What equipment should have been used?
- What arrangement problems were present?

Maintenance of equipment also plays a pivotal role. Questions to ask about maintenance include:

- When the last time routine maintenance was performed?
- When was the last time routine maintenance should have been performed?
- Are any maintenance problems evident?

#### Material

Material consists of raw materials, subassemblies, component parts, fuel and chemicals used in providing services. Some questions to consider as part of the investigation include:

- What material was used?
- What material should have been used?
- Did any design characteristics contribute to the loss?
- How the material was arranged, handled, and used?
- How should the material be arranged, handled, and used?

### Environment

Environment refers to lighting, noise levels, air and water pollution in and around the building, yards and interiors of buildings.

Factors to consider are air ventilation exhaust systems, water purification systems, vibration control, and general site layout. Some questions to ask are:

- Why was it designed and arranged this way?
- How should it have been designed and arranged?
- When was housekeeping last performed?
- When should housekeeping have been performed?

### **Determine Corrective Action**

After you have completed your analysis, you will be able to determine what corrective actions must be taken and what management controls need to be evaluated. In some cases, you will need to take immediate temporary action to control a serious hazard. In every case, you will want to take permanent action to avoid a reoccurrence of the incident. List the permanent actions under the Preventive section of the Investigation Report.

#### **Take Corrective Action**

Once you have determined what needs to be done, take action immediately. This is especially true of anything over which you have direct control. Make sure you record the actions taken on your report. Occasionally, other departments may be the one taking the corrective action; always follow up to ensure it was completed.

# Section III – Driver Training and Accident Prevention

# **Policy Statement**

The Town of Washington Grove is committed to the protection of all employees and residents by ensuring its vehicles are operated in the safest manner possible. To accomplish this goal the Town will:

- Select and train the proper vehicle operators,
- Maintain the vehicles in as safe a condition as possible,
- Ensure our drivers operate the vehicles only in a safe and courteous manner,
- and
- Obey all local, state, and federal traffic laws.

All employees who operate Town vehicles should be given a copy of the policy statement and required to sign an acknowledgement that they have read and understand the policy.

### **Driver Selection**

Before a candidate is placed in a position where a vehicle will be operated, the supervisor or other responsible person should review the driver's driving and record<sup>1</sup> and accident records to verify they meet acceptable standards

Certified driving records are only available to police, the license holder, or their attorney. Employees can request their records at any MVA office or on-line at the <u>MVA eStore</u> at http://mva.maryland.gov/emvastore. There is a charge (currently \$12) for a certified driving record copy. A certified driving record should also be secured and reviewed on an annual basis going forward for each driver.

When an employee's driving record is reviewed, the record should be classified as acceptable, questionable, or unacceptable. The criteria for each classification are:

Classification	Criteria	Result
Acceptable	<ul> <li>Maximum of one moving violation during the last three years, or</li> <li>One preventable accident during the last three years.</li> </ul>	Employee qualified to continue driving.
Questionable	<ul> <li>Maximum of two moving violations, two preventable accidents, or a combination of two violations/preventable accidents in the last three years.</li> <li>Past license suspension, or past mandated driver improvement programs.</li> </ul>	Requires an additional evaluation of the specifics before a determination is made.
Unacceptable	<ul> <li>A single violation involving the use of alcohol, illegal drugs or the misuse of legal/over-the-counter medication.</li> <li>Three or more moving violations or preventable accidents (or a combination of the three moving violations or preventable accidents during the last three years, or</li> <li>Has a suspended or revoked license.</li> </ul>	Employee is not qualified to continue driving.

<sup>&</sup>lt;sup>1</sup> Driving records are confidential and must be locked in the employee's Human Resources file when not in use.

# Safety

The Town has a number of safety policies that must be followed by anyone who operates a motor vehicle:

**<u>Required Use of Seat Belts</u>** – All employees are required to wear the proper seat belt and shoulder restraints when operating Town vehicles. In addition, the operator of any Town vehicle is responsible for ensuring that any passengers also use proper safety restraints.

**<u>Use of Alcohol/Illegal Drugs</u>** – Employees are prohibited from reporting to work or working while using alcohol, illegal drugs or any substance that may impair his or her safe performance of their job.

<u>**Traffic Violations**</u> – All moving and parking violations must be reported to the employee's supervisor immediately. Employees are responsible for any violations or fines that may result when operating a Town vehicle. Repeated or severe violations may result in termination.

**<u>Smoking</u>** – Smoking in company vehicles by operators or passengers is prohibited.

<u>Cell Phone Usage</u> – The use of cell phones while operating Town vehicles is strictly prohibited, except with a hands-free device.

**<u>Aggressive Driving</u>** – Aggressive driving is not permitted at any time in Town vehicles., In Maryland, a person is guilty of aggressive driving if they commit 3 or more of the following offenses at the same time or during a single and continuous period of driving:

- Failing to obey a traffic light
- Improperly overtaking and passing a vehicle
- Improperly passing on the right
- Failing to properly obey lane markings
- Following too closely
- Failing to yield right-of-way
- Exceeding the maximum speed limit

#### Accident Reporting

#### In general

No matter where the accident occurs, the driver should always:

- Complete a Vehicle Accident Report (Note: Attach a copy of any police report(s))
- Take notes on the facts of the accident while still fresh in their mind
- Take pictures, if possible
- Be truthful about what happened
- Contact their supervisor immediately

**Note**: All damage to the vehicle, other vehicles, or property, even small scrapes or dents, must be reported to the employee's supervisor.

Accidents involve a personal injury or major property damage must be reported to the local police. Employees should cooperate fully with law enforcement personnel.

### Training

All drivers training takes place on-the-job. An exception will be made for any state or federal mandated training. That training may take place in a classroom situation.

While the training for different positions may vary, many tasks are the same. Those tasks are covered below in general terms. In addition, there is a detailed checklist for those tasks in the Forms section of the procedures.

### Inspection

A quick check of equipment should be performed before the vehicle is used each day. The inspections should include:

- Looking for leaks
- Checking fluid levels and tire pressure
- Verifying all emergency equipment is accounted for
- Cleaning the windshield and lights

# Section IV – Emergency Plans

Introduction -- This Section discusses preparation for four types of emergency situations:

- 1. Building Fires
- 2. Bomb Threats
- 3. Medical Emergencies
- 4. Disaster Recovery

### **Building Fires**

**Evacuation Plan** – The most important preparation for a building fire is to develop, post and familiarize all building inhabitants with an evacuation plan that identifies all building exits and identifies the primary and secondary exits for each location.

*Emergency Instructions –* should advise all occupants on detection of fire or smoke to:

- 1. Notify all building personnel,
- 2. Evacuate the building, providing assistance to visitors and disabled.
- 3. Call 911.
- 4. Turn off gas supply at meter.
- 5. Take note of the following:
  - If you find yourself in heavy smoke, stay as close to the floor as possible,
  - If there are visitors in the building help them find the exit,
  - If there are physically challenged people in the building, assist them with exiting if help is needed.

### Bomb Threat

Instructions for dealing with bomb threats should include:

- Get as much information from the caller as possible. Try to ask the following questions:
  - When is the bomb going to explode?
  - Where is it right now?
  - What does it look like?
  - What kind of bomb is it?
  - What will cause it to explode?
  - Did you place the bomb?
  - Why?
  - What is your address?
  - What is your name?

Keep the caller on the line and record everything that is said. Notify the police and evacuate the building following the previous procedures. Do not make a public announcement that there has been a bomb threat; this may cause panic and subsequent injuries.

### Medical Emergency

Instructions for responding to medical emergencies should include:

- In the event of a medical emergency, call 911 immediately. Then:
  - Determine if the person is breathing and has a heartbeat, begin CPR if necessary.
  - If the person is conscious, try to make them comfortable.
  - NEVER move an unconscious or injured person unless they are in immediate danger for another reason, i.e. fire or explosion.

#### **Disaster Recovery**

A disaster recovery plan provides for the continuation of operation in the event of a fire or other emergency.

# Section V – Semi-Annual Self Inspection

### Introduction

The purpose of a self-inspection program is to detect and eliminate or control conditions that may cause accidents or loss. Inspections should be made regularly to ensure hazards are controlled and procedures are followed. Routine inspections will also minimize the risk of property loss and liability claims.

While the Local Government Insurance Trust (LGIT) conducts inspections on a regular basis, it is necessary to self-inspect at least semi-annually and not rely on the LGIT inspection to pinpoint problems.

The recommended schedule for inspections is:

- General Inspection of All Facilities February and November
- Parks and Playgrounds March and October
- Vehicle Inspection March and October

### Documentation

All safety inspections need to be documented to provide a written history. The most reliable way to document the inspection is through use of a checklist. This ensures standardization between inspections and no important areas are missed. A checklist for each of the areas listed above is in the Forms Section of the manual.

#### Follow-up

Each inspection must have a tracking mechanism for any deficiencies. Immediate dangers and serious hazards must be dealt with immediately. If funds are not available, short-term remedies must be put in place to minimize the danger until funds can be allocated. It is very important to document a funding deficiency, remedial actions, and plans for a permanent fix.

The checklists also have sections for follow-up to help with the documentation.

<sup>&</sup>lt;sup>2</sup> Town Maintenance staff should also inspect Parks and Playgrounds on a monthly basis during the spring and summer.

# Section VI – Forms

### List of Forms

- 1. Driver Training Checklist
- 2. Vehicle Accident Report
- 3. Accident Investigation Form (Questioning Guide on Reverse)
- 4. Building Evacuation Plan
- 5. Building Inspection Checklist
- 6. Vehicle Inspection Checklist
- 7. Public Works Inspection Checklist
- 8. Parks and Recreation Inspection Checklist

# Driver Training Checklist

Inspection of Equipment	Acceptable	Not Acceptable
Look for leakage of coolants, fuel, lubricants		•
Check oil, water, and steering fluids		
Check tires, lights, brake fluids		
Check for emergency equipment		
Clean windshield mirrors, and lights		
Motor	Acceptable	Not Acceptable
Understands instrument panel gauges		
Knowledgeable about the difference between gas and diesel motors		
Capable of shifting manual transmission		
Stopping	Acceptable	Not
Uses mirrors to check traffic to the rear	-	Acceptable
Decreases speed gradually		
Avoid sudden stops		
Stops before entering road from driveway or alley		
Stops clear of pedestrian crosswalks		
Parking	Acceptable	Not Acceptable
Parallel parks with minimal "pull-ups"		
Does not hit other cars or objects		
Does not hit curb		
Parks within 12 inches of the curb		
Passing	Acceptable	Not Acceptable
Leaves sufficient clear space ahead when passing		
Does not pass in unsafe locations (hills, curves, intersections)		
Signals when changing lanes		
Does not tailgate while waiting for a chance to pass		
Cuts in too short when returning to lane		
Courtesy and Safety	Acceptable	Not Acceptable
Yields right-of-way for safety		
Proceeds with caution when given the right-of-way by other driver		
Does not crowd other drivers or force way through traffic		
Allows faster traffic to pass		
Keeps right		
Remains in lane		
Driver courteously and is not aggressive		Not
General	Acceptable	Not Acceptable
Consistently alert and attentive		
Consistently aware of changing traffic conditions		
Adjusts driving to meet changing conditions		
Checks instruments and mirrors while driving		
Self-confident in driving		
Does not become easily angered		
Knowledge of company rules and state/local motor vehicle laws		

# Vehicle Accident Report

Driver:			
:			
:			
Date of Accident:			
Location of Accident:			
Conditions:	Weather:		
Conditions.	Light:		
	Road Surface:		
Were any of the above			cident? Yes No If yes, please describe:
Describe What Happer	ned (in your own	words):	
Is there anything that c If yes, please describe:		orrect the cond	itions responsible for the accident?  Yes  No
Witness Name and Add	dress:		
Was this accident prev	entable?	🗌 Yes	□ No
Was there a personal i	njury?	🗌 Yes	□ No
Property Damage?		🗌 Yes	☐ No If yes, estimate of damages: \$
Investigated by:			
Written notification of fi driver:	ndings sent to	🗌 Yes	☐ No If Yes, Date Notified:

### Accident Investigation Form

Employee Name:		Department:			
Accident Location:		Date of Accident:	Time of Accident	t:	Date Reported:
Personal Injury	Personal Injury/Illness		perty Dama	age	
Occupation:		Automobile or Prope			
Nature of Injury/	llness:	Est. Cost:		Actual Cost:	
		Nature of Damage:			
Description:	Clearly describe what took and people involved. If an				
Analysis Using the guide on the rev what, where, when, who, h deficiency contributing to		ow) and the controls			
Prevention	Describe which controls re be taken to prevent recurre	equire additional atte ence. Place an X by	ntion and completed	what act I items.	tion has or will
Motor Vehicle Ad	│ ccident: □ N/A □ Preventabl	e 🗌 Not Preventable			
Investigated by:		Date:			
Reviewed by:		Date:			

### Questioning Guide

Study the situation to get the facts. Question each control to determine the deficiencies and corrective action that must be taken to control the actual causes of the loss.

Contributing Factors	Controls	Questioning Guide
Provide	<ul> <li>Placement</li> </ul>	WHO WAS INVOLVED? What qualifications are needed to perform the task? Who is most qualified? Why was person performing the task doing so if not most qualified?
People	Training	What instructions or training was provided? What additional training is needed?
	Enforcement	What instructions or rules were not followed? What additional rules or action should be implemented or established?
Equipment	• Design	WHAT EQUIPMENT WAS INVOLVED? Why was this equipment used? What equipment should have been used? How did the quality or hazards of the equipment contribute to the accident?
	Maintenance	What maintenance problems were evident? When should maintenance be performed? When was maintenance performed? How can maintenance be improved?
Material	WHAT MATERIAL WAS INVOLVED? What design characteristics contributed to the loss How should the material be designed? Was the material correctly used?	
Environment	<ul> <li>Housekeeping &amp; Maintenance</li> </ul>	WHAT ENVIRONMENTAL FACTORS WERE INVOLVED? How should housekeeping be performed? How should housekeeping be improved? What maintenance problems are evident? When should maintenance be performed? How should maintenance be improved?

### MOTOR VEHICLE DIAGRAM

Draw a diagram showing direction and position of vehicles and point of contact.

Indicate North: ∻

### Facility Evacuation Plan

Location: \_\_\_\_\_

Date Updated: \_\_\_\_\_

Primary Exit: \_\_\_\_\_

Secondary Exit:

Please become familiar with **ALL** building exits from your workplace location.

Each employee must locate the primary (closest) exit from his or her workstation and a secondary exit in the event the first is blocked. If the building in which you work only has one exit determine which window would be safest from which to escape.

If you detect a fire, smoke, or other emergency you should:

- 1. Notify all building personnel,
- 2. Evacuate the building,
- 3. Call 911.

# UNDER NO CIRCUMSTANCES SHOULD YOU ATTEMPT TO EXTINGUISH THE FIRE YOURSELF.

If you are notified of an emergency, **stop all activities at once (including meetings and phone calls) and leave the building immediately**.

Take note of the following:

- If you find yourself in heavy smoke, stay as close to the floor as possible,
- If there are visitors in the building help them find the exit,
- If there are physically challenged people in the building, assist them with exiting if help is needed.

# **Building Inspection Form**

Please note: Any item receiving an "Unacceptable" rating must have a detailed explanation (on back of form) and a follow-up inspection must be completed.

Item	Acceptable	Unacceptable	Follow-up Completed
Extension cords not used as a permanent solution			
Power strips not overloaded			
Fire extinguishers adequately spaced, unobstructed, and inspected			
Trip Hazards on stairs or other areas			
Papers stored properly, not a fire hazard			
Flammable/combustible materials stored properly.			
Approved space heaters			
First aid and bloodborne pathogen kits stocked			
Sprinkler systems functional and inspected			
Smoke alarms and emergency lighting tested and working			
Exits adequately marked, not blocked			
GFCI near sinks and other wet work locations			
Parking areas free of holes, cracks, trip- and-fall hazards			

Item	Acceptable	Unacceptable	Follow-up Completed
Records stored in accessible manner			

Shelving secured		
Locks operable and keys secured		
Trip Hazards on stairs or other areas		
AED Charged and accessible		
First Aid kits stocked		

### Use additional pages as needed.

Item	Explanation of Deficiency

### Vehicle Inspection Form

Please note: Any item receiving an "Unacceptable" rating must have a detailed explanation and a follow-up inspection must be completed.

Item	Acceptable	Unacceptable	Follow-up Completed
Seat belts/shoulder harnesses used			
First aid kits installed and stocked			
Fire extinguishers installed and up-to- date			
Cab/driver area free of clutter			
Routine maintenance up-to-date			
Lights all in working order			
All fluids checked and at acceptable levels			
Trailer safety chains installed			

Item	Explanation of Deficiency

### **Public Works Inspection Form**

Please note: Any item receiving an "Unacceptable" rating must have a detailed explanation and a follow-up inspection must be completed.

Item	Acceptable	Unacceptable	Follow-up Completed
Vests, hard hats, and other equipment available for street operations			
Chainsaws properly maintained and stored			
Pesticides – Trained in use. Proper resident notification of use			
Materials stored properly and securely			
Welding and cutting cylinders properly spaced and secured			
Power tools cleaned, maintained, and stored properly			
Backhoe – Inspect for damaged lift arms, hydraulic cylinders, hydraulic lines or bucket links			
Backhoe – Inspect for clean and full hydraulic fluids and properly inflated tires			
Mud and dirt removed from backhoe and plows before storage			
Snowplow - Inspect the bolts and chains, spreader, auger, and flares			
Snowplow - Inspect the lights, brakes, windshield wipers, defroster, plow bolts and chains, spreader, auger, and flares			
Trailer – Inspect lights and wiring to ensure proper operation			
Trailer – Inspect tires for proper inflation levels, and brakes for worn parts			
Trailer – Check all nuts, bolts, and fasteners on the hitch to ensure trailer will not come loose from vehicle			
Lifts/hoists inspected and maintained			

Item	Explanation of Deficiency

# Parks and Recreation Inspection Form

Please note: Any item receiving an "Unacceptable" rating must have a detailed explanation and a follow-up inspection must be completed.

Item	Acceptable	Unacceptable	Follow-up Completed
Public playgrounds and equipment meets U.S. Consumer Product Safety Commission guidelines			
Adequate fencing, secure baskets, trip and fall hazards cleared in sports areas			
Walking paths free of trash. Rules posted for use.			
No swimming, and caution signs posted at appropriate intervals and legible at Maple Lake			

Item	Explanation of Deficiency