

SECTION II

SAFETY

Policy title	Policy number
Safety	II-001
New Employee Orientation	II-002
Disciplinary Action	II-003

**RANCHO LOS AMIGOS NATIONAL REHABILITATION CENTER
FACILITIES MANAGEMENT/ENVIRONMENTAL SERVICES**

SUBJECT: SAFETY	POLICY# II- 001
DEPARTMENT: ENVIRONMENTAL SERVICES	PAGE: 1 of 4
EFFECTIVE: August 2008 Supersedes: November 2010	Revised: March 2018

POLICY:

- The Environmental Services Director is responsible for maintaining safety standards, developing safety rules, supervising and training personnel in departmental standards.
- The Environmental Services Director is responsible for notifying the Safety Officer in case of any safety hazard.
- All Environmental Services Department employees shall report defective equipment, unsafe conditions, acts or safety hazards to supervisor/manager.
- Keep electrical cords clear of passageways. Do not use electrical extension cords without written approval of the Facilities Management Department.
- All equipment and supplies must be properly stored. Do not store heavy items on top shelves.
- All personal electric appliances shall be inspected by the Facilities Management Department for safe use.
- Scissors, knives, pins, razor blades and other sharp instruments must be safely stored and used. Use of sharp spindles is prohibited.
- All electric machines with heat producing elements must be turned off when not in use.
- Do not permit rubbish to accumulate.
- Notify the Facilities Management Department when you notice lights out and poor ventilation.
- Furniture and equipment must be arranged to allow passage and access to exit at all times.
- All spills shall be cleaned by the employee who discovers the spill. This shall be done immediately.
 - Report faulty equipment to your Supervisor or Department Head.
 - Obey "ALL" warnings signs.

**RANCHO LOS AMIGOS NATIONAL REHABILITATION CENTER
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- File drawers and cabinet doors shall be closed when not in use. Open only one (1) drawer at a time. Evenly distribute material to prevent the file cabinet from being unbalanced and tipping over.
- Wear suitable clothing (no high heels or jewelry that may catch in machinery).
- Only the specified amount and type of cleaner for a particular job shall be used.
- Cleaners shall not be mixed. Some mixtures may produce hazardous gases or violent reactions, i.e., chlorine bleaches mixed with such substances as vinegar, toilet bowl cleaners or ammonia will [produce chlorine dioxide which is extremely toxic.
- Careful attention shall be given in wax selection to assure that wax is slip resistant.
- If foreign substances spray into the eyes or on the skin, first aid shall be given by flushing with considerable quantities of water, not chemical neutralizers, for at least 10 minutes. Medical attention shall be sought immediately after flushing eyes.
- Cleaning agents shall never be left unattended in areas where patients or other persons might come in contact with them.
- Mops, brooms, electrical equipment and all supplies shall be placed in their proper storage area as soon as a job is completed.
- Cleaning equipment shall not be allowed to block doorway or elevators.
- Remove bulky combustible waste from the building as often as manpower permits, not less often than the end of each shift.
- Vigilance must be exercised to properly discard dangerous waste products such as red bag waste, sharps containers etc.
- Watch for loose floor coverings, stair treads, etc. And report immediately.

The risk of falls can be reduced by the following:

- Safe floor cleaning and waxing
- Use dust or dry mop before using wet mop.
- Mop one side of corridor first; when dry, mop the other side. Use same procedure for waxing.
- Post warning signs near wet side.
- Use only "non-skid" waxes.

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EFFECTIVE: 8/08 Supersedes: November 2010	Reviewed: March 2018

- Stay in area until the entire floor is safe and dry. Ask people to walk on dry side.
- Keep equipment on side being cleaned. If using electrical equipment, plug it in on the side of space that is being cleaned. Avoid running cords across stairs or corridors.
- Do not block doorways or elevator entrances with cleaning equipment.
- Remove wet mops from room and public areas when mopping is completed.
- Never place cleaning articles or equipment in aisles or on stairs while cleaning, unless warning signs are used.
- Do not place articles on top of step ladders, cabinets or lockers.
- When unpacking boxes, barrels or crates, always remove protruding nails, metal d strapping and wires before handling.
- Do not stand on tub sides to change shower curtain. Use stepladder or wide-back step stool.
- Do not pick up broken glass. Sweep it up at once. Pick up fine splinters and chips with a damp cloth, paper towel or cotton
- Unplug electric lamps before wiping with cloths.
- Handle electrical equipment only with dry hands. Never yank out cords, but pull by the plug, switch off equipment first.
- Do not empty waste baskets by digging into them. Hold by the sides and tum them upside down over a newspaper, carrying-boy orbasket.
- In using stepladders do not stand on top step. Rest ladder on secure base. Be sure locking devices on stepladders are in order and are used. Never stand on chairs.
- Wear gloves when using steel wool.
- Report defective or missing equipment such as dresser knobs, worn wiring, burned-out bulbs, leaky faucets, lose or missing door handles, door check, light-fixtures, window screens, etc.
- Ask for help when lifting or moving heavy or awkward equipment or furniture.
- Use appropriate personal protectiveequipment at all times.
- Standard precautions will be observed at alltimes.

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EFFECTIVE: August 2008 Supersedes: November 2010	Reviewed: March 2018

- Take personal responsibility for seeing that slipping or tripping conditions anywhere on floors or stairways are taken care of at once or reported. Principal hazards are water, milk, flower petals, paper (especially the cellophane type), rubber bands, paper clips, pencil stubs, etc.
- Understand and practice good body mechanics.
- Keep to right when going down corridors. Approach intersections carefully. Be sure traffic on other side is clear when opening swinging doors. Do not push doors open with equipment. Use push panel or door knob.
- Do not leave equipment standing in traffic lanes. Return equipment to it proper location when not in use.
- Do not obstruct fire equipment. Know location of firefighting equipment and how to use it. Know evacuation route and hat to do in case of fire.

GT: DK

HAZARD SURVEILLANCE DETECTION SURVEY

ENVIRONMENTAL SERVICES

Inspectors: _____ Title: _____ Date: _____

Area Surveyed;

Received by Committee: _____ Sent to Department: _____ Action Copy Returned _____

WORKPRACTICES		y	N	N/A	COMMENTS
1	Staff able to demonstrate knowledge and skill of their role and expected participation in the safety management program?				
2	Staff able to demonstrate knowledge and skill of their role and expected participation in the security management Program?				
3	Staff able to demonstrate knowledge and skill of their role and expected participation in the hazardous materials and waste management program?				
4	Staff able to demonstrate knowledge and skill of their role and expected participation in the emergency management program?				
5	Staff able to demonstrate knowledge and skill of their role and expected participation in the life safety/fire prevention program?				
6	Staff able to demonstrate knowledge and skill of their role and expected participation the medical equipment management program?				
7	Staff able to demonstrate knowledge and skill of their role and expected participation in the utility systems management program?				
8	Employees trained in proper lifting and material handling? If yes, who instructs? Date?				
9	Trained in proper use of ladders?				
10	Adequate training in use of detergents, ammonia and other cleaning agents?				
11	Trained in special hazard areas; isolation, x-ray, etc.?				
12	Display knowledge of standard precautions and biological hazards?				
13	Proper personal protective equipment provided?				
14	Staff uses appropriate hand hygiene technique?				
15	Check equipment inspection stickers -current?				
16	How are equipment malfunctions reported? Tags used to identify hazards?				
17	Is equipment being repaired locked out? Do all employees know lock out rules?				
18	Are operator trained in proper operating procedures for their equipment? By whom? How often are safety rules reviewed?				
19	Trained regarding hazardous material used in department?				
20	Describe what the hospital does to ensure computer security.				
21	What is the hospital's smoking policy?				
22	Explain why self-closing doors should not be wedged open.				
23	Describe what to do if you receive a bomb threat.				

HAZARD SURVEILLANCE DETECTION SURVEY

ENVIRONMENTAL SERVICES

Inspectors: _____ Title: _____ Date: _____

Area Surveyed; _____

Received by Committee:

Sent to Department:

Action Copy Returned

WORKPRACTICES		y	N	N/A	COMMENTS
24	Explain what MSDSs are and what information they contain. Where is MSDS information located on this unit?				
25	How do you report a security incident?				
26	Are all staff wearing ID badges?				
27	Do vendors have visitor badges?				
28	Hospital-approved disinfectants are available, labeled appropriate used correct?				

HAZARD SURVEILLANCE DETECTION SURVEY

ENVIRONMENTAL SERVICES

Inspectors: _____ Title: _____ Date: _____

Area Surveyed: _____

Received by Committee: _____ Sent to Department: _____ Action Copy Returned _____

PHYSICAL HAZARDS					
1	Wood handled tools free from splinters and rough surfaces?				
2	Tubs, buckets or pans in good condition?				
3.	Electrical equipment properly grounded/maintained?				
4	Ladders, stools, platforms sturdy/have sturdy feet?				
5	Proper tools selected and used for all jobs?				
6	All containers properly marked and safely arranged?				
7	Materials handled to prevent breaks, spills, falls?				
8	Broken glass safely handled and disposed of?				
9	Tools, carts, etc., always placed out of the way?				
10	All spills cleaned up immediately?				
11	Areas isolated/roped off during mopping and waxing?				
12	Employees aware of all special hospital hazards?				
13	Employees report unsafe conditions promptly?				
14	Adequate illumination/ventilation in all areas?				
15	All flammable liquids kept in approved containers?				
16	Cleaning rags/waste kept in metal and lidded containers?				
17	Electrical tools disconnected when not in use?				
18	Equipment room clean and orderly?				
19	Waste emptied into safe/proper containers?				
20	Paper and other flammables properly disposed of?				
21	Fire extinguishers proper size, type and exposures?				
22	Equipment grounded?				
23	Cords/plugs/outlets in good condition?				

**RANCHO LOS AMIGOS NATIONAL REHABILITATION CENTER
FACILITIES MANAGEMENT/ENVIRONMENTAL SERVICES**

SUBJECT: NEWEMPLOYEE ORIENTATION	POLICY#: II- 002
DEPARTMENT: ENVIRONMENTAL SERVICES	PAGE: 1 of 2
EFFECTIVE: August 2008 Supersedes: November 2010	Reviewed: March 2018

POLICY:

- It is the policy of this facility that each new employee will be employed on an initial three (6) months (30-day calendar days) "probationary period". During this period of time, the employee is not considered to be on permanent status.
- In order to assure successful completion of the probationary period, each employee will be oriented to all facets of his or her job, as well as working conditions, the organization's mission, values and goals, the organization's policies and procedures and all employee benefits.
- Initial orientation to employee benefits and orientation to policies and specific aspects of the job will be conducted by the Human Resources Department. Orientation to the employee's department, unit, work setting and/or program-specific policies and procedures will be conducted by the department manager/director/supervisor.
- Orientation to working conditions and specific aspects of the job will be conducted by that individual appointed by the department manager on an "on-the-job" basis.
- Orientation to other related areas of the facility will be determined and conducted by the department managers/supervisors involved, and will include as related to job function, but may not be limited to:
 - Safety and infection control issues pertinent to the employee's department, unit, work setting or program-specific duties and responsibilities.
 - Cultural diversity and sensitivity.
 - Patient rights and ethical aspects of care, treatment and services and the process used to address ethical issues
 - Procedures for responding to unusual clinical events and incidents.
- The Organization's channels of communication regarding:
 - Clinical issues
 - Security issues
 - Administrative issues
- Employee reporting to external healthcare regulatory agencies.

**RANCHO LOS AMIGOS NATIONAL REHABILITATION CENTER
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PROCEDURE FOR ORIENTATION OF NEW EMPLOYEES:

- Orientation will begin for the employee when all pre-employment requirements have been satisfied, i.e., reference checks, verification of job qualifications.
- The employee will meet with the Human Resources Department for orientation and enrollment in the employee benefit programs. This meeting will be by appointment
- During this orientation phase the employee will be given a copy of the most recent Employee Handbook and sign acknowledging its receipt. The employee will also receive pertinent handbooks which explain the medical and dental programs as well as other information in force at the time of employment.
- The employee will be assessed for his/her ability to carry out assigned responsibilities safely, competently and in a timely manner upon completion of orientation by his/her department manager/director/supervisor. Successful completion of orientation will be documented on the Orientation Checklist by the employee's department manager/director/supervisor and kept in the employee's personnel file.

GT:DK

**RANCHO LOS AMIGOS NATIONAL REHABILITATION CENTER
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SUBJECT: DISCIPLINARY ACTION	POLICY#: II- 003
DEPARTMENT: ENVIRONMENTAL SERVICES	PAGE: 1 of 4
EFFECTIVE: August 2008 Supersedes: November 2010	Reviewed: March 2018

POLICY:

- It is the policy of the hospital to administer fair and reasonable methods of disciplinary action to those employees whose job performance or behavior does not meet the standards of the hospital as outlined in this policy.
- When (based on the judgment of the Environmental Services Director and/or Chief Executive's Office) the employee's job performance or work behavior does not meet those standards for continued employment, it is the policy of the hospital to initiate disciplinary action for corrective purposes in the following manner.
 - Verbal
 - Written
 - Suspension Without Pay
 - Discharge
- Furthermore, it is the policy of the hospital that all employees shall have the right to initiate the internal grievance procedure in connection with any aspect of this policy.

STANDARD OF CONDUCT:

- The following standards of conduct are prescribed to assure continuation of employment. Employees are at all times expected to:
 - Give primary consideration to the welfare of patients, employees and visitors
 - Respect established authority
 - Use hospital equipment judiciously and with utmost care
 - Perform all duties and responsibilities in an acceptable manner
 - Be honest
 - Seek help in resolving problems
 - Develop care in personal appearance and confidence in the individual's ability
 - Comply with hospital and departmental rules and regulations
 - Conduct themselves as responsible member of the staff and as good citizens.

PROCEDURE:

- **Initiation of Disciplinary Action:** When an employee's job performance or work behavior ceases to meet acceptable standards for continued employment, disciplinary action procedures are initiated by persons in authority. Those persons having this authority are as follows:
 - The employee's immediate Supervisor
 - The Environmental Services Director
 - The Facilities Management Director
 - The Human Resources Director
 - The Chief Executive Officer

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- The supervisor or department manager, not directly associated with the employee, in the case of an event occurring while the employee's supervisor and/or Environmental Services Director are not present.
- **Verbal Reprimand:** The first step in the process is the verbal reprimand issued to the employee as an initial warning. Although this reprimand is not officially documented and placed in the employee's personnel file, it is noted and maintained by the Environmental Services Director or Human Resources Director for future reference.
 - **Written Reprimand:** The next step in the process is the written reprimand issued to the employee as the second warning; this reprimand is presented to the employee in writing and is documented on a Disciplinary Action Form requiring the signature of the counselor and the employee.
 - The employee is asked to sign this document, not as admission of guilt, but to acknowledge that the counseling did occur.
 - The document is placed in the employee's personnel file as a part of the permanent employment record regardless of signature.
 - Failure to sign the form must be documented on the Warning Letter.
- **Suspension Without Pay:** The next step in the process is suspension without pay issued to the employee as the third and final warning. This action is presented to the employee in writing and is documented on a Disciplinary Action Form requiring the signature of the counselor and the employee.
 - The employee is asked to sign this document, not as an admission of guilt, but to acknowledge that the event did occur.
 - This document is placed in the employee's personnel file as a part of the permanent employment record.
 - The employee will not be allowed to return to work until the suspension period has expired.
- **Discharge:** The final step in the process is discharge. At this time, the employment status is terminated and termination documents are processed.
 - When the decision is made to enter into this step of the process. It has been fully determined through previous steps that the employee does not intend to correct the undesirable work behavior, or unacceptable job performance, and this fails to meet those standards required for continued employment.
 - This action is documented requiring the signature of the counselor and the employee.
 - The employee is asked to sign the document, not as a direct admission of guilt, but to acknowledge that the event did occur.

**RANCHO LOS AMIGOS NATIONAL REHABILITATION CENTER
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- **Immediate Suspension:** Automatic suspension occurs when it is determined by those persons having authority that the employee has:
 - Violated hospital and/or department policy to the extent that damage was done or the results and consequences of the action will be severely detrimental to the hospital and/or department.
 - Exhibited extremely undesirable work behavior and/or job performance or neglect of job performance.
 - Substantially violated those standards of conduct set forth by The County of Los Angeles to the extent that damage was done, or the results and consequences of the violation will be severely detrimental to the hospital and/or the department.
 - Other undesirable actions as deemed sufficient to justify automatic and immediate discharge as determined by Human Resources.

- Those persons having the authority to execute immediate suspension are as follows:
 - Human Resources
 - The Chief Executive Officer

GENERAL PROCEDURES INVOLVING DISCIPLINARY ACTION:

- The employee at all times, shall have the right to initiate the internal grievance procedure for matters related to the disciplinary action process. The employee may obtain information regarding the grievance from the human Resources Director and will be assisted by the Human Resources Director throughout the grievance procedure.

- The disciplinary action process is to be administered fairly and consistently to all employees at all times and in a manner consistent with hospital policy, rules and regulations to assure equal treatment to all employees.

- Employees shall be informed of their status throughout the disciplinary action process of the following items:
 - What the employee can expect to occur next if the problem is not corrected.
 - What actions the employee can take to correct the problem.
 - What specifically led to the disciplinary action.
 - Specifically, what is necessary for the employee to meet standards for continued employment.
 - What is a reasonable period of time in which corrective action is to occur.

**RANCHO LOS AMIGOS NATIONAL REHABILITATION CENTER
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PROCEDURE - EMPLOYEE GRIEVANCE REPORTING METHODS:

- Problems arise in any group of people working together. It is important to all that these problems be solved as quickly and as fairly as possible so that small problems do not grow out of proportion. Occasionally, however, it may be necessary to investigate certain problems in greater detail. The grievance procedure enables an employee to have a fair review of *any* work-related controversy, dispute or misunderstanding.

- If an employee believes he/she has a valid grievance, the following procedure should be used:
 - o **Step One:** An employee may submit, in writing or orally, the problem to the Environmental Services Director within three (3) days after the problem is recognized by the employee. The Environmental Services Director will attempt to resolve the employee's grievance during the initial meeting. If unable to reach a mutually agreed upon settlement, the Environmental Services Director will investigate the situation further and within three working days, meet with the employee with a proposed solution to the grievance. If the employee is still not satisfied, then he/she may request a step two meeting.

 - o **Step Two:** If the employee is not satisfied with the results of step one, he/she must submit in writing within five working days the problem or grievance. The Human Resources Director or designee will investigate the problem with all involved parties and schedule a meeting with the employee and the Environmental Services Director. The employee may elect to have a fellow employee accompany him/her to this meeting to assist in the presentation of the problem. A concerted effort will be made at this meeting to resolve the problem. A concerted effort will be made at this meeting to resolve the problems. The Human Resources Director or designee will be responsible for preparing a written report of this meeting. If the employee does not believe the solution presented is satisfactory, the step three procedure may be requested.

 - o **Step Three:** The employee may request within five working days, a review of the proceeding by the Chief Executive Officer or his/her designee. The Chief Executive Officer or his/her designee will, within five working days after receipt of the grievance, thoroughly investigate the problem and considering every aspect of the employee's and the Environmental Services Director's position, as well as information described in steps one and two, make a final and binding determination on the grievance.

DISCIPLINARY ACTION FORM

Level of Discipline	
Verbal Counseling	Day(s) Probation
Initial Written	Days {s) Suspension
Final Written	Termination

Problem identification (to be completed by Supervisor)

Supervisor's Plan to Assist in Prevention of Recurrence:

Employee's Comments:

Signatures:

Employee

Date

Time

Supervisor

Date

Time

Witness (if applicable)

Date

Time