



CARRIAGE CREST

HOMECARE

Safety and Illness Prevention Program

Written Plan

Every employer should have a written Safety and Illness Prevention plan. This is our plan. Please read it carefully. While no plan can guarantee an accident-free workplace, following the safety procedures set forth in this manual will significantly reduce the risk of danger to you and your co-workers. Thank you for working safely.

Introduction to Our Program

State and federal law, as well as company policy, make the safety and health of our employees the first consideration in operating our business. Safety and health in our business must be a part of every operation, and every employee's responsibility at all levels. It is the intent of Heartwell Home Care to comply with all laws concerning the operation of the business and the health and safety of our employees and the public. To do this, we must constantly be aware of the conditions in all work areas that can produce or lead to injuries. No employee is required to work at a job known to be unsafe or dangerous to his or her health. Your cooperation in detecting hazards, reporting dangerous conditions and controlling workplace hazards is a condition of employment. Inform your Administrator immediately of any situation beyond your ability or authority to correct. Employees will not be disciplined or suffer any retaliation for reporting a safety violation in good faith.

Safety is a High Priority

The personal safety and health of each employee of Heartwell Home Care are of primary importance. Prevention of occupationally induced injuries and illnesses is of such consequence that it will be given precedence over operating productivity. To the greatest degree possible, management will provide all mechanical and physical protection required for personal safety and health, but our employees must bear primary responsibility for working safely. A little common sense and caution can prevent most accidents from occurring.

SECTION I: Management Commitment and Assignment of Responsibility

Safety Policy Statement

It is the policy of Heartwell Home Care that accident prevention shall be considered of primary importance in all phases of operation and administration. It is the intention of Heartwell Home Care's management to provide safe and healthy working conditions and to establish and insist upon safe practices at all times by all employees. The prevention of accidents is an objective affecting all. It is, therefore, a basic requirement that Administrator makes the safety of all employees an integral part of his or her regular management function. It is equally the duty of each employee to accept and follow established safety regulations and procedures. Every effort will be made to provide adequate training to employees. However, if an employee is ever in doubt about how to do a job or task safely, it is his or her duty to ask the Administrator for assistance. Employees are expected to assist management in accident prevention activities. Unsafe conditions must be reported immediately. Fellow employees that need help should be assisted. Everyone is responsible for the housekeeping duties that pertain to their jobs. Every injury that occurs on the job, even a slight cut or strain, must be reported to the Administrator as soon as possible. Under no circumstances, except emergency trips to the hospital, should an employee leave the worksite without reporting an injury. When you have an accident, everyone is hurt. Please work safely. Safety is everyone's business.

Individual Cooperation

Heartwell Home Care maintains a safety and health program conforming to the best practices of our business. To be successful, such a program must embody proper attitudes toward safety and illness prevention on the part of Administrator and employees. It requires cooperation in all safety and health matters, not only of the employer and employee but between the employee and all co-workers. Only through such a cooperative effort can a safety program in the best interest of all be established and preserved. Safety is no accident; think safety and the job will be safer.

Safety Program Goals

The objective of Heartwell Home Care is a safety and health program that will reduce the number of injuries and illnesses to an absolute minimum, not merely in keeping with but surpassing the best experience of similar operations by others. Our goal is zero accidents and injuries.

Safety Officer

Maria Roderick is the Safety Officer under our program. She is responsible for the facility's safety program. In accordance with the facility's Safety and illness prevention program, she has the responsibility and authority to do the following:

- Develop and implement rules of safe practices
- Develop and implement a system to encourage employees to report unsafe conditions immediately.
- Conduct a thorough investigation of each accident, whether or not it results in an injury, to determine the cause of the accident and to prevent a recurrence.
- Instruct employees about safety responsibilities.
- Develop and implement a program for employee safety education.

- Conduct inspections to identify and correct unsafe working conditions. Special attention shall be given to noticing of serious concealed dangers.
- Maintain records of training, periodic inspections, corrective actions and investigations as required by law.

Employer Responsibility

Every employer is required to provide a safe and healthful workplace. Our facility is committed to fulfilling this requirement. A safe and healthful workplace is one of the highest priorities of Heartwell Home Care. The information in this manual constitutes a written safety and illness prevention program. While Heartwell Home Care cannot anticipate every workplace hazard, the following general principles should guide your conduct. To be safe, you must never stop being safety conscious. Study the guidelines contained in this manual. Discuss the workplace situation with the Administrator. Attend facility's training and safety meetings. Read all posters and warnings. Listen to instructions carefully. Follow the Code of Safe Workplace Practices contained herein. Participate in accident investigations as requested. Accept responsibility for the safety of others. Maintain all required documentation. By signing the acknowledgment at the end of this handbook, each employee promises to read and implement this safety and illness prevention program. If you don't understand any policy, please ask the Administrator.

SECTION II: Safety Communication System

Communication

Heartwell Home Care will communicate to employees its commitment to safety and make sure that employees are familiar with the elements of the safety program. Our facility communicates with its employees orally, in the form of directions and statements from your Administrator, written, in the form of directives and this manual, and by example. If you see the Administrator or other employee do something unsafe, please tell that person. We sometimes forget actions speak louder than words.

Employee Safety Suggestions

All employees are encouraged to communicate safety suggestion to the Administrator. All these safety suggestions will be discussed at the meeting.

Accident Prevention Policy Posting

A copy of this manual will be posted in the work area. It is the policy of Heartwell Home Care to provide a safe and clean workplace and to maintain sound operating practices. Concentrated efforts shall produce safe working conditions and result in efficient, productive operations. Safeguarding the health and welfare of our employees cannot be stressed too strongly. Accident prevention is the responsibility of all of us. The administrator is responsible for continuous efforts directed toward the prevention of accidents. Employees are responsible for performing their jobs in a safe manner. The observance of safe and clean work practices, coupled with ongoing compliance of all established safety standards and codes, will reduce accidents and make our facility a better place to work.

SECTION III: System for Assuring Compliance with Safe Work Practices

Employee Responsibility for Training

Teaching safety is a two-way street. Heartwell Home Care can preach safety, but only employees can practice safety. Safety education requires employee participation.

Every three months, a meeting of all employees will be conducted for the purpose of safety instruction. The employees will discuss the application of the facility's safety and illness prevention program to actual job assignments.

They will also read and discuss a section of the manual and review application of general safety rules to specific situations. Remember, the following general rules apply in all situations:

- No employee should undertake a job that appears to be unsafe.
- No employee is expected to undertake a job until he/she has received adequate safety instructions, and is authorized to perform the task.
- Employees must report any unsafe conditions to the Administrator
- Any work-related injury or illness must be reported to the Administrator
- Personal protective equipment must be used when and where required.
- All operational equipment must be properly maintained.

Accident Prevention Policy

Each employee has a personal responsibility to prevent accidents. You have a responsibility to your family, to your fellow workers, and to the facility. You will be expected to observe safe practice rules and instructions relating to the efficient handling of your work.

Your responsibilities include the following:

- Incorporate safety into every job task. No job is done efficiently unless it has been done safely.
- Know that disciplinary action may result from a violation of the safety rules.
- Report all injuries immediately, no matter how slight the injury may be.
- Caution fellow workers when they perform unsafe acts.
- Don't take chances.
- Ask questions when there is any doubt concerning safety.
- Don't tamper with anything you do not understand.
- Report all unsafe conditions or equipment to your Administrator immediately.

Safety Rules for All Employees

It is the policy of Heartwell Home Care that everything possible will be done to protect you from accidents, injuries and/or occupational disease while on the job. Safety is a cooperative undertaking requiring an ever-present safety consciousness on the part of every employee. If an employee is injured, positive action must be taken promptly to see that the employee receives adequate treatment. No one likes to see a fellow employee injured by an accident. Therefore, all operations must be planned to prevent accidents. To carry out this policy, the following rules will apply:

1. All employees shall follow the safe practices and rules contained in this manual and such other rules and practices communicated on the job. All employees shall report all unsafe conditions or practices to the Administrator
2. The Administrator will be responsible for implementing these policies by insisting that employees observe and obey all rules and regulations necessary to maintain a safe workplace and safe work habits and practices.
3. Good housekeeping must be practiced at all times in the work area.
4. 4. Personal protection (gloves, mask, eye protection) will be worn whenever needed.
5. 5. All employees will participate in a safety meeting conducted by the Administrator every three months
6. 6. Anyone under the influence of intoxicating liquor or drugs, including prescription drugs which might impair motor skills and judgment, shall not be allowed on the job.
7. Horseplay, scuffling, and other acts which tend to have an adverse influence on the safety or well-being of other employees are prohibited.
8. Work shall be well planned and supervised to avoid injuries in the handling of heavy materials and while using the equipment.
9. No one shall be permitted to work while the employee's ability or alertness is so impaired by fatigue, illness, or other causes that it might expose the employee or others to injury.
10. There will be no consumption of liquor, beer, or illicit drugs on the job.
11. Employees shall not handle or tamper with any electrical equipment, machinery, or air or water lines in a manner not within the scope of their duties unless they have received specific instructions.
12. All injuries should be reported to the Administrator so that arrangements can be made for medical or first aid treatment.
13. When lifting heavy objects, use the large muscles of the leg instead of the smaller muscles of the back.
14. Do not throw things, especially material and equipment. Dispose of all waste properly and carefully.
15. Do not wear shoes with thin or torn soles.

Safety Meetings

Heartwell Home Care has safety meetings every three months. The purpose of the meeting is to convey safety information and answer employee questions. The format of most meetings will be to review, in a language understandable to every employee, the content of the safety prevention program, special worksite hazards, serious concealed dangers, and material safety data sheets. Each month, the Administrator will review a portion of the company's safe work practices contained in this booklet, or other safety-related information essential to accomplish the goals of the program. Heartwell Home Care requires all its employees to accept responsibility for their own safety, as well as that of others in the workplace. It is your responsibility to read this manual and to become familiar with the Code of Safe Work Practices and Specific Safety Rules contained in this manual, as well as any posted government Safety Orders.

SECTION IV: Scheduled Inspections & Evaluation System

Hazard Identification & Correction

This written safety and health plan sets out a system for identifying workplace hazards and correcting them in a timely fashion. Please review it carefully with your Administrator.

Remember that safety is everyone's responsibility.

Workplace Inspections

Workplace safety inspections will occur monthly by an assigned employee, and every three months by the Safety Coordinator (Administrator). All employees are responsible for inspecting their work areas daily. In addition, the Safety Coordinator will be responsible to conduct safety inspections when conditions change, or when a new process or procedure is implemented.

During these inspections, there will be a review of the injury and illness prevention policy and Heartwell Home Care code of safe work practices.

Safety Audits

The best method to establish a safer workplace is to study past accidents and worker compensation claims. By focusing on past injuries, Heartwell Home Care hopes to avoid similar problems in the future. Therefore, whenever there is an accident, and in many cases upon review of past accidents, you may be requested to participate in a safety audit interview. During the interview, there will be questions about the nature of the investigation and the workplace safety related to the incident. Please answer these questions honestly and completely. Also, please volunteer any personal observations and/or suggestions for improved workplace safety. Based on the study of past accidents and industry recommendations, a safety training program has been implemented. In addition to other preventative practices, there will be a group discussion of the cause of the accident and methods to avoid the type of accidents and injury situations experienced in the past. Work rules will be reviewed and modified based on the study of these accidents. In addition to historical information, workplace safety depends on workplace observation. Each day, before you begin work, inspect the area for any dangerous conditions. Inform your Administrator of anything significant, so other employees and guests are advised. You may also be given written communications regarding unsafe conditions or serious concealed dangers. Review this communication carefully and adjust your workplace behavior to avoid any danger or hazards. If you are unclear or unsure of the significance of this written communication, contact your Administrator and review your planned actions before starting to work. It is better to wait and check, then to go ahead and possibly cause an injury to yourself and others.

The administrator must provide written notice to employees of any serious concealed dangers of which they have actual knowledge. Merely identifying the problem is not sufficient. The danger must be reported to the Executive Safety Officer, who then will correct the problem. If the danger cannot be corrected, then all employees will be warned to take protective action so that the danger will not result in any injuries.

SECTION V: Accident Investigation

Accident Investigation

A primary tool used by Heartwell Home Care to identify the areas responsible for accidents is a thorough and properly completed accident investigation. The results of each investigation will be reduced to writing by the Administrator. Every job location will have on-site at least one camera, preferably either a disposable type with enough film to take pictures immediately after any occurrence. Some workplaces will have a video camera. A written report should be prepared from notes and diagrams made at the scene, or a portable Dictaphone will be used to record direct eyewitness statements as near to the actual time of observation as possible. All statements should include the time and date given, and the location in the plant where the statement was made. All pictures should be similarly identified. Let people know on tape that they are being recorded. Also, make sure that the names and addresses and day and evening phone numbers of all eyewitnesses are noted or recorded. If a formal police report or other official investigation is conducted by any government agency, get the name and badge number of the official, or a business card, and find out when a copy of the official report will be available to the public.

A satisfactory accident report will answer the following questions:

1. **What happened?** The investigation report should begin by describing the accident, the injury sustained, the eyewitnesses, the date, time and location of the incident and the date and time of the report. Remember: who, what, when, where and how are the questions that the report must answer.
2. **Why did the accident occur?** The ultimate cause of the accident may not be known for several days after all the data are analyzed. However, if an obvious cause suggests itself, include your conclusions as a hypothesis.
3. **What should be done?** Once a report determines the cause of the accident, it should suggest a method for avoiding future accidents of a similar character. This is a decision by the Executive Safety Officer. Once a solution has been adopted, it is everyone's responsibility to implement it.
4. **What has been done?** A follow-up report will be issued after a reasonable amount of time to determine if the suggested solution was implemented, and if so, whether the likelihood of an accident has been reduced.

SECTION VI: Procedures for Correcting Unsafe & Unhealthful Conditions

General Statement on Safety

Heartwell Home Care strives to maintain a safe place to work and to employ safe workers. It is your responsibility to conduct your work in a safe, responsible manner. Immediately report all accidents occurring on the premise to your Administrator. Each employee has an individual responsibility to prevent accidents. It is to the benefit of all employees and Heartwell Home Care that you report any situation or condition you believe may present a safety hazard, including any known or concealed dangers in your work area. Heartwell Home Care encourages you to report all your concern to the Administrator.

Corrective Action

Safety Inspections are to be done daily by all employees within their respective work areas. Any violations of safe work practices or identification of safety hazards should be reported to the Administrator. The Administrator is responsible for making sure the identified safety hazard is corrected quickly and effectively. After a safety hazard is corrected, the Administrator should sign off the violation. Logs of corrective action should be maintained in the facility.

SECTION VII: Safety and Health Training and Instruction

Safety and Health Training

Training is one of the most important elements of any injury and illness prevention program. Such training is designed to enable employees to learn their jobs properly, bring new ideas to the workplace, reinforce existing safety policies and put the safety and illness prevention program into action. Training is required for both the Administrator and employees alike. The content of each training session will vary, but each session will attempt to teach the following:

- The success of Heartwell Home Care's safety and illness prevention program depends on the actions of individual employees as well as a commitment by the Company.
- The Administrator will review the safe work procedures unique to that employee's job, and how these safe work procedures protect against risk and danger.
- Each employee will learn when personal protective equipment is required or necessary, and how to use and maintain the equipment in good condition.
- Each employee will learn what to do in case of emergencies occurring in the workplace.

The Administrator is also vested with special duties concerning the safety of employees. She is a key figure in the establishment and success of Heartwell Home Care's safety and illness prevention program. She has the primary responsibility for actually implementing the safety and illness prevention program, especially as it relates directly to the workplace. The Administrator is responsible for being familiar with safety and health hazards to which employees are exposed, how to recognize them, the potential effects of these hazards, and rules and procedures for maintaining a safe workplace. Administrator shall convey this information to the employees at the workplace, and shall investigate accidents according to the accident investigation policies contained in this manual.

SECTION VIII: Safety Recordkeeping and Documentation

Records

Heartwell Home Care maintains records of employee training, hazard identification and abatement, and accident investigation.

CAL/OSHA Records Required

A written report will be maintained on each accident, injury or on-the-job illness requiring medical treatment. A record of each such injury or illness is recorded on CAL/OSHA Log and Summary of Occupational Injuries Form 200 according to its instructions. Supplemental records of each injury are maintained on CAL/OSHA Form 101, or Employers Report of Injury or Illness Form. Every year, a summary of all reported injuries or illnesses is posted no later than February 1, for one month, until March 1, on CAL/OSHA Form 200. These records are maintained for five years from the date of preparation.

Reporting

All serious accidents must be reported to Cal/OSHA. In cases of hospitalization or death, a full investigation with copies to governmental authorities will be required. In less serious cases, the investigation report must be presented to the company for disclosure to its insurance carrier and for remedial action at the worksite.

SECTION IX: Disciplinary Procedures for Safety Violations

The success of our Safety and Illness Prevention Program is dependent upon the willing participation of its employees. Accident prevention is the key goal of this program. Heartwell Home Care has established certain safety rules designed to prevent accidents and injuries. Compliance with these rules is mandatory. Documentation will be made as the rules are distributed to the employees. Penalties for violation of these safety rules will conform to the existing Heartwell Home Care disciplinary procedures. They are as follows:

First Offense:

First Offense will result in a verbal warning by the Administrator. A summary of the proceedings is put in the employee's personnel file.

Second Offense:

Written warning by the employee's Administrator. The original is put in the employee's file and a copy is given to the employee.

Third Offense:

A third offense will result in a final written warning by the employee's Administrator. The employee receives three days off without pay. The original is put into the employee's file and a copy is given to the employee.

Fourth Offense:

The employee violation is again written up. The original is put into the employee's file and a copy is given to the employee. **Termination is mandatory.**

By signing the acknowledgment at the end of this handbook, each employee promises to read and implement this safety and illness prevention program. If you don't understand any policy, please ask your Administrator.