

**A. JOB SAFETY ANALYSES**

- 1. Telecommunicator**
- 2. Equipment Operator**
- 3. Office Worker**
- 4. Technology**
- 5. Messenger**

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**A.1 JOB SAFETY ANALYSIS: Telecommunicator**

**JOB TITLES INCLUDED:**

<b>9-1-1 Telecommunicator</b>	<b>Sr. 9-1-1 Telecommunicator</b>
<b>9-1-1 Telec. Supervisor</b>	<b>9-1-1 Telecommunicator</b>
<b>Sr. 9-1-1 Telecommunicator</b>	

**HAZARDS**

- Slips, Trips and Falls
- Video Display Terminals
- Electrically powered Devices
- Furniture and Fixtures
- Repetitive Trauma Disorders
- Back Injury from Lifting
- Sharp objects

**CONTROL MEASURES**

**Required Personal Protective Equipment**

None

**Training Requirements**

	<b>Responsible to Perform</b>	<b>Initial</b>	<b>Refresher</b>
Job Duties	Supervisor	Within 90 days of initial assignment or prior to use of equipment or chemicals	
New Employee Orientation	Supervisor		
Safe Use of Equipment	Supervisor		Change in Equipment
Hazard Communication – General Awareness	Supervisor		3 years
Back and Lifting Safety	Safety Office	Within 180 days of initial assignment	2 years
Office Safety	Safety Office		2 years
Ladder Safety	Safety Office		2 years
First Aid, CPR, AED	Supervisor	Assigned by dept	2 years

**Equipment Used**

- Computers
- Video Display Terminals
- Hand Tools
- Power Tools
- Copier

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**A.2 JOB SAFETY ANALYSIS: Equipment Operator**

**JOB TITLES INCLUDED:**

**Equipment Operator I, II & III**

**HAZARDS**

- Slips, Trips and Falls
- Video Display Terminals
- Electrically powered Devices
- Furniture and Fixtures
- Repetitive Trauma Disorders
- Back Injury from Lifting
- Sharp objects

**CONTROL MEASURES**

**Required Personal Protective Equipment**

Hardhat, Steel-toed shoes, Safety goggles, Gloves, Back Braced safety belt

**Training Requirements**

	<b>Responsible to Perform</b>	<b>Initial</b>	<b>Refresher</b>
Job Duties	Supervisor	Within 90 days of initial assignment or prior to use of equipment or chemicals	
New Employee Orientation	Supervisor		
Safe Use of Equipment	Supervisor		Change in Equipment
Hazard Communication – General Awareness	Supervisor		3 years
Back and Lifting Safety	Safety Office	Within 180 days of initial assignment	2 years
Office Safety	Safety Office		2 years
Ladder Safety	Safety Office		2 years
First Aid, CPR, AED	Supervisor	Assigned by dept	2 years

**Equipment Used**

- Computers
- Video Display Terminals
- Hand Tools/Dolly
- Power Tools
- Truck/Van

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**A.3 JOB SAFETY ANALYSIS: Office Worker**

**JOB TITLES INCLUDED:**

<b>Administrative Associate</b>	<b>Administrative Assistant</b>
<b>Administrative Specialist</b>	<b>Administrative Coordinator</b>
<b>Other Administrative Positions</b>	

**HAZARDS**

- Driving
- Electricity
- Use of materials handling equipment
- Lifting

**CONTROL MEASURES**

**Required Personal Protective Equipment**  
None

**Optional Personal Protective Equipment**  
Back braced safety belts, Gloves

**Training Requirements**

	<b>Responsible to Perform</b>	<b>Initial</b>	<b>Refresher</b>
Defensive Driving Course	Supervisor	Prior to driving	3 years
Duties	Supervisor	Within 90 days of initial assignment or prior to use of equipment or chemicals	
New Employee Orientation	Supervisor		
Safe Use of Equipment	Supervisor		Change in Equipment
Back and Lifting Safety	Supervisor	Within 180 days of initial assignment	2 years
Materials Handling and Equipment	Supervisor		2 years
First Aid/CPR/AED	Instructor	Assigned by dept	2 years

**Equipment Used**

Department Van	Personal Computer
Hand Dolly	Office Telephone
Delivery Cart	Fax Machines
Copier	Calculator

**A.4 JOB SAFETY ANALYSIS: Technology**

**JOB TITLES INCLUDED:**

**LAN Specialist  
Sr. Microcomputer analyst  
Programmer Analyst I – IV  
System Consultant**

**Microcomputer Analyst  
Programmer  
System Support Analyst I – IV**

**HAZARDS**

- Slips, Trips and Falls
- Video Display Terminals
- Electrically powered Devices
- Furniture and Fixtures
- Repetitive Trauma Disorders
- Back Injury from Lifting
- Sharp objects

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A.5 JOB SAFETY ANALYSIS: Messenger

**JOB TITLES INCLUDED:**

**Messenger**

**HAZARDS**

- Driving
- Electricity
- Use of materials handling equipment
- Lifting

**CONTROL MEASURES**

**Required Personal Protective Equipment**

Gloves, back braced safety belts

**Training Requirements**

	<b>Responsible to Perform</b>	<b>Initial</b>	<b>Refresher</b>
Defensive Driving Course	Supervisor	Prior to driving	3 years
Duties	Supervisor	Within 90 days of initial assignment or prior to use of equipment or chemicals	
New Employee Orientation	Supervisor		
Safe Use of Equipment	Supervisor		Change in Equipment
Back and Lifting Safety	Supervisor	Within 180 days of initial assignment	2 years
Materials Handling and Equipment	Supervisor		2 years
First Aid/CPR/AED	Instructor	Assigned by dept	2 years

**Equipment Used**

Department Van	Back Brace
Hand Dolly	Gloves
Delivery Cart	

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**A.6 JOB SAFETY ANALYSIS: Public Information Officer**

**JOB TITLES INCLUDED:**

**Public Information Officer**

**HAZARDS**

- Slips, trips and falls
- Video display terminals
- Vehicle accidents
- Vehicle damage
- Furniture and fixture

**CONTROL MEASURES**

**Required Personal Protective Equipment**

None.

**Training Requirements**

	<b>Responsible to Perform</b>	<b>Initial</b>	<b>Refresher</b>
Job Duties	Supervisor	Within 90 days of initial assignment	
New Employee Orientation	Supervisor		
AP 2-2 Review	Supervisor	Prior to driving	
Defensive Driving Course	Instructor	Prior to driving	3 years
First Aid, CPR, and AED	Instructor	Assigned by dept	2 years

**Equipment Used**

Computers  
Copiers  
Cell phones  
Personal vehicles  
Office equipments  
News Media  
Fax machines

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**A.7JOB SAFETY ANALYSIS: Event Coordinator**

**JOB TITLES INCLUDED:**  
Event Coordinator

**HAZARDS**

- Slips, trips and falls
- Video display terminals
- Vehicle accidents
- Vehicle damage
- Furniture and fixture

**CONTROL MEASURES**

**Required Personal Protective Equipment**  
None.

**Training Requirements**

	<b>Responsible to Perform</b>	<b>Initial</b>	<b>Refresher</b>
Job Duties	Supervisor	Within 90 days of initial assignment	
New Employee Orientation	Supervisor		
AP 2-2 Review	Supervisor	Prior to driving	
Defensive Driving Course	Instructor	Prior to driving	3 years
First Aid, CPR, and AED	Instructor	Assigned by dept	2 years

**Equipment Used**

Computers  
Copiers  
Personal vehicles  
Office equipments  
Office telephone  
Fax machines



**B. SAFE WORK PRACTICES**

The following Safe Work Practices are contained after this section.

- 1 Back and Lifting Safety
- 2 Control of Hazardous Energy
- 3 Electrical Safety
- 4 Ladder Safety
- 5 Materials or Mails Handling and Equipment
- 6 Non-Routine Tasks

Emergency Management, Warnings, Watches

The department will participate in, and follow the directives outlined in the City of Houston Office of Emergency Management plan. Employees will follow the instructions of the Director and respond to weather warnings, watches, and ozone watches and warnings. Ozone reports will be posted and distributed to employees as received.

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## B.1 Back and Lifting Safety

### I. Safe Lifting Techniques

- A. Size up the load before you lift. Test by lifting one of the corners or pushing. If it is heavy or feels too clumsy, get a mechanical aid or help from another worker. When in doubt, do not lift alone.
- B. Make sure you have a clear path to carry the load.
- C. BEND THE KNEES.
- D. When performing the lift:
  1. Place your feet close to the object and center yourself over the load.
  2. Get a good handhold.
  3. Lift straight up, smoothly and let your legs do the work.
  4. Avoid overreaching or stretching to pick up or set down a load.
- E. Do not twist or turn your body once you have made the lift.
- F. Set the load down properly. BEND KNEES AND NOT YOUR BACK
- G. Always push, not pull, the object when possible.
- H. Change the lifting situation if possible to minimize a lifting hazard:

#### Additional Tips

- If it is a long load, get help.
- Split the load into several smaller ones to achieve manageable lifting weight.
- Avoiding lifts from below the knees or above the shoulders. Use mechanical equipment to reposition the load or yourself into an acceptable lifting range between the shoulders and knees.
- NEVER BE AFRAID TO ASK FOR HELP FROM CO-WORKERS.

### II. Alternative Materials-Handling Techniques

Alternative materials-handling techniques for carrying or moving loads are to be used whenever possible to minimize lifting and bending requirements. These alternative materials-handling techniques include use of hoists, forklifts, dollies, carts, and other mechanical devices.

### III. Other Safe Work Techniques

- A. **Catching Objects** - When catching falling or tossed objects, your feet should be firmly planted, with your back straight and your knees slightly bent. Your legs should absorb the impact, not your back.
- B. **Working Low** - If you're working on something low, bend your knees. Keep your back as straight as possible. Bending from the waist can lead to back pain. If you have to use your back, keep your knees bent and your back flat. Frequent rest breaks are necessary to keep from getting back fatigue.
- C. **Extended Sitting/Standing** - Certain jobs require long hours of standing or sitting. These conditions can create back troubles. Get up and stretch frequently if you are required to sit for long periods. If standing, ease the strain on your lower back by changing foot positions often, placing one foot on a rail or ledge. However, keep your weight evenly balanced when standing. Don't lean to one side.

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- D. **Other Materials Handling Tasks** - Tasks such as lowering, pushing, pulling, and carrying can create hazards to the back as well. If the task feels uncomfortable or unnatural, utilize the alternative materials-handling techniques listed earlier.
- E. **Housekeeping** - Poor housekeeping: slippery floors, crowded work conditions, tools or other hazards on the floor can create slip trip or fall hazards that can result in back injury.
- F. **Poor Posture** - Be aware to keep proper posture when sitting, standing, or reclining. When sitting, your knees should be slightly higher than your hips and your shoulders and upper back should be straight. When lying down or sleeping, keep your knees slightly bent. Sleeping on your stomach can lead to morning backache.
- G. **Poor Lighting** - Poor lighting in the work area can lead to poor work practices that result in injuries of many types. Make sure lighting is adequate for the task at hand, replace burnt out bulbs, and point out hazardous areas to your immediate supervisor.

**IV. Other Back Safety Issues**

- A. **Posture** - The wrong posture increases strain on the back muscles and may bend the spine into positions that will cause trouble. When standing correctly, the spine has a natural "S" curve. Good sitting posture should put your knees slightly higher than your hips. Your hips should be to the rear of the chair with your lower back not overly arched. Also, your shoulders and upper back are not rounded. Sleep on your side with knees bent or sleep on your back. Sleeping on your stomach puts too much strain on the spine.
- B. **Poor Physical Condition** - Your physical condition can lead to back pain. If you are overweight extra strain on your spine results. An estimate is that every extra pound up front puts 10 pounds of strain on your back. Infrequent exercise is a major factor, too. A sudden strain on generally unused back muscle leads to trouble, particularly when there is a sudden twisting or turning of the back. Proper diet and exercise is the sensible way to help avoid back problems.
- C. **Stress** - Stress is another factor that may lead to back pain. Tied in with your general physical condition, stress created from work or play can cause muscle spasms that affect the spinal nerve network. Although stress is part of everyone's life, and a certain amount of stress is normal, excessive stress causes backache. The solution is a balanced life style with time to relax.
- D. **Repetitive Trauma** - Many back injuries do not come from a single lift, but occur from relatively minor strains over time. Back injuries, as with other cumulative trauma disorders (CTD), may arise from repeated injuries. (But, repetitive, low-grade strains usually do not cause Cads.) As the worker repeats a particular irritating movement, the minor injuries begin to accumulate and weaken affected muscles or ligaments. Eventually a more serious injury may occur. Thus, a specific weight lifted may actually have little to do with any single injury. Remember to use mechanical aids when appropriate along with good lifting techniques, whenever you do any lifting. You can lift safely when performed with caution.

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## B.2 Control of Hazardous Energy

### I. SCOPE AND APPLICATION

This practice applies to any source of electrical, mechanical, hydraulic, pneumatic, chemical, thermal, or other energy hazards. It is expected to affect those working on electrically powered equipment, such as computer systems.

### II. DEFINITIONS

1. **Affected employee** - An employee who performs the duties of his or her job in an area in which the energy control procedure is implemented and servicing or maintenance operations are performed. An authorized employee and an affected employee may be the same person when the affected employee's duties also involve performing maintenance or service on a machine or equipment that must be locked or a tag out system implemented. An affected employee does not perform servicing or maintenance on machines or equipment and, consequently, is not responsible for implementing the energy control procedure. An affected employee becomes an "authorized" employee whenever he or she performs servicing or maintenance functions on machines or equipment that must be locked or tagged.
2. **Authorized employee** - An employee who performs servicing or maintenance on machines and equipment. Lockout or tag out is used by these employees for their self-protection.
3. **Capable of being locked out** - An energy-isolating device is considered capable of being locked out if it meets one of the following requirements:
  - It is designed with a hasp to which a lock can be attached;
  - It is designed with any other integral part through which a lock can be affixed;
  - It has a locking mechanism built into it; or
  - It can be locked without dismantling, rebuilding, or replacing the energy isolating device or permanently altering its energy control capability.
4. **Energized** - Machines and equipment are energized when (1) they are connected to an energy source or (2) they contain residual or stored energy.
5. **Energy-isolating device** - Any mechanical device that physically prevents the transmission or release of energy. These include, but are not limited to, manually-operated electrical circuit breakers, disconnect switches, line valves, and blocks.
6. **Energy source** - Any source of electrical, mechanical, hydraulic, pneumatic, chemical, thermal, or other energy.
7. **Energy control procedure** - A written document that contains those items of information an authorized employee needs to know in order to safely control hazardous energy during servicing or maintenance of machines or equipment. (A more comprehensive explanation is provided elsewhere in this booklet.)
8. **Energy control program** - A program intended to prevent the unexpected energizing or the release of stored energy in machines or equipment. The program consists of energy control procedure(s), an employee-training program, and periodic inspections.
9. **Lockout** - The placement of a lockout device on an energy-isolating device, in accordance with an established procedure, ensuring that the energy-isolating device and the equipment being controlled cannot be operated until the lockout device is removed.
10. **Lockout device** - Any device that uses positive means such as a lock, either key or combination type, to hold an energy-isolating device in a safe position, thereby preventing the energizing of machinery or equipment. When properly installed, a blank flange or bolted slip blind are considered equivalent to lockout devices.

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11. **Tag out** - The placement of a tag out device on energy-isolating device, in accordance with an established procedure, to indicate that the energy-isolating device and the equipment being controlled may not be operated until the tag out device is removed.
12. **Tag out device** - Any prominent warning device, such as tag and a means of attachment that can be securely fastened to an energy-isolating device in accordance with an established procedure. The tag indicates that the machine or equipment to which it is attached is not to be operated until the tag out device is removed in accordance with the energy control procedure.

### III. LOCKOUT PROCEDURE

Lockout is a more reliable means of deenergizing equipment than tag out and should always be the preferred method used. When equipment is capable of being locked, it should be locked in a safe position. If equipment can not be locked out, tag out must be used.

Workers engaged in servicing operations, such as Stationary Engineers, are covered by lockout/tag out and must apply this practice WHEN ANY of the following conditions occur:

- The employee must either remove or bypass machine guards or other safety devices, resulting in exposure to hazards at the point of operation;
- The employee is required to place any part of his or her body in contact with the point of operation of the operational machine or piece of equipment; or
- The employee is required to place any part of his or her body into a danger zone associated with a machine operating cycle.

#### Application of Energy Controls

1. Prepare the equipment for shut down,
2. Shut down the machine or equipment,
3. Disconnect the energy from the device,
4. Apply the lockout or tag out device,
5. Render all stored or residual energy safe, and
6. Verify the isolation and deenergization of the machine or equipment.

#### Removal of Energy Controls

Before lockout or tag out devices is removed and energy is restored to the machine or equipment, the authorized employee(s) must take the following actions:

1. Inspect the work area to ensure that non-essential items have been removed and that machine or equipment components are intact and capable of operating properly;
2. Check the area around the machine or equipment to ensure that all employees have been safely positioned or removed,
3. Make sure that locks or tags are removed **ONLY** by those employees who attached them;
4. Notify affected employees after removing locks or tags and before starting equipment or machines.

### IV. TAGOUT PROCEDURE

1. Place a legible tag at a conspicuous location on the equipment, such as on or near the activating device, breaker or switch.
2. Write the name of the installer and date the isolation was performed.
3. If possible, place yellow electrical tape over the disconnect switch or breaker switch to notify others that the equipment has been isolated.
4. Notify any affected employees of the isolated equipment's status.

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### **Limitations of Tags**

- Tags are essentially warning devices affixed to energy-isolating devices and do not provide the physical restraint of a lock.
- When a tag is attached to an isolating means, it is not to be removed except by the person who applied it, and it is never to be bypassed, ignored, or otherwise defeated.
- Tags must be securely attached to the energy-isolating devices so that they cannot be detached accidentally during use.

## **V. EMPLOYEE TRAINING**

### **Authorized Employees**

These employees shall be trained annually on the following requirements:

- Recognition of applicable hazardous energy sources,
- Details about the type and magnitude of the hazardous energy sources present in the workplace, and
- The methods and means necessary to isolate and control those energy sources (i.e., the elements of the energy control procedures).

### **Affected Employees**

These employees shall be trained annually on the following requirements:

- Recognize when the control procedure is being used, and
- Understand the purpose of the procedure and the importance of not attempting to start up or use the equipment that has been locked or tagged out.

Retraining must be provided whenever there is a change in job assignments, a change in machines, equipment or processes that present a new hazard, or a change in energy control procedures. Additional retraining must be conducted whenever a periodic inspection reveals, or whenever the employer has reason to believe, that there are deviations from or inadequacies in the employee's knowledge or use of the energy control procedure.

## **VI. PERIODIC INSPECTIONS**

Inspections shall be performed at least annually to assure that the energy control procedures continue to be implemented properly and that the employees are familiar with their responsibilities under the practice. Any deviations or inadequacies observed will be noted and corrected by supervisory staff. The Safety staff shall perform the inspections. For a lockout procedure, the periodic inspection must include a review, between the inspector and each authorized employee, of that employee's responsibilities under the energy control procedure being inspected. When a tag out procedure is inspected, a review on the limitation of tags, in addition to the above requirements, must also be included with each affected and authorized employee.

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### **B.3 Electrical Safety**

#### **I. BEFORE USE**

- Use only extension cords that have been listed by Underwriters' Laboratories or another recognized certification organization.
- Always check electrical tools, equipment and extension cords carefully before using.
- Damaged or defective equipment should be pulled from service and tagged "DO NOT USE" and repaired immediately.
- Any equipment that sparks stalls or runs hot should be repaired or replaced.
- Power cords should be kept in good condition
- Power cords that are worn, broken, improperly repaired or patched should be replaced.
- All outlets within five feet of a water source must be equipped with a ground fault circuit interrupter (GFCI). Do not use a non-protected outlet if working near a wet environment.

#### **II. DURING USE**

- Use extension cords only on a temporary basis and within the limitations on the product label.
- Don't attach extension cords to the wall with nails or staples.
- Don't put extension cords under rugs or in high-traffic areas
- Don't rest anything on an extension cord.
- Extension cords should not be passed under doors that are in use. Pinching by the door can damage the insulation.
- Don't overload cords with more than the proper electrical load.
- Don't place any appliance or extension cord on or near a hot surface.

#### **III. AFTER USE**

- Ensure the cord is still in working condition prior to storing it.
- Wrap the cord up without kinking or twisting it to prevent damage to the insulation.

#### **IV. EQUIPMENT AND ELECTRICAL ROOMS**

- There should be no storage of combustibles or flammables in electrical rooms. Access to all electrical panels must be kept free of any obstructions.
- Motors should be kept free of dust, dirt and oily deposits.
- Ensure equipment is disconnected from power sources prior to performing work on it.

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## B.4 Ladder Safety

### I. SAFETY GUIDELINES

#### 1. SELECT THE RIGHT LADDER/STEPSTOOL FOR THE JOB

Be sure the ladder is long enough for the job and rated for the work being done. If the work involves possible contact with sources of electrical current, use a fiberglass ladder.

#### 2. INSPECT THE LADDER/ STEPSTOOL BEFORE USE

Inspect ladders before each use for loose or damaged rungs, steps, rails or braces. Check for loose screws, bolts, hinges and other hardware. For stepladders, make certain the spreaders can be locked in place. All ladders should have safety feet installed that provide stability and reduce the chances of the ladder slipping while you work.

Never use a ladder that is defective. If the ladder has any type of defect, it must be tagged **“DO NOT USE”**. If the ladder cannot be repaired it should be **DESTROYED**, preferably by crushing it with a vehicle or forklift. Painting a wood ladder is not recommended since this may hide defects.

#### 3. SET UP THE LADDER/STEPSTOOL WITH CARE

If you must set the ladder in a traffic area, use a barricade or guard to prevent collisions. Lock or block any nearby door that opens toward you. The ladder should be set on a solid, level surface with the area around the base of the ladder free of clutter. Stepladders should be fully opened with the spreaders locked. Straight ladders should be placed at a **four-to-one ratio**. This means the base of the ladder should be one foot away from the wall or other vertical surface for every four feet of height to the point of support.

If you plan to climb onto a roof or platform from a ladder, be sure the ladder extends at least three feet above the edge. If possible, secure a straight ladder as close to the point of support as possible to prevent shifting. Never lean a ladder against an unstable surface.

#### 4. CLIMB AND DESCEND LADDERS/ STEPSTOOL CAUTIOUSLY

Always face the ladder and hold on with both hands. If you need tools, carry them in a tool belt or raise and lower them with a hand line. To avoid slipping, always check the ladder rungs for dirt, debris and liquids. Ensure the bottoms of your shoes are free of dirt or slippery substances.

#### 5. USE COMMON SENSE WHEN WORKING ON A LADDER/ STEPSTOOL

Always hold on with one hand and never reach too far to either side or to the rear. To maintain your balance, keep your belt buckle between the ladder rails.

### II. TRANSPORTATION

When carrying a ladder by hand, the front of the ladder should be kept high enough to clear a man's head. Do not drop or throw a ladder. Secure a ladder when hauling in a vehicle.

### III. STORAGE

Ladders should be stored in well-ventilated areas and in a manner that will prevent sagging and warping. Straight ladders are best stored in flat racks or on wall brackets. Stepladders should be stored in the vertical, closed position. Wood ladders should be protected from moisture, insect damage and excessive heat and sun exposure.



## **B.5 Material or Mail Handling and Equipment**

### **I. Personal Protective Equipment**

Gloves

Safety Shoes

### **II. Techniques for Specific Situations**

- If an object to be moved is too heavy or bulky, obtain help or use a material-handling device.
- Before lifting a load, consider the distance to be traveled and the length of time the grip has to be maintained. If the load is to be carried a long distance, or up stairs or ramps, obtain assistance.
- To place an object on a bench or table, first set it on the edge of the bench or table and push it far enough onto the support to prevent it from falling. Release it gradually as you set it down. Move it in place by pushing with the hands and body from a position in front of the object. This method prevents fingers from getting pinched.
- It is especially important that an object placed on a bench or other support be securely placed so that it will not fall, tip over, or roll off. Supports should be correctly located, should be strong enough to carry the load, and equal to or larger in area than the load being moved.
- Heavy objects, such as lathe chucks, dies, and other jigs and fixtures should be stored at approximately waist height.
- To change direction, lift the object to the carry position, and turn the entire body, including the feet. Do not twist your body.
- In repetitive work, the person and the material should be positioned so the person will not have to twist the body while moving the material.
- To deposit an object manually in a tight space, it is safer to slide it into place with the hands in the clear, rather than to lift it.

### **III. Improper Practices**

Improper practices because the majority of injuries associated with handling materials. Injuries include sprains and strains, fractures, and bruises. They are caused by a variety of actions, including improper lifting, incorrect gripping, unsecured stacking, failure to observe proper foot or hand clearances, using unsafe walking surfaces, or failure to use protective equipment. This highlights the need for training of personnel in the proper procedures and techniques for safe handling of material. The assistance of the Safety, Health, and Environmental Office is available for developing training programs.

### **IV. Manual Trucks and Carts**

#### **A. Hand Trucks and Carts**

Hand trucks and carts of many types may be used to move materials. These devices offer significant mechanical advantages if used properly. Advantages include the ability to move relatively heavy loads, no time limit on handling the load, ability to secure the load, movement with a low center of gravity, and good mobility with the capability to precisely place the load. Operators should wear approved gloves and safety shoes as appropriate, when using such equipment.

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### **B. Two-Wheeled Trucks, Hand Trucks and Wheelbarrows**

Two-wheeled trucks and wheelbarrows should be kept in good condition. Axles should be kept well greased. The type of truck most suitable for the work at hand should be used. Two-wheeled trucks may appear as if they are easy to handle, but there are safe procedures that must be followed, including:

- Keep the center of gravity of the load as low as possible.
- Place heavy objects below lighter objects. When loading trucks, keep feet clear of the wheels.
- Place the load so the axle will carry the weight, not the handles.
- Place the load so it will not slip, shift, or fall. Load only to a height that will allow a clear view ahead.
- When a two-wheeled truck or wheelbarrow is loaded in a horizontal position, raise it to traveling position by lifting with the leg muscles and keep the back straight. Observe the same principle in setting a loaded truck or wheelbarrow down; the leg muscles should do the work.
- Let the truck carry the load. Operator action should be limited to balance and push.
- When going down an incline, keep the truck ahead. When going up, keep the truck behind (this applies to four-wheeled as well as two-wheeled trucks).
- Only walk backwards with a hand truck when going up ramps or stairs or backing over obstructions.
- Move trucks at a safe speed. Do not run. Keep trucks constantly under control.
- Pay special attention to the deck surface. Watch for obstructions, irregularities, slopes, and damaged stair tread edges.

### **C. General Precautions**

The three main hazards encountered with hand trucks are:

- Running the wheels off bridge plates or platforms.
- Colliding with other trucks or obstructions.
- Jamming hands between the truck and other objects.

Workers should operate trucks at a safe speed and maintain constant control. Special care is required at blind corners and doorways. Properly placed convex mirrors can aid visibility in these locations. When not in use, a truck should be stored in a designated area, not parked in aisles or other places where it presents a tripping hazard or traffic obstruction. Trucks with drawbar handles should be parked with handles in the "up" position. Two-wheeled trucks should be stored on the side of the aisle with handles leaning against a wall or the next truck. Wheels of trucks not being used should be blocked.

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### **B.6 Non-Routine Tasks**

Employees may be required to perform tasks that are non-routine and may pose different hazards than those normally found in the workplace. Prior to beginning any such tasks, the supervisor shall meet with the involved employees to discuss the following points:

- Overview of the tasks to be performed during the project
- Discussion of hazards to be encountered and control measures to be utilized
- Discussion of the major steps to be taken during the task
- Discussion of the correct equipment to be used during the task

### **EXAMPLES OF NON-ROUTINE TASKS**

#### **Equipment Operations**

Some of the equipment used by this department is not used every day. Each supervisor should identify this equipment and review their safe use with employees prior to using it on a project.

**C. LISTING OF APPLICABLE DIRECTIVES**

**City of Houston Fire Codes**

**Administrative Procedure 2-2**

**Administrative Procedure 2-21**

**Administrative Procedure 1-12**

**Administrative Procedure 1-33**

**“Motor Vehicle Use”**

**“Employee Safety and Health”**

**“Drug Deterrence”**

**“Workability Guidelines”**

**D. EMERGENCY MANAGEMENT PLAN**

**EMERGENCY MANAGEMENT PLAN**

**Houston Emergency Center will follow the directives outlined in the City of Houston Emergency Evacuation Plan. Employees will follow the instructions of the Mayor, Director, and Emergency (Police/Fire) Officials.**

**All employees are to respond appropriately, as directed to weather warnings, ozone, disaster warnings, and or other safety/security notifications. Ozone reports will be posted and/or distributed to employees as received. The Director's Office will receive notifications from the office of Emergency Management and the office of the Mayor and will issue directives and instructions to staff as issued. The Director's Office will notify other HEC authorities of the emergency(s) at 5320 N. Shepherd Drive that might affect the staff. The building 911-notification system will be used to request emergency evacuation assistance.**

**Employees asked to perform service during and after an emergency will adhere to all safety policies, not only those specifically altered by the Director or Emergency Management directives.**

**I. EMERGENCY MANAGEMENT PRIORITIES**

**In the event of an actual disaster or emergency, the concern for the safety and health of individuals (Life-Safety) shall be the **first** and **overriding** priority.**

**A. Emergency Priorities**

- 1. People - Occupants.**
- 2. Environment - Security.**
- 3. Property – Fixed Assets.**

**II. BUILDING EVACUATION PLAN**

- A. Should fire alarm bells or emergency alarms be sounded, all staff is to **immediately evacuate the building using stairwells located on both ends of each corridor. Sections are to reassemble** in pre-determined locations in the front and back parking lots of the building.**
- B. Evacuation/Fire Wardens are to provide the same assistance during emergency evacuations as during a fire emergency. **HFD** personnel are assigned to assist employees with **mobility impairments**.**
- C. After arriving at the assigned location, supervisors will account for all division/section staff. Supervisors will identify employees not working on a given day or any staff members who might be out of the office during the evacuation. Supervisors will then notify their Warden of any missing persons.**

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- D. The Evacuation/Warden will in turn notify the Departmental Safety Coordinator who will notify emergency management authority (**HPD, HFD, Bomb Squad, and SWAT**) of any missing staff member.
- E. All persons are to remain on the front and back parking lots until directed by the highest-ranking member of the executive staff or the emergency management authority that it is safe to re-entering the building.
- F. All employees must receive training on building evacuation procedures and must participate in scheduled and unscheduled evacuation drills. Building evacuation procedures are to be included in all new employee orientations. All employees are to be notified and re-trained whenever evacuation procedures change.

**III. FIRE SAFETY PLAN**

**A. REPORT OF FIRE**

- 1. If the following is **REPORTED** to you, or if you see **SMOKE**, or **FLAMES**, or **SMELL** something **BURNING**, **IMMEDIATELY**:
  - a. Call the Houston Fire Department (HFD) by dialing **9-911**. Provide the following information when requested:
    - i. Type of emergency:
      - (a) **Odor**
      - (b) **Smoke**
      - (c) **Fire**
    - ii. Business Address: **5320 N. Shepherd Drive**
    - iii. Type of occupancy: **TWO STORY OFFICE BUILDING**
    - iv. Floor location: \_\_\_\_\_
    - v. Room Number: \_\_\_\_\_
    - vi. Telephone Number: \_\_\_\_\_
  - b. Hang up **ONLY AFTER** the Dispatcher has appropriate information.
  - c. Notify **Director's Office 713-884-4510** or **Safety Officer 713-884-3906**.
  - d. Activate the Fire Alarm

**B. AFTER THE NOTIFICATION**

- 1. Isolate the area (Close the door if you can do so safely).
- 2. Proceed to the nearest Emergency Exit or **stairwell** door.
- 3. Follow the directions of the Emergency Floor Warden to evacuate.
- 4. Mobility impaired staff are only to attempt evacuation as directed.

**C. BUILDING EVACUATION**

- 1. Proceed down to designated meeting point.
- 2. Account for all employees.
- 3. Wait for further instructions for re-entry to the building.

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**IV. PERSONS WITH MOBILITY IMPAIRMENTS**

- A. If an employee or visitor is mobility challenged, inform the **Fire Wardens** immediately. **HFD** will assist mobility challenged persons to safely evacuate from the building.
- B. At the sound of the fire alarm these individual should proceed to the nearest unaffected stair well exit (do not block stairwell) and wait for further direction.
- C. A list of staff members requiring assistance will be maintained and sufficient numbers of evacuation wardens will be assigned to assist these individuals.

**V. PECULIAR or UNFAMILIAR ODORS**

Report any odors to Director's Office 713-884-4510 or Safety Officer 713-884-3906.

**VI. AFTER HOURS OCCUPANCY**

- A. The building is open for normal business hours are twenty-four (24) a day.
- B. In the event of an emergency or alarm during off-hours, occupants are responsible for evacuating themselves.

**VII. MEDICAL EMERGENCIES**

- A. If a medical emergency is **REPORTED** to you, **IMMEDIATELY** call the Houston 911 Dispatcher by dialing 9-911 with the following:
  - 1. Type of emergency: \_\_\_\_\_
  - 2. Business Address: 5320 N. SHEPHERD DRIVE
  - 3. Type of occupancy: TWO (2) STORY
  - 4. OFFICE BUILDING
  - 5. Floor location: \_\_\_\_\_
  - 6. Room Number: \_\_\_\_\_
  - 7. Telephone Number: \_\_\_\_\_
- B. Hang up **ONLY AFTER** the Dispatcher has appropriate information.
- C. Notify the Safety Officer of the situation by dialing 713-884-3906.
  - 1. The Safety Manager shall:
    - a. **Meet or Assign** someone to **meet the EMS personnel** at an elevator.
    - b. Seek to clear access route to the affected employee.
    - c. Seek assistance from a **First Aid** or **CPR-trained** person on the floor.
- D. Report any visible or physical changes to the **911 Dispatcher and the Safety Officer**.

## **VIII. INCLEMENT WEATHER AND NATURAL DISASTERS**

### **A. GENERAL PROCEDURE**

1. **Emergency Floor Wardens shall ensure that occupants of affected floors are in safe areas away from danger or harm before further actions are taken.**
2. Property in the affected area should be secured to prevent further loss PROVIDED the life-safety priorities are maintained.
3. Supervisory and managerial staff shall have authority to act in accordance with the priorities above, including, but not limited to, evacuation or movement of occupants, protecting assets, and securing potentially affected areas.

### **B. HIGH WINDS or TORNADO**

1. **During**
  - a. Go to an interior room or corridor away from windows and glass.
  - b. Close exterior office doors to stop flying glass and debris.
  - c. Get under a piece of sturdy furniture.
  - d. Use your arms to protect head, and face.
2. **After**
  - a. Look out for broken glass. **DO NOT ATTEMPT TO CLEAN UP BROKEN GLASS.**
  - b. Check for injuries. **DO NOT MOVE SERIOUSLY INJURED PERSONS** unless they are in immediate danger.
  - c. **Call the 911** dispatcher for emergency medical assistance.

### **C. HURRICANE**

1. **Prior**
  - a. Stay tuned to news media for approach of a storm.
  - b. Follow established departmental procedures for protecting assets.
  - c. Identify essential and non-essential personnel.
  - d. Keep in touch with **Emergency Floor Wardens and the Director's Office** for further developments.
2. **During**
  - a. Act in accordance with instructions from Emergency Floor Wardens and the Director's office.

### **D. RISING WATER**

1. Personnel on lower floors should be moved to higher areas.
2. In all cases, the final authority on emergencies lies with the established procedures of the Office of Emergency Management, and the Finance & Administration Department.

## **IX. BOMB AND TERRORISM THREATS**

### **A. RECEIVING A THREAT**

1. Record the call if possible or write down everything about the call.
2. Keep the caller on the line as long as possible by asking questions about the bomb, their intentions, location of the device.



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3. Advise the caller that the building is occupied and a bomb could cause the death of innocent people.

**B. NOTIFICATIONS**

1. Notify your supervisor or other management staff immediately.
2. Call appropriate Manager/Supervisor, the Safety Officer at **713-884-4510**, Director's Office at **713-884-3905**, or the HEC Administration Office at **713-884-3911**.
3. Call HPD Dispatch at **9-911** with the following information:
  - a. Type of Emergency **BOMB THREAT**.
  - b. Name of call recipient and a call back number.
  - c. Address of targeted location **5320 N. SHEPHERD DRIVE**
  - d. Time call was received.
  - e. Time of detonation.
  - f. Caller description.
  - g. Location and description of device.

- C. SEARCH:** Search should be conducted for the threat.

**D. PROCEDURES**

1. Search can begin only upon instruction from Safety Officer or Emergency /Fire Floor Warden, to the related/identified area. Look for suspicious or unusual items.
  - a. Leave all electrical switches as they are found.
  - b. Use messengers or hard-line telephones for communications.
  - c. **DO NOT USE ANY TELECOMMUNICATIONS DEVICE IN UNCLEARED AREAS.**
  - d. Give primary attention to **PUBLIC** areas.
  - e. Search the building in a pattern from bottom to top, outside to inside.
  - f. Also, consider parking areas.
  - g. Notify the Floor Warden when a suspicious object is found.
  - h. Evacuate the floor.
  - i. Proceed down to designated meeting point on the surface **Back Parking Lot**.
  - j. Account for all employees.
  - k. Wait for further instructions for re-entering to the building.
  - l. **Does not TOUCH, MOVE, COVER** the found item, **or IMMERSE** it in water.
2. The Floor Warden should notify the Safety Coordinator/and or Houston Police on the scene. Special notice should be made of any unusual characteristics of the item.

**E. ITEM FOUND**

1. The Houston Police Department (HPD) will take control of the scene.
2. The HPD determines the need for and extent of floor evacuations.

**X. SHELTER IN PLACE PROCEDURES**

- A. A variety of events might occur to make it advisable for all staff currently inside the building, shelter in place, or remain in the building.

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- B. The Director with the advice of Emergency Management Authorities will coordinate a department wide shelter in place.
- C. **Notification:**
  - 1. The **Director** will contact the **Safety Officer**, who will begin the notification process by contacting Managers and Supervisors.
- D. **Relocation: under certain conditions such as (Fire, Bomb Threat, Odors, and Etc.)**
  - 1. All staff will move to **the designated location** via the two stairwells located on either end of the building.
  - 2. Managers and Supervisors will request that staff members relocate as quickly as possible without creating panic or causing injury in the process.
  - 3. Each Emergency Evacuation Warden will assist staff to vacate other floors.
  - 4. Employees will relocate to interior spaces away from exterior walls and refrain from opening exterior doors as requested.
  - 5. All staff will bring their shelter bags and any other items that might be required by them for three days including:
    - a. Section **First Aide Kit**
    - b. Bottle water refills from water clubs
    - c. Radio's and Televisions especially battery powered devices
    - d. Cell phones
- E. **Second Floor Preparation: Only if the Director's office is damaged during any incident at 5230 N. Shepherd.**
  - 1. Building Administrative Services will request that the building engineer close outside air vents.
  - 2. All Houston Emergency Center floors, and offices with an exterior exposure will be vacated and the doors should be closed.
  - 3. Guest and desk chairs from all Houston Emergency Center floors, offices will be moved to the interior spaces of the building to accommodate staff members from other floors.
  - 4. The area leading to Director's Office will be covered with plastic sheeting and sealed with duck tape or plywood by the Office Supervisor. Files and other confidential records will be secured.
  - 5. The executive staff will relocate to the safe place.
- F. **Accounting for all Staff:**
  - 1. **All** managers are to take roll **immediately** and be able to account for every staff member, whether at work or in the field. Managers must report any missing employees to the Director immediately.
  - 2. Managers and Supervisors must warn employees working in the field to not return to the office, but wait for further notification or instruction.
- G. **Canceling the Event:**
  - 1. The **Director** will cancel the shelter in place event when risk factors are such that it would be safe to vacate the building.
  - 2. Managers and Supervisors will contact any staff that was in the field during the event.

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3. All items used during the event will be returned to the pre-event location within the building.

**XI. EVACUATION BAG/SHELTER BAG**

- A. It might be necessary for the department to shelter in place or to evacuate the downtown area, and/or relocate to a shelter at **Back Parking Lot**.
- B. Each staff member is encouraged to prepare a shelter bag.
- C. This bag should be kept inside the building.
- D. The suggested content of this bag might include:
  1. A change of clothing including comfortable shoes
  2. Toiletries and a wash cloth
  3. Battery operated music devices
  4. Small flashlight
  5. Mask or cloths to filter air (scarves, bandanas, and handkerchiefs)
  6. Medicines
  7. Bottled water and snacks
  8. Family phone list and money.

**XII. COMMUNICATION**

- A. In the event of a major emergency and all staff members are not in the office, the Director must be able to contact and relay messages to staff members.
- B. Each staff member would be responsible for checking in with their supervisor periodically for any messages from the Director or supervisors.
- C. **Staff Telephone Center:** Contact levels and responsibilities to make sure all staff members are contacted if Nortel Call Pilot is not working.

Level 1. Director

Level 2. Assistant Directors

Level 3. IS Administrator /Administration Managers

Level 4. Supervisors

Level 5. Staff

**F. Procedure:**

1. Employee of each level should have the telephone numbers of one level above (for status reporting) and one level below (to delivery messages) with the exception of the Director who will have all numbers.
2. The Director will begin the notification process by contacting the next level down.
3. The notification will proceed down by the level mentioned above, until all levels have been contacted.
4. After notification has been completed, beginning with Supervisors, each level will contact the higher level to provide related status and to verify that contact has been completed.

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**XIII. ALERT CONTINGENCY PLAN**

- A. For any alert color code for the United States and/or the City of Houston, other than a **Red Alert**, the department will not alter normal activities. All staff members are expected to report to work as scheduled
- B. For **Red Alert** conditions for the United States, but not specifically **Houston**, the department will not alter normal activities. All staff members are expected to report to work as scheduled.
- C. For **Red Alerts or Red conditions**, as identified in the **COH Emergency Management Plan**, with Houston as a probable target, the department will suspend all operations. All staff members will refrain from reporting to work.
- D. All staff members must confirm all work expectations during an emergency by listening to the local media, contacting their supervisors, or retrieving a voice mail message through the **Nortel Pilot** system.
- E. The Mayor may alter any or all of these contingencies.

**XIV. RECOVERY CONTINGENCY PLANS**

**A. Alternate Work Locations:**

- 1. If after an emergency the current business location is un-habitable for any reason, the Director will secure another temporary work location.
- 2. The Director will communicate the new location to all essential staff using the communications methods previously described.
- 3. All notified staff members are to report to the new work location as scheduled.
- 4. The Director may designate multiple work locations and or authorize work from home locations.

**B. Alternate Job Duties:**

- 1. Immediately after the event, it may be necessary for staff members to perform duties other than their normal job duties.
- 2. It may be necessary for staff members to assist other departments and agencies in the recovery effort.
- 3. The Director will determine which employees will be deployed outside of the department, for how long, and probable job duties.

**C. Program Continuation:**

- 1. Every effort will be made to resume normal operations as soon as possible.
- 2. The department will keep accurate and complete records of the costs of responding to the emergency. These records will include personnel cost (regular and overtime), equipment, supplies, services, damage assessments, and document lost.
- 3. The department will report damages and the cost of the recovery response to the Emergency Management Office and to **Finance and Administration / Insurance Division**.
- 4. All staff members will return to the normal work schedules as soon as it is safe.

**XV. PROGRAM RECOVERY FOCUS**

The function of the Finance & Administration Department as identified in the City of Houston Emergency Management Plan is to provide planning and support for recovery operations to make available to all City department's purchases for disaster recovery, and support to the community for short and long term recovery.

**A. Houston Emergency Center Support for Disaster Recovery**

1. Essential Staff will be contacted and expected to report to a designated work location(s) to assist in the provision of Houston Emergency Center Department. Essential staff for Houston Emergency Center Department recovery activities are:
  - a. Executive Staff
  - b. Central Payroll /Data Center Staff
  - c. Business Office Staff
  - d. Procurement /Fleet / Fixed Assets PDMO Staff
  - e. Insurance Staff
2. All Houston Emergency Center activities will adhere to existing guidelines. The Director will direct any other additional or different services during the emergency recovery activities as needed.

**B. Finance & Administration Recovery Planning**

1. Essential staff will be contacted and expected to report to designated work location(s) to assist in the provision of a variety of public service activities such as emergency shelter, vouchers for food, utilities, and transportation services : Essential staff for Finance & Administration activities are:
  - a. Executive Staff
  - b. Financial Budget Staff
  - c. Central Payroll Staff
  - d. Business Office /Fleet / Fixed Assets Staff
  - e. Commercial Permits/ PDMO Staff
  - f. Procurement Staff
  - g. Insurance Staff

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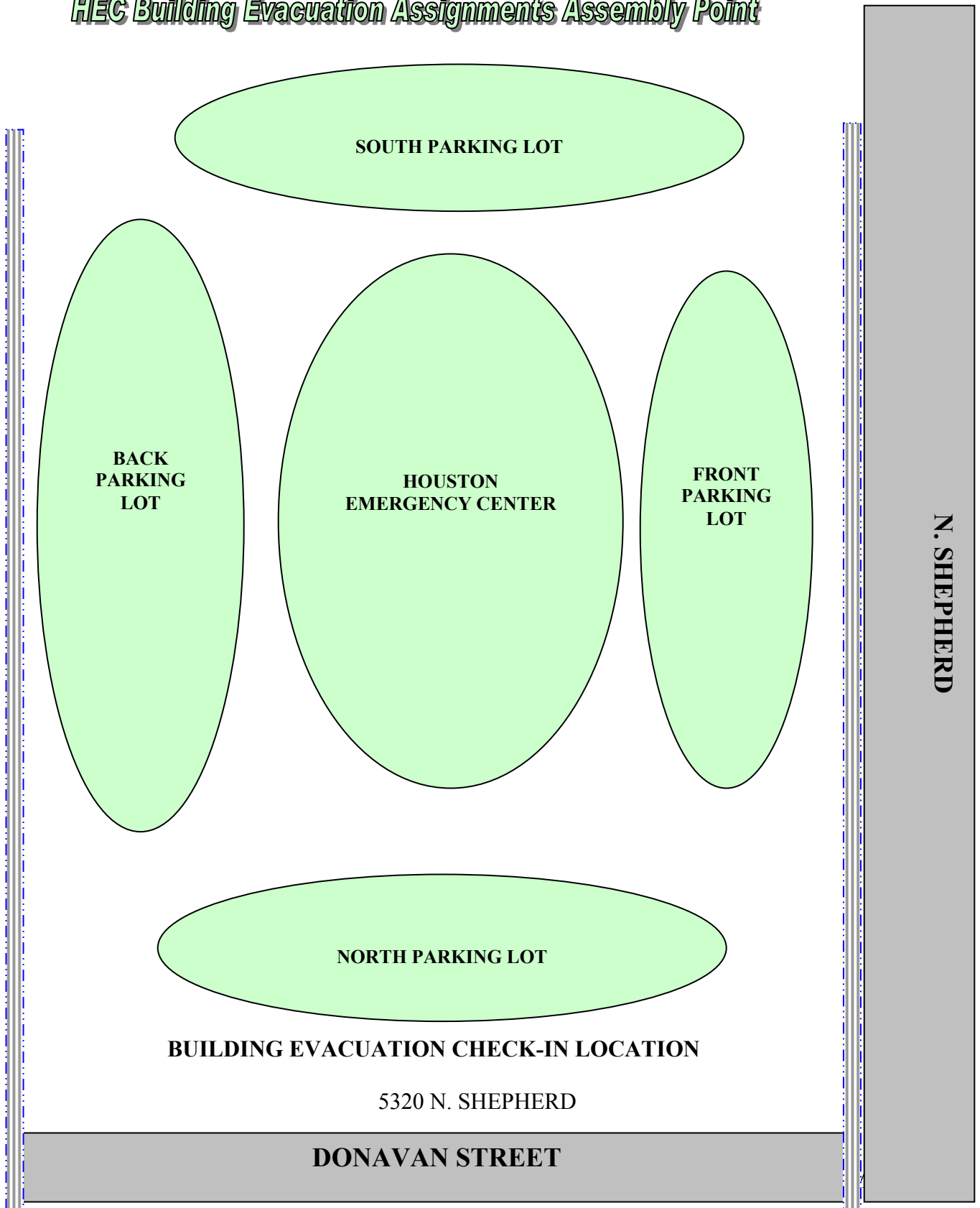
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**Houston Emergency Center Department Evacuation Wardens**

Houston Emergency Center Department  
5320 N. Shepherd  
Houston, Texas 77091

<b>Name</b>	<b>Floor</b>	<b>Telephone</b>
David F. Cutler	2 <sup>nd</sup>	713-884-4510
Barbara Evans	2 <sup>nd</sup>	713-884-3930
Michelle Allen	2 <sup>nd</sup>	713-884-3905
Matt Hyde	1 <sup>st</sup>	713-884-4587
Dyanne Marks	2 <sup>nd</sup>	713-884-3942
Robert Taylor	2 <sup>nd</sup>	713-884-3906
Corina Love	2 <sup>nd</sup>	713-884-4563
Bob White	2 <sup>nd</sup>	713-884-4550
Jim Petit	1 <sup>st</sup>	713-884-4681
Cathy Garcia (Day Shift)	2 <sup>nd</sup>	713-884-3934
Lynne Horn (Evening Shift)	2 <sup>nd</sup>	713-884-3935
Patricia Sneed (Night Shift)	2 <sup>nd</sup>	713-884-3920
Cynthia Wall	1 <sup>st</sup>	713-884-4585
Jim Pettit	1 <sup>st</sup>	713-884-4680
Building Services Control Room	1 <sup>st</sup>	713-884-4683

***HEC Building Evacuation Assignments Assembly Point***



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<u>SECTION:</u>	<u>LOCATION</u>
Director's Office	2 <sup>nd</sup>
Administration Offices	2 <sup>nd</sup>
Emergency Call Center	2 <sup>nd</sup>
HEC Central Payroll	2 <sup>nd</sup>
OEM	2 <sup>nd</sup>
HPD	2 <sup>nd</sup>
HFD	2 <sup>nd</sup>
Records Management	1st
IT Application	1st
IT Administration	1st
Security / Desk Top	1st
Network Data/ Voice	1 <sup>st</sup>
Building Services	1 <sup>st</sup>
Mail Room	1 <sup>st</sup>
GHC Helpdesk	1 <sup>st</sup>
Wellness Center	1 <sup>st</sup>

- ◆ Evacuate the building at the sound of the alarm
- ◆ Re-assemble at the designated location
- ◆ Take roll or account for all staff and visitors
- ◆ Notify department authority of any missing staff
- ◆ Remain in Tranquility Park until released

The Building Safety Director maintains a list of all emergency assignments and employees with **mobility impairments**. The GSD Department Superintendent can be reached at 713-837-0712.



**E. SAFETY FORMS**

- Worker's Compensation package for Supervisors  
(<http://www.choice.net/fa/safety/index.html>)
  
- Vehicle Accident Packet
  - Instructions
  - Motor Vehicle Accident Procedures
  - Notice of Claim for Damages
  - PD-781 Drivers Report of a Motor Vehicle Accident
  - PD-782 Supervisor's Investigation of a Vehicular Accident(<http://www.choice.net/fa/safety/index.html>)
  
- Facility Inspection Checklist  
(<http://www.choice.net/fa/safety/index.html>)