

EMPLOYEE SAFETY PACKET

The safety of our employees and guests is a #1 concern. When our employees become a part of the safety team by following all procedures and making suggestions for new ones, we are successful in our efforts to make each property a safe place to work and stay.

*We are glad to have you as part of our team and remind you that **Hotel Safety is in Your Hands!!***

Safety is a Part of Everyone's Job Description....

The pages inside this packet list important safety guidelines which are supported by these three basic steps:

Step 1: *To know and follow Company safety standards and procedures.*

Step 2: *To organize your workplace in a way that you are safe and efficient at your job.*

Step 3: *To know and always follow emergency procedures. We hope emergencies never happen, but we must be prepared if they do.*

You will receive job specific safety practices in your Department Orientation.

1. FOLLOW SAFETY PROCEDURES: *Safety guidelines exist for your personal safety and the safety of guests and coworkers.*

- ✓ All hazards are controllable and accidents are preventable – know the Company's safety procedures as they relate to your assigned duties.
- ✓ Actively support safety procedures by setting a good example for your coworkers.
- ✓ Always work with safety in mind to protect your guests and coworkers.
- ✓ "Horseplay" such as running, fighting, or throwing things is not permitted.
- ✓ Attend all safety training sessions and meetings.
- ✓ Supervisors and managers will enforce safe work practices at all times.

2. WEAR SAFE APPAREL: *Follow dress code for the position assigned.*

- ✓ Wear slip-resistant footwear suitable for your duties.
- ✓ Do not wear jewelry or clothing that can get caught in tools or equipment you operate in performing your duties.
- ✓ Always use Personal Protective Equipment required for certain tasks, including eye protection (goggles or glasses) and hand protection (gloves or mitts).

3. USE TOOLS AND EQUIPMENT SAFELY: *Follow directions for safe usage of all tools and equipment.*

- ✓ Always use the correct tool for the job.
- ✓ Do not use or operate any tool or piece of equipment until trained by a supervisor.
- ✓ Install and maintain, and never remove or alter, safety devices on tools, equipment or electrical/mechanical devices, including guards and shields.
- ✓ Never adjust or attempt to clean appliances, tools or equipment unless you have been trained and authorized to do so.
- ✓ Cut off power to any electrical appliance or equipment before cleaning.
- ✓ Do not operate electrical equipment where the cords or connections are damaged.
- ✓ Immediately report any electrical equipment requiring repairs.
- ✓ If you are authorized to drive a motor vehicle for Company business, always wear a seat belt and obey traffic laws, signals, signs, and warnings.

4. MAINTAIN SECURITY AWARENESS: *Security of employees and guests is everyone's job.*

- ✓ Remain alert for suspicious persons or activities on the parking lot or in the hotel. Immediately report concerns to your supervisor or the Manager on Duty.
- ✓ Never provide another person a room key or room access. Direct the person to the front desk for assistance and verification of their identity as a registered guest of that room.
- ✓ All guest information (name, room number, etc.) is confidential and may never be communicated either verbally or in writing.
- ✓ Never enter a guest room without authorization.
- ✓ Report any malfunctioning interior or exterior lighting to your supervisor.
- ✓ Employee possession of weapons of any kind is prohibited on Company property.

There is "zero tolerance" for aggressive or violent behavior by employees, including abusive language, verbal or written threats,

5. BE ORGANIZED FOR SAFETY: *Secure and neatly organize work and storage areas, maintaining clear pathways to all doors and exits.*

- ✓ Keep aisles, walkways and hallways clear of equipment (tables, chairs, carts and trash).
- ✓ Never block emergency fire exits and doors with carts and equipment.
- ✓ Do not block access to electrical panels or store equipment in electrical rooms.
- ✓ Maintain storage at least 18" below fire sprinkler heads.
- ✓ Do not store heavy objects or awkward items on overhead shelves to prevent injury when lifting or reaching.

6. MOVE OBJECTS SAFELY: *Proper body mechanics are required when moving objects to protect your back and muscles from injury.*

- ✓ Follow these five steps to lift objects safely:
- ✓ SIZE UP THE LOAD for weight, size, shape and stability.
- ✓ PLAN THE LIFT for where object needs to go.
- ✓ BEND THE KNEES and keep the back nearly straight.
- ✓ KEEP LOAD CLOSE to body using both hands.
- ✓ PIVOT AND SHIFT to turn body – avoid twisting at waist.
- ✓ Follow these steps to set the object down:
- ✓ BEND THE KNEES
- ✓ LOWER THE LOAD
- ✓ SECURELY POSITION LOAD
- ✓ RELEASE GRIP
- ✓ Always push, and never pull, carts and dollies.
- ✓ Get help if object is too heavy or awkward to move alone.
- ✓ Use a ladder or step stool to reach objects at heights above your shoulders.
- ✓ Do not stand or climb on boxes, chairs, furniture, tubs, toilets or any other item not specifically designed for reaching areas at heights.

7. PREVENT SLIPS, TRIPS AND FALLS: *Prevent accidents by immediately cleaning up spills and warning of hazard.*

- ✓ Do not walk across wet or slippery surfaces and warn others of hazards.
- ✓ Immediately clean up spills of any kind (water, tracked-in rain, oil, grease, and food), leaving either a dry surface or posting a Wet Floor warning sign.
- ✓ Monitor floors during inclement weather for tracked-in water.
- ✓ Remove mops and buckets from pathways when not in use.
- ✓ Turn on lights before entering a room.
- ✓ Walk up and down stairs, holding handrail; use elevator if carrying items.
- ✓ Report trip hazards such as uneven surfaces, loose carpet, etc.
- ✓ Tape down all electrical cords to be used during conferences, banquets, etc.

8. USE CHEMICALS WITH CAUTION: *Always follow directions for safe use of chemical products.*

- ✓ Before using a chemical product, read the warning label on the front and back of the container. If more information is needed, refer to the chemical product's Material Safety Data Sheets (MSDS), contained in the Manual in each Department.
- ✓ Wear the Personal Protective Equipment necessary to protect yourself from the hazards listed on the warning label, MSDS, or as specified by your supervisor.
- ✓ Use the chemical product only as directed on the label. If there are no directions on the label, refer to the MSDS or ask your supervisor.
- ✓ If you spill a chemical product, read the label for clean up instructions. If there are no instructions, restrict access to the area and immediately notify your supervisor.
- ✓ Do not mix chemical products together unless the manufacturer's instructions specify their mixing.
- ✓ Never use or place a chemical in an unlabeled container or a container labeled for another chemical product.

9. WARN OF SAFETY CONCERNS: *Watch for and report all unsafe behaviors and conditions.*

- ✓ Watch for and immediately report to your supervisor any unsafe condition or unsafe behavior that could cause injury to yourself, your coworkers or your guests. You also must watch for and report damage to property or equipment.

10. AVOID BLOOD BORNE EXPOSURE: *Avoid contact with blood and body fluids to limit exposure to blood borne diseases.*

- ✓ DO NOT TOUCH any item or area that appears to be contaminated with blood (wet or dry), other body fluids, or a sharp item (hypodermic needles, razor blades, broken glass, knife, etc.) that may be contaminated. Immediately secure area, and notify supervisor for assistance.
- ✓ Use caution when reaching between mattress/box spring, hard good frames, cushions or any other concealed area to prevent an accidental puncture wound from items hidden in recessed area. Never reach into trash containers.
- ✓ Immediately report to supervisor any contact or puncture wound from an item/area where you observe or reasonably anticipate contamination with blood/body fluids.

11. FOLLOW EMERGENCY & FIRE PROCEDURES: *Know what to do in the event of fire or smoke to aid in protecting life and minimizing property loss.*

- ✓ Know the location of fire alarm pull stations, extinguishers, emergency exits and evacuation routes for your work area.
- ✓ In the event of observable smoke or fire, remain calm and immediately activate the nearest fire alarm pull station or contact the hotel operator by telephone – never attempt to extinguish a fire before activating the alarm.
- ✓ Direct employees and guests to the closest emergency exit – do not use elevators.
- ✓ Keep all doors and windows surrounding the fire or smoke area closed in order to shut off oxygen and confine the fire to the area of origin.
- ✓ Fire fighting equipment on the property is intended for small fires. Never get trapped between a large fire and the only exit free from smoke.
- ✓ Smoking is only permitted in designated areas.

12. REPORT ACCIDENTS OR INCIDENTS: *Immediately report to a supervisor any accident or incident.*

- ✓ Immediately report to a supervisor any accidents, incidents, or "near misses" involving yourself, a coworker or a guest. Also report any guest claim involving injury or property loss.
- ✓ If someone requires first aid or emergency attention, immediately call the hotel operator for assistance.

If You Are Injured While on the Job....

Our primary goal is to prevent accidents and injuries. However, if you are injured at work while performing an assigned duty, the Company has injury management and return-to-work programs to meet your needs. To aid in your recovery and to obtain maximum benefits of these programs, the following procedures must be followed:

First Aid Treatment:

- ❑ Report an injury to a supervisor or Manager on Duty immediately.
- ❑ For a minor injury, appropriate first aid treatment will be given to you at the property.
- ❑ Proper first aid supplies are maintained in critical areas around the property and are stocked with sufficient items for treating minor cuts or burns and additional emergency supplies.
- ❑ Failure to report an on-the-job injury to your supervisor or Manager on Duty within your shift will result in disciplinary action.

Medical Treatment:

- ❑ When an injury requires additional medical treatment, arrangements will be made for you to go to a designated medical facility, qualified to handle employee injuries occurring at your property.
- ❑ Authorized medical bills will be paid for qualified work-related injuries.

Post Accident Drug Testing and Investigation:

- ❑ A post accident drug test could be administered to any employee involved in an on-the-job accident for which medical attention is required. The drug test may be administered at the designated medical facility where you are initially sent for treatment of your injuries.
- ❑ Company policy prohibits any employee from working under the influence of drugs or alcohol. A positive drug test confirming violation of this policy will result in disciplinary action and may result in reduction of benefits as determined by your state's Workers' Compensation Commission/Board.
- ❑ Your supervisor will complete an investigation of your accident in order to identify cause and to prevent reoccurrence. You must cooperate in the investigation and may be counseled concerning any policy violations to the accident.

When You Return to Work...

- ❑ Following treatment, you are to follow the physician's instructions. A copy of any written instructions from the physician must be provided to your Human Resources Representative or Department Manager.
- ❑ Any specific work restrictions ordered by the physician must be documented, in writing, and a copy provided to the Human Resources Representative or Department Manager.
- ❑ If required, appropriate modified work duty will be arranged for you per the physician's written instructions.
- ❑ If the physician removes you from work during recovery from a work related injury, Human Resources Representative or Department Manager will advise you of any waiting period for lost wages, benefits and payment of authorized medical bills.

- ❑ While off work, your supervisor will contact you weekly concerning your recovery progress and to get updates regarding medical treatment, physician appointments, physical therapy, and the date your doctor expects to release you to return to work for either modified or full duty.
- ❑ You must return to work on the date designated by your physician. If you do not return to work or refuse to accept modified duties, your benefits may be affected.
- ❑ Suspected fraud, abuse, or malingering to obtain undeserved benefits will be investigated thoroughly.

We appreciate your involvement in Safety Training and Thank You for Making Safety a Part of Your Daily Routine. Please talk to your General Manager if you have questions.

Bloodborne Pathogens

Because of the dangers posed by Bloodborne pathogens including HIV and Hepatitis B, circumstances that include the potential for contact with bodily fluids must be handled with extreme caution. OSHA issued the rule, known as the Bloodborne Pathogen Standard, on December 8, 1991. This standard requires that lodging businesses assess the “occupational exposure” of its employees to bloodborne pathogens. These pathogens are microorganisms in human blood that can cause disease such as HIV and Hepatitis B. The key term “occupational exposure” is defined by the U.S. Department of Labor, “as reasonably anticipated skin, eye, mucous membrane, or parenteral contact with blood or other potentially infectious materials that may result from the performance of an employees duties.”

If any of these potentially infectious bodily fluids are recognized, immediately contact your supervisor or designated persons for such emergencies. They will proceed to implement your exposure control plan. There are, however, work practices that should be observed by all employees on the property. All employees should use “Universal Precautions”, meaning treat all human blood and other bodily fluids as if they are known to be infected with HIV, HBV and other bloodborne pathogens. The following are some of the work practices that should be observed by all employees:

1. Wash your hands and skin with antibacterial soap and water immediately after contact with bodily fluids or objects that might be contaminated.
2. Handle “sharps” such as broken glass, needles, or other sharp objects carefully/
 - a. Do not touch broken glass. Pick it up with a broom and dustpan or tongs. Gloves will not keep you from getting stuck.
 - b. Never bend, break or recap needles.
3. Always bandage cuts, scrapes, hangnails, rashes and the like – even inside of gloves
4. Do not eat, drink, or smoke in work areas such as laundry areas where bloodborne pathogens may be present. Don’t handle contact lenses or apply cosmetics or lip balms in such areas.
5. Contaminated linen and other items including waste should be put in a leak resistant container labeled with the biohazardous symbol. Contaminate items should be bagged where they are used or found
6. Never reach into trash to retrieve an object. Empty the contents onto a newspaper and, using tongs, search with your eyes if you are looking for something.
7. Never use your hands to compact trash. Use an item such as a broom or wastebasket to compact trash.

In addition to Universal Precautions, there is personal protective equipment that should be provided for your use and used by everyone who is potentially exposed to bloodborne pathogens.

1. Gloves

- a. Wear rubber gloves whenever you may come into contact with blood, other bodily fluids, or contaminated objects.
- b. Never bandage cuts, scrapes, rashes, etc., before putting gloves on.
- c. Never re-use disposable latex or nylon gloves. Utility gloves made of vinyl or leather may be re-used after proper decontamination.
- d. Examine gloves for tears, cracks, and tiny holes before and during use. Replace damaged gloves immediately.
- e. Remove gloves properly in the following manner:
 - i. Pull one glove back by the cuff until it comes inside out
 - ii. Cup it in the palm of your gloved hand
 - iii. Hook the finger of your bare hand inside the cuff of the remaining glove.
 - iv. Pull back so this glove also comes off inside out with the first glove tucked inside
- f. Wash your hands immediately after removing gloves.

2. Face and Eye Protection

- a. Wear a mask and eye protection or a full-face shield for any task where fluids could possibly splash or spray into your eyes, nose or mouth.
- b. Wash your hands and face with antibacterial soap immediately after removing face and eye protections.

3. Protective Body Clothing

- a. Wear an apron if fluid could splash or drip onto your clothing.
- b. Wash hands with antibacterial soap immediately after removing apron or gown.

4. Resuscitation Device

- a. Use a resuscitation device or pocket resuscitation mask when providing rescue breathing.

When Personal Protective Equipment becomes worn and loses its ability to function as a barrier to bloodborne pathogens, dispose of the equipment properly and replace.

These Universal Precautions and protective equipment are to be used *in addition* to your property's Exposure Control Plan. It is important to remember to first contact your supervisor or designated "exposure team," then use the preceding

information incorporated into the steps outlined by your property's Exposure Control Plan.

Note: Medical emergencies involving possible exposure to blood or body fluids, remember to always contact appropriate authority immediately. Provide your name, phone number, address/location instructions, and victim condition. Follow instructions given by authorities. After calling, station a staff member to direct emergency personal to victim. Do not attempt to provide medical care yourself unless you are trained and have the proper protective equipment.

All employees must be trained in Bloodborne Pathogen procedures then check, sign and date for receipt of training. Keep every employee's signed Bloodborne Pathogens training sheet with the exposure control plan. All employees are to be trained on Bloodborne Pathogens at time of hiring. *See appendix for a copy of the training sheet.*

Exposure Control Plan

OSHA's Bloodborne Pathogen Standard (29 CFR 1910. 1030), effective March 6 1992, requires employers to establish an exposure control plan to minimize workplace risks. The purpose of an exposure control plan is to eliminate or minimize employee occupational exposure to blood or other infections body fluids.

The Hepatitis B vaccination shall be made available to employees who have been or are at risk for occupational exposure to bloodborne pathogens. Employees declining the vaccination must sign a waiver / declination form. *Please refer to the appendix for the Exposure Control Plan.*

Chemical Injury

1. If a chemical is spilled on someone, dilute it with water and remove any contaminated clothing, using gloves if possible.
2. Place all contaminated clothing and other items in an airtight bag and label the bag. If the chemical has been splashed in the eye, flush immediately using Eye Wash Station and follow instructions listed for "Eye Injuries."
3. If inhalation contact, leave the area and deeply breathe fresh air.
 - Minimize exposure time for individual employees
 - Restrict access to an area where a hazardous chemical is used

Eye Injuries

1. If a chemical is splashed in the eye, immediately flush eye with tepid water, with the eyelid held open. Then remove contact lens, if present and rinse eye using Eye Wash Station for at least 15 minutes.
2. Do not press on injured eye.
3. Gently bandage both eyes shut to reduce eye movement.
4. Attempt to have victim explain his/her condition.
5. Ask victim if they wish to seek medical treatment.
6. If victim wishes medical treatment and cannot transport him or herself, summon EMS.

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**ACKNOWLEDGEMENT OF RECEIPT
EMPLOYEE SAFETY PACKET**

I have read and understand the Safety Packet for this property. I will abide by the above safety guidelines and understand that if I desire clarification or elaboration of any items in the Employee Safety Packet, I should talk with my supervisor and/or Human Resources.

Name: _____

Signature: _____

Date: _____

Employee Receipt of BloodBorne Pathogens Training Form

Bloodborne pathogens unfortunately can be a hazard in housekeeping and laundry operations. HBV(Hepatitis B) and HIV are two of the most common blood borne pathogens. Of these, Hepatitis B is the most contagious, and can live on surfaces exposed to air for many hours if disinfectants are not used. To avoid contact, disposable latex gloves are required when handling all soiled linens. Never touch your eyes, ears, nose or mouth while wearing these gloves. Those who notice linens that contain body fluids must use gloves, a mask, and safety goggles, and identify these linens as potentially hazardous by placing them in a biohazard bag. Wash your hands with disinfectant soap each time you remove your gloves. Throw all used gloves away.

All employees must complete all items below, then initial, sign and date after receipt of training. All employees are to be trained on Bloodborne Pathogens at the time of hiring.

_____ I have read and understand the Exposure Control Plan implemented and used at this location.

_____ I am aware and understand the special safety measures to take when handling soiled linens to avoid potential contact with Bloodborne Pathogens.

_____ I am aware of the steps to take in an emergency. I know where all of the emergency telephone numbers are posted.

_____ I know that if I do not understand something, or if it is unclear, I should ask my manager before I act—I will never just guess.

Signed: _____ Date: _____

Employee Receipt of Chemical Training Form

All employees must complete all items below then initial, sign and date after receipt of training. All employees are to be trained on Chemical Safety at the time of hire.

_____ I know where the Material Safety Data Sheets (MSDS) are located.

_____ I have read and understand the posted MSDS for all chemicals used at this location.

_____ I have been trained in chemical safety, use, and handling, and understand the measures and techniques described.

_____ I am aware of the steps to take in an emergency. I know where all emergency telephone numbers are posted.

_____ I am aware that whenever I change chemicals I must wear goggles and gloves.

_____ I know that if I do not understand something, or if it is unclear, I should ask my manager or chemical supplier before I act—I will never just guess.

Signed: _____ Date: _____

Employee Receipt of Fire and Evacuation Training Form

All employees must complete all items below, then initial, sign and date after receipt of training. All employees are to be trained on Fire and Evacuation procedures at the time of hire.

_____ I have read and understand the fire emergency and evacuation procedures implemented and used at this location.

_____ I am aware of the locations of all fire extinguishers in the property.

_____ I have been trained and understand how to use all fire extinguishers in the property.

_____ I am aware of the steps to take in an emergency. I know where all the emergency telephone numbers are posted.

_____ I am trained in an understand how to use the fire control panel.

Signed: _____ Date: _____