

SECTION 9 POLICY AND PROCEDURES

This section contains links to Clackamas County Employment Policy & Practice (EPP) documents that have particular application to Risk Management. These are the same documents that you can find on the County Intranet under Policies & Procedures.

County-wide procedures typically need some department-specific action. For example, for the Violence in the Workplace Policy, the departments need to develop their own procedure for employees to communicate that they need help. In the Driving and Vehicle Policy, the departments are responsible for tracking the insurance status of employees who are driving their own vehicles on county business.

There are also brief discussions of Cell/Portable Phone Usage and Key Control after the links below. This information was developed to help readers further understand the multiple approaches to address the variety of hazards.

RISK MANAGEMENT EPPs:

EPP 34: Violence in the Workplace Policy: <http://www.clackamas.us/des/documents/epp/epp34.pdf>

EPP 52: Driving and Vehicle Policy: <http://www.clackamas.us/des/documents/epp/epp52.pdf>

EPP 54: Identification Badge Policy: <http://www.clackamas.us/des/documents/epp/epp54.pdf>



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Director

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MEMORANDUM

TO: Executive Management Team

FROM: Dwayne Kroening
Risk Manager

DATE: August 28, 2006

RE: Transporting of ill/injured employees

A department raised a question about the protocol involved when an employee becomes ill or injured, needs to leave work, and may need to be transported. This could entail going home or to a medical provider. The following is a general protocol to follow:

- If emergency or serious health condition call 9-911 first. Using a road crew as an example, if working in a rural or remote area, it may be necessary to use the radio to request a 911 call.
- If the situation is one where the person can rest quietly in the hopes of improving, it makes sense to move them to a quiet area to allow them time to recuperate. Someone should check on the person regularly.
- Use your best judgment in determining if the employee can transport themselves. If there is any doubt try to arrange to have them transported.
- If the employee is not fit to transport himself, call a family member or friend to provide the transportation. If no one is available and you can't wait for someone, as a last resort have a supervisor transport the employee. There are some situations where the best option may be for a co-worker to take the injured person to the medical provider (road crew or no supervisor readily available). In the case of a work-related injury/illness a County vehicle should be used if available.
- If a supervisor or other staff transports the employee, make sure the driver has a working cell phone and can call for emergency assistance if the employee takes a sudden turn for the worse. When in doubt, the driver should call for assistance. The person providing transportation should notify his/her supervisor of the situation as soon as possible.

Please call me with questions or to discuss any concerns.

CELL/PORTABLE PHONE USAGE

Please refer to EPP #50 for general rules concerning cell phone usage.

The purpose of this section is to provide safety information regarding cell phone usage.

The primary area of concern has to do with the use of a cell phone while operating a vehicle. When driving a vehicle, driving is the first responsibility. When using a wireless phone while operating the vehicle, good common sense should be practiced.

It is recommended that, a wireless phone not be used while driving. If a call is received while driving have the caller hold while you find a safe place to park. Then resume the call.

If the use of a wireless phone while driving is unavoidable follow these tips:

Only a hands free device is to be used. If possible use one of the many hands free accessories available today.

Become familiar with the wireless phone and its features such as speed dial and redial. If available, these features help to place a call without taking your attention off the road.

Position the wireless phone within easy reach. Be able to access the wireless phone without removing your eyes from the road. If you get an incoming call at an inconvenient time let your voice mail answer it for you.

Do not take notes or look up phone numbers while driving. Jotting down a "to do" list or flipping through your address book takes attention away from your primary responsibility – driving safely.

Dial sensibly and assess the traffic; if possible, place calls when you are not moving or before pulling into traffic. Try to plan calls when the car will be stationary. If you need to make a call while moving, dial only a few numbers, check the road and your mirrors, then continue.

Do not engage in stressful or emotional conversations that may be distracting. Make people aware you are driving and suspend conversations which have the potential to divert your attention from the road.

A wireless phone can be used to call for help. Dial 9-1-1 or another local emergency number in the case of fire, traffic accident or medical emergencies. Remember, it is a free call on a wireless phone.

It is permitted to use a wireless phone to help others in emergencies. If you see an auto accident, crime in progress or other serious emergency where lives are in danger, call 9-1-1 and report it.

It is permitted to use a wireless phone to provide roadside assistance under the following guidelines:

- There is no obligation to provide such assistance.
- The only authorized action if help is provided is to help connect the stranded motorist with appropriate roadside assistance. Employees on duty or in a county-owned vehicle (except public safety personnel) should not provide mechanical assistance or offer to transport anyone.
- Consider all the objective circumstances regarding one's own personal safety before providing assistance.
- If possible advise a staff member at the office prior to providing assistance and afterwards.

KEY CONTROL

Key Control programs are primarily designed to protect the property and personal well-being of our employees and visitors. An added benefit is the protection of County property from unauthorized use or theft.

Keys can be traditional metal keys, electronic keys- either metal or plastic.

Putting a key control program in place requires the following:

- Define the rooms or areas that should have limited access.
- Identify who will have access to those areas.
- Document to whom and when access was, or will be, granted.
- Establish follow-up procedures to ensure all aspects of the program are kept current, and documentation is kept up to date.

Key Control programs must include all of the following factors:

- Limit access to all key blanks (if used) and the cutting machine to specific individuals with key control training.
- Establish a procedure (where keys are cut) which requires authorization by the department manager prior to any key being cut.
- Maintain a permanent record of all keys cut, to include the access area for the key, authorization, date, who cut the key and number of keys cut.
- Stamp all keys "DO NOT DUPLICATE".
- Require persons who will be in possession of specific keys to sign and date a log. These logs should be kept as permanent records and readily accessible for eight (8) years.
- Master keys should be issued only when absolutely necessary. Possession of a master key carries with it a high degree of responsibility, and exposes the County to a high degree of risk.