



City Council

February 17th, 2026

6pm

Newberg Public Safety Building 401 E. Third Street

Denise Bacon Community Room

Online: <https://us06web.zoom.us/j/89536547180>

[Public Comment Registration](#)

[View Slides](#)

1. Call to Order

2. Roll Call

3. Pledge of Allegiance

4. [City Manager Report](#)

4.1. [Statistical Report on December 2025](#)

5. Public Comments

6. Presentations

6.1. [Safety Manual](#)

- a. [Attachment 1: Presentation](#)
- b. [Attachment 2: Updated Safety Manual](#)
- c. [Attachment 3: Previous Safety Manual](#)

7. New Business

7.1. [Council Goals Update](#)

- a. [Attachment 1: Presentation](#)
- b. [Attachment 2: Customer Service Standards Manual Volume 1](#)
- c. [Attachment 3: Customer Service Standards Manual Volume 2](#)
- d. [Attachment 4: CD Building Metrics Report](#)
- e. [Attachment 5: 2025 IGA- City of Newberg SRO and Fueling](#)
- f. [Attachment 6: 2025 Council Rules](#)

7.2. [Council and Committees Technology Responsibility Agreement](#)

- a. [Exhibit A: Agreement](#)

7.3. [Edwards Water Valve Repairs](#)

Adjournment

ADA Statement: Contact the City Recorder's Office for physical or language accommodation at least 2 business days before the meeting. Call (503) 537-1283 or email cityrecorder@newbergoregon.gov. For TTY services please dial 711.

*Indicates supplementary item

REQUEST FOR COUNCIL ACTION



Date Action Requested: (February 17, 2026)

Order ☐ Ordinance ☐ Resolution ☐ Motion ☐ Information ☒ Proclamation ☐	
Subject: CM statistics for December 2025	Staff: Will Worthey CM Department: Administration
Work Session ☐ Business Session ☒	Order On Agenda: CM report

Is this item state mandated? Yes ☐ No ☒

If yes, please cite the state house bill or order that necessitated this action: NA

Recommendation: NA

Executive Summary: The summary of events conducted by city departments in December 2025.

Fiscal Impact: All were conventionally budgeted items.

Council Goals:

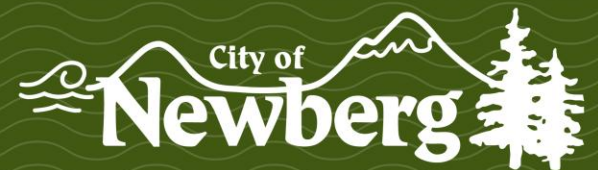
Goal 4: Create and maintain a high level of transparency with our residents in order to build trust.

O1: Expand communication outreach in regard to regular city events and additional involvement with city businesses by the end of 2026.

Newberg CM Report

Monthly Statistics to the End of December 2025

Another Fun Filled Year in the Ledger!

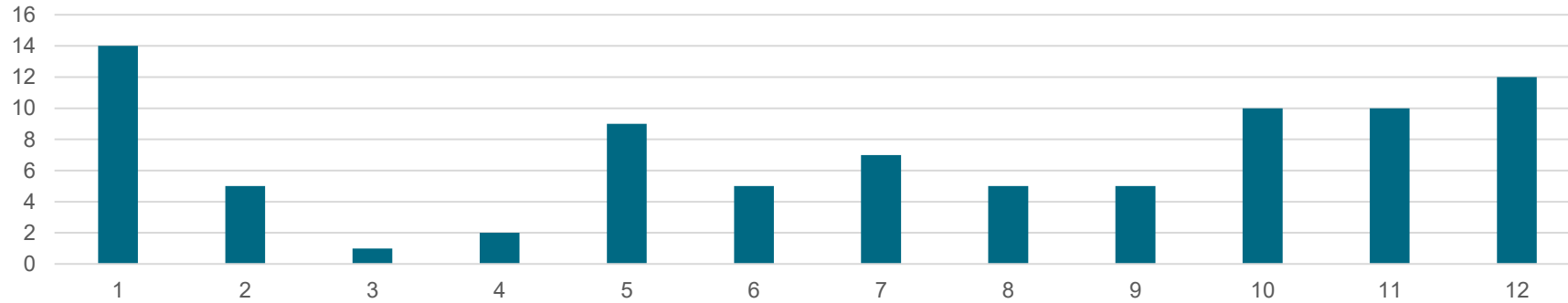


Planning: combined planning decisions of all sorts*: 12

**Average
2022**

11.67

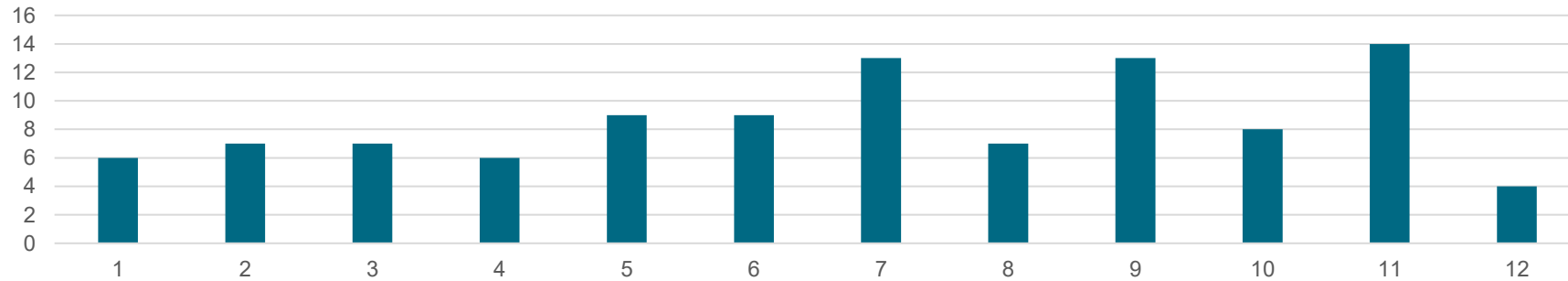
Planning Decisions



**Average
2023**

11.75

2024 - Planning Decisions – 8.58



* Combined from the Director, Planning Commission and Council

Planning: building permits for housing units: 7

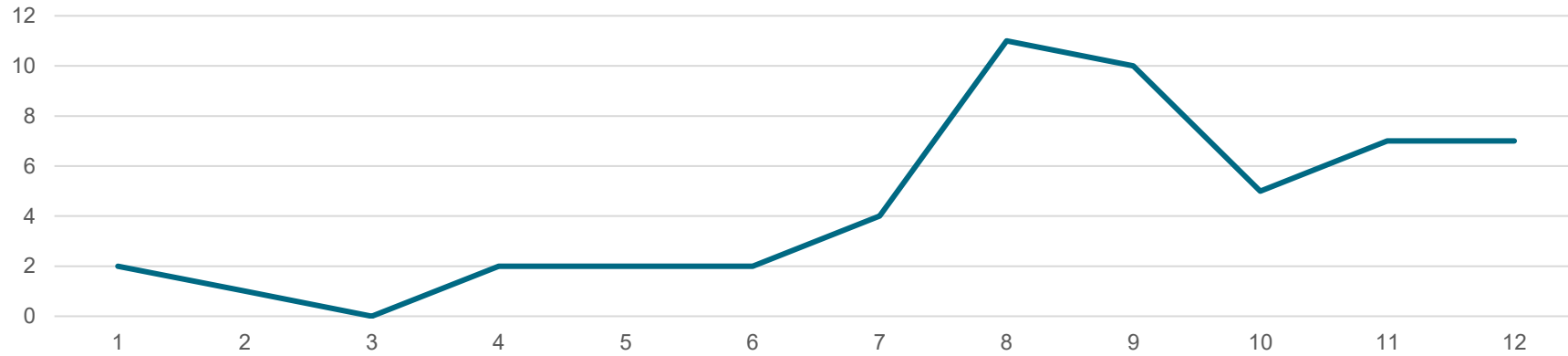
**Average
2022**

15

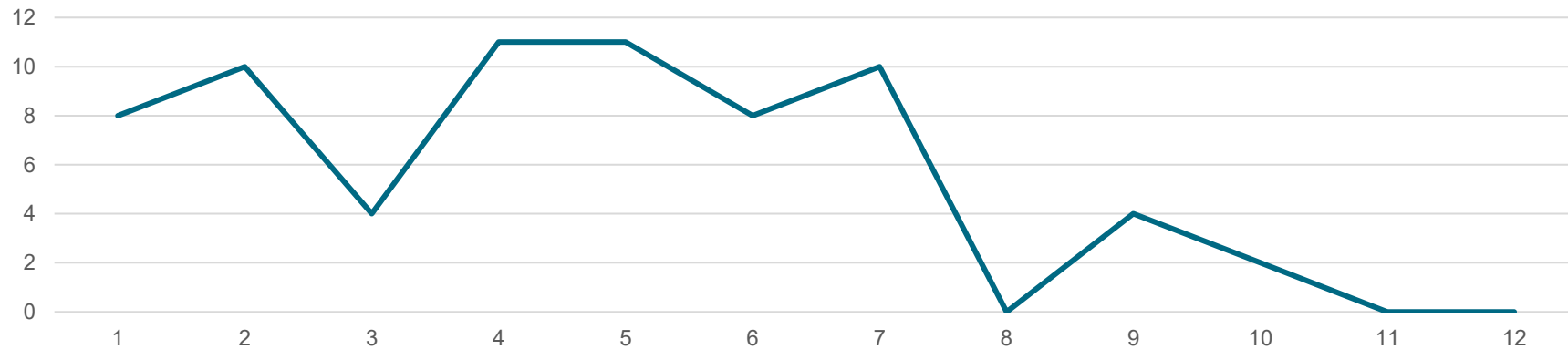
**Average
2023**

7.75

Permits for units



2024 - Permits for units – 5.67



Planning: building permits other types: 32

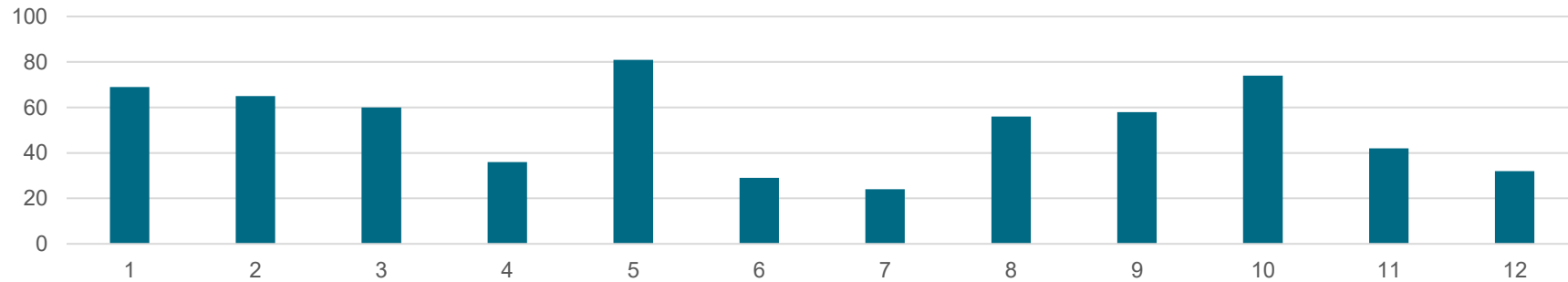
**Average
2022**

122

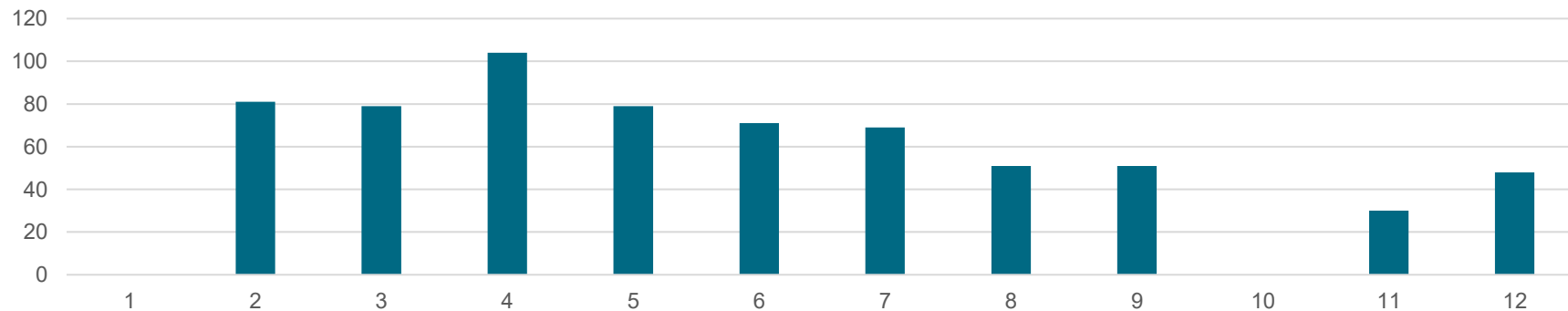
**Average
2023**

101

Other Building Permits



2024 - Other Building Permits – 55.25



Planning: building inspections: 174

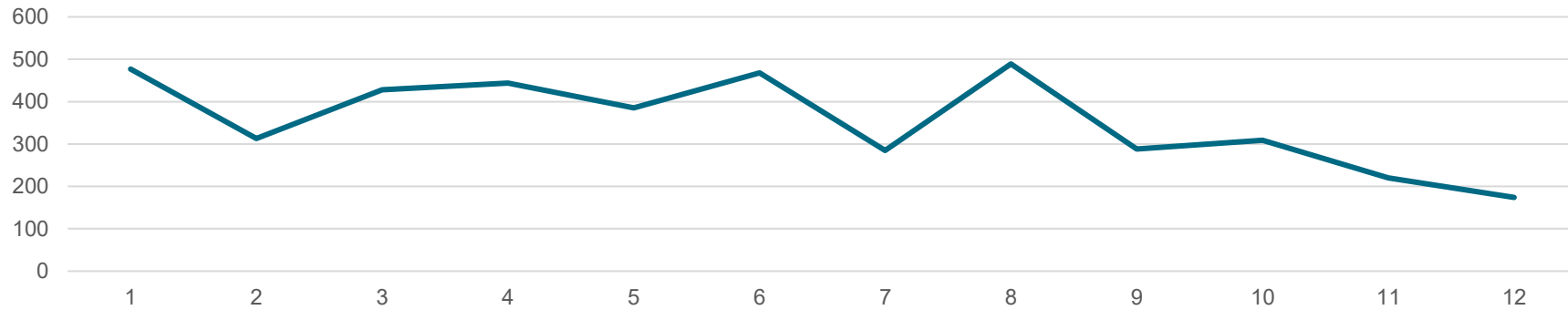
**Average
2022**

691

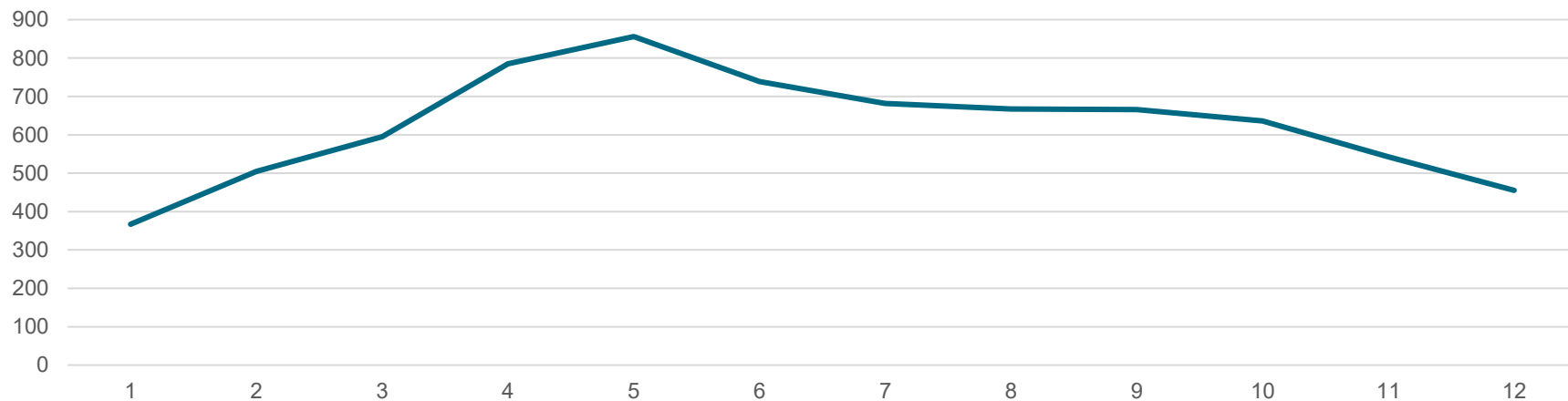
**Average
2023**

728

Building Inspections



2024 - Building Inspections – 624.67

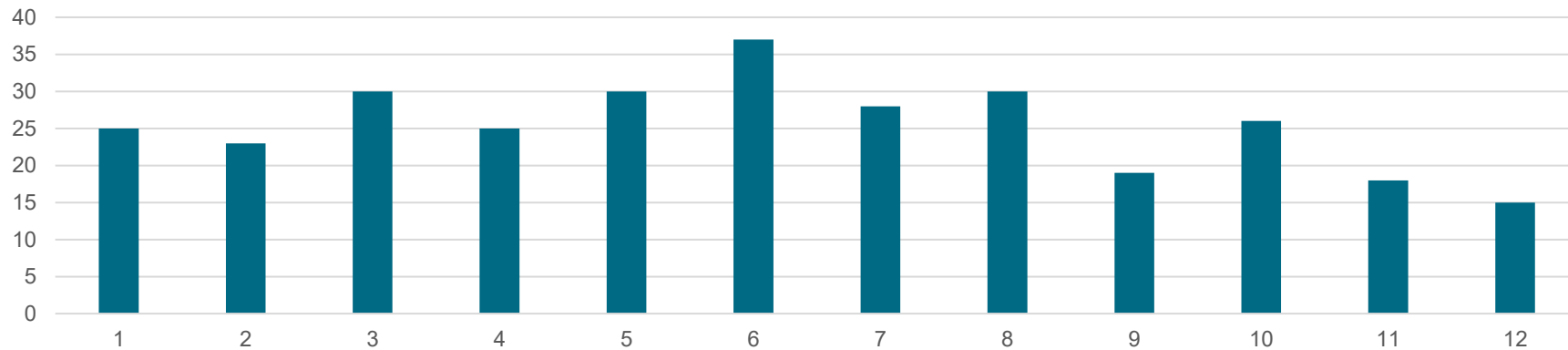


Community Engagement: submission forms through website: 15

**Average
2022**

23

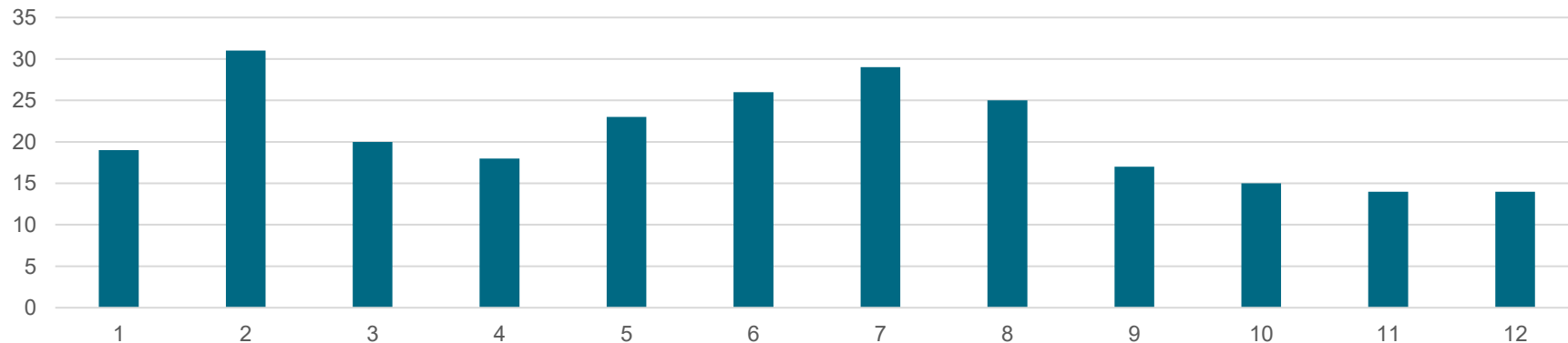
Web site postings we responded to



**Average
2023**

24.58

2024 - Web site postings we responded to – 20.92



Community Engagement: social media engagement: 16,805

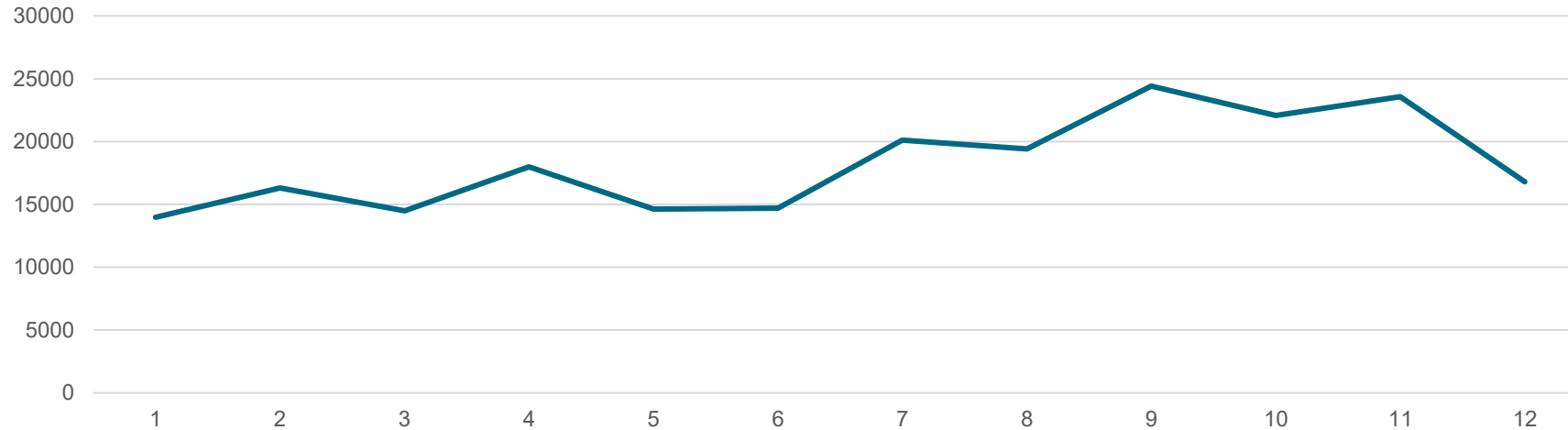
**Average
2022**

7942.5

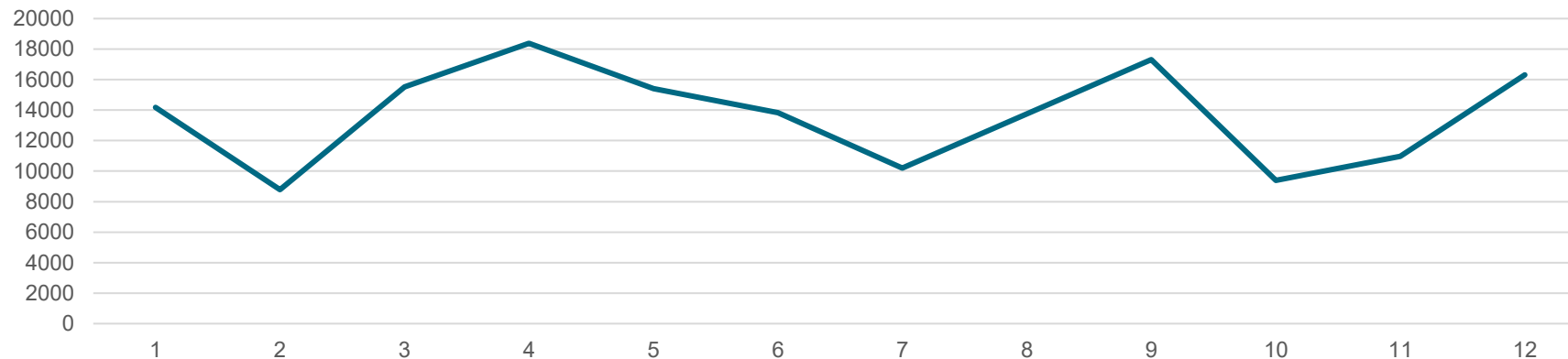
**Average
2023**

7560.8

Social Media Engagement



2024 - Social Media Engagement – 13672.92



City Recorder: Public Records Requests: 9

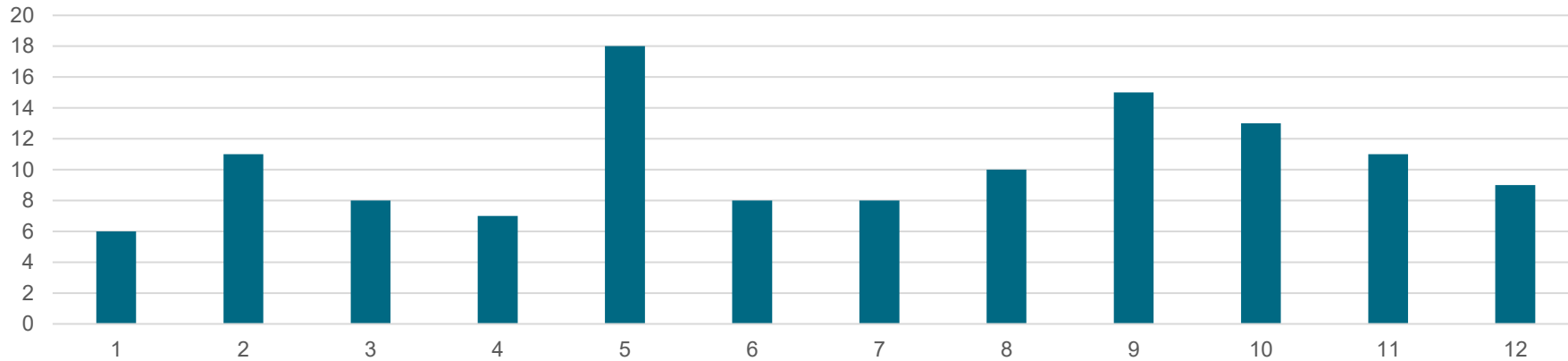
**Average
2022**

4.5

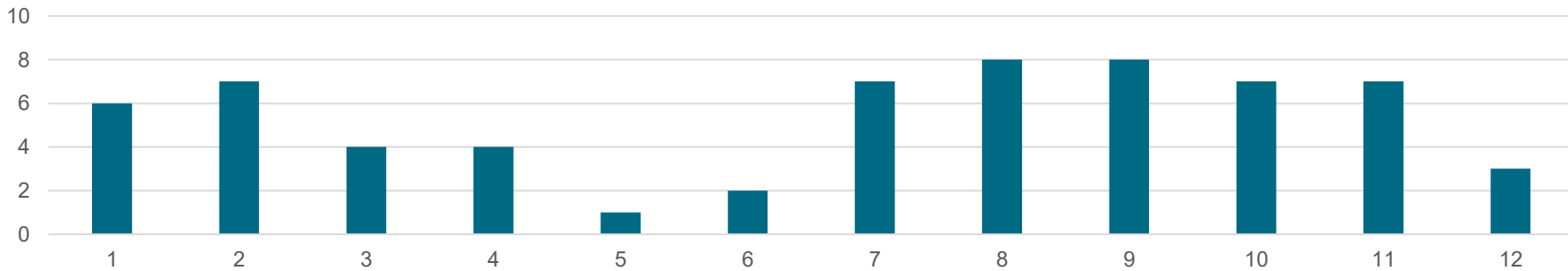
**Average
2023**

5.5

Public Information Requests



2024 - Public Information Requests – 5.33



Finance: \$2.49 M of payments to accounts payable & \$1.14 M of payroll

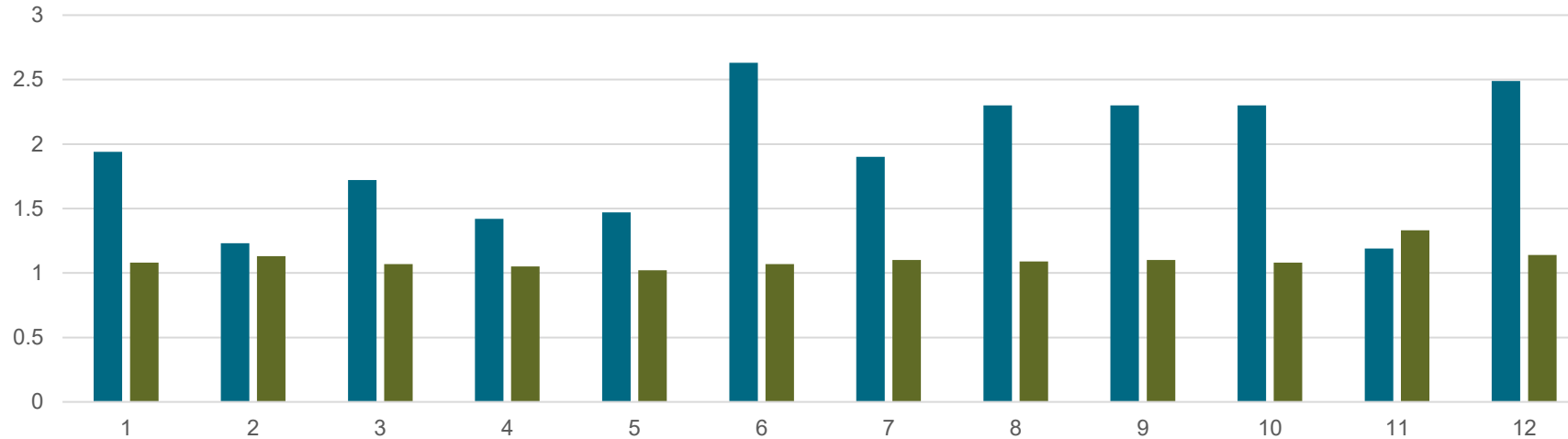
**Average
2022**

AP
\$1.75 M
Payroll
\$0.93 M

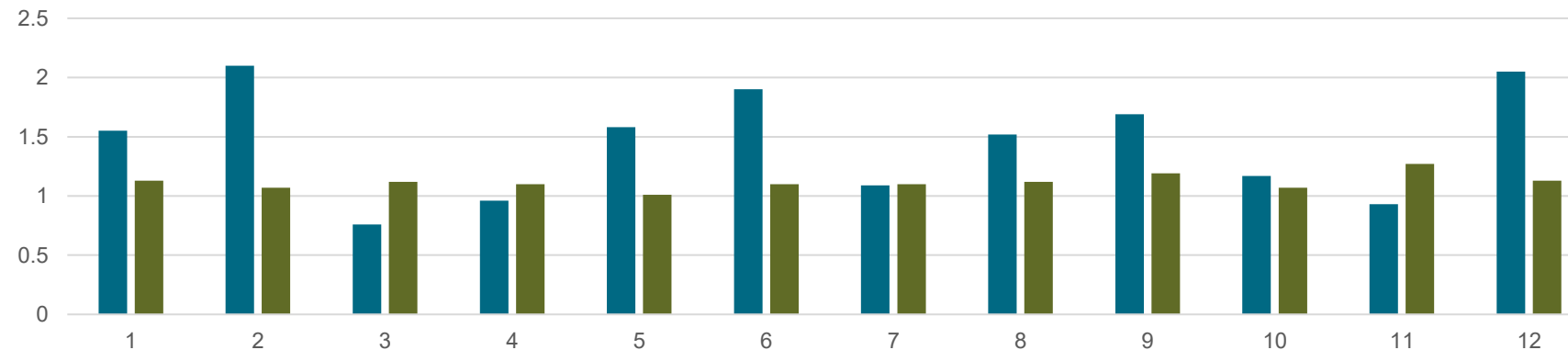
**Average
2023**

AP
\$2.56 M
Payroll
\$1.01 M

Accounts Payable \$ and Payroll \$



2024 - Accounts Payable \$1.44 and Payroll \$1.12



**Average
2022**

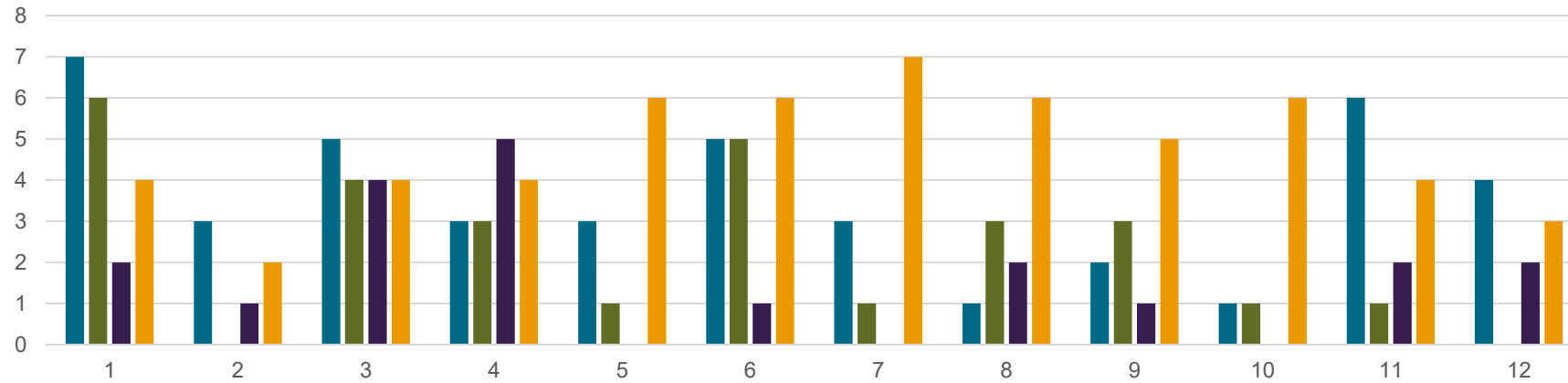
Recruitments
5.6
Hires
1.9
Separations
1.6
Claims
2.6

**Average
2023**

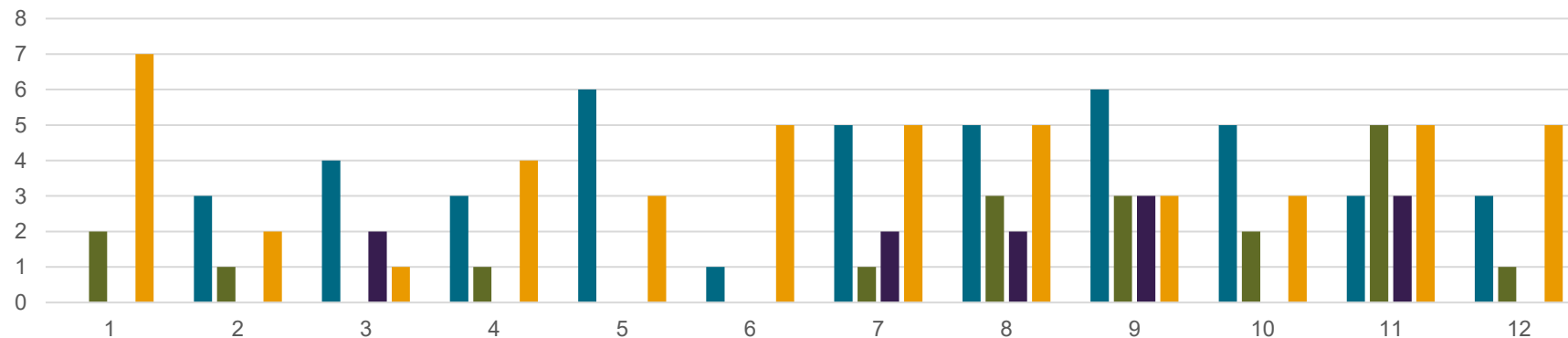
Recruitments
4.17
Hires
1.92
Separations
1.08
Claims
3.33

**HR: Recruitments advertised - 4 Hires: 0 Separations: 2,
FMLA / ADA / OFLA / workers comp claims: 3**

Recruitments, Hires, Separations, Claims



2024 – Recruitments 3.67, Hires 1.58, Separations 1.00, Claims 4.00

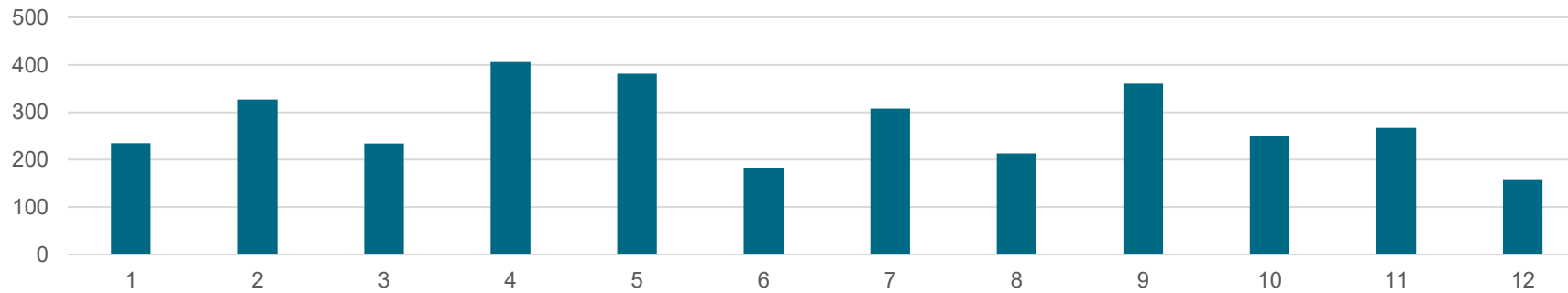


IT resolved 157 service tickets for the city.

**Average
2022**

203.4

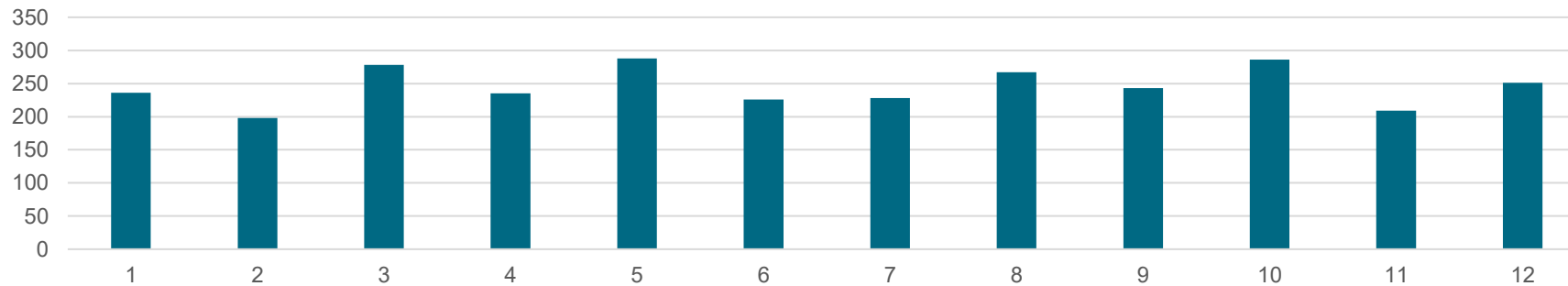
Service Tickets



**Average
2023**

232.3

2024 - Service Tickets – 245.42

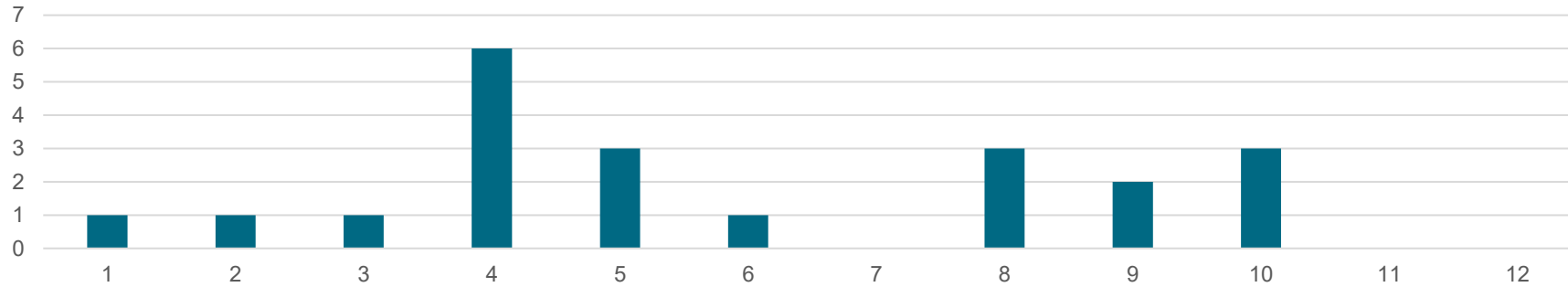


IT responded to 0 after hours on-call events.

**Average
2022**

3.6

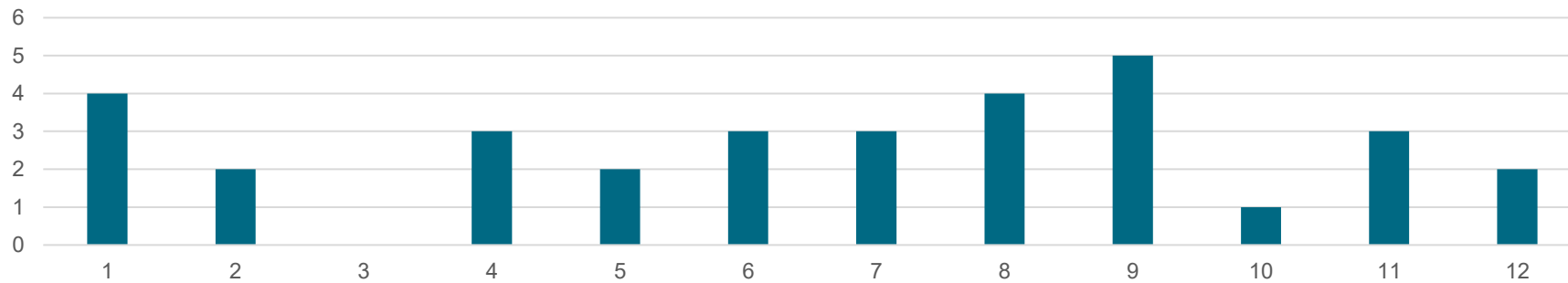
After hours events



**Average
2023**

2.58

2024 - After hours events – 2.67



Library Activity: Door count 7,678, Circulation events 32,226

**Average
2022**

Door Count

7108

**Circulation
Events**

23,418

**Average
2023**

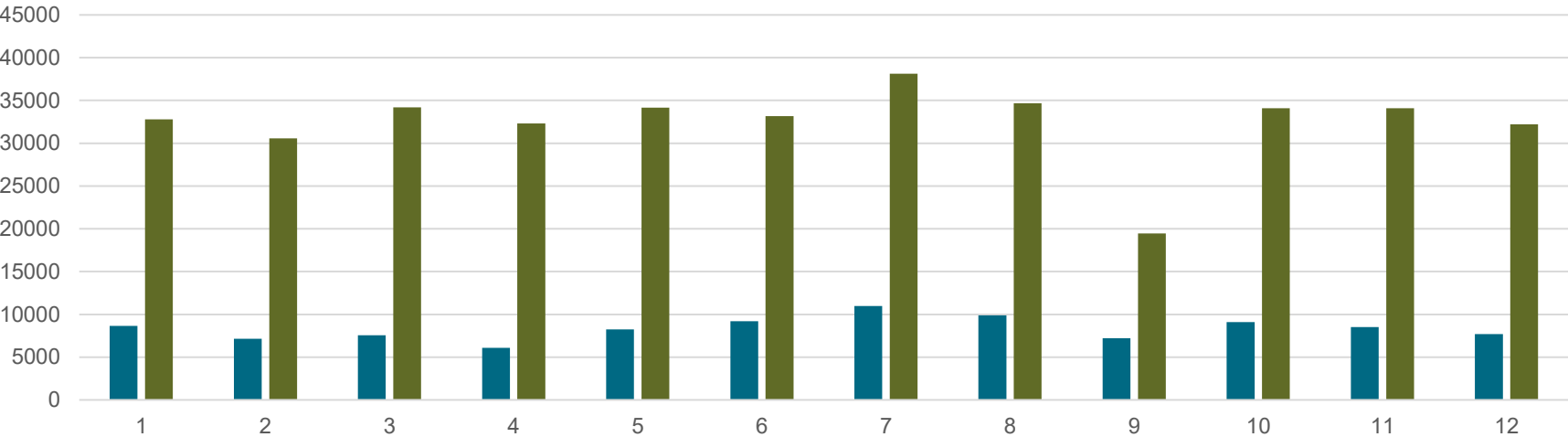
Door Count

8372

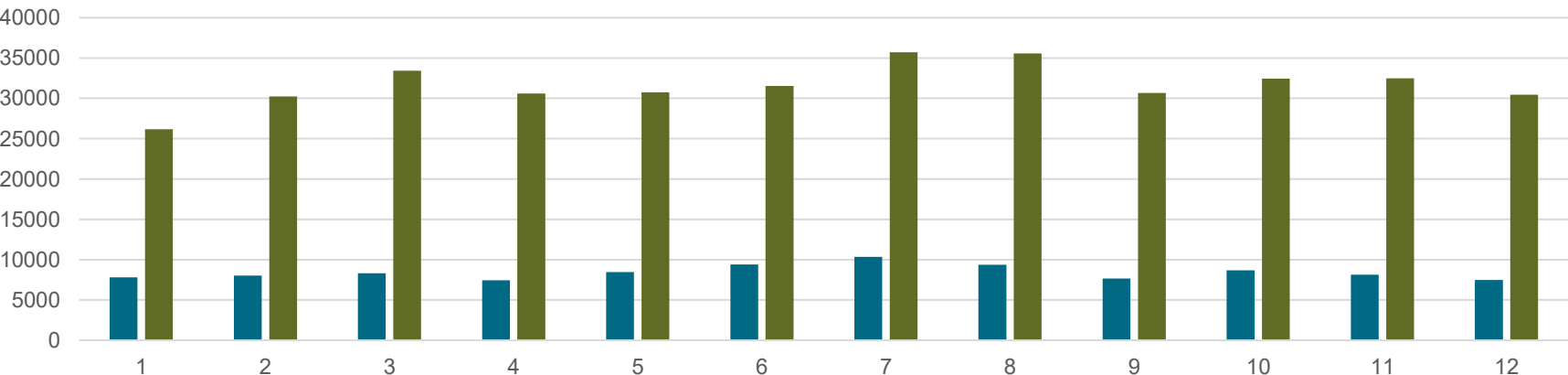
**Circulation
Events**

25,889

Door Count, Circulation Events



2024 - Door Count 8426.17, Circulation Events 31668.58

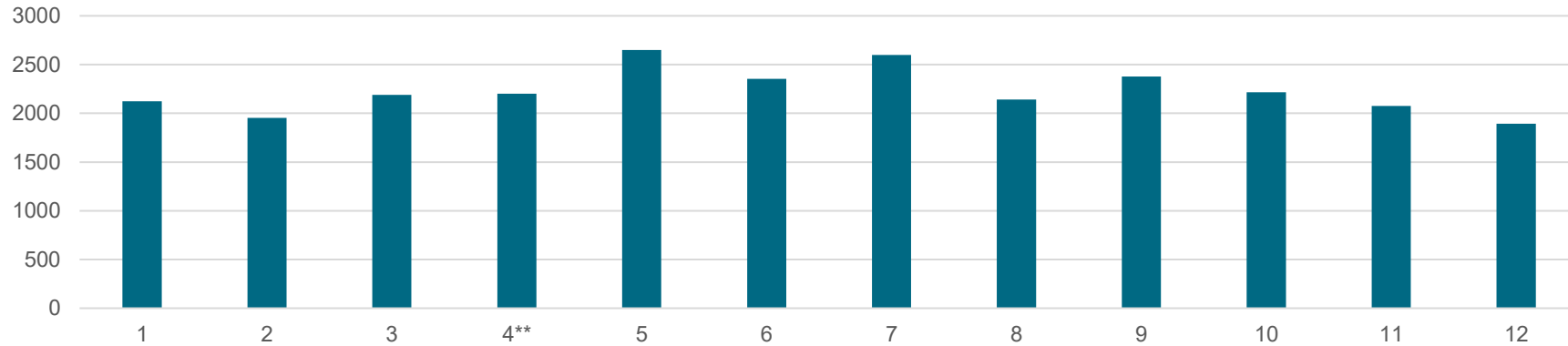


Public Safety: 1,893 – calls for service

**Average
2022**

2065

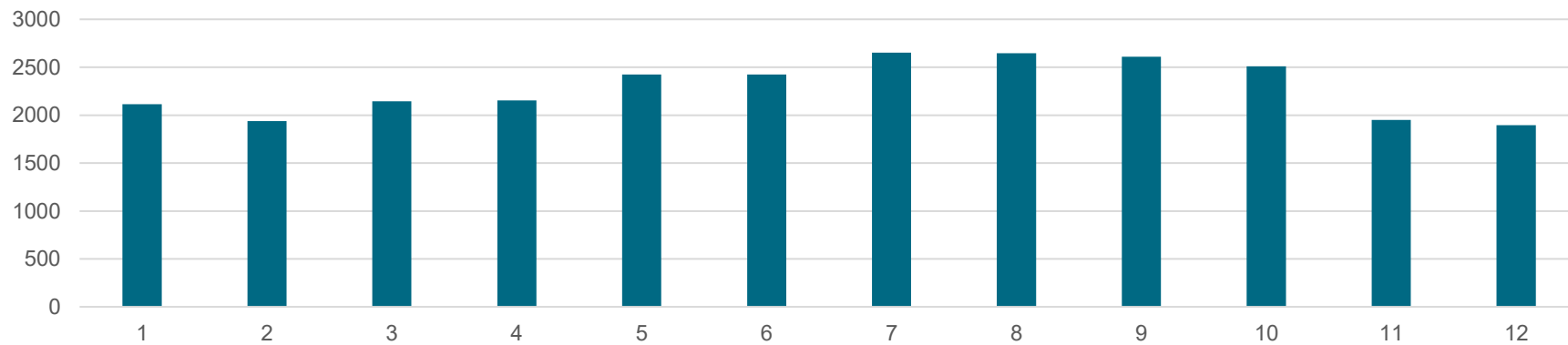
Calls for service



**Average
2023**

2206

2024 - Calls for service – 2288.58

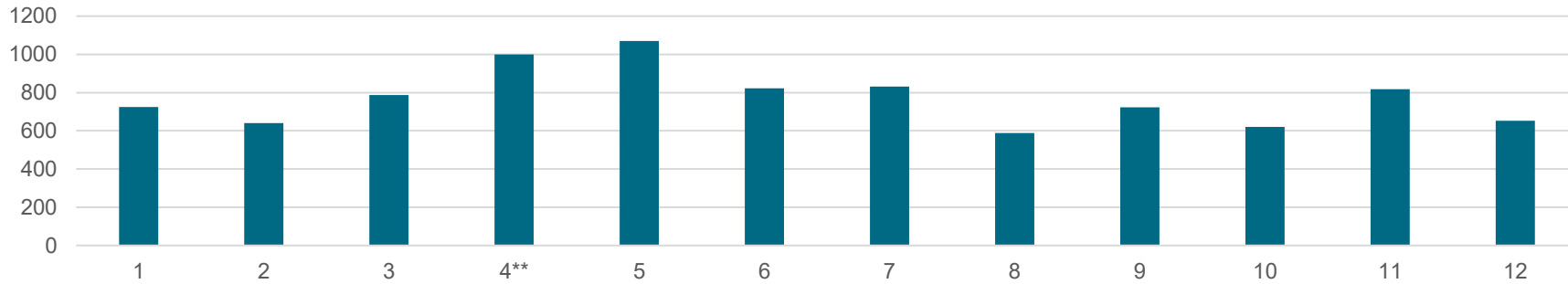


Public Safety: 653 – traffic stops

**Average
2022**

561

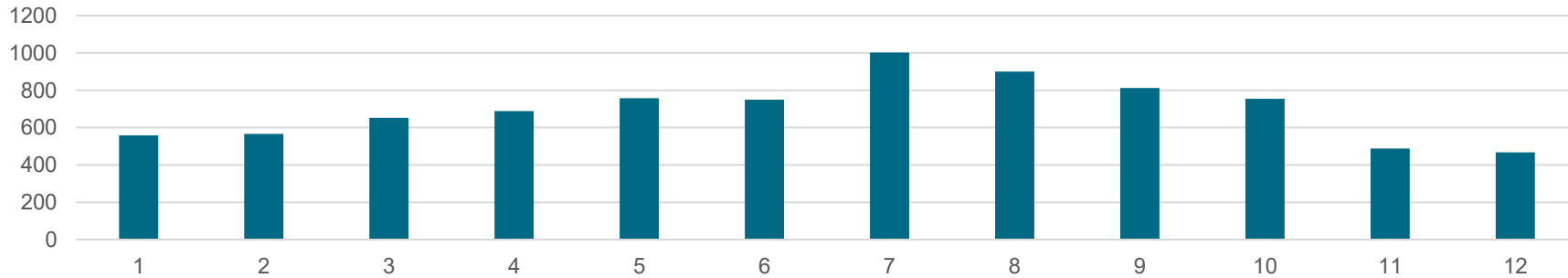
Traffic Stops



**Average
2023**

557

2024 - Traffic Stops – 699.42

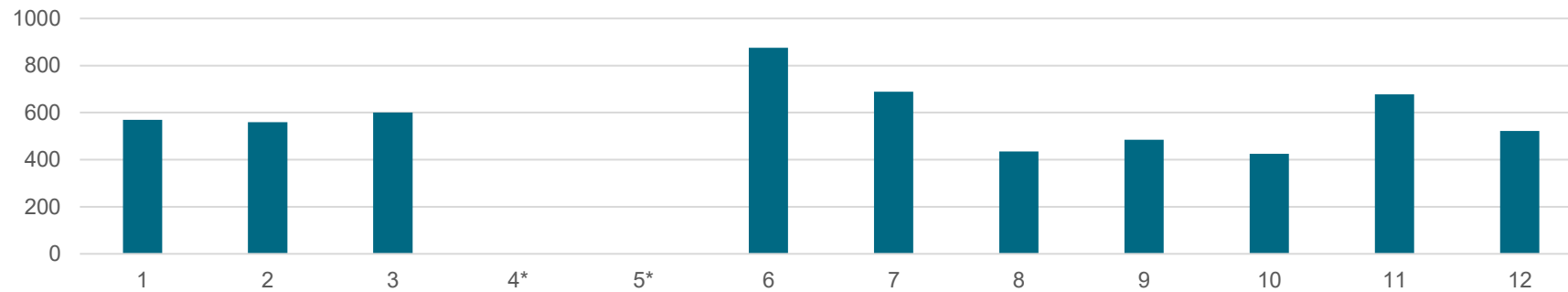


Public Safety: 522 – citations & warnings

**Average
2022**

428

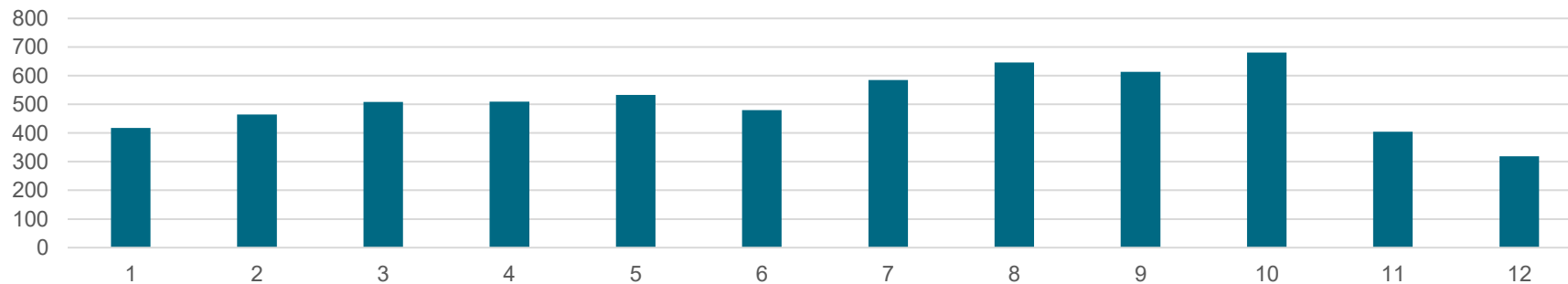
Citations and Warnings



**Average
2023**

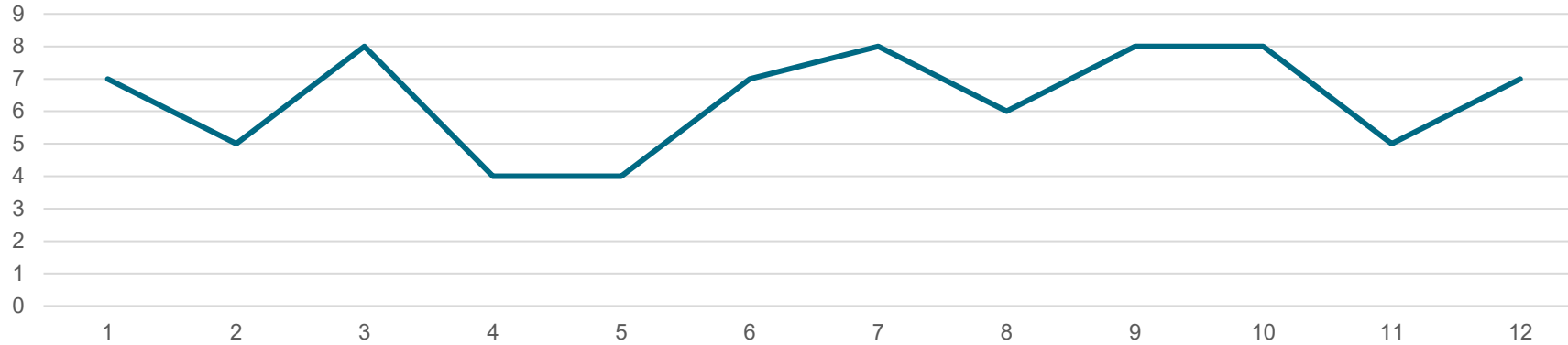
433

2024 - Citations and Warnings – 513.67



Public Safety: 7 – DUI's

DUIs



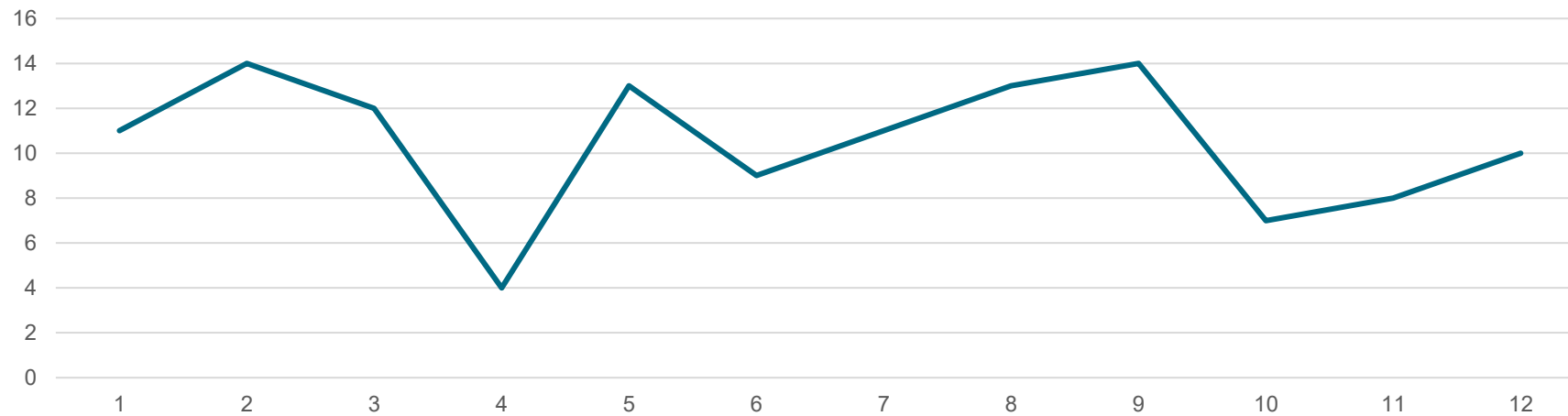
**Average
2022**

12.1

**Average
2023**

9.83

2024 – DUIs – 10.50



Dispatch: 800 “911” calls & 2,848 non-emergency calls

**Average
2022**

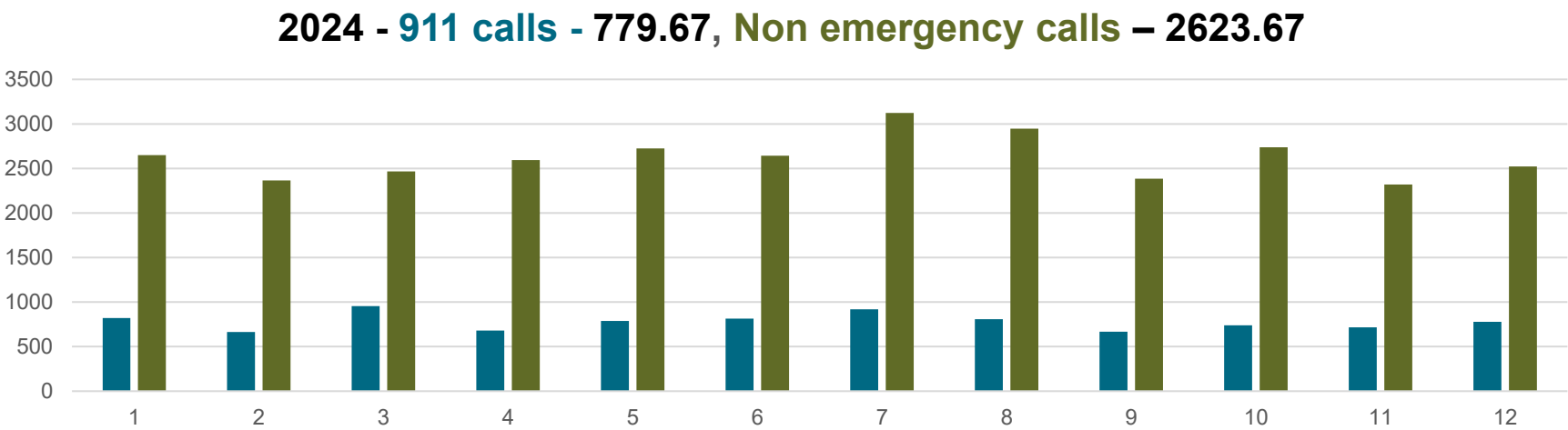
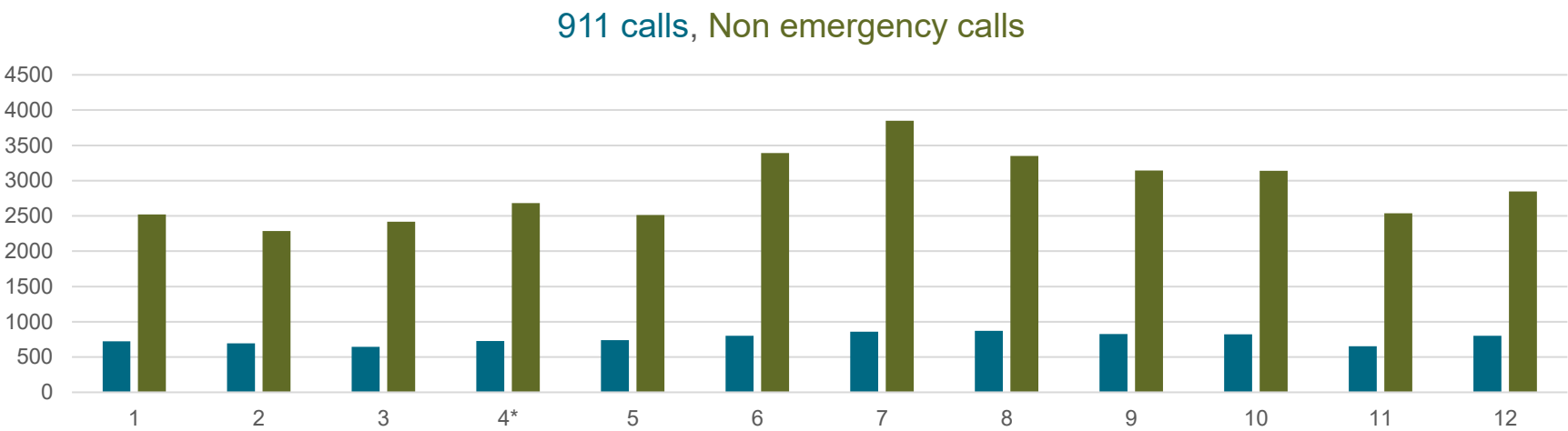
**911 Calls
817**

**Non-
Emergency
Calls
3436**

**Average
2023**

**911 Calls
892**

**Non-
Emergency
Calls
3214**



Public Works: water production was 48.68 million gallons, & 205.5 million gallons (MG) were treated

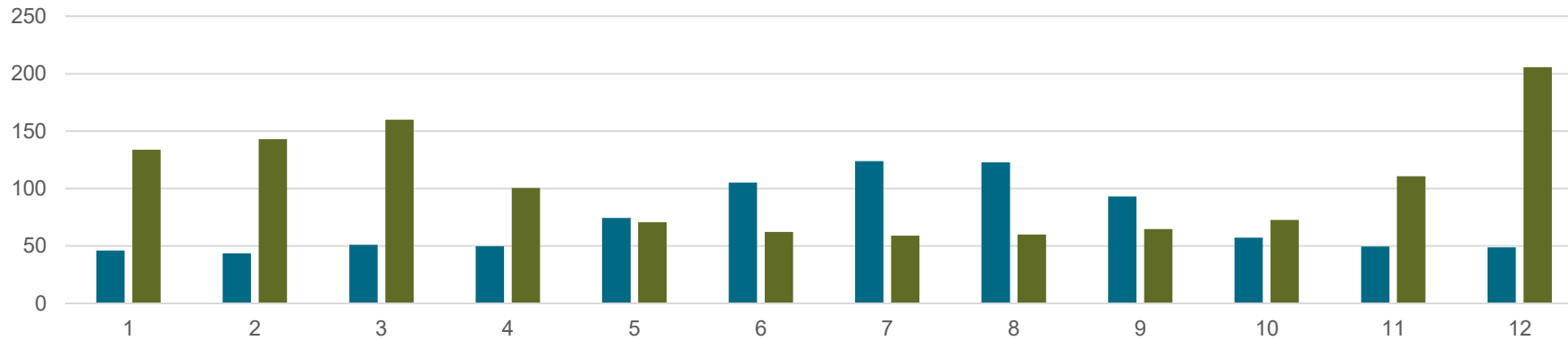
**Average
2022**

**Clean Water
69.45 MG
Waste Water
105.46 MG**

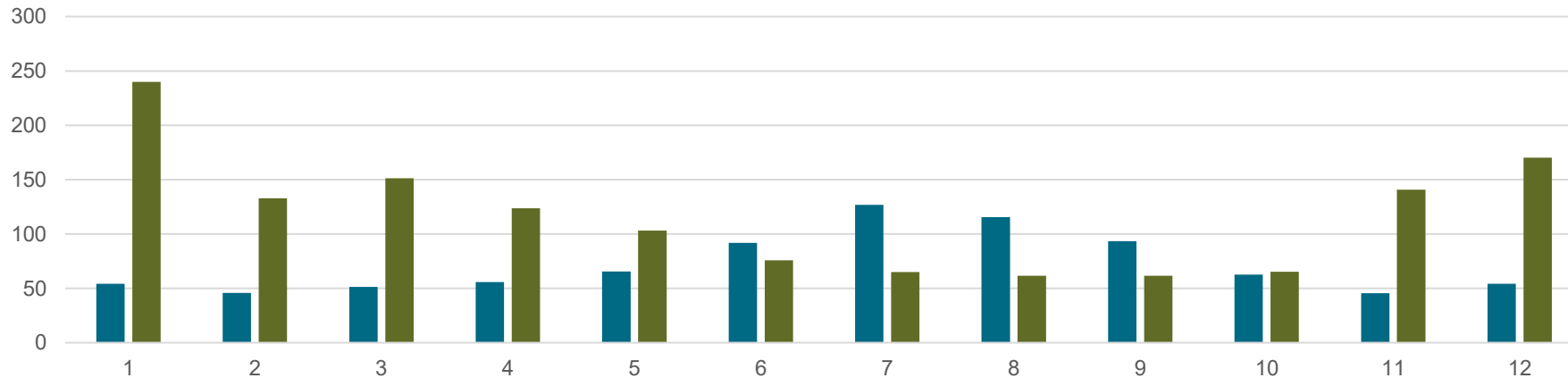
**Average
2023**

**Clean Water
73.33 MG
Waste Water
108.20 MG**

Clean water, Waste Water



2024 - Clean water – 71.89, Waste Water – 115.92

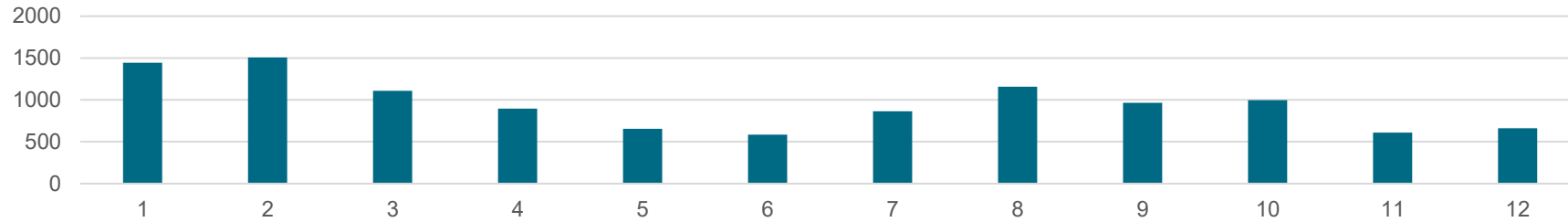


Public Works: 663 work orders completed

**Average
2022**

1452.6

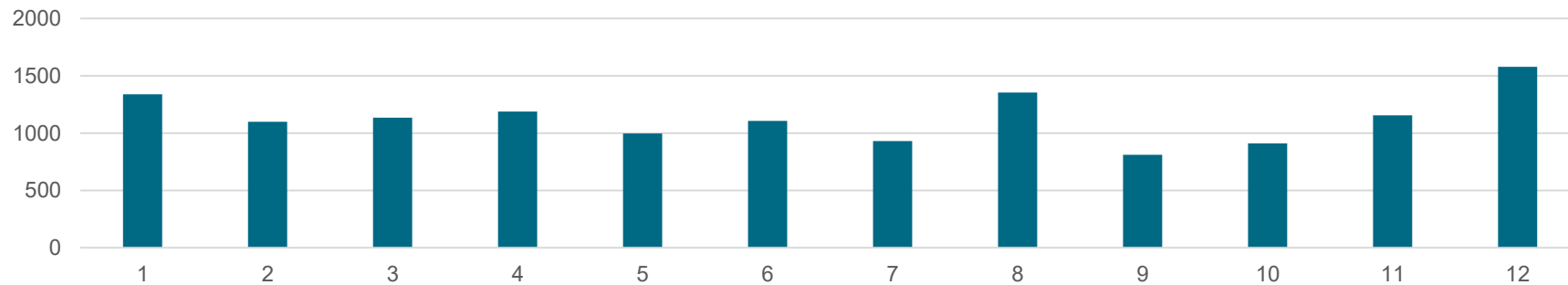
Work orders completed



**Average
2023**

1677

2024 - Work orders completed – 1133.42



So that's the totals to the end of December 2025

Next month I am going to run a multiyear trend analysis of all our data since 2021 – and I am stoked!

Questions?

REQUEST FOR COUNCIL ACTION



Date Action Requested: (February 17, 2026)

Order ☐	Ordinance ☐	Resolution ☐	Motion ☐	Information ☒	Proclamation ☐
Subject: Introducing the new city safety manual and checklists.			Staff: CM Department: Administration		
Work Session ☐ Business Session ☐			Order On Agenda:		

Is this item state mandated? Yes ☒ No ☐

If yes, please cite the state house bill or order that necessitated this action:

Oregon OSHA regulations govern almost all parts of this policy. Individual sections and in particular the authorities section lists the relevant state and federal statutes and rules.

Recommendation:

Staff brings this item to council to introduce the new safety manual. The associated power point presentation covers the material in summary (attachment 1). With council blessing it will return as a resolution item at the next council session.

Executive Summary:

Between November 2021 and early 2025 our staff policies and procedures that were nonexistent or lacking in substance were created. During this process the existing safety manual was found to be acceptable but not excellent. Having completed other more critical or timely policies like the emergency operations plan, purchasing manual and more the time has come to upgrade this plan to match the high standards of current staff guidebooks. During 2025 staff guided by the human resources and emergency management teams worked on a new policy with assistance from our insurance carrier CIS. After the first draft was completed, it was distributed to the department heads for review and edits. The fruits of this labor can be seen in the packet this evening as attachment 2. The old manual is shown as attachment 3.

Fiscal Impact:

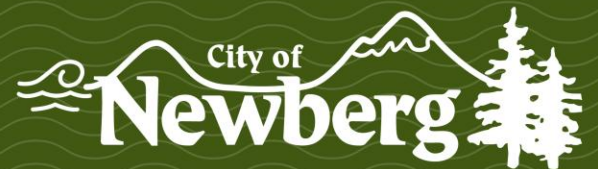
The city has had an impressive turn around from the time of tumult when we were in danger of losing our insurance coverage to modern times. Our loss rate factor is now running well below the state average. This has garnered the city savings of approximately \$50,000 per year on our CIS insurance costs. Our objective with this new safety manual is to keep OSHA regulations and safe work practices front and center in the minds of our staff and provide them with simple site check lists that they can use before jobs initiate.

Council Goals:

Goal 5: Implement a careful and prudent fiscal policy.

Goal A: Ensure Newberg infrastructure (roads, water, city employees) is in good repair and supply.

An Overview of the 2026 Safety Manual



Why Update the Safety Manual?

Our existing safety manual was compiled in 2018.

It was not reformed during the reform era (2021 to 2025) because it was adequate, but not excellent.

This policy represents the last standard city policy whose edition predates 2021.

In 2025 the staff set out to reform the safety manual and took advice from both HR and externally from CIS the city insurance provider.

What Has Changed Over These Years?

During these years many regulations governed by Oregon OSHA and the federal government have evolved or changed.

This has been particularly true in the areas of:

- Respirators / breathing apparatus
- Pathogens
- Confined space operations



Some relevant OARs include chapter 437, and 654 cited in the new edition.

Other More Internal Changes

As well as regulatory changes the city and its culture has changed markedly since 2018:

- We now have a well trained and effective Safety Committee
- We have an established Emergency and Safety Coordinator position
- We have changes as an organization and as shown by our insurance loss record we now take these matters seriously (STRIVE, Admin and Finance reorganizations, going paper free)



What is in the New 2026 Manual?

- An updated list of authorities and a commitment to adhere to all applicable legal standards
- An emphasis on our STRIVE values
- A concrete definition of who is responsible for what
- Rules about the composition, meeting schedule and duties of the safety committee
- Rules about our worksite inspection program

What Else is in the New 2026 Manual?

- Guidelines on the distribution of safety alerts and materials
- Citations on how to get regulation update and about our insurance program
- Complete details on workers compensation claims
- Accident immediate actions
- Details on how to handle accident reporting, and how to handle the resultant data to include the archiving of required records in Oregon Records Management System

What Else is in the New 2026 Manual?

- Details on accidents involving injuries
- Details on vehicle accidents

Also details to mitigate specific risks:

Head protection

437-002-0134 (9)

Hearing and ear protection

29 CFR 1910.95

Eye and face protection

437-002-0134 (8)

Hand protection

437-002-0134 (12)

Foot protection

437-002-0134 (10)

Fall protection

437-002-0134 (5)

Torso protection

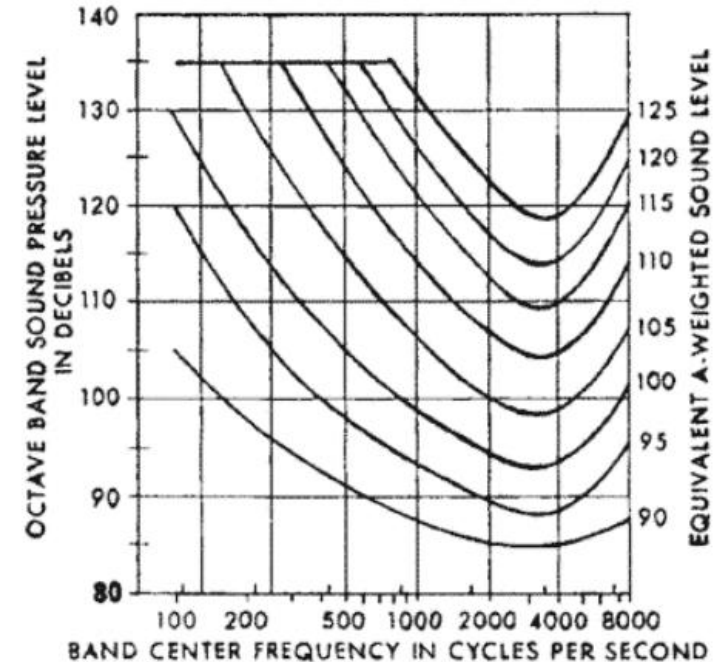
437-002-0134 (6)(7); 437-002-0144 (2)

Leg protection

437-002-0134 (11)

Respirators:

ORS 1910.134; OAR 437- 002-1081
& OAR 437-004-9791



What Else is in the New 2026 Manual?

Lastly and perhaps most importantly, this edition of the safety manual comes with a series of safety checklists that are designed to be used in the field or on site to “jog people's memories” to ensure a safe and healthful workplace.

In each case, these cover the protections needed against a certain risk, for example: eye damage, head protection, leg protection or overall hazard assessment.

These checklists will be maintained in a separate appendix so they can be used via printed sheets or markable PDFs depending on the working conditions. The next few slides will illustrate a few of these.

Table 4 – Foot Protection Safety Checklist

Department:	Location:
Jobs included in the assessment:	
Potential hazards: Heavy objects such as barrels or tools that might roll onto or fall on a worker's feet Sharp objects such as nails or spikes that could pierce the soles or uppers of ordinary shoes Molten metal and extreme temperatures Loose soils, uneven, wet, or slippery surfaces Electrical equipment	Likelihood of injury without PPE: High Medium Low
Severity of a potential injury without PPE: Minor first aid required Serious, not life threatening IDLH: life threatening	PPE required: Steel toe safety shoes Leather boots or safety shoes with metatarsal guards and ankle support Slip resistant soles Puncture resistant soles Chemical resistant boots/covers Rubber boots/closed top shoes Insulated boots or shoes None required

Table 6 – Protective Clothing Safety Checklist

Department:	Location:
Jobs included in the assessment:	
Potential hazards: Extreme temperatures Splashes from molten metal and liquids or biological fluids Impacts from machinery or tools Hazardous chemicals or radiation	Likelihood of injury without PPE: High Medium Low
Severity of a potential injury without PPE: Minor first aid required Serious, not life threatening IDLH: life threatening	PPE required: Chemical resistant coveralls Cut resistant sleeves, wristlets Flame resistant jacket/pants High visibility garment Insulated jacket, hood Lab coat or apron or Tyvek suit Long sleeves/apron/coat Static control coats/coverall None required

Table 8- Personal Protective Equipment Hazard Assessment

General Information		
Department:	Location:	
Jobs included in the assessment:		
Person performing assessment:	Assessment Date:	
Hazard assessment certification		
I certify that I performed this hazard assessment on the date indicated. Signed:		
Printed name:	Date:	
PPE Required?		
From the attached assessment worksheets	Yes	No
Fall protection		
Torso protection		
Eye and face protection		
Head protection		
Foot protection		
Leg protection		
Hand protection		
Hearing protection		
Respiratory protection		

Table 9 – Bloodborne Pathogen Incident Form

Supervisor:		
Date of Incident/Accident:	Time of Incident/Accident:	Incident/Accident Location and Case Number (if applicable):
Describe the incident fully (route of exposure, circumstances, describe type of controls in place at time of incident including engineering controls and personal protective equipment worn, identify unsafe conditions and/or actions, relevant police reports):		
Describe employee's injury (part of the body/type of injury):		
Describe first aid/medical treatment (when and by whom):		
When was the accident reported:		To whom:
If not immediately reported, WHY?		
List of Witnesses:		
Is the source individual known? Yes ☐ No ☐ If so, please provide name/address so that consent for blood testing can be obtained.		
Name:		Address:
What corrective action was taken or is planned to prevent similar accidents from occurring in the future?		
Referral to medical evaluator has been done. Yes ☐ No ☐ Date of referral:		If not, explain:
Note: The Oregon Health Division "source consent" form will be sent to the source or his/her medical provider to obtain permission for source HIV/HBV blood testing. The medical evaluator has been informed as to our policy and the OR-OSHA rules. All medical data is confidential.		
Name of investigator:	Title:	Date:
Additional Comments:		

Lastly!

The 2026 edition has chapters covering:

- The respirator program
- City wide training and exercises
- Individual department safety training standards
- An agreement form for contractors to sign stating that they will abide by safe work practices when on our sites

At under 80 pages the manual is practical and concise!

That Completes a Brief Overview of the New Safety Manual!

At the next council session, I will bring this policy forward for council adoption via resolution.

Questions?

The City of Newberg's Occupational Safety and Health Manual

2026 Edition



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CHAPTER ONE

INTRODUCTION AND AUTHORITIES

INTRODUCTION AND AUTHORITIES

Welcome to the City of Newberg's Occupational Safety and Health Manual. This section gives an overview of the policies for day-to-day operations by all employees in the city. These Occupational Health and Safety policies are designed to:

- Adhere to Federal and State Occupational Safety and Health (Oregon OSHA) standards for workplace safety
- Inform all employees of the safety program, policies, and procedures of the City
- Provide employees with an understanding of their role in safe practices while representing or working for the city
- Provide management with an understanding of their role in safe practices for employees and the City of Newberg
- Be maintained and applied in compliance with all State and Federal laws or regulations

The safety and health of our employees is important to the City of Newberg. In line with the staff handbook and our STRIVE values, no employee will be required to do a job that they consider unsafe. The City of Newberg will comply with all occupational safety and health requirements and maintain standards that equal or exceed regulations. Under Oregon law, no employee will be punished or penalized for raising concerns or making recommendations.

The City has established a safety committee to support the continuous efforts to reduce accidents and risks. This committee consists of an equal number of staff and management representatives, whose responsibility is to review reports, identify hazards, recommend training and changes in work practices to prevent accidents.

HISTORICAL AND CONSTITUTIONAL BACKGROUND

In 1971, the federal Occupational Safety and Health Act of 1970 became part of national labor law. Two years later, Oregon passed its own occupational safety and health legislation, the Oregon Safe Employment Act. Oregon Safe Employment Act authorized Oregon OSHA to enforce the state's workplace safety and health rules. All Oregon Administrative Rules, not including federal rules adopted by reference, are available on the Oregon Secretary of State Administrative Rules Database, but these don't include tables or graphics.

The city of Newberg recognizes that the Oregon Administrative rules take precedence over locally established County or Municipal Code. Specifically, the details and definitions embedded in the following OARs take precedence over local code or policy making. In this regard the city of Newberg may not adopt or enforce policy that interferes with or voids state or federal regulations. Here are some of the overarching Oregon and Federal statutes of relevance to this topic:

OAR Chapter 437 <https://osha.oregon.gov/rules/final/pages/default.aspx>

ORS Chapter 654 — [Occupational Safety and Health \(Oregon Safe Employment Act\)](#)

In addition, the Federal Occupational Safety and Health Administration rules and guidelines must also be followed in all cases.

For additional detail please see
<https://osha.oregon.gov/rules/pages/default.aspx> AND <https://www.osha.gov/>

Oregon OSHA rules interpretations can be found here:
<https://osha.oregon.gov/rules/Pages/interps.aspx>

Key OSHA Administrative Rules

The following sections of OSHA rule making are considered to be critical and are called out with specific references for more details see:

<https://osha.oregon.gov/OSHARules/div2/div2.pdf>

Head Protection - 437-002-0134 (9)

(a) The employer must ensure that each affected employee wears a protective helmet when working in areas where there is a potential for injury to the head from any falling or flying objects.

(b) The employer must ensure that a protective helmet designed to reduce electrical shock hazard is worn by each such affected employee when near exposed electrical conductors, which could contact the head.

(c) Head protection must comply with any of the following consensus standards:
ANSI Z89.1-2009, American National Standard for Industrial Head Protection, which is incorporated by reference in §1910.6;

ANSI Z89.1-2003, American National Standard for Industrial Head Protection, which is incorporated by reference in 1910.6; or

ANSI Z89.1-1997, American National Standard for Industrial Head Protection, which is incorporated by reference in 1910.6.

Head protection devices that the employer demonstrates are at least as effective as devices that are constructed in accordance with one of the above standards will be deemed to be in compliance with the requirements of this section.

(e) Employees who are exposed to or working near vehicles, power-driven machinery or sources of ignition, must wear caps or other head covering.

Hearing and ear protection - 9 CFR 1910.95

<https://www.ecfr.gov/current/title-29/subtitle-B/chapter-XVII/part-1910/subpart-G/section-1910.95>

- (a) Oregon OSHA's hearing protection rule, 1910.95 - Occupational noise exposure, says all workplaces must have a hearing conservation program when employees are exposed to noise levels equal to or greater than 85 A-weighted decibels (dBA) averaged over eight hours.
- (b) The basic elements of a hearing conservation program include:
- Exposure monitoring
 - Audiometric testing
 - Hearing protection
 - Employee training
 - Recordkeeping
 - Access to information
- (c) Employees will be provided with a variety of hearing protection at no cost and employers will ensure that the hearing protectors fit properly, in good repair, and are used correctly.
- (d) Hearing protectors that are uncomfortable, difficult to use, or interfere with work are not considered compliant.

Eye and face protection - 437-002-0134 (8)

- (a) The employer must ensure that each affected employee uses appropriate eye or face protection when exposed to eye or face hazards from flying particles, molten metal, liquid chemicals, acids or caustic liquids, biohazards, chemical gases or vapors, or light radiation.
- (b) The employer must ensure that each affected employee uses eye protection that provides side protection when there is a hazard from flying objects. Detachable side protectors (e.g., clip-on or slide-on side shields) meeting the pertinent requirements of this section are acceptable.
- (c) The employer must ensure that any affected employee who wears prescription lenses that requires eye protection fits or incorporates the prescription in its design or can be worn over the prescription lenses.
- (d) Eye and face PPE must be distinctly marked for easy identification of the manufacturer.
- (e) The employer must ensure that each affected employee uses equipment with filter lenses that have a shade rating appropriate for the work being performed for protection from light radiation.

(f) Protective eye and face protection devices must comply with any of the following standards:

- ANSI/ISEA Z87.1-2010, Occupational and Educational Personal Eye and Face Protection Devices, incorporated by reference in 1910.6;
- ANSI Z87.1-2003, American National Standard Practice for Occupational and Educational Eye and Face Protection, which is incorporated by reference in 1910.6; or
- ANSI Z87.1-1989 (R-1998), American National Standard Practice for Occupational and Educational Eye and Face Protection, which is incorporated by reference in 1910.6.

(g) Protective eye and face devices that the employer demonstrates are at least as effective as protective eye and face devices constructed in accordance with one of the above consensus standards will be deemed to be in compliance with the requirements of this section.

(h) Employees whose task or assignment requires exposure to laser beams shall be furnished with laser rated safety goggles as required by Occupational Health Regulations which will protect for the specific wavelength of the laser and be of optical density adequate for the energy involved.

Hand protection - 437-002-0134 (12)

(a) Employers must designate and require employees to use appropriate hand protection when employees' hands are exposed to hazards such as those from skin absorption of harmful substances; biological hazards; severe cuts or lacerations; severe abrasions; punctures; chemical burns; thermal burns; and temperature extremes.

(b) Employers must base the selection of the appropriate hand protection on an evaluation of the performance characteristics protection relative to the task(s), conditions present, duration of use, and the potential hazards identified.

(c) Gloves must not be worn by persons whose hands are exposed to moving parts in which they could be caught.

Foot protection - 437-002-0134 (10)

(a) The employer must ensure that each employee use protective footwear when working in areas where there is a risk of injuries due to falling or rolling objects, or objects piercing the sole, slip hazards, crush hazards and where movement could conduct or create electrical hazards such as static-discharge or electric-shock.

(b) Protective footwear must comply with the consensus standards:

- ASTM F-2412-2005, Standard Test Methods for Foot Protection,
- ASTM F-2413-2005, Standard Specification for Performance Requirements for Protective Footwear, incorporated by reference in 29 CFR § 1910.6;
- ANSI Z41-1999, American National Standard for Personal Protection –Protective Footwear, incorporated by reference in 29 CFR § 1910.6; or
- ANSI Z41-1991, American National Standard for Personal Protection – Protective Footwear, incorporated by reference in 29 CFR § 1910.6.

(c) Protective footwear that the employer can demonstrate is no less effective than one of the above standards will be deemed to be compliant with the requirements of this section.

(d) Special types or designs of shoes or foot guards are required where conditions exist that make their use necessary for the safety of workers.

Fall protection - 437-002-0134 (5)

(a) Motor and Rolling Stock Vehicles. All employees must be protected from fall hazards when working on motor and rolling stock vehicle surfaces more than 10 feet above any lower level or any height when above hazardous equipment. Regardless of if equipment is stationary, energized, or moving.

The employer must ensure that fall protection systems are provided, installed, and used according to the criteria in 1910.140 in this Subdivision.

NOTE to 437-002-0134 (Personal Protective Equipment) (5)(a): The duty to provide fall protection for employees on walking or working surfaces other than motor and rolling stock vehicles is covered by 1910.28 (Duty to have fall protection and falling object protection).

The criteria and practices for fall protection systems for walking-working surfaces other than motor and rolling stock vehicles is covered by 1910.29 within 2/D.

(b) Travel Restraint Systems. The employer must ensure each employee using a personal fall restraint (travel restraint system) is prevented from going over the edge by providing, installing and ensuring its use according to the criteria in 1910.140 in this Subdivision with the following exceptions to 1910.140:

1910.140(c)(13) does not apply when anchorages used solely for travel restraint are:

- (i) Capable of supporting 3000 pounds (13.34 KN) per employee attached; or
- (ii) Are designed, installed and used under the supervision of a qualified person, as part of a complete personal fall protection system that maintains a safety factor of at least two.

1910.140(c)(22) does not apply. The attachment point to the body belt or full body harness may be at the back, front or side D-ring

Torso protection - 437-002-0134 (6)(7)

Clothing rules:

- (a) Clothing must be worn which is appropriate to the work performed and conditions encountered.
- (b) Appropriate high temperature protective clothing must be worn by workers who are exposed to possible contact with molten metals or any substances that can cause burns.
- (c) Loose sleeves, ties, lapels, cuffs, or other loose clothing must not be worn near moving machinery.
- (d) Clothing saturated with flammable liquids, corrosive or toxic substances, bloodborne pathogens, irritants, or oxidizing agents must be removed immediately and not worn again until properly cleaned.
- (e) Rings, wristwatches, earrings, bracelets, and other jewelry which might contact power driven machinery, electricity, or create a chemical reaction, must not be worn.
- (7) High Visibility Garments Rule 23 CFR 634. Employees exposed to hazards near roadways or moving vehicles, while working in construction zones, or when working adjacent to streets, roads, driveways, public right of way, and parking lots, must wear high visible upper body garments in strong orange, strong yellow, strong yellow-green or fluorescent versions of these colors.

Per the ATSSA standards, any employee performing work in the right-of-way or operating equipment within the above-described work areas, shall wear high-visibility safety apparel that has the required reflective contrast appropriate for the work area. This includes utility crews, infrastructure crews, survey crews, road and sidewalk construction or maintenance and emergency responders.

Hi Visibility Safety Clothing must provide conspicuity during daylight with identifiable reflective arms and torso, and at nighttime or low visibility conditions it must also identify reflective arms and legs. The apparel must be contrast reflective up to 1000 feet, in good repair and clean during all use. ANSI/ISEA 107-2004 and MUTCD 6-E.

Temperature Provisions - 437-002-0144 (2)

Where processes create harmful or hazardous high or low temperature and humidity conditions, measures must be taken to control the accumulative conditions or to control the effect on the employee.

Hazardous Heat caused by atmospheric conditions are subject to further requirements as defined in the OSHA Heat Illness Prevention rules 437-002-0156 and 437-004-1131.

Leg protection - 437-002-0134 (11)

(a) Leg covers or high boots of leather, rubber, or other suitable material must be worn by persons exposed to extreme hot or cold substances, biologics, or chemicals.

(b) Employees using chain saws must wear chaps or leg protection that cover the leg from the upper thigh to mid-calf. The protection must be made of a material designed to resist cuts from a powered or manual blade. Employers must provide this protection at no cost to the employee.

NOTE to 437-002-0134 (Personal Protective Equipment) (11)(b): Employees working on tree and shrubbery tasks must follow rules on this subject in Subdivision 2/R.

Respiratory Protection & Air Contaminants

437-002-0382; 29 CFR 1910.134 and 437-002-2030

See also:

<https://osha.oregon.gov/OSHARules/div2/div2Z-437-002-0382-air-cont.pdf>
<https://www.osha.gov/laws-regs/regulations/standardnumber/1910/1910.134>

This rule applies to all respirator use:

(1) Where respiratory protection is required, provide each employee an appropriate respirator that complies with the requirements of this rule and §1910.134.

Respiratory protection is required:

(a) Where exposures exceed the PEL or STEL during periods necessary to install or implement feasible engineering and task practice controls.

(b) Where exposures exceed the PEL or STEL during tasks, such as certain maintenance and repair tasks, for which engineering and work process controls are not feasible.

(c) During tasks for which an employer has implemented all feasible engineering and work process controls and such controls are not sufficient to reduce exposures below the PEL or STEL;

(d) During emergency activities.

(e) When an employee who is eligible for medical removal under [OAR 437-002-2035 \(Medical Removal\)](#) chooses to remain in a job with airborne exposure at or above the action level, as permitted by that rule.

(2) Where respirator use is required by this rule, institute a respiratory protection program in accordance with §1910.134.

See Table 1 of the Oregon OSHA Respiratory Protection Standard especially for instances of silica inhalation risk: <https://osha.oregon.gov/OSHAPubs/5381.pdf>

SUPERVISORY DEFINITIONS

OSHA defines managerial employees as any employee who has decision making or delegated authority over another employee, even if only temporarily. Supervisory or managerial status is not defined by job titles, or the authority to hire or fire.

Although the Collective Bargaining agreement between the City of Newberg and AFSCME identifies *lead workers* and *crew chiefs* as not having full supervisory authority for compensation purposes only. Under OSHA an employee who is overseeing the work of other employees is acting in a managerial role and is responsible for ensuring safety procedures are followed and PPE is used.

Management

For the purposes of this manual, the following positions are designated as management positions by the City of Newberg.

Administration

City Manager
City Recorder
City Technology Manager
Human Resources Manager

Community Development

Community Development Director
The Building Official

Finance

Director of Finance

Library

Library Director

Police

Police Chief
Police Captains
Public Safety Technology Manager

Public Works

Director of Public Works
Public Works Superintendents
Public Works Supervisors

Supervisors

The title supervisor is differentiated from management in that a supervisor is the person to whom you directly report. Whenever a supervisor is asked a question pertaining to safety or any city policy or procedure, it is their responsibility to provide or obtain an answer.

Note: A team leader position, such as Crew Chief, Senior position, Sergeant, or Shift Leader, who directs staff without a member of management present, is viewed by OSHA as managerial employees during that work activity.

Supervisory Authority for Training

The city's Emergency Preparedness & Risk Coordinator determines and audits core trainings required by OSHA in the Safety Manual. They collaborate with department supervisors or managers who are responsible for the scheduling and assignment to training for their staff. Training records shall be maintained by each department in an electronic format, kept up to date, and readily available for inspection.

Safety Committee Chair

The Safety Committee Chair is responsible to:

- Develop committee meeting agendas and lead the committee meetings
- Inform management about new regulations and recommend policy updates for compliance
- Lead committee discussions and recommend improvements and trainings
- Lead Committee reviews of injury, accident and near miss events
- Ensure quarterly inspections take place and inspection forms are entered into SharePoint
- Regularly distribute educational materials from OSHA, CIS, SAIF, Fire and Police
- Ensure new members are rotated onto the committee and complete required OSHA Safety Committee Training
- Prepare the annual Committee Report for the City Manager by January 30th
- Ensure secretary issues agendas, calendar invites, minutes and updates membership in the committee email. Ensure secretary arranges for regular records retention

CHAPTER TWO

ADMINISTRATION AND INSURANCE

SAFETY COMMITTEE

The committee promotes improvement, education, and a way to communicate safety information. The safety committee does not make policy or interfere with the work of staff or the authority of any department. Members identify safety issues and make recommendations. Although Safety Committees are required by OSHA, serving on the committee is a valued opportunity to gain new skills and deepen interdepartmental understanding. Departments may have internal or specialized safety teams to assist the citywide committee.

The safety committee's advisory role is supported by management. Supervisors will consider each recommendation and inform the safety committee what action will be taken, why, when and by whom.

The committee has a group email and SharePoint Page for employee access.

Committee Functions:

The following are responsibilities of the safety committee:

- Promote a culture of safety and work in a safe manner everyday
- Recommend improvements, identify issues and hazards
- Relay rule updates or safety information to their departments
- Perform and document quarterly worksite inspections
- Review staff concerns and suggestions; making recommendations
- Review and recommend improvements related to property damage, injuries and near-miss events
- Assist with evacuation drills and trainings
- Recommend updates, improvements and education

Safety Committee Composition

The safety committee has a combination of management (no more than 40%) and employee representatives. Each department will have at least one primary member and one back up member on the committee. Extra members are encouraged and welcome with their supervisor's approval. Members serve a period of two years starting in January.

Appointment to Committee

Every October the committee Chair will remind outgoing members to coordinate their replacement from their department. Employees should inform their supervisors if they have an interest in safety. Members can serve longer with supervisory approval.

The Safety Committee will meet monthly during work hours. A calendar is kept on the City Intranet (SharePoint). Members on the committee are paid at their regular rate for all activities, including committee training, per OSHA.

Meetings

Meetings are open to all employees. The secretary posts the dates on the Committee SharePoint site and sends Outlook calendar invites to committee members. The committee operates using an informal Roberts-Rules format. Meetings are generally monthly except during quarterly inspection months. If necessary, they can occur more often or virtually, by agreement of the committee. The templates for the agenda and minutes are located in the Committee SharePoint folder.

The agenda is posted a week in advance on the Safety Committee SharePoint page and emailed to all committee members by the secretary. Draft minutes from the previous meeting are included with the agenda. Members are responsible for sharing the SharePoint link or posting the agenda and minutes within their department.

Minutes are taken at the meeting by the secretary, and the draft is posted in the committee's SharePoint folder. Minutes are approved by majority vote at the next meeting and then replace the draft in SharePoint. Minutes and agendas are available for all staff to review. A copy of the approved minutes is sent to the city manager by email for awareness.

Minutes and all committee records are kept in SharePoint until the Secretary audits for record retention according to the City Recorder's procedures.

Annual Committee Report

The Annual Report for the city manager is a summary of committee activities, accident reviews, inspections, injury and illness patterns. This may include recommendations to reduce injuries, procedure or training recommendations, and ways to strengthen the internal safety culture. As part of the annual report drafting, the committee should conduct a self-review of effectiveness, goals and activities. A copy of the report is kept in the SharePoint folder with the minutes and a copy sent with the report to the City Manager by January 30th.

Quarterly Worksite Inspections

The Committee has procedures for inspections and will conduct the inspections reviewing workspaces, facilities, and outdoor areas, including employee parking, to identify and mitigate safety hazards.

Using the Inspection Form in the SharePoint folder, the inspector will note any safety concerns and provide a copy to the worksite or department supervisor for correction. The written inspection record will be uploaded by the inspector within the week to the 'inspection folder' on the committee SharePoint.

The inspectors give advance notice of two business days and will reschedule within the week if the inspection causes a significant conflict. All areas are inspected including parking lots and outdoor spaces. Inspectors will use any required PPE and wear clear identification. Some facilities require an escort, and inspectors will check in first.

Inspections will be completed on a quarterly basis for all the listed locations:

- City Hall and Archive Building
- Library and Library Annex
- Public Safety Building including court office, council room, dispatch, parking, IT and police rooms
- Public Works Maintenance Yard
- Public Works Water, Wastewater treatment facilities

Exemptions: Three water reservoirs, lift stations, well field, and water transmission bridge. These are included in the weekly/monthly rounds by Public Works staff and documented on the rounds form.

Committee members report on inspections during the next committee meeting. This will be captured in the meeting minutes along with any related recommendations and the Management responses.

Information Distribution

Communication is essential to ensure safety information is available and usable by all employees, from management to volunteers. Our goal is for all employees to understand and effectively use safety information. If you require refresher training or alternative format, please inform your supervisor or Human Resources who will assist you.

Training may be provided in a variety of methods including City platforms (E-Learn & HSI), CIS learning portal, OSHA website, and the SAIF learning center. Training may also be presented in person or using written manuals and plans.

City cell phones and computers have access to apps that alert and inform about environmental conditions (NIOSH Heat App, Purple Air App, DEQ Air Quality App and Everbridge/WEA).

Digital materials include safety committee meeting minutes, agendas, and quarterly inspections are kept in the City SharePoint site until they reach the end of the retention period.

The City Safety Manual will be distributed by email as an attachment and will include a link to the City SharePoint Site where the master copy is retained.

Each worksite must have one printed copy of the safety manual with their unique safety plans added as annex sections. This should be in a location known and accessible by all staff for times when digital systems are unavailable.

Printed materials such as OSHA fact sheets, required posters, and signs will be distributed within each department by the safety representative, department supervisors, or training officers.

The City's Material Safety Data Sheets are stored online with a vendor. Posters in each building show the scannable QR code and web address for employee access. <https://qrgo.page.link/x3tgs>. Each department is responsible for uploading and maintaining the SDS information in the portal that relates to their operations.

Regulatory Updates

To prevent information silos, all Departments are expected to assign key personnel to enroll in updates from OSHA, NIOSH, ANSI, DOT, DPSST that are related to their operations.

https://public.govdelivery.com/accounts/ORDCBS/subscriber/new?topic_id=ORDCBS_C33

The Safety Committee email is enrolled in Oregon OSHA updates and alerts. Each member relays alerts to their department. CIS and SAIF share updates and news with key members of the city and committee. The Emergency Management Coordinator is also enrolled for updates from regulation agencies.

CITY WIDE INSURANCE

The City of Newberg maintains the following Risk and Property loss insurance policies, renewed on a fiscal year cycle every July 1st.

- General Liability Insurance, which includes Commercial General Liability, Public Officials Liability, Employment Practices, and Property
- Automobile Liability and Automobile Physical Damage
- An Excess Crime Policy and an Excess Earthquake Policy
- Cyber Security Insurance
- Workers' Compensation Insurance

Policy Renewals

The renewal review process begins in April and is coordinated by the City Manager.

General Insurance Questions

The Emergency Management Coordinator is the point person for general insurance including requests for supplemental or special event insurance. It takes time to obtain quotes for special event insurance and event planners should seek quotes at least 21 days before coverage is needed. Examples of events that may need additional insurance include activities with resident participation, minors, alcohol or recognition events.

An event not properly insured may be cancelled by the City Manager due to liability.

Property and Public Claims

The Emergency Management Coordinator will coordinate claims with the City's insurer unless this responsibility is reassigned by the Finance Director or City Manager.

Incident reports must be completed for all property accidents or incidents that may result in a claim. See [City Safety Committee](#) [Property Damage and Injury Reporting Form]

Please note: Employees should not make statements about responsibility for an accident or incident. Only the insurance company determines whether or not a claim will be covered. All communication with people involved in any claim should be referred to the Finance or HR department.

Workers Compensation Claims for employees are handled by the Human Resources department (Contact HR for more details).

Billing

Insurance is paid for on a schedule managed by the Finance Department. Alternative Financing of the Workers Compensation plan is handled by the Accounting Manager.

WORKERS COMPENSATION INJURY CLAIMS

The City of Newberg and its employees are covered by workers' compensation insurance.

The first report of injury for an employee who seeks medical attention is made to the CIS Rapid Care Hotline at 855-959-2741, which is available 24 hours a day, 7 days a week. A triage nurse answering this line will assist the employee with next steps and begin the paperwork that notifies Human Resources.

Procedures for workers' compensation and salary continuation are on pages 48 and 49 of the Employee Handbook.

Important! Commuting to and from work is not generally covered by workers' compensation. If you are asked to complete a work task on your way to or from work, you must have written or email instructions from your supervisor. Supervisors should only approve combining work tasks with an employee's commute on rare occasions. The preferred practice is that employees perform work tasks during work hours.

Claim Procedure

If you are injured in any way on the job, you **MUST** always complete an incident report and send the completed form to your supervisor who will fill out their section and send it to Human Resources (HR). This should be done within 24 hours of the incident. This form is kept on the city SharePoint:

See SharePoint at [City Safety Committee](#) [Property Damage and Injury Reporting Form]

If an injury requires immediate or later medical attention, the injured worker must call the CIS Hotline, listed above so that the nurse can:

- Recommend immediate instructions
- Gather and complete state-required 801 report
- Provide a first prescription fill, if needed
- Report injury to Human Resources and CIS

Please note that even if an employee is transported to urgent care or to a hospital and is then released without treatment, the cost of transportation needs to be documented for the workers compensation insurance. Therefore, the injured party **MUST** call the CIS Rapid Care Hotline and start a claim.

HR is automatically notified by CIS when a claim is filed and completes the necessary forms. HR will also set up special codes for use on the employee timesheet. It is important you complete the incident report within 24 hours of any incident.

Time Loss is covered in detail by policies outline on pages 48 and 49 of the Employee Handbook unless alternative steps are covered by a union collective bargaining agreement.

Although the city can request time loss payment information through claims reporting it is helpful if the employee lets HR know when they receive a time loss payment and the amount. The City reserves the right to adjust hours paid (subject to law and collective bargaining agreements) if the city has duplicated payment for the same hours covered by Workers Compensation.

Employees are required to provide a “fit for duty” medical certificate before returning to their regular work activities. If this medical certificate contains any restrictions, then these restrictions and any light duty must be approved by HR and the supervisor before the employee can return to work. Supervisors and HR will create a light duty plan for any agreed-upon restrictions that will last longer than one week.

Employer-at-Injury Program (EAIP)

The City of Newberg participates in the EAIP program to provide transitional or light duty that works within the employee’s specific injury recovery restriction. HR will complete all paperwork that is necessary to receive reimbursement from the insurance company for this program.

In some instances, the EAIP program may assist the city to purchase tools or equipment so that the worker can return-to-work within injury-related restrictions. This is capped at a combined maximum of \$5,000. If the worker purchases books or pays fees to update skills for transitional work this is capped at \$1,000. Supervisors will work with HR to preapprove any expenses under this category prior to purchase or commitment.

RECORDS

Accident Data

In January of each year, the accident data from the year prior will be archived into ORMS. The files containing confidential information are transferred to the City Recorder who will put them into the Human Resources HIPPA protected section of the Oregon Records Management System for proper retention.

Archiving Safety Committee

Safety Committee minutes, agendas and exhibits must be maintained for a period of three years according to ORS 166-200-0395 (4) (c). These will be held in the committee SharePoint for the proper period and then destroyed following the city procedures for records destruction.

CHAPTER THREE

ACCIDENT PREVENTION AND RESPONSE

REPORTING CONCERNS

Any employee that becomes aware of an unsafe situation at their worksite is expected to speak up right away as outlined in the employee handbook. The safety of you, your team, and the community is our priority. This includes raising concerns with contractors or vendors operating unsafely on city sites. (see Contractor Safety Agreement Appendix B)

Immediate Risk

Find the onsite supervisor immediately. If you are unable to find an onsite supervisor, call a supervisor by phone or radio. Remain on site or nearby and continue observation until you receive instructions. Be prepared to call 9-1-1 or provide first aid if the situation evolves. You are not required to take actions you feel would endanger yourself. Inform other employees to avoid the unsafe area and prevent others from entering or engaging in the unsafe situation. Let your safety representative know after the situation has been addressed.

No Immediate Risk

Any staff member who becomes aware of damage with a value greater than \$500 to a city owned vehicle or equipment will immediately report the damage to the Supervisor and Safety Committee as soon as they are aware of the damage.

Failure to report damage could result in disciplinary action. The employee does not need to investigate who or how the damage occurred but must report it when found.

Employee input and suggestions for ways to improve safety are encouraged. This can be accomplished in several ways:

- Address the issue with an immediate supervisor
- Review concerns with any level of management
- Submit a written recommendation to the committee by interoffice mail
- Speak to any safety committee representative
- Committee group email: newbergsafetycommittee@newbergoregon.gov

Recommendations or reports received will be reviewed and employees can expect a timely response in email, writing or in person if they include their name with the report.

ACCIDENT INVESTIGATIONS

The following rules govern our collective response to injuries and accidents

Injuries: Reporting and Investigating

If an employee is injured, exposed, has an occupational illness, or near-miss, follow these steps:

1. First-aid or medical care is the priority. **CALL 9-1-1**
2. Report the incident immediately to the supervisor no matter how minor
3. Call the Rapid Care hotline and begin the first report of injury (required) #855-959-2741

The Supervisor will start the Property Damage Injury Report and work with the employee to complete the form as soon as practical. The supervisor must ensure prompt transfer of the report to the Department Manager.

Human Resources will work with the employee to complete the 801 report and any workers' compensation claim.

Law Enforcement

Injuries or property damage at crime scenes, during responses, transports, or at the booking & holding area will be investigated by NDPD and Human Resources. If necessary, an outside impartial agency can be used. Police incident accident investigation materials will be kept by NDPD in compliance with OSHA record keeping. This is to protect information that could compromise an investigation, prosecution, victim, or minors. Oregon OSHA injury reporting still applies and will be handled by Human Resources.

Injuries and property damage that are *not part of law enforcement activities*, are treated as regular workplace incidents and follow the city-wide reporting process.

Multiple Injuries or Fatalities

Preserve the scene. Document, photograph, and take tools or machinery out of service for investigation and safety checks.

OSHA requires employers not disturb the scene of a fatality, hospitalization, or multiple injury incident, other than to rescue an injured person, until authorized by OSHA or directed by law enforcement. OSHA, at their discretion, may conduct an independent investigation or allow the employer or law enforcement to capture relevant photos and witness statements. The Insurance carrier will likely also investigate. Wait for permission from both before cleaning, moving or otherwise disturbing the scene. This does not apply to injuries where hospitalization occurs weeks or months later.

Human Resources or the Department Head is required to report workplace fatalities to OSHA within eight (8) hours of knowledge (800-922-2689 or 503-378-3272). Reporting to OSHA of all

injuries resulting in hospitalization or involving multiple employees (catastrophes) will be made within 24 hours of knowledge

Vehicles: Accident Reporting

In the event of a traffic accident while performing work duties or in a city vehicle the driver must call 9-1-1 and ask for an officer response. Then notify your supervisor.

Do not alter the scene until law enforcement arrives unless advised by dispatch to do so for safety.

Key reporting points include:

- Ensure the other party is not injured
- Avoid making statements of fault or speculation
- Remain professional; provide your name, supervisor's name and contact information
- Take photos if possible
- Wait for police in a safe area like the shoulder of the road
- The driver shall complete a "State of Oregon Vehicle Accident Report" after the accident scene is cleared and police have finished - this is in addition to the City's internal Property Damage Injury form

Employees will call **9-1-1** in all instances where:

- Collision with any object or person involving a city owned, leased or rented vehicle, or personal vehicle being used on official business
- Any event where there is damage to a vehicle while driven or parked
- Any involvement in an accident where claims may be made against the city, even though your vehicle had no contact
- Fire or theft causing damage or loss to a city vehicle or its contents
- When damage exceeds \$1,500 for the city or another person's property
- Any vehicle or equipment is towed from the scene as a result of damages Injury or death resulted from this accident

Property Damage

Any staff member who becomes aware of damage with a value greater than \$500 to a city owned vehicle, property, or equipment will immediately report the damage to the Supervisor and Safety Committee as soon as they are aware of the damage. Failure to report damage could result in discipline. The employee does not need to investigate when or how the damage occurred only report it to the supervisor.

Investigations of Accidents and Injuries

Our goal is to prevent and eliminate workplace accidents/illnesses. However, should they occur, management will thoroughly investigate to determine the root cause(s) and set appropriate safeguards to prevent repeat occurrences. The focus is not simply on unsafe acts or conditions that led to the accident, but also on what led to the conditions.

Management will delegate accident investigations and may ask the Safety Committee or Human Resources to assist. The Department Manager is responsible for ensuring that the investigation is timely and thorough. They will also make sure all involved tools, PPE, and the work area are reviewed for safety before being put back into service.

The Safety Committee will review investigation materials provided by the department manager for all incidents and near miss injury, exposure, work related illness, property or vehicle damage.

Incidents of death, serious disabling injury, hospitalization, multiple injuries or an injury involving staff from another agency or the public will be investigated by a team of Management, Human Resources, City Manager, Legal and Emergency Management Coordinator after the due process of law enforcement, fire or other officials.

Include all the facts in the investigation report, witness statements, police reports, photos, diagrams, a summary of findings and recommendations to remove the hazard or change processes to prevent future incidents.

After the report is completed, attach it to the property damage injury form and submit to Department Head for review and then routing to the Safety Committee. A copy of the accident investigation form will be maintained in the supervisor's investigation file.

The supervisor will ensure that the necessary corrective action is taken through a work order, purchase order, process changes, or training if appropriate.

See the Accident Investigation Checklist to guide the investigations.

SAFETY COMMITTEE INVESTIGATION OF ACCIDENTS

This includes Injuries and Near-Miss Events.

The Safety Committee procedures for the investigation and review of all safety-related incidents including injury, illness, exposures, and deaths are outlined in the Accident Injury Investigation section. Per the Employee Handbook all employees are required to report damaged property, injuries and near miss property or injury incidents.

Department Managers will perform any investigation needed and present all the materials to the Safety Committee and Emergency Management Coordinator, even when no medical claim, time

loss or treatment occurs. Certain exceptions apply to some law enforcement activities and incidents of death and catastrophic injuries. See the Accident Investigation section.

The Committee or Emergency Management Coordinator will redact employee personal information and then present it at the next committee meeting for review. The Committee may request further information to determine root causes and may schedule a visit to the accident site.

The committee will make recommendations to the department Manager to prevent repeat occurrences. This is an interactive process, and Management may request further discussion, problem solving, or training resources.

CHAPTER FOUR

SPECIFIC HAZARDS & PROTECTIVE MEASURES

PERSONAL PROTECTIVE EQUIPMENT

This chapter is intended to assist all employees are in compliance with Oregon OSHA standards. The City of Newberg has adopted this Personal Protective Equipment (PPE) policy to ensure that in addition to engineering or process controls, employees are protected when working around hazards. PPE cannot guarantee incidents will not occur but when proper PPE is used, it provides workers with an additional layer of protection. All employees are expected to properly use PPE in their work, without exception. All managers will ensure employees have the required PPE and when it needs replacing it is done promptly.

Included in this policy is appropriate training on the use and maintenance of PPE provided by, or arranged by, your direct supervisor. The PPE provided will be used as outlined by specific procedures and maintained in a sanitary and reliable condition. If employees choose to provide their own protective equipment, like eye protection, this must be preapproved by a supervisor to ensure it meets OSHA, ANSI, or other regulations.

The selection of PPE will be made by the Managers or supervisors or in consultation with PPE experts. PPE will match the hazard, industry standards, and allow employees to safely conduct their tasks. The PPE is designed to protect the worker from injury or harm.

Definitions

Personal Protective Equipment: Equipment worn by the employee to prevent injury or occupational illness wherever hazards from processes or equipment cannot be contained or eliminated at their source. This chapter reviews basic requirements for personal protective equipment, including:

Head protection 437-002-0134 (9)

Hearing and ear protection 29 CFR 1910.95

Eye and face protection 437-002-0134 (8)

Hand protection 437-002-0134 (12)

Foot protection 437-002-0134 (10)

Fall protection 437-002-0134 (5)

Torso protection 437-002-0134 (6)(7); 437-002-0144 (2)

Leg protection 437-002-0134 (11)

Respirators: ORS 1910.134; OAR 437- 002-1081 and OAR 437-004-9791

Management: It is the responsibility of department management to ensure that PPE evaluations have been completed for tasks that would have hazards that require PPE. Additionally, management must ensure that proper PPE is made available in types and sizes to fit employees.

Supervisor: It is the responsibility of the supervisor to see that employees are trained in the use of personal protective equipment and are instructed on what is required for their work duties. Direct supervisors will be responsible for ensuring all PPE is worn when the Assessment indicates the hazards and what PPE is necessary.

All Employees: Employees must follow all safety procedures as outlined in this chapter by Oregon OSHA rules and manufacturer's recommendations in regard to personal protective equipment. Employees are required to inspect their equipment daily/prior to use and ensure that the equipment is functional. Any problems with the equipment will be reported to the supervisor.

Head Protection

Hard hats are to be used to protect the head from flying objects, impact, and electrical shock. Hard hats used at our work operations will meet American National Standards Institute (ANSI) standards for the task.

Hard hats shall be used in the following:

- While working around construction or maintenance field projects or equipment
- While working outside and around heavy equipment
- When overhead hazards are present or objects could fall from overhead work
- Working inside a confined space below ground
- When working under a floor opening or grated walkway
- In areas with low ceilings or in areas with protruding objects

Employees must use hardhats designed to reduce electrical shock hazards when working near electrical conductors.

Employees working near powered machinery, vehicles on adjacent roads, or near sources of ignition must wear caps or other head coverings.

Table 1 - Hard Hat Safety Checklist

Department:	Location:
Jobs included in the assessment:	
Potential hazards: Overhead objects that could fall Exposed pipes or beams (less than 6.5 feet overhead) Energized electrical equipment	Likelihood of injury without PPE: High Medium Low
Severity of a potential injury without PPE: Minor first aid required Serious, not life threatening IDLH: life threatening	PPE required: Head protection that meets ANSI Z89.1 requirements Impact Type I Impact Type II Electrical Class G (general) Electrical Class E (electrical) Electrical Class C (conductive) None required

Hearing Protection

Earmuffs and earplugs are used to protect against hazardous noise levels when noise exposure levels cannot be adequately controlled. Hearing hazards can be sudden or accumulate over time. Testing meters are available at Public Works Maintenance.

Hearing protection PPE are located at:

- Public Works Maintenance, Building A, 500 W. Third Street
- All police officer duty bags
- Public Safety Building in the Firearms Room, 401 E. Third Street
- Wastewater Treatment Plant, Admin Building, 2301 NE Wyooski Rd
- Water Treatment Plant, Finishing room hallway 2200 NE Wyooski Rd

Earmuffs will interfere with the temple bars of glasses reducing seal and lessens the hearing protection. Ear plugs should be worn by those required to wear safety glasses or corrective lenses.

Eye & Face Protection

Eye and face protection is to be worn where there is a reasonable risk of injury to the eyes and face from flying objects, glare, harmful liquids, biological fluids, or damaging light, such as arc welding flash.

Eye protection must have side protection when there is a hazard from flying objects. Detachable side protectors are acceptable. Particle hazards from grinding/chipping, dust, ash or splashed fluids require safety glasses with side shields

Employees who wear prescription lenses must wear eye protection that fits over the lenses without disturbing the proper position of the prescription lenses, or ANSI-approved prescription lenses.

For welding or working with lasers; special prescription lenses are required to avoid accidental magnification of damaging light.

Employees who are exposed to potentially injurious light radiation must use filter lenses that have a shade number appropriate for the work being performed.

Employees working with lasers must wear laser safety goggles that protect the full wavelength of the laser.

Eye protection needs to meet the following criteria: Provide adequate protection against the particular hazards:

- Provide reasonable comfort and not interfere with movement
- Be durable and capable of being cleaned easily
- Be stored in clean containers or packaging and kept in good repair
- The specific type of eye and face protection needed depends on the type of hazard
- Face protection is worn when liquid splashes, biologics, or significant particle matter could impact the face or skin and cause injury
- Splash hazards require chemical goggles or safety glasses with a face shield
- Gas welding requires welding goggles

Safety glasses must be worn when an eye hazard exists.

Table 2 - Eye Protection Safety Checklist

Department:	Location:
Jobs included in the assessment:	
Potential hazards: Dust, dirt, metal, or wood chips from chipping, grinding, sawing, hammering, and from power tools. Chemical splashes from corrosive substances, hot liquids, and solvents. Objects such as tree limbs, chains, tools, and ropes that swing into the eyes or face. Radiant energy from welding and harmful rays from lasers or other radiant light.	Likelihood of injury without PPE: High Medium Low
Severity of a potential injury without PPE: Minor first aid required Serious, not life threatening IDLH: life threatening	PPE required: Chemical goggles/face shield Chemical splash goggles Glasses/goggles with face shield Glasses/goggles with side shields Impact goggles Leather welding hood Safety glasses with side shields Safety goggles with face shield Welding goggles Welding helmet/shield with safety glasses and side shields None required

Hand Protection

Employers must base the selection of the appropriate hand protection on an evaluation of the performance characteristics of the hand protection relative to the task, conditions present, duration of use, and the hazards identified.

Hand protection is worn to protect the hands from sharp wood/thorns, poison oak, and mechanical injury due to friction, heat, extreme cold, shearing/cutting actions, for protection against chemicals, and biologic pathogens.

Chemical protective gloves are selected based on the type of material which affords proper protection against specific chemicals. The selection will be made by the supervisor. Chemical protective gloves will be worn when there is skin contact with the following:

- Solvents
- Corrosives
- Chemical spill cleanup
- Mechanical protective gloves will be worn when employees are exposed to wood slivers, friction, sharp metal edges, hot or cold materials, and moving heavy objects

Gloves will be available by job task or in the use areas. Employees must not wear gloves when their hands can be caught in moving parts!

Table 3 – Hand Protection Safety Checklist

Department:	Location:
Jobs included in the assessment:	
Potential hazards: Harmful temperatures Chemicals or Biologics that can be absorbed or cause burns Electrical equipment Mechanical equipment that can cause bruises, abrasions, cuts, punctures, fractures, or amputations	Likelihood of injury without PPE: High Medium Low
Severity of a potential injury without PPE: Minor first aid required Serious, not life threatening IDLH: life threatening	PPE required: Leather/cut resistant gloves General purpose work gloves Chemical resistant gloves Insulated gloves Heat/flame resistant gloves Latex or nitrile gloves Electrician's insulated rubber gloves Cotton, leather, or anti-vibration gloves None required

Foot Protection

Foot protection is necessary when there is a potential for foot injury by crushing or puncture, slipping, or when if feet could be saturated due to the work environment.

Employees must also wear protective footwear when they work where there is a danger of electrical conduction. Your supervisor will work with employees who may have job assignments with special footwear.

The following footwear is expected to be worn:

- Leather work boots with ankle support and good tread when working on or around equipment and construction or industrial environments
- Safety steel toe boots when there is a hazard from dropping heavy objects
- Rubber boots when exposed to wet conditions
- Non conducting soles when working around electrical equipment

Table 4 – Foot Protection Safety Checklist

Department:	Location:
Jobs included in the assessment:	
Potential hazards: Heavy objects such as barrels or tools that might roll onto or fall on a worker's feet Sharp objects such as nails or spikes that could pierce the soles or uppers of ordinary shoes Molten metal and extreme temperatures Loose soils, uneven, wet, or slippery surfaces Electrical equipment	Likelihood of injury without PPE: High Medium Low
Severity of a potential injury without PPE: Minor first aid required Serious, not life threatening IDLH: life threatening	PPE required: Steel toe safety shoes Leather boots or safety shoes with metatarsal guards and ankle support Slip resistant soles Puncture resistant soles Chemical resistant boots/covers Rubber boots/closed top shoes Insulated boots or shoes None required

Fall Protection

When it is not feasible to use physical barriers to protect employees from falls, personal protective equipment (PPE) will be used.

PPE will be chosen based on the following:

- Intended use of PPE (stopping fall as opposed to retrieval from a confined space)
- Fall arresting forces on the body
- Distance of potential fall
- Impact on the body from the PPE during a sudden stop

Type II chest harnesses will be worn for rescue purposes only and in no case are used to stop a vertical fall.

Personal retrieval systems: Rescue from below-ground tanks or confined spaces.

When a worker(s) enters a confined space, a helper wearing the same PPE will be stationed at the entrance to the confined space and will monitor those inside for the duration of the project. It is the policy that employees do not enter confined spaces to rescue unconscious or injured workers because city employees are not trained for confined space hazardous rescues. Calling 9-1-1 immediately to activate the confined space rescue team from TVF&R is essential. For this reason, employees entering a confined space must wear harnesses and other retrieval equipment at all times to improve the ability of coworkers being able to use retracting equipment.

Authorized personnel will ensure the use of a lifeline attached to a manual or power operated winch with a steel cable retracting lifeline. Alternatively, a block and tackle or ratchet winch can provide the lifting mechanism with limited human effort after the victim has been hooked up, provided a lock or overspeed mechanism is incorporated. An anchorage point, such as that provided by a seven- or ten-foot tripod, should be available before work commences.

Full body harnesses, yokes, and wristlets will be used when retrieval is through narrow openings.

Strength Requirements for Fall Protection

All components of the fall protection will meet the strength requirements of ANSI A10.14-1991.

Note: These strength requirements are based on one worker use. If multiple workers are tied off to a single lifeline, the strength requirement must be increased by the number of workers affected (i.e., two workers, one lifeline, minimum breaking strength must be 10,800 pounds at the center of line; three workers, one lifeline, minimum breaking strength must be 16,200 pounds, and so forth).

When tied off while working on suspended scaffolding, each worker must use a separate line which is not connected to the scaffold.

Hardware for body belts/harnesses and lanyards must be dropforged, corrosion resistant with smooth edges, a minimum of 5,000-pound breaking strength without cracks or breaks.

Knots will not be used in components of a fall protection system since a knot will reduce the strength by at least 50%.

Lanyards will be kept as short as possible and in no case will they exceed six feet to minimize the possibility for any length of a free fall.

Wire rope or rope-covered wire lanyards will not be used where impact loads are anticipated or where there is an electrical hazard.

Belts and lanyards that have been subjected to impact loading must be removed from service and destroyed or returned to the manufacturer for recertification.

Rope lanyards will not be stored in work pouches where they may be subject to deterioration.

Where there is exposure to abrasion, spun nylon rather than filament nylon will be used.

Only safety belts/harnesses with locking snaps will be used to prevent “rollout” or disengagement. All the hardware will be compatible with the locking snap.

Only shock-absorbing lanyards will be used to reduce the fall arresting impact on the wearer.

Tongue-type buckles shall be used in lieu of friction buckles since friction buckles may lose the ability to stop detachment if contaminated with grease or oil.

Inspection and Recordkeeping for Fall Protection

Here are the key points:

- The user will inspect the fall protection prior to each use
- A trained and competent person will inspect all components of the protection device at least once every six months. The dates of this biannual inspection will be recorded on a permanent tag attached to the harness
- Every five years, the fall protection system will be returned to the manufacturer for recertification
- Any defective body belt/harness or lifeline will be destroyed or returned to the manufacturer before use
- Any unit subjected to impact loading will be immediately removed from service and destroyed or sent to the manufacturer for recertification
- All records for inspections, recertification and initial hazard assessments will be kept at the department, digital and available for review

Table 5 – Fall Protection Safety Checklist

Department:	Location:
Jobs included in the assessment:	
Potential hazards: Unguarded surfaces more than 10 feet above a lower level or any height above dangerous equipment.	Likelihood of injury without PPE: High Medium Low
Severity of a potential injury without PPE: Minor first aid required Serious, not life threatening IDLH: life threatening	PPE required: Personal fall arrest system Personal fall restraint system None required

Road Worksite Protection - High Visibility Garments

Employees exposed to hazards near roadways, moving vehicles, while working in construction zones, or when working adjacent to streets, roads, driveways, public right of way, and parking lots, must wear high visible upper body garments in strong orange, strong yellow, strong yellow-green or fluorescent versions of these colors. Any employee performing work in the right-of-way or operating equipment within the above-described work areas, shall wear high-visibility safety apparel that has the required reflective contrast for the work area. This includes utility crews, infrastructure crews, survey crews, road and sidewalk construction, maintenance and emergency responders.

High Visibility Safety Clothing must be conspicuous during daylight with identifiable reflective arms and torso. At night or low visibility conditions clothing must also identify reflective arms and legs. The contrast must be reflective up to 1000 feet, in good repair and clean.

Torso Protection - Clothing

- (a) Clothing must be worn that is appropriate to the work and conditions
- (b) Extreme temperature protective clothing must be worn around molten metals or substances that can cause burns.
- (c) Loose sleeves, ties, lapels, cuffs, must not be worn near moving machinery.
- (d) Clothing saturated with flammable liquids, corrosive or toxic substances, bloodborne pathogens, irritants, or oxidizing agents must be removed immediately and not worn again until properly cleaned.
- (e) Rings, wristwatches, earrings, bracelets, and other jewelry which might contact power driven machinery, electricity, or create a chemical reaction, must not be worn.

Table 6 – Protective Clothing Safety Checklist

Department:	Location:
Jobs included in the assessment:	
Potential hazards: Extreme temperatures Splashes from molten metal and liquids or biological fluids Impacts from machinery or tools Hazardous chemicals or radiation	Likelihood of injury without PPE: High Medium Low
Severity of a potential injury without PPE: Minor first aid required Serious, not life threatening IDLH: life threatening	PPE required: Chemical resistant coveralls Cut resistant sleeves, wristlets Flame resistant jacket/pants High visibility garment Insulated jacket, hood Lab coat or apron or Tyvek suit Long sleeves/apron/coat Static control coats/coverall None required

Leg Protection

Workers exposed to hot substances or dangerous chemical spills must wear leggings or high boots made of leather, rubber, or other suitable material.

Workers who use chainsaws must wear chaps or leg protectors that cover the leg from the upper thigh to mid-calf. Leg protectors must be made from material that resists cuts from the chainsaw.

Table 7 – Leg Protection Safety Checklist

Department:	Location:
Jobs included in the assessment:	
Potential hazards: Hot substances Dangerous chemicals Cuts from chainsaws	Likelihood of injury without PPE: High Medium Low
Severity of a potential injury without PPE: Minor first aid required Serious, not life threatening IDLH: life threatening	PPE required: Leggings or boots: penetration resistant Leggings or boots: chemical resistant Leggings or boots: molten metal resistant Chaps or leg protectors: resists cuts from chainsaws None required

Personal Protective Equipment Hazard Assessment

Use this form to identify hazards and to certify (document in writing) that you completed the assessment. Keep it on file in your workplace in digital format. This should be reviewed annually and anytime processes or equipment change.

Table 8- Personal Protective Equipment Hazard Assessment

General Information		
Department:	Location:	
Jobs included in the assessment:		
Person performing assessment:	Assessment Date:	
Hazard assessment certification		
I certify that I performed this hazard assessment on the date indicated. Signed:		
Printed name:	Date:	
PPE Required?		
From the attached assessment worksheets	Yes	No
Fall protection		
Torso protection		
Eye and face protection		
Head protection		
Foot protection		
Leg protection		
Hand protection		
Hearing protection		
Respiratory protection		

All employees must be protected from fall hazards when working on unguarded surfaces more than 4 feet above a lower level or at any height above dangerous equipment.

Fall protection systems must be provided, installed, and used according to the criteria in OAR 437, Division 2, Sections D, F, and I, and construction is OAR 437, Division 2, Section M. (See the Authorities page).

RESPIRATORY PROGRAM

[OAR 437, Division 2, Subdivision I \(1910.134\)](#)

This written program establishes policies and procedures for the effective use of respirators to protect our employees from airborne contaminate exposures. These procedures are mandatory for respirator use where respiratory protection is required by the OAR subdivision cited above. Use of respirators will comply with Oregon OSHA. OSHA's Air Quality rules intersect with Respirator rules under two conditions:

- Anyone working outdoors in AQI 201-500 must use N95 masks.
- Anyone working in air quality at or above 501AQI must have respirators and eye protection

Public works staff must comply like all general staff with the PPE for Air quality per City policy. The "greater hazard rule" rarely applies to their work because engineering controls can be implemented. In contrast Police do not usually use respirators in *routine 9-1-1 response* due to the 'Greater Hazard rule' for emergency response.

Negative pressure respirators shall be provided to employees when engineering and administrative controls are not feasible or sufficient to reduce exposure to hazardous airborne contaminants to acceptable levels.

The City does not generally train for or use positive pressure respirators, oxygen supplying, or self-contained breathing apparatus (SCBA). This policy applies specifically to negative pressure respirators

The city uses the following types of respirators.

- 3-ply medical, single use
- KN95/KN99, single use - viral/bacterial/biologic/pollen
- N95/N99/N100, single use or reusable - smoke /construction & fire debris dust /volcanic ash / illicit drug smoke
- ½ face respirators, reusable with canisters - gases/ oil and acid fumes / vapors / carbon black dust
- full face respirators, reusable with canisters - prevents eye or skin irritation + respiratory protection

Since both Public Works and Police have access to various types of respirators it is incumbent on management to make sure staff are properly trained for their use and conduct fit testing.

Definitions

Air purifying: Air purifying respirators use chemical or mechanical filter cartridges to clean the contaminated air before it is breathed in by the wearer.

Atmosphere supplying: Atmosphere supplying respirators provide the wearer with uncontaminated breathing air and include supplied air respirators (SARs) and self-contained breathing apparatus (SCBA).

Assigned protection factor (APF): The workplace level of respiratory protection that a respirator or class of respirators is expected to provide to employees when the employer implements a continuing, effective respiratory protection program.

Canister or cartridge: A container worn on the respirator which contains a filter, sorbent or catalyst or a combination which removes specific contaminants from the air drawn through it.

End of Service Life Indicator (ESLI): System that warns the user of the respirator that the end of adequate respiratory protection is approaching (i.e., sorbent is approaching saturation and is no longer effective).

Facepiece: The main part of the respirator which fits tightly on the face and includes the headband, exhalation and inhalation valves, and connection place for the canister or cartridges.

Filtering Facepiece: Dust mask typically where the entire facepiece is composed of a filtering medium.

Demand Respirator: Atmosphere supplying respirator that admits breathing air to the facepiece only when a negative pressure is created inside the facepiece by inhalation.

High efficiency particle air filter (HEPA): A type of filter that removes from the breathing air, 99.97% or more particles 0.3 micrometers in diameter or larger.

Maximum use concentration (MUC): The maximum atmospheric concentration of a hazardous substance from which an employee can be expected to be protected when wearing a respirator and is determined by the assigned protection factor of the respirator or class of respirators and the exposure limit of the hazardous substance.

***Note:** The MUC can be determined mathematically by multiplying the assigned protection factor specified for a respirator by the required OSHA permissible exposure limit, short-term exposure limit, or ceiling limit. When no OSHA exposure limit is available for a hazardous substance, an employer must determine an MUC on the basis of relevant available information and informed professional judgment.*

NIOSH: The National Institute of Occupational Safety and Health is a Federal Agency who conducts research and tests certain types of safety equipment, including respirators.

Responsibilities

Management: It is the direct responsibility of the department management to ensure the respiratory protection program is implemented and that all employees who may be required to use a respirator are trained on the use of respiratory protection. In addition, the manager is also responsible for the following things:

1. Ensuring that appropriate respirators are chosen for use in the workplace.
2. Ensuring that medical evaluations are conducted to identify if employees are medically able to wear respirators in the workplace.
3. Conducting fit testing for tight fitting respirators.
4. Ensuring employees are trained on the use of respiratory protection.
5. Conducting employee training on the respiratory hazards that employees are potentially exposed to, what respirators would be used based on the hazard, the proper use of respirators (including how to put them on and take them off, their limitations, how to maintain them, and when to replace them).
6. Maintaining written records on the monthly inspection of emergency use respirators.
7. Maintaining the respiratory protection written program and annual evaluations of the program.

Employees: Employees must follow all safety procedures as outlined in this program, Oregon OSHA rules, and manufacturer's recommendations in regard to respiratory protection. Employees that are required to wear respirators will wear an approved respirator selected for the task exposure hazard. The respirator needs to be properly fitted at all times while in use. Employees are required to inspect their equipment prior to use to ensure that the equipment is functional. Any problems found with the equipment need to be reported to your supervisor. Employees who are required to use tight fitting respirators are responsible for completing a medical questionnaire and examination to ensure they are capable of using a respirator. Additionally, the employee will be fit tested prior to the use of the respirator, whenever a different respirator facepiece is used, and at least annually. Fit testing will also need to be repeated should the employee's physical condition change that could alter or affect the respirator fit. This would include changes in weight or facial hair, facial scarring, dental changes, etc.). It is the employee's responsibility to inform their supervisor if they believe the respirator fit may need adjustment due to changes in their physical condition.

Protection Factors

We will use the assigned protection factors listed in Table 1 of the Oregon OSHA Respiratory Protection Standard <https://osha.oregon.gov/OSHAPubs/5381.pdf> to select a respirator that meets or exceeds the required level of employee protection. Dust masks are considered to be filtering facepieces and are the same as a half-face piece respirator which are approved to 10 times the limits.

Lifespan of a Respirator: The use life of each respirator or cartridge will vary depending on the job duties and actual time in use. Each respirator will have some limitations; thus, the manufacturer's instructions and recommendations must be referred to. Air purifying respirators (disposable mask, half or full face piece cartridge respirators) cannot be used in confined spaces where the environment may have less than 19.5% oxygen or in hazardous chemical operations when the exposure levels are unknown.

The disposable respirators (dust masks) are available in Public Works Maintenance Building A or in the Public Works Operations shop or from either superintendent. Police Officers also carry these masks in their vehicles and have them available at the Public Safety Building. These are to be used for low level dust exposures and are non-mandatory (voluntary). Employees need approval to use these respirators to ensure that they have received proper training and understand the maintenance and use of the dust mask, as well as the limitations.

Filter Notation

The service life of filters in all three of the approval categories of filter efficiency degradation (N, R, and P-series) is limited by hygiene, damage, and breathing resistance.

All filters should be replaced whenever they are damaged, soiled, or causing noticeably increased breathing resistance (e.g., causing discomfort to the wearer).

R (for Resistant to oil) and P (for oil Proof) series filters can be used for protection against oil or non-oil aerosols. N (for Not resistant to oil) series filter should be used only for non-oil aerosols.

Filter Efficiencies

Each of the filter series (N, R, and P) have three filter efficiencies that can be selected. These are based on how efficient the filter is with particles down to 0.3 microns. They can be 95%, 99%, and 99.97% (labeled 100% and commonly called HEPA filters). For general wood dust and dust exposures 95% is effective. For paint spray mists, the 99% filter chemical cartridges are effective. For highly toxic dusts such as asbestos, lead, and silica, the 99.97% (HEPA) filters are to be used. Dust masks also are available in each of these filter types and efficiencies.

Approval Notation

Each respirator container for particle exposure protection now has a TC (testing & certification) number. The label will read TC-84A-00X. The 84A notes that this is a particulate filter that does not have any approval for use in atmospheres containing less than 19.5% oxygen. Additional limitations are provided on the label that the user needs to understand.

Filter Replacement Time

If the environment has high dust exposure (loading 200 mg) through the day's use, then all the filters need to be replaced after 8 hours or less usage.

If the R-series are used with oil exposures, they need to be replaced after 8 hours of service time. P-series is limited only by the hygiene, damage, and breathing resistance if the exposures are not high.

Summary of Major Limitations

1. Mechanical filters do not provide oxygen, so they must not be used in oxygen-deficient atmospheres.
2. They provide no protection against gases or vapors.

There is a pressure drop through the filter medium; therefore, there is some breathing resistance

Medical Evaluations for Respirator Use

The city requires new employees in police and public works to undergo medical evaluation for respirator use so that the city is prepared for the use of different respirators in case of emergency. Using a respirator may place a physiological burden on employees that varies with the type of respirator worn, the job and workplace conditions in which the respirator is used, and the medical status of the employee. These medical evaluations determine the employee's ability to use a respirator before they are fit tested or used on the job.

Oregon OSHA applies this standard if the air contaminate level or conditions could result in overexposures to the permissible exposure limit or if the worker voluntarily wears the respirator. The voluntary use of dust mask does not require a medical evaluation, but it does require that basic information about the respirator be provided.

The follow-up medical examination will include any medical tests, consultations, or diagnostic procedures that the physician deems necessary to make a final determination, which will be provided at no cost to the employee.

Medical Certification

Medical certification of an employee is required for respirator use. The purpose of a medical evaluation is twofold:

1. To determine if an individual is medically fit to wear a respirator.
2. To determine if an individual needs work restrictions, given the job that he or she is required to do.

Note: *Job descriptions or job analysis evaluations need to be available to the physician or licensed healthcare professional (LHCP) doing the evaluation.*

Medical Questionnaire and Examinations

The medical questionnaire and examinations will be administered confidentially during the employee's normal working hours or at a time and place convenient to the employee. Employees will have the opportunity to discuss the questionnaire and examination results with the physician or LHCP. A sample respirator medical evaluation questionnaire can be found in Appendix C of the OSHA Respiratory Standard (1910.134) <https://www.osha.gov/laws-regs/regulations/standardnumber/1910/1910.134AppC>

Additional Medical Examinations

Additional medical evaluations will be provided under the following conditions:

1. An employee reports medical signs or symptoms that are related to their ability to use a respirator.
2. A physician, manager, or HR representative will inform the supervisor that an employee needs to be re-evaluated.
3. Information from the respiratory protection program, including observations made during fit testing and program evaluation, which indicates a need for employee re-evaluation.
4. A change occurs in workplace conditions that may result in a substantial increase in the physiological burden placed on an employee.

Exposure and Hazard Medical Records

Preservation of exposure and hazard medical records is required to be followed per Oregon OSHA's rule covering employees' access to exposure and medical records [OAR 437, Division 2, Subdivision Z \(1910.1020\)](#), which requires that the records be retained at least for the duration of employment plus 30 years. Employee exposure records must be retained for at least 30 years. The medical records can be kept by the evaluating physician and the medical clearance form is kept in a confidential medical file if the employee signs the medical release form.

If an employee works for one year or less, the rules allow an employer to give the employee his/her records and not retain them. If they are not given to the employee, then the 30-year retention time is in effect per the OR OSHA requirements.

Training

Each **mandatory respirator wearer** will receive initial training prior to being assigned work that requires use of a respirator and will receive annual training thereafter.

Each **non-mandatory respirator wearer** will receive information about the respirator in terms of protection limits, how to wear it and when to dispose of the mask. The non-mandatory respiratory users will also be provided the basic information on respirators found in Appendix D of the Oregon OSHA respiratory protection standard. <https://www.osha.gov/laws-regs/regulations/standardnumber/1910/1910.134AppD>

The mandatory respirator protection training includes the following training topics:

1. Contents of the written program and where it is located.
2. Respiratory hazards to which the employees are potentially exposed to.
3. Why the respirator is necessary and how improper fit, usage, or maintenance can compromise the protective effect of the respirator.
4. How to put on and take off the respirator.
5. Respirator use and limitations.
6. Cleaning, maintenance, and storage.
7. How to recognize medical signs and symptoms that limit effective use of a respirator.
8. How to inspect a respirator.
9. Field fit tests (positive and negative pressure tests).

The supervisor will keep the training records. Each user must understand and apply the contents of this respirator program to the daily use, care, and storage of the equipment. Written training materials are available from the supervisor.

Fitting of Respirators

Respirator fit is extremely important. Respirator fit testing is used to test how well the tight fitting respirator facepiece seals against the face. If there is not a good face-to-facepiece seal, the contaminants may pass around the facepiece and be breathed into the lungs.

It is important to realize that not everyone can wear a respirator. OR OSHA specifically states that you should not wear a respirator if:

1. You wear glasses that break the skin to mask seal (inserts are available).
2. You have facial hair passing between the sealing surface of the respirator and the face.
3. You are unable to get an adequate fit on a respirator.
4. Your physician finds you medically unable to wear the respirator.

INFECTIOUS DISEASE PREPAREDNESS AND RESPONSE

The City of Newberg is committed to maintaining a workplace that promotes the health and safety of all employees. To address potential hazards in the workplace, we are including some general guidance on infection prevention, as well as specific policies and procedures on the following pages for personal protective equipment, respiratory protection and bloodborne pathogens. All employees are encouraged to review this section thoroughly and must comply with these steps.

The City will respond diligently to any local, state or CDC disease mandates and OSHA guidance. Questions about infectious disease preparedness should be directed to the Safety Committee, Human Resources, County Public Health or your personal health care provider.

General Infection Prevention Measures Applicable to All Positions and Locations

Handwashing

All employees are encouraged to frequently wash or sanitize hands using soap and water or alcohol-based sanitizing products with at least 60% alcohol.

Consider specific activities as triggers for handwashing, e.g., upon entering or reentering the work area, before/after eating, after handshakes or in person meetings, before using shared equipment or vehicles.

Staying Home When Sick

The City strongly asks employees to stay home if they are sick. Medicating and coming to work exposes your coworkers and the public to illness. Follow the sick leave procedures in the employee handbook.

Respiratory etiquette – Employees should remember to cover coughs and sneezes.

Disinfecting – The workplace is a shared space. Maintain clean work areas, disinfect shared surfaces and equipment, and keep personal items from home to a minimum.

Dispose of old food, dead plants, and containers of unknown materials.

BLOODBORNE PATHOGEN EXPOSURE CONTROL PLAN

29 CFR 1910.1030 OR-OSHA Bloodborne Pathogens Standard

<https://www.osha.gov/laws-regs/regulations/standardnumber/1910/1910.1030>

OAR 437 Division 2, Subdivision Z

<https://osha.oregon.gov/OSHARules/div2/div2Z-1030-bloodborne.pdf>

This Bloodborne Pathogen Exposure Control Plan covers all employees' potential exposure to blood or body fluids. The training required will be arranged or coordinated through your supervisor at the time of hire and annually thereafter.

This plan describes the essential elements needed to protect our employees who might, in the expected course of carrying out their everyday job responsibilities, come in contact with blood or body fluids. This Exposure Control Plan includes the following topics:

- Universal Precautions
- Work Practices: Handwashing Techniques
- Personal Protective Equipment: Selection & Limitations
- Housekeeping & Methods of Decontamination
- Infective Waste Handling/Disposal Procedures
- Hepatitis Virus Vaccinations and Hepatitis virus information
- Post Exposure Evaluation & Follow-Up
- Recordkeeping
- Employee Training

Exposure Determination

The OR-OSHA Bloodborne Pathogen standard applies to all employees whose routine job duties may result in potential exposure to human blood or other potentially infectious body fluids (OPIMs). As defined by OSHA these employees are:

- All Police Officers
- Records and Evidence Technicians
- Code Compliance Officers
- Building Official and Plumbing Inspector
- Risk, Safety and Emergency Management Coordinators
- Public Works Operations & Laboratory staff
- Public Works Supervisors
- Public Works Superintendents
- Public Works Crew Chiefs
- Public Works Maintenance Staff
- Library Staff
- Engineering Technicians
- Engineering Project Managers/TDML Managers

This list is based on the assessed exposure risks for employees.

Hepatitis Virus (HA-B-CV) Vaccinations

All employees listed under the Exposure Determination are eligible to receive the vaccination series at no cost and during normal working hours. If the employee declines to be vaccinated, a declaration declining will need to be signed. At any time, the employee may change their mind, and the vaccination series will be offered.

The employees wanting pre-exposure vaccinations can arrange that through their supervisor. If the employee has previously been vaccinated they can also provide a copy of that record for their file.

Employees will incur no cost for medical evaluations, medical procedures including the hepatitis vaccination series and exposure follow-up or laboratory tests. Any employee who has a workplace exposure; if they have not previously taken the HABCV vaccination are encouraged to be vaccinated immediately

If routine booster of hepatitis vaccine is recommended at a future date, such booster will be made available by requesting from their supervisor.

PROVIDING AID

Employees may perform first aid under the “Good Samaritan Act” and not as an assigned responsibility. They may also self-help for small needs such as band aides. First aid kits are available in designated areas of each workplace. Any workplace exposure incident will be treated according to the medical response section.

The city contracts a vendor to maintain the inventory of First Aid Kits, AEDs, and Narcan in each building. Employees should inform their safety representative if they use supplies and inventory is low so the vendor can be alerted. A city contracted vendor checks first aid kits AEDs quarterly. The exception is kits and supplies kept in vehicles at Public Works, Police and other Fleet vehicles. The assigned staff using those vehicles are responsible to ensure inventory is maintained.

Definitions

Bloodborne Pathogens: Any pathogenic microorganisms that are present in blood and can cause disease in humans. These pathogens include, but are not limited to, hepatitis virus and human immunodeficiency virus (HIV).

Hepatitis A, B and C Virus (HAV, HBV and HCV): Diseases spread through blood transfusions, contaminated needles, contact with body fluids, sexual contact, and mucous membranes. (Creates a permanent viral infection of the liver)

Human Immunodeficiency Virus (HIV): The virus that can cause Acquired Immune Deficiency Syndrome (AIDS) and is spread in the same manner as HBV or HCV.

Exposure Incident: A specific eye, mouth, other mucous membrane, non-intact skin, or skin piercing contact with blood or other potentially infectious materials that results from the performance of an employee's duties.

Universal Precautions: A set of protocols recommended by the Center for Disease Control and Prevention and required by OSHA to prevent skin and mucous membrane exposure when potential contact with blood or body fluids.

Engineering Controls: Controls such as sharps disposal containers, self-sheathing needles that isolate or remove the bloodborne pathogens hazard from the workplace.

Needleless Systems: A device that does not use needles for:
The collection of bodily fluids or withdrawal of body fluids after initial venous or arterial access is established.

Overall Responsibilities

The following exposure control plan has been developed in compliance with the OSHA standard. Our plan is designed to minimize or eliminate employee exposure to blood-borne pathogens.

A copy of this plan is part of the Safety Manual kept on SharePoint and a printed copy at each work site. All new employees will read this plan and have the opportunity to ask questions at the time of their initial safety orientation. All employees will use "universal precautions" to prevent contact with blood and other potentially infectious body fluids. Where it is difficult to differentiate between fluid types, all fluids shall be considered potentially infectious materials.

The supervisor will be responsible to:

- Coordinate and provide training resources to employees and document
- Coordinate and offer Hepatitis vaccinations to their employees and forward records to Human Resources of those that choose to be vaccinated
- Perform with the supervisor exposure incident investigations and appropriate medical treatment and follow-up for hepatitis and HIV seroconversion. Confidential and locked records will be maintained by the Human Resource Department

The supervisors will ensure that appropriate equipment is provided to employees to protect against contact with blood or other infectious body fluids, which includes:

- Personal protective equipment required for protecting employees from blood or other infectious body fluids when performing their routine duties
- Locating first aid kits in most vehicles and all buildings
- Appropriate personal protective equipment for use during accident investigations

Methods of Compliance

Universal Precautions: Any employee providing help to anyone who is injured, has blood or body fluids on them must use Universal Precautions. Universal Precautions are a set of protocols required by OR-OSHA to prevent skin and mucous membrane exposure during potential contact with blood or body fluids. It is the most effective practice for protection.

The protocols are based on three basic premises:

- Treat all body fluids as potentially infectious
- Use protective barriers like gloves, face shields to reduce the risk of exposure
- Supplement by hand washing and disinfection

Universal Precautions specifically include:

- Gloves must be worn when touching body fluids or non-intact skin
- Gloves must be worn when handling items or cleaning surfaces soiled with body fluids
- Bandage all cuts or wounds with water- tight bandages to prevent contact with infectious body fluids
- Wash hands thoroughly with soap and water for 10-20 seconds after contact with blood or body fluid or handling contaminated articles. Even after wearing gloves

Procedures when washing hands/body:

- Wash hands with soap while still wearing gloves to reduce risk while removing gloves
- Wash your hands after removing gloves for 10 to 20 seconds
 - If water is not immediately available, then alcohol or antiseptic towelettes may be used
 - Use soap and warm water not hot water (hot strips natural oil barrier from the skin) The hands and forearms should be washed
 - Rub your hands vigorously in a circular motion and rinse under running water. This aids in the mechanical removal of bacteria
- Rinse well
- Dry hands with paper towel
- Turn off the water using a paper towel instead of bare hands
- Disinfect water faucet with bleach solution and towel

- Full showering should be done as soon as possible if body contamination occurs
- DO NOT reuse gloves, fabric towels or infected clothing

Engineering and Work Practice Controls

These methods minimize employee exposures. Personal protective equipment should always be used in combination with engineering controls. The supervisor will evaluate work practice controls including selecting the safest devices and disinfection tools for the worksite annually. All documentation required will be kept as part of this written Exposure Control Plan.

Personal Protective Equipment - General Equipment Available

The supervisor will ensure that employees are provided with appropriate personal protective equipment. This includes first aid kits that include at least:

- Two pairs of disposable latex gloves (more for police and public works who are exposed to fluids on a regular basis)
- Disposable safety goggles and a medical face mask

Limitations of Personal Protective Equipment

Gloves: Gloves can be torn or punctured. Gloves should be changed after contact. Disposable gloves should not be washed or disinfected for reuse. They also should not be used when visibly soiled, punctured, or when their ability to function as a barrier is compromised. Hands should be washed as soon as possible after removing gloves. If water is not available, then disinfecting hand washing wipes or gel should be used.

Face/Eye Protection: These items also need to be clean and maintained in good repair. They should be discarded if they do not function as indicated by the manufacturer's use and maintenance documentation.

Housekeeping Requirements

Hepatitis virus can survive for at least a week in a dried state at room temperature on work surfaces. HIV survival is less: 24 to 48 hours. As a result, it is important to ensure proper cleaning of all materials or surfaces contaminated with blood or body fluids.

Cleaning up blood or body fluids will be done as soon as possible. Follow the directions on spill clean-up kits for proper dilution and application methods. If unsure, rope off the area and contact a professional janitorial vendor. Do not mix ammonia and bleach products while cleaning. This will create a toxic gas that will cause illness.

Cleaning and Disposing of PPE

Disposable all gloves or towels or cloth should be disposed of in the regular trash after use and cleaning unless soaked with fluids. If the latter, dispose of it in a biohazard bag.

Goggles and face shields (that are not disposable) should be cleaned with soap and water and then wiped down with bleach solution, alcohol or other germicides if contaminated.

Puncture resistant gloves that become soiled will need to be disposed of. Employee will ensure that all garments penetrated by blood or body fluids are removed immediately or as soon as possible.

Contaminated laundry will be placed and transported in bags that are labeled with biohazard symbols. Costs for laundering and cleaning of employee clothing or uniforms contaminated during work performance will be paid by the city.

Biohazard Waste Handling/Disposal Procedures

A biohazard waste which requires special handling and disposal is defined as “any liquid or semi-liquid blood or other infectious materials; contaminated items or materials in a liquid or semi-liquid state; items that are caked with dried blood or other infectious materials and are capable of releasing these materials during handling; will be disposed of immediately in the proper containers.”

The biohazard containers or bags must be able to contain contents and prevent leakage of fluids during handling, storage, transport, or shipping.

Blood and other body fluids or wash water from fluids are allowed to be disposed of down the sewer in Oregon.

Syringes (sharps), if they are found, including blood contaminated utility knives or broken pop bottles, spoons with burnt residue, should all be disposed of in a closeable, puncture resistant, container that is labeled and color coded as biohazard (red).

Procedures for Picking up Sharps

Follow these steps:

- Have sharps container ready
- Use latex gloves or vinyl gloves
- Use mechanical equipment (pliers, shovels, tongs, or dustpans) to pick up contaminated sharps, utility knives, or scissors
- Dispose in sharps container

When transporting containers of contaminated sharps and other regulated wastes from the use area, the containers will be closed to prevent spillage or protrusion of contents during handling, storage, transport, or shipping.

The method of removing “contaminated waste” containers will include:

- Sealing the sharp containers and any biohazard bags (red bags) containing infectious waste materials
- The containers or bags will be picked up by calling our local waste management company

Exposure Incident Evaluation and Follow-Up

Any employee who has an exposure incident will immediately notify their supervisor, who will assist them employee in contacting CIS Triage line. They will start the report and refer the employee to a medical health care provider for a complete medical evaluation and follow-up.

The supervisor will need to provide Human Resources and CIS or the employee with:

- A copy of this Bloodborne Pathogens plan
- A copy of the Exposure Incident/Accident Report
- The healthcare provider will give the employee a written recommendation to share with HR. This includes any restrictions on returning to work or follow up care

Post Exposure Investigation

The supervisor and employee will ensure that the circumstances of exposure are recorded and investigated. The attached Exposure Incident Form will be used to ensure that relevant information including the routes of exposure, the activity in which the employee was engaged at the time of exposure, and the extent to which appropriate work practices and protective equipment were used, and a description of the source exposure will be recorded.

As part of the follow-up on an “exposure incident” the Manager, who may choose to include the Safety Committee Representative or Human Resources, will conduct a confidential investigation. The investigation report will be provided to both HR and the Safety Committee Chair for review.

It is critical to remember that an exposure incident is an unprotected exposure to blood or other body fluids including a skin exposure. Additionally, exposure can include the eyes or mouth.

The arrangement to obtain consent and testing of another person who exposed our employee will be performed by the Human Resource Department or the police department. It may not be feasible to test the other person.

Results of the source individual’s testing will be made available to the exposed employee. This will be done by the health care professional treating the employee.

An exposed employee’s blood will be collected as soon as feasible and tested after consent is obtained. If baseline blood is drawn, but the employee does not consent for HIV serologic testing, the sample will be preserved for at least 90 days. If within 90 days of the exposure incident, the employee elects to have the sample tested, such testing will be done as soon as feasible. Additional HIV follow-up testing will be offered based on US Public Health Service recommended schedule.

Recordkeeping

Medical Records will be established and maintained for each employee with occupational exposure. The Human Resources Department will maintain the current employee medical records for the duration of employment and for after separation in accordance with the Secretary

of State's Administrative Records Retention Schedule. The city will keep any hazard exposure records in accordance with Oregon Public Records Law, which in 2025 is after the end of employment for a minimum of 30 years.

The record will be confidential and will contain the following information:

- Name and social security number
- Copy of employee's vaccination status and any medical records that are relative to employee's ability to receive the vaccination
- Copy of the results of examinations, medical testing, and follow up procedures as the result of a post-exposure incident medical treatment
- Copy of medical professional's written opinion. A copy of the information provided to the medical professional

Training and Communication

The following lists the topics required to be covered in the annual Bloodborne Pathogen Program initial and annual training:

- An accessible copy of the bloodborne standard and an explanation of its contents
- A general explanation of the epidemiology and symptoms of bloodborne diseases
- An explanation of the modes of transmission of bloodborne pathogens
- An explanation of the exposure control plan where to obtain a copy of the plan
- An explanation of the appropriate methods of recognizing tasks and other activities that may involve exposure to blood or other potentially infectious materials
- An explanation on the PPE and engineering controls plus the limitations of methods that will prevent or reduce exposure. Information on the types, proper use, location, removal, handling, decontamination, and disposal of personal protective equipment
- The basis for selection of personal protective equipment
- Information on the hepatitis B vaccine, the benefits of vaccination, and that the vaccination will be offered free of charge
- Information on the appropriate actions to take and persons to contact in an emergency involving blood or other potentially infectious materials
- An explanation of the procedure to follow if an exposure incident occurs, including the method of reporting the incident and medical follow-up
- Information on the post-exposure evaluation required to be provided
- An explanation of the signs, labels and color coding for biohazardous material
- An opportunity for interactive questions and answers with a subject expert
- The training program will be given initially and a refresher annually

The training is to be documented, and a written record kept in the employee's training file for at least 3 years. Each employee is provided with access to all the training materials including an online video program and instructor's background information.

Table 9 – Bloodborne Pathogen Incident Form

Supervisor:		
Date of Incident/Accident:	Time of Incident/Accident:	Incident/Accident Location and Case Number (if applicable):
Describe the incident fully (route of exposure, circumstances, describe type of controls in place at time of incident including engineering controls and personal protective equipment worn, identify unsafe conditions and/or actions, relevant police reports):		
Describe employee's injury (part of the body/type of injury):		
Describe first aid/medical treatment (when and by whom):		
When was the accident reported:		To whom:
If not immediately reported, WHY?		
List of Witnesses:		
Is the source individual known? Yes ☐ No ☐ If so, please provide name/address so that consent for blood testing can be obtained.		
Name:		Address:
What corrective action was taken or is planned to prevent similar accidents from occurring in the future?		
Referral to medical evaluator has been done. Yes ☐ No ☐ Date of referral:		If not, explain:
Note: The Oregon Health Division "source consent" form will be sent to the source or his/her medical provider to obtain permission for source HIV/HBV blood testing. The medical evaluator has been informed as to our policy and the OR-OSHA rules. All medical data is confidential.		
Name of investigator:	Title:	Date:
Additional Comments:		

Healthcare Professionals Opinion: Post-Exposure Evaluation and Follow-Up

Directions:

This form needs to be filled out by the healthcare professional following an exposure incident and returned to the Human Resources. The employer will maintain a copy of this form PLUS give the exposed employee a copy within 15 days.

Table 10 – Bloodborne Pathogen Post-Exposure Form

The employee has been informed of the results of the evaluation. Yes ☐ No ☐	The employee has been told about any medical conditions resulting from exposure to blood or other potentially infectious materials which require further evaluation or treatment. Yes ☐ No ☐
Healthcare Provider's Signature:	Date:
The blood or body-fluid source individual will be asked to consent to having their blood collected and tested for HxV and HIV. For our clients under 18 years of age, if they are the source individual, their legal guardian will be asked to give consent for testing. The following information must be recorded.	
Name:	
Blood Taken: Yes ☐ No ☐ Date taken:	Written/Oral Consent Given For: HxV Testing: Yes ☐ No ☐ HIV Testing: Yes ☐ No ☐
Results Made Available to the Employee: Yes ☐ No ☐	Date Made Available:
Name of Medical Center:	Name of Treating Physician:

Table 11 – Employee Declaration Declining Hepatitis Vaccination

Employee Declaration Declining the Hepatitis Vaccination	
I understand that due to my occupational exposure to blood or other potentially infectious materials I may be at risk of acquiring hepatitis virus (HxV) infection. I have been given the opportunity to be vaccinated with hepatitis vaccine, at no charge to myself. However, I decline hepatitis vaccination at this time. I understand that by declining this vaccine, I continue to be at risk of acquiring hepatitis, a serious disease. If in the future I want to be vaccinated with hepatitis vaccine, I can receive the vaccination series at no charge to me.	
Employee's Signature:	Date:
Supervisor:	
Department Manager:	

CHAPTER FIVE

TRAINING AND EXERCISES

Emergency Evacuation Plan

There are times when evacuation of a city facility is necessary for the safety of employees and the public. This can be caused by natural events like weather or earthquakes, fire, unsafe atmosphere, or human caused such as hostile actors, gas leaks, or failure of building integrity. We have adopted an Emergency and Fire Prevention Plan to reduce the occurrence of unsafe conditions.

Our policy is to call 9-1-1 for all emergencies large or small. This includes suspicious packages, smoke, strange odors, and any person acting in a concerning manner. Employees are not expected to enter any situation they are not trained in.

Our main responder in all emergencies is Tualatin Valley Fire & Rescue or Newberg Dundee Police Department. Both agencies are dispatched by NEWCOM Dispatch Center.

The most likely types of emergencies at our facilities are:

Fire/Smoke	Chemical or Gas Spills or Releases, Radiation
Medical Emergency	Bomb Threat, Terrorism, Unrest, Suspicious Packages
Violence	Vehicle vs Building, Structure failure or collapse
Weather events	Earthquakes, Solar Flares, Volcanic
Poor Air Quality	Failed HVAC or Utilities

Management is responsible for ensuring that all employees are accounted for during an evacuation. It's recommended to have several designated Supervisors or Team Leaders to ensure that staff, the public, and any vendors all evacuate the building. If the situation involves an active shooter actions below should be modified to a **Run, Hide, Fight** response and cell phones should be placed in silent mode.

- Call 911 if other employees have not already done so
- Inform all staff to avoid the area. Pull the alarm if building has one **(not for active shooter situation)**
- Use the nearest exit which will take people away from the building **(not for active shooter situation)**
- Ask dispatch to inform all employees to avoid the area using Everbridge
- Post one employee outside (safely) near public entrance to direct responders and stop staff or residents from entering
- DO NOT answer questions from the curious. Direct them to the Manager. People are well meaning, but misinformation on social platforms and blogs can create a greater emergency
- Remain at the meeting location for head count and further instructions
- Do not leave or reenter until the Police, Fire or City Manager gives the 'all clear'
- Ensure any children without an adult remain with designated staff - inform dispatch that a minor is unaccompanied

City Hall and Archive Building – Fire Station 20 parking lot.
Public Safety Building – Patrol Parking lot or Memorial Park.
Library and Annex - Chehalis Cultural Center, outside front doors.
Public Works Maintenance – Entrance by West Gate.
Public Works Operations WWTP – Employee Parking Lot.
Public Works Operations Water Plant – Outside main gate near shed.
For a non-immediate evacuation (e.g. advance notice) employees and public will be given instructions by the supervisor on how to proceed.

For localized evacuations (only one building) notify staff in person and have dispatch send all employees an Everbridge alert. Everyone will exit to the assembly points and remain there.

The supervisors/team leaders will account for their employees. If a person is missing, notify dispatch or emergency responders. Do not re-enter any facility that has been evacuated until given permission. No one is to leave the evacuation area site unless instructed by the person in charge.

Exits

All exits will be visibly marked with signs and kept accessible at all times. Floor markings are encouraged to show the route of exit. All exits will be unlocked from the inside to allow for quick exit. No deadbolts or locks that cannot be unlocked by turning the handle or pushing on a panic bar on exit doors. Doors operating on proximity cards must still open for exiting when power is off.

Critical Operations

Supervisors and personnel responsible for critical operations like servers, water and wastewater systems will follow their emergency shutdown procedures. Do not remain on site if staying will result in danger to yourself.

Essential operations could include:

Isolating power at main switch (these employees must be trained on how to do so safely).
A motor or battery fire, the motor should be turned off if safe to do so.
Never spray water on live electrical connections or motors. Electrical shock hazard
Slow down chemical feeds or pumps.
Shut off water or natural gas outdoors at the main.
Manually lock proximity-controlled doors and elevators.

Evacuation Drills

The Emergency Management Coordinator and Safety Committee will coordinate an annual evacuation drills. This may be prefaced with a tabletop discussion for each department as a refresher. TVFR and NDPD will usually be asked to participate in drills to coordinate and provide additional evaluation.

TRAINING AUDITS AND ACCOUNTABILITY

The Emergency Management Coordinator meets with the designated training manager in each department. For Police and Public Works, this will occur quarterly, for all other departments, this will occur yearly. The Emergency Management Coordinator will review the training schedule and records to ensure the department meets OSHA requirements. The coordinator will support the Department in correcting missing training or finding resources. Audit reports are given to the City Manager and Safety Committee.

Training records are the responsibility of each department. The Manager may delegate record keeping to another department employee. NEOGOV shall be the sole repository for training data with expiry dates, other training materials will like in the relevant drive in a departmental “Training Materials” folder. Human Resources keeps all records with HIPPA protected medical information.

The Manager will ensure that all employees have the time to attend and complete training in support of our overall goal for a safe and productive workplace. Training is completed during paid time and at the cost of the department. Refer to the training list for your department.

Every new employee will receive a Safety Orientation coordinated by the Emergency Management Coordinator during initial onboarding.

Per OSHA requirements all employees receive a core set of initial and refresher trainings:

- SDS Information
- First Aid & Naloxone
- Bloodborne Pathogens
- PPE Refresher
- Fire Prevention & Safety
- Active Shooter Preparedness
- Suspicious Packages
- Earthquake Preparedness & Response
- Heat Safety
- Smoke Air quality Safety
- Fuel Station Safety
- FEMA 100,200,700,800 & 2200 (one time)

Other departments have added additional topics specific to their operations.

Police Safety Trainings

The **Police One** organization provides certification training for specific safety related situations. This includes all of the relevant documentation to include the curriculum.

Police staff will receive refresher training on:

- First Aid/CPR/AED/Naloxone Training (2yr refresher)
- SDS information refresher
- Bloodborne Pathogens
- Earthquake Preparedness & Response
- Fire Prevention & Safety
- Evacuation Drill
- PPE Refresher
- Heat Safety
- Smoke Air quality Safety

Public Works Trainings

Public works employees have a wide range of certifications that are required based upon position descriptions and certifications. OSHA compliant examples include CDL licensure and confined spaces training.

It is the responsibility of the Public Works Director to ensure that the certifications are up to date and saved in the relevant Neogov location.

In addition to these items all Public Works staff will receive refresher training on:

- First Aid/CPR/AED/Naloxone Training (2yr refresher)
- SDS information refresher
- Bloodborne Pathogens
- Active Shooter Preparedness
- Earthquake Preparedness & Response
- Fire Prevention & Safety
- Evacuation Drill
- PPE Refresher
- Heat Safety
- Smoke Air quality Safety

LIBRARY SPECIFIC TRAINING PROGRAM

Library employees are required to take the following safety trainings annually:

- Mandatory Reporter Training
- Some key staff receive First Aid/CPR/AED/Naloxone Training (2yr refresher)
- SDS information refresher
- Bloodborne Pathogens
- Active Shooter Preparedness
- Suspicious Packages
- Earthquake Preparedness & Response
- Fire Prevention & Safety
- Evacuation Drill
- PPE Refresher
- Heat Safety
- Smoke Air quality Safety

ADMINISTRATION / CITY RECORDER TRAINING PROGRAM

Administration / City Recorder Staff take the following safety trainings annually:

- CPR & AED First Aid Naloxone/Overdose Training (2 yr refresher)
- SDS information refresher
- Bloodborne Pathogens
- Active Shooter Preparedness
- Suspicious Packages
- Earthquake Preparedness & Response
- Fire Prevention & Safety
- Evacuation Drill
- PPE Refresher
- Heat Safety Refresher
- Smoke Air quality Safety Refresher
- Fuel Station Safety

FINANCE TRAINING PROGRAM

Finance Employees are required to take the following safety trainings annually:

- CPR & AED
- First Aid Naloxone/Overdose Training (2 yr refresher)
- SDS information refresher
- Bloodborne Pathogens
- Active Shooter Preparedness
- Suspicious Packages
- Earthquake Preparedness & Response
- Fire Prevention & Safety
- Evacuation Drill
- Heat Safety Refresher
- Smoke Air quality Safety Refresher
- Fuel Station Safety

COMMUNITY DEVELOPMENT & ENGINEERING TRAINING PROGRAM

Community Development & Engineering Employees are required to take the following trainings annually:

- CPR & AED
- First Aid Naloxone/Overdose Training (2 yr refresher)
- SDS information refresher
- Bloodborne Pathogens
- Active Shooter Preparedness
- Suspicious Packages
- Earthquake Preparedness & Response
- Fire Prevention & Safety
- Evacuation Drill
- PPE Refresher
- Heat Safety Refresher
- Smoke Air quality Safety Refresher
- Fuel Station Safety

WORK SITE PRACTICE AND PROCEEDURE REVIEWS

Each Department is the subject expert for their operations and responsibilities.

Department Managers ensure that procedures, safety and personal protection equipment (PPE), and training meet the current needs of their operations. Managers will also develop and maintain plans and procedures unique to their operations. These will be added as annex sections of the Safety Manual kept at their department.

Managers will designate who in their department will maintain documentation for Job Hazard Analysis, training, and PPE. The Emergency Management Coordinator will audit these records annually with the designated record keeper at each department.

When any new duties, equipment, processes or materials are introduced to operations, an updated Job Hazard Analysis review should be performed. See the Job Hazard Template. Managers will review procedures as part of accident, injury and property investigation and indicate that review on the investigation report.

It is a recognized best practice to have outside perspectives when reviewing processes and plans. The Safety Committee and CIS representative are available as a resource to all departments, in addition to other partner subject experts. The safety checklists from this document are gathered for convenience as Appendix A.

It is the hiring Department's responsibility to ensure their vendors and contractors complete the Contractor Safety Agreement. See Appendix B for the details.

Appendix A – Safety Checklists

Table 1 - Hard Hat Safety Checklist

Department:	Location:
Jobs included in the assessment:	
Potential hazards: Overhead objects that could fall Exposed pipes or beams (less than 6.5 feet overhead) Energized electrical equipment	Likelihood of injury without PPE: High Medium Low
Severity of a potential injury without PPE: Minor first aid required Serious, not life threatening IDLH: life threatening	PPE required: Head protection that meets ANSI Z89.1 requirements Impact Type I Impact Type II Electrical Class G (general) Electrical Class E (electrical) Electrical Class C (conductive) None required

Table 2 - Eye Protection Safety Checklist

Department:	Location:
Jobs included in the assessment:	
Potential hazards: Dust, dirt, metal, or wood chips from chipping, grinding, sawing, hammering, and from power tools. Chemical splashes from corrosive substances, hot liquids, and solvents. Objects such as tree limbs, chains, tools, and ropes that swing into the eyes or face. Radiant energy from welding and harmful rays from lasers or other radiant light.	Likelihood of injury without PPE: High Medium Low
Severity of a potential injury without PPE: Minor first aid required Serious, not life threatening IDLH: life threatening	PPE required: Chemical goggles/face shield Chemical splash goggles Glasses/goggles with face shield Glasses/goggles with side shields Impact goggles Leather welding hood Safety glasses with side shields Safety goggles with face shield Welding goggles Welding helmet/shield with safety glasses and side shields None required

Table 3 – Hand Protection Safety Checklist

Department:	Location:
Jobs included in the assessment:	
Potential hazards: Harmful or hazardous temperatures Chemicals that can be absorbed into the skin or cause burns Energized electrical equipment Mechanical equipment that can cause bruises, abrasions, cuts, punctures, fractures, or amputations	Likelihood of injury without PPE: High Medium Low
Severity of a potential injury without PPE: Minor first aid required Serious, not life threatening IDLH: life threatening	PPE required: Leather/cut resistant gloves General purpose work gloves Chemical resistant gloves Insulated gloves Heat/flame resistant gloves Latex or nitrile gloves Electrician's insulated rubber gloves Cotton, leather, or anti-vibration gloves None required

Table 4 – Foot Protection Safety Checklist

Department:	Location:
Jobs included in the assessment:	
Potential hazards: Heavy objects such as barrels or tools that might roll onto or fall on a worker's feet Sharp objects such as nails or spikes that could pierce the soles or uppers of ordinary shoes Molten metal Hot, wet, or slippery surfaces Energized electrical equipment	Likelihood of injury without PPE: High Medium Low
Severity of a potential injury without PPE: Minor first aid required Serious, not life threatening IDLH: life threatening	PPE required: Steel toe safety shoes Leather boots or safety shoes with metatarsal guards Slip resistant soles Puncture resistant soles Chemical resistant boots/covers Rubber boots/closed top shoes Insulated boots or shoes None required

Table 5 – Fall Protection Safety Checklist

Department:	Location:
Jobs included in the assessment:	
Potential hazards: Unguarded surfaces more than 10 feet above a lower level or any height above dangerous equipment.	Likelihood of injury without PPE: High Medium Low
Severity of a potential injury without PPE: Minor first aid required Serious, not life threatening IDLH: life threatening	PPE required: Personal fall arrest system Personal fall restraint system None required

Table 6 – Protective Clothing Safety Checklist

Department:	Location:
Jobs included in the assessment:	
Potential hazards: Extreme temperatures Hot splashes from molten metal and other hot liquids Impacts from tools, machinery, and materials Hazardous chemicals Ionizing radiation	Likelihood of injury without PPE: High Medium Low
Severity of a potential injury without PPE: Minor first aid required Serious, not life threatening IDLH: life threatening	PPE required: Chemical resistant coveralls Cut resistant sleeves, wristlets Flame resistant jacket/pants High visibility garment Insulated jacket, hood Lab coat or apron/sleeves Long sleeves/apron/coat Static control coats/coverall None required

Table 7 – Leg Protection Safety Checklist

Department:	Location:
Jobs included in the assessment:	
Potential hazards: Hot substances Dangerous chemicals Cuts from chainsaws	Likelihood of injury without PPE: High Medium Low
Severity of a potential injury without PPE: Minor first aid required Serious, not life threatening IDLH: life threatening	PPE required: Leggings or boots: penetration resistant Leggings or boots: chemical resistant Leggings or boots: molten metal resistant Chaps or leg protectors: resists cuts from chainsaws None required

Table 8- Personal Protective Equipment Hazard Assessment

General Information		
Department:	Location:	
Jobs included in the assessment:		
Person performing assessment:	Assessment Date:	
Hazard assessment certification		
I certify that I performed this hazard assessment on the date indicated. Signed:		
Printed name:	Date:	
PPE Required?		
From the attached assessment worksheets	Yes	No
Fall protection		
Torso protection		
Eye and face protection		
Head protection		
Foot protection		
Leg protection		
Hand protection		
Hearing protection		
Respiratory protection		

Table 9 – Bloodborne Pathogen Incident Form

Supervisor:		
Date of Incident/Accident:	Time of Incident/Accident:	Incident/Accident Location and Case Number (if applicable):
Describe the incident fully (route of exposure, circumstances, describe type of controls in place at time of incident including engineering controls and personal protective equipment worn, identify unsafe conditions and/or actions, relevant police reports):		
Describe employee's injury (part of the body/type of injury):		
Describe first aid/medical treatment (when and by whom):		
When was the accident reported:		To whom:
If not immediately reported, WHY?		
List of Witnesses:		
Is the source individual known? Yes ☐ No ☐ If so, please provide name/address so that consent for blood testing can be obtained.		
Name:		Address:
What corrective action was taken or is planned to prevent similar accidents from occurring in the future?		
Referral to medical evaluator has been done. Yes ☐ No ☐ Date of referral:		If not, explain:
Note: The Oregon Health Division "source consent" form will be sent to the source or his/her medical provider to obtain permission for source HIV/HBV blood testing. The medical evaluator has been informed as to our policy and the OR-OSHA rules. All medical data is confidential.		
Name of investigator:	Title:	Date:
Additional Comments:		

Table 10 – Bloodborne Pathogen Post-Exposure Form

Directions:

This form needs to be filled out by the healthcare professional following an exposure incident and returned to the Human Resources. The employer will maintain a copy of this form PLUS give the exposed employee a copy within 15 days.

The employee has been informed of the results of the evaluation. Yes ☐ No ☐	The employee has been told about any medical conditions resulting from exposure to blood or other potentially infectious materials which require further evaluation or treatment. Yes ☐ No ☐
Healthcare Provider's Signature:	Date:
The blood or body-fluid source individual will be asked to consent to having their blood collected and tested for HBV and HIV. For our clients under 18 years of age, if they are the source individual, their legal guardian will be asked to give consent for testing. The following information must be recorded.	
Name:	
Blood Taken: Yes ☐ No ☐ Date taken:	Written/Oral Consent Given For: HBV Testing: Yes ☐ No ☐ HIV Testing: Yes ☐ No ☐
Results Made Available to the Employee: Yes ☐ No ☐	Date Made Available:
Name of Medical Center:	Name of Treating Physician:

Table 11 – Employee Declaration Declining Hepatitis Vaccination

Employee Declaration Declining the Hepatitis Vaccination	
I understand that due to my occupational exposure to blood or other potentially infectious materials I may be at risk of acquiring hepatitis virus (HxV) infection. I have been given the opportunity to be vaccinated with hepatitis vaccine, at no charge to myself. However, I decline hepatitis vaccination at this time. I understand that by declining this vaccine, I continue to be at risk of acquiring hepatitis, a serious disease. If in the future I want to be vaccinated with hepatitis vaccine, I can receive the vaccination series at no charge to me.	
Employee's Signature:	Date:
Supervisor:	
Department Manager:	

Appendix B - City Of Newberg Contractor Safety Agreement

This Contractor Safety Agreement is established to communicate the safety requirements and responsibilities that contractors shall adhere to while performing work for the City of Newberg, Oregon, to ensure a safe working environment and minimize hazards, through the use and application of their established good safety practices and rules.

Oregon OSHA requires notification of outside contractors regarding safety programs for Hazard Communication, Asbestos, Hazardous Waste, Hazardous Energy Control, and Confined Space. The Contractor shall comply with the City of Newberg's Safety Program Manual, and all applicable Federal, State, and Local laws and regulations, including Occupational Health & Safety Regulations.

All outside contractors performing work in or upon the City of Newberg owned or leased buildings, facilities, easements, rights-of-way, or otherwise controlled premises will be provided with a copy of the city of City of Newberg's Safety Program Manual by the project manager, Director of Public Works, or their designee, and shall complete the City of Newberg's Contractor Safety Agreement prior to commencement of contracted work.

The Contractor Safety Agreement applies to the Contractor, its employees, agents, subcontractors, and their employees when working on the City of Newberg owned or leased buildings, facilities, easements, right-of-way, or otherwise controlled premises.

Any City of Newberg employee who notices unsafe or concerning work by the Contractor, its employees, agents, subcontractors, and their employees shall immediately notify the Contractor and the supervisor of the concern.

Contractor Safety Agreement Acknowledgment

The Contractor hereby acknowledges that it is the responsibility of the Contractor to ensure that all safety rules, including Occupational Health & Safety Administration (OSHA) all applicable Federal, State, Local safety laws and regulations, including the requirement of the City of Newberg's Safety Program Manual are followed in the performance of their construction, maintenance, or other contracted services, when working on City owned, leased, or otherwise controlled premises.

The undersigned Contractor affirms that its employees, agents, and subcontractors have received the required safety training and assumes full responsibility to inform its employees, agents, and subcontractors about this Contractor Safety Agreement, and agrees that its employees, agents, and subcontractors and will conform with the Contractor Safety Agreement while on the premises controlled by the City of Newberg. It is

further understood that any person not conforming to the Contractor Safety Agreement will not be permitted to perform work or services on such premises.

The Contractor acknowledges it shall provide its employees, agents, subcontractors, and their employees all the necessary personal Protective Equipment (PPE) and other required safety equipment to perform the contracted works or services in such a manner as to eliminate the cause of personal injuries and accidents.

It is further understood by the undersigned Contractor that compliance with this Contractor Safety Agreement is a continuing requirement and that in consideration of the undersigned accepting any contracted work to be performed on City of Newberg owned or leased buildings, facilities, easements, rights-of-way, or otherwise controlled premise, the acceptance of and compliance with these conditions will automatically continue from job to job for a period of one year from the date the Contractor Safety Agreement was signed, unless written notice revoking such acceptance is given by either the undersigned Contractor, or the City of Newberg.

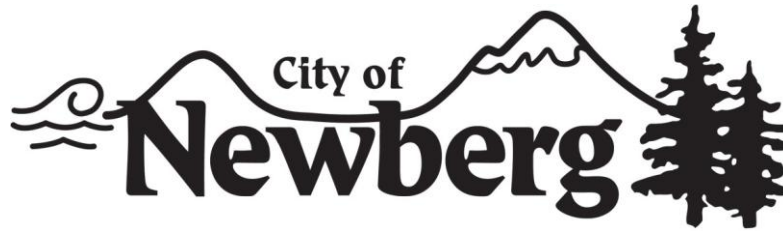
The Contractor further acknowledges that the Contractor Safety Agreement has been read and its conditions are hereby accepted by the undersigned on behalf of the Contractor and its employees, agents, subcontractors, and subcontractor employees and agents, and that the violation of this agreement, or failure to comply with any federal, state, local , or City of Newberg safety regulations may preclude contractor(s) from any further contracted work for the City of Newberg, Oregon.

CONTRACTOR:	City of Newberg
Company Name:	Verified By (print name):
Contractor's Signature:	Employee Signature:
Print Name:	Title:
Title:	Date:
Date:	

Two (2) original copies of this agreement are to be signed.

One (1) original copy to be retained by the Contractor,

One (1) original copy o be returned to the City of Newberg City Manager's office.



SAFETY PROGRAM AND MANUAL

PART ONE

SAFETY PROGRAM GENERAL

Part 1 of the Safety manual contains procedure and policy on Orientation, record keeping, refresher training and accident or near miss incident reports. It applies to HR, Dept. Heads and all supervisory staff.

Chapter 1: Safety Responsibilities Pages 2 - 6

- A. Management Commitment
- B. Employees Responsibilities
- C. Safety Committee Responsibilities
- D. Safety Committee Chair responsibilities
- E. Safety Communication Network

Chapter 2: Self-insured loss prevention program..... Pages 7 - 9

Chapter 3: Recordkeeping..... Pages 10 - 12

Chapter 4: Safety and Health Training Program Pages 13 - 24

Chapter 5: Accident Investigation Procedures Pages 25 - 33

- A. Purpose
- B. Definitions
- C. Responsibility
- D. Accident investigation Procedure
 - 1. Accident reporting personal injury
 - 2. Accident reporting vehicular accidents
 - 3. Investigation
 - 4. Safety Committee Review

CHAPTER 1: SAFETY RESPONSIBILITIES

A. Management Commitment

In addition to the duties and services the City must provide it is also the responsibility of the Organization and its employees and volunteers to be responsible for workplace safety and accountability.

Management and supervisory personnel are accountable for the safety of employees working under their supervision, and will be expected to conduct operations in a safe manner at all times. Management has the overall responsibility for the establishment, implementation, administration, and governance of the total safety program.

The City's Management and Human Resources staff responsibilities include:

- Ensuring that safety and health regulations are observed.
- Developing and implementing the City of Newberg's safety program.
- Assisting in preparation and revision of safety policies and implementation of safety rules.
- Monitor and audit each department or facility for safety and health hazards.
- Establish or approve procedures for hazardous operations.
- Monitoring and auditing the operation for safety and health hazards.
- Overseeing the investigation of all accidents, reporting near-misses or hazardous conditions, and assuring that appropriate steps for corrective action are implemented in a timely manner. In the event of an accident, conducting a complete and thorough investigation before leaving work for the day.
- Reviewing and approving the safety aspects of any facility layout, design, and alteration.
- Maintaining weekly contact with any worker who is away from work due to a work related injury or illness, and documenting the contact as a written record.
- Completing and documenting the safety orientation for new employees and ensuring that mandatory safety meetings and training are conducted.
- Recommending safety procedures, practices and controls
- Maintain the OSHA injury and illness logs and complies with state and federal injury reporting requirements.
- Retains exposure and medical monitoring records in accordance with HIPPA. The medical monitoring records are kept in confidential personnel files at Human Resources. Ensuring protected information is not kept in duplicate files.
- Handling Workers' Compensation Program.
- Assist supervisors with safety performance issues, if requested, or sees a specific trend of injuries.

- Administers all other insurance including property, liability, workers' compensation, and employee health insurance.

B. Employees' Responsibilities

Employees' role in safety is critical. Employees are responsible to follow proper safety and health practices. It is important that all employees and volunteers report unsafe conditions to on site supervisor and the safety committee representative so that the condition or facility can be corrected.

- a. Carry out all tasks using every required and reasonable precaution to protect themselves and co-workers from injury.
- b. Being alert to, and reporting, any unsafe conditions or practices observed to the immediate supervisor.
- c. Immediately reporting all injuries to the onsite supervisor.
- d. Being familiar with and abiding by the safety policies
- e. Requesting tools, PPE, training or assistance immediately

C. Safety Committee Responsibilities

The safety committee's responsibility is to advise management on safety and health related issues in the work place, and to provide leadership in protecting the safety and health of all our employees. The safety committee plays an essential role in the overall safety effort and serves as the primary means of communicating and exchanging information on safety issues.

- a. Recommending programs for the safety and health of employees.
- b. Monitoring the programs and work procedures designed for employee safety and health.
- c. Considering individual employee concerns and suggestions regarding safety and health, communicating with the management team regarding concerns and suggestions, and reporting back to the individual employee in a timely manner.
- d. Reviewing employee safety input forms and recommending appropriate corrective action in writing.
- e. Promoting programs to improve the safety, health training, and education of employees.
- f. Participating in the investigation of safety hazards and reviewing accident and near miss incidents at monthly meetings.
- g. Providing a means for employees to work together on identifying hazards and developing acceptable solutions to safety problems.

The Safety Committee meets monthly and will provide reports to the City Manager and post minutes and agendas for all staff.

Though the safety committee's role is advisory, all reasonable means will be taken by management to address the concerns of the committee. The Safety Committee Charter is defined in detail in Part 2, Chapter 1.

D. Safety Committee Chair Responsibilities

- a. Presenting to the management team safety policies to meet OSHA compliance.
- b. Assisting the Safety Committee with the implementation of all safety policies and procedures.
- c. Assisting the Safety Committee and safety performance issues upon request, or if specific injury trends are identified.
- d. Working with the Safety Committee to develop or recommend safety training programs.
- e. Developing and or maintaining educational and instructional materials.
- f. Distributing the minutes of the meetings to committee members
- g. Prepare and distribute annual report to City Manager and committee members
- h. Prepare and submit annual budget including grant moneys
- i. Submit Committee recommendations to Dept. Heads or City Manager
- j. Present accident incident reports to Committee for review
- k. Schedule and maintain quarterly inspection records
- l. Oversee committee review of forms, manual and other procedures every 2yrs

E. Safety Communication Network

As reflected in the management commitment statement, maintaining a safe place of employment requires a cooperative effort on the part of each employee. Essential for such cooperation is a communication system capable of conveying safety information. The following outlines our communication network:

- a. **Written communications**, such as meeting minutes and OSHA briefs will be distributed to the employees in each department, regarding major and/or complex issues by the department representative.
- b. **Safety meetings** held as needed but at least every month. These meetings will have a standard agenda that shall be revised as appropriate and participants will report on various safety/health related issues.
The agenda format is listed in Committee Charter chapter 2 part 1
- c. Getting **safety input from individual employees** can be accomplished through a variety of avenues including:
 - a. Addressing the issue with the immediate supervisor.
 - b. Reviewing with any level of management, via our open-door policy.
 - c. Submitting a written safety recommendation to the local representative for each department or other means such as email or suggestion boxes.
 - d. Reviewing with a safety committee representative.

CHAPTER 2: SELF-INSURED LOSS PREVENTION PROGRAM

Oregon OSHA requires specific Loss Prevention Activities to be performed by group Self-Insured Employers (OAR 437-01-1055 & 1060). This includes a written plan and specific activities. The following outlines the OSHA requirements and the primary compliance methods.

Written occupational health and safety loss prevention program.

The program is to address the loss prevention effort and inform its management and employees of the availability and process for requesting loss prevention services. *The overall safety manual and in particular Part 1 Chapter 1 Section A meets this requirement.*

Required loss prevention elements

The following elements are required by Oregon OSHA for each group and self-insured employer. The overall operation of the safety program and recordkeeping will meet these elements.

1. **Provide audit services for each location which identifies and controls for occupational safety and health hazards.**

Method of compliance: The safety committee's quarterly inspections and supervisor's routine review of their work group activities at the various work project locations will serve to ensure that the City has in-house appropriate auditing.

Recordkeeping: The primary records of the inspection and audit services will be maintained by the Human Resources Manager with a copy kept by the Safety Committee Chair. Safety Committee will make a report of each quarterly inspection; this will be placed in the Safety Committee Inspection file. Any written inspection report done by a supervisor, (i.e. lock out tag out annual inspection) will be kept in the supervisor's safety file.

2. **Management commitment to health and safety**

Method of compliance: The statement of commitment is primarily the Safety Manual but commitment is also shown by the proactive responsiveness to the Safety Committee's concerns.

Recordkeeping: The Safety Manual and written responses to Safety Committee concerns are maintained by the Human Resources Manager and a copy with the Safety Committee Chair. Each department also maintains a copy of the Safety Manual and an electronic copy is available on the City Intranet.

3. **Accountability system for employer and employees**

Method of compliance: Each employee's job performance includes review of safety behavior and activities. Each employer is expected to make visual inspection of work sites to view regular compliance.

Recordkeeping: Employee performance records and any record of discipline for safety issues are kept in the employee's personnel file. Each department manager also retains a copy.

4. Training practices and follow-up

Method of compliance: Training is the responsibility of City Management and Division Managers/Supervisors. Each Department is responsible for a schedule for training and have identified the specific training needs.

Recordkeeping: The record of training is maintained by each Department. The employee-sign-up sheets and training certificates are also maintained by individual supervisors.

5. A system for investigating all recordable occupational injuries and illnesses that includes corrective action and written findings

Method of compliance: The supervisor of the injured employee will complete the accident investigation, documenting the findings on the "Accident Investigation Form". This completed form will be given to the Division Manager. If a serious injury, illness or death occurs, the Division Manager will complete the accident investigation with the supervisor and if possible, a member of the Safety Committee Investigation Team. The specific method and training materials are provided in Section 2 of the Safety Manual. The Safety Committee also reviews and comments on the accident investigations and they may participate in some of the investigations.

Recordkeeping: The primary accident investigation records maintained by the Human Resource Manager with a HIPPA redacted copy kept at each Department.

6. A system for evaluating, obtaining & maintaining personal protective equipment (PPE)

Method of compliance: The supervisor has overall responsibility for ensuring the selection and purchase of appropriate PPE and that the PPE are properly used and maintained. The Safety Committee and others conducting daily or quarterly inspections will review the PPE program's adequacy. Chapter 2 provides PPE policy, selection, maintenance, and training information.

Recordkeeping: The primary records for PPE inspection are maintained by the supervisors.

7. On-site industrial hygiene and safety evaluations

Method of compliance: Basic occupational safety and health inspections are done by the Safety Committee and supervisors/managers. More technical assistance is provided by Oregon OSHA consultants and private safety and industrial hygiene consultants.

Recordkeeping: The primary records of the inspection and audit services will be maintained by each Department. Except where medical information covered under HIPPA such as Hearing tests of personal medical fitness where that information is kept in the personnel file at Human Resources and a redacted or summary report is kept at each Department.

8. Evaluation of workplace design from an ergonomic approach

Method of compliance: Basic ergonomic inspections are done by the Safety Committee and supervisors. More technical assistance is provided by Oregon OSHA consultants and private consultants.

Recordkeeping: The primary records of the ergonomic survey and findings will be maintained by each Department.

9. Employee involvement in health and safety efforts

Method of compliance: This is a primary concern for the City management staff and the Safety Committee. Routine meetings or staff meetings are the primary focus for employee involvement. Safety is a daily activity and our employees are expected to perform their work as instructed for their and coworker safety.

Recordkeeping: The primary records of employee involvement are found in the supervisor's safety inspection records, minutes of staff meetings or in Safety Committee minutes.

10. Annual evaluation of the employer's loss prevention activities.

Method of compliance: An annual report will be prepared by December of each year for the previous year's activities. The report will be prepared by the City Manager with assistance from the Safety Committee, department managers and supervisors.

Recordkeeping: The annual reports will be maintained by the City Manager and available to the Safety Committee, Management, and Oregon OSHA upon request.

CHAPTER 3: RECORDKEEPING

The Safety Program requires that many different types of records be retained. The programs have been written so that the Department or group initiating the records are required to keep a copy (removing confidential or HIPPA information) and forward the master to the Human Resources Manager or designee as the primary "keeper of records".

All injury reports - 801's, and medical records are also kept by the Human Resources Manager or designee.

The following chart shows what records must be maintained. The Records Clerk shall advise the Human Resources Manager of any changes in record retention law.

OSHA WRITTEN RECORD REQUIREMENT SUMMARY

Record/Plan	Written Type of Record			Retention
	Overall Plan	Training	Inspection	Time
1. Injury Records 437-001-700				
a. Form 200	x (complete w/in 6 days)			5 years
b. Form 801	x (complete w/in 6 days)			5 years
c. Annual Summary	x (post for February)			5 years
d. Accident Investigation 437-001-0760(3)	x each time loss accident		x	5 years
2. Employee Exposure 1910.20(d)		x		30 yrs + emp.
3. Bloodborne Pathogens 1910.1030(c)(1)	x	x	x (incident investigation)	30 yrs + emp. medical record, training 3 yrs
4. Medical Plan & Records 1910.20(d) & 1910.151 & 437-02-161(4)	x			30 yrs + emp.
5. Emergency Plan 1910.38(a)(2)	x			not specified
6. Fall Protection 1926.502(k)	x	x	x	not specified
7. Fire Plan 1910.38(b)(2)	x			not specified

8. Specific Chemical Subs. (minimum requirements)*

a. Exposure Record	x	30 yrs
b. Medical Exams	x	30 yrs + emp.
c. Resp. Fit Testing (in some cases)	x	most current
Example Formaldehyde 1910.1048((m)(5)		

Record/Plan	Written Type of Record		Retention	
	Overall Plan	Training	Inspection	Time
9. Haz Communication 1910.1200(e) a. Written Plan x b. MSDS or list c. Employee Training		x	x	need current 30 yrs + emp. not specified
10. Lockout/Tagout a. Written Procedures x b. Periodic Audit c. Employee Training 1910.147(c)(4)		x	x (annually)	not specified not specified not specified
11. Hazardous Materials a. Written Plan x c. Employee Training 1910.120(p)(8)(ii)		x (annually)		current plan current plan
12. Laboratories 1910.1450(e)	x	x	x annual review	30 yrs + emp.
13. Noise & Hearing Cons. a. Employee Exposure levels b. Audiogram c. Calibration Data 1910.95(c)			x x x	2 yrs 5 yrs + emp. current levels
14. Personal Protective Equipment 1910.132(d)		x	x	x not specified
15. Respirators a. Written Program x b. Inspection Maintenance Emergency Use Respirators 1910.134(b)(1)			Monthly	not specified not specified
16. Safety Committees (OR/WA) x 437-001-0765		x	x (minutes)	3 yrs
17. Crane Inspections a. Daily b. Monthly c. Annual 1910.179-.182			** x x	not specified not specified

18. Fire Protection		
a. Fire Extinguishers	x (annual)	not specified
b. Standpipe & hose	x (annual)	not specified
c. Fire Detection	x (periodic)	not specified
1910.157(e), 1910.158(e), 1910.159(c), 1910.164(c)		

Record/Plan	Written Type of Record			Retention
	Overall Plan	Training	Inspection	Time
19. Mechanical Power Press 1910.217(h)(10) and (11)			x	not specified
20. Safety Inspections/Audits 437-001-0760			x (quarterly saf. comm)	3 years
21. Confined Space Entry 1910.146(d) & (e)	x	x	x entry permit required	1 yr - permit
22. Process Safety 1910.119	x (5 yr updates)	x	x audits, incident records	varies (see rules)
23. Welding 1910.252(xiii) & (xiv)			x (periodic)	not specified
24. General Instruction Supervision & Training 437-001-0760(1)	x	x		not specified

* **Chemical Substances Specific Standards include:** acrylonitrile, asbestos, anhydrous ammonia, arsenic, benzene, carcinogens, ethylene oxide, formaldehyde, lead, vinyl chloride, DBCP, cadmium.

** **Crane Regulation** 1910.179-.182 requires daily visual inspections and CIS recommends daily inspections should be recorded daily in writing.

CHAPTER 4: SAFETY and HEALTH TRAINING PROGRAM

The major component to the safety program is employee training. Training efforts will be directed at developing each employee's knowledge, skills, and understanding that they need to allow them to work safely. Training will be provided through various means, however, the primary instruction will be given by the Department manager or supervisor.

- a. All new employees will participate in a **"New Employee Orientation Program."** Such training is conducted in a two phase approach:
 1. The new worker will receive generalized instruction by the employee's supervisor to provide a basic understanding of all safety programs.
 2. Facility and job specific training will be given by the employee's immediate supervisor or lead worker before the employee will be allowed to begin actual work, and the training will be documented.
- b. Job Specific Training is additionally provided to all employees as needed. This training is again accomplished either by the Department head, supervisor or lead worker of the new work area, and documented.
- c. The safety manual and training matrix listed below identifies the possible training requirements for employees.
 1. Some subjects are mandatory in nature, with OSHA requiring their annual review:
 - Hazardous Energy Control - Lockout/Tagout
 - Hearing Conservation - Effects of Noise Exposure
 - Hazard Communication
 - Personal Protective Equipment and Respiratory Protection
 - Emergency Response Plans
 - Fire Extinguishers
 2. Other subject areas are deemed mandatory only for selected operations, or when employees change, such as:
 - Confined Space Entry
 - Hazardous Energy Control - Lockout/Tagout
 - Bloodborne Pathogen Training
 - Hazardous Materials - Waste Handling
 - Welding Safety
 - Safety Committee Training

The following document is an employee training checklist to be used to track training needs and training dates.

OREGON OSHA BASIC GENERAL INDUSTRY

TRAINING REQUIREMENTS

Program	Training Frequency			Written Program
	Initial	Annual	Retraining Required	
General Duty to Train	X		If program/hazards change	no
Signs or Labels	X		If signs change	no
Crane Opt.	X		Construction – 3 yrs General if changes or problems	yes
Electrical	X		Job duties change	no
Emerg. Medical Plan	X		If plan changes – update	yes
Emergency/Fire Prevention	X		If plan changes – update	yes
Fall Protection (construction r	X		If plan/equipment change or inadequacies found	yes
Fire Exting. System	X	X		no
First Aid/CPR	X		1-3 years	no
Forklift Opt.	X	X	Annual practical & every 3 yrs classroom	yes
Lockout/Tagout	X		If plan changes or problems noted	yes
Mech. Power Press	X		Initial must remain competent	no
Power Platforms	X		Initial must remain competent	no
Pressure Vessels	Competent person required			no
Safety Committee	X		New members annual	yes
Welding	X		Initial must remain competent	no

Occupational Health Regulations

Program	Initial Training	Annual Training	Retraining Required	Written Program
Access to Exposure & Medical Records	X	X		no
Asbestos (awareness) Note: Extensive training for actual abatement or renovation)	X	X		Yes plan & notification
Bloodborne Pathogens	X	X	When plan changes	Yes
Confined Space	X		If plan changes/annual for rescue staff	yes
Chemicals *	X		If over action level	Yes for some
Hazard Communication	X		If new chemicals are used	yes
Haz. Mat'ls Response 5 levels 4 to 40 hours	X	X		Yes
Laboratories	X		If plan changes/chemicals	yes
Lead (awareness) (note: extensive training for actual abatement and renovation)	X	X	Posting	yes
Noise	X	X		no
Personal Protective Equipment	X		If there are changes or problems noted	yes
Process Safety	X	X	Training certificate required	yes
Respirators	X	X	Or when changes or problems noted	yes

* Specific chemical substance standards include: acrylonitrile, asbestos, anhydrous ammonia, arsenic, benzene, cadmium, carcinogens, ethylene oxide, formaldehyde, lead, methylene chloride, vinyl chloride, DBCP, Pesticides.

NOTE: THIS LISTING DID NOT INCLUDE A VARIETY OF THE POSTING RECORDS AND DOES NOT INCLUDE ALL REFERENCES TO COMPETENT OR QUALIFIED EMPLOYEES. FURTHER THERE ARE ADDITIONAL OCCUPATIONAL HEALTH RULES SUCH AS ASBESTOS WHICH REQUIRE TRAINED EMPLOYEES BUT WERE NOT LISTED SEPARATELY. CONSTRUCTION STANDARD REQUIREMENTS ARE NOT PROVIDED IN THIS LISTING.

APPENDIX 1

NEW EMPLOYEE ORIENTATION CHECKLISTS

NEW EMPLOYEE ORIENTATION CHECKLIST
ADMINISTRATIVE AND LIBRARY STAFF

EMPLOYEE NAME: _____ **DATE:** _____

DEPARTMENT: _____ **SUPERVISOR:** _____

ORIENTATION ELEMENTS

DATE AS COVERED

1. PERSONNEL ISSUES & BENEFITS

- a. Reporting to Work Policy _____
- b. Clothing, work shoes, safety glasses _____
- c. Reporting of work related injuries _____
- d. Vacation/Leave policy _____
- e. Insurance benefits _____
- f. Other: _____

2. GENERAL SAFETY & HEALTH ORIENTATION

- a. Overview of General Safety Policy _____
- b. Access to Medical & Exposure Records _____
- c. Accident Reporting and Investigation _____
- d. Role of the Safety Committee _____
- e. Emergency Response & Medical Plans _____
- f. Fire Extinguisher Training _____
- g. Use of Personal Protective Equipment _____
- h. General Safety Hazard as related to tools, machine guarding, electrical, etc. _____

3. GENERAL HEALTH HAZARD TRAINING

- a. Hazard Communication _____

4. DEFENSIVE DRIVING for selected staff

NEW EMPLOYEE ORIENTATION CHECKLIST

POLICE OFFICERS

EMPLOYEE NAME: _____ DATE: _____

DEPARTMENT: _____ SUPERVISOR: _____

ORIENTATION ELEMENTS**DATE AS COVERED**

1. PERSONNEL ISSUES & BENEFITS

- a. Reporting to Work Policy _____
- b. Clothing, work shoes, safety glasses _____
- c. Reporting of work related injuries _____
- d. Vacation/Leave policy _____
- e. Insurance benefits _____
- f. Other: _____

2. GENERAL SAFETY & HEALTH ORIENTATION

- g. Overview of General Safety Policy _____
- h. Access to Medical & Exposure Records _____
- i. Accident Reporting and Investigation _____
- j. Role of the Safety Committee _____
- k. Emergency Response & Medical Plans _____
- l. Fire Extinguisher Training _____
- m. Use of Personal Protective Equipment _____
- n. General Safety Hazard as related to tools, machine guarding, electrical, etc. _____

3. GENERAL HEALTH HAZARD TRAINING

- o. Hazard Communication and Hazardous Materials _____
- p. Noise Exposure _____

4. POLICE ACADEMY TRAINED _____

5. FIRST AID/CPR _____

6. BLOODBORNE PATHOGEN TRAINING _____

NEW EMPLOYEE ORIENTATION CHECKLIST

PUBLIC WORKS STAFF

EMPLOYEE NAME: _____ DATE: _____

DEPARTMENT: _____ SUPERVISOR: _____

ORIENTATION ELEMENTS**DATE AS COVERED**

1. PERSONNEL ISSUES & BENEFITS

- a. Reporting to Work Policy _____
- b. Clothing, work shoes, safety glasses _____
- c. Reporting of work related injuries _____
- d. Vacation/Leave policy _____
- e. Insurance benefits _____
- f. Other: _____

2. GENERAL SAFETY & HEALTH ORIENTATION

- a. Overview of General Safety Policy _____
- b. Access to Medical & Exposure Records _____
- c. Accident Reporting and Investigation _____
- d. Role of the Safety Committee _____
- e. Emergency Response & Medical Plans _____
- f. Fire Extinguisher Training _____
- g. Use of Personal Protective Equipment _____
- h. General Safety Hazard as related to tools,
machine guarding, electrical, etc. _____
- i. Plant Operation and Process Hazards _____

3. LOCKOUT/TAGOUT TRAINING _____

NOTE: IF EMPLOYEE IS GOING TO BE AUTHORIZED

YES ____ NO ____

4. GENERAL HEALTH HAZARD TRAINING

- a. Hazard Communication and Hazardous
Materials _____
- b. Noise Exposure _____

ORIENTATION ELEMENTS

DATE AS COVERED

5. *CRANES & FORKLIFT TRAINING*

NOTE: IF EMPLOYEE IS GOING TO BE AUTHORIZED

YES ____ NO ____

6. *CONFINED SPACE ENTRY*

NOTE: IF EMPLOYEE IS GOING TO BE AUTHORIZED

YES ____ NO ____

7. *RESPIRATORS & PROTECTIVE CLOTHING*

8. *FIRST AID/CPR Training for selected staff*

NOTE: Is this employee going to be a first aid responder?

YES ____ NO ____

9. *DEFENSIVE DRIVING for selected staff*

NEW EMPLOYEE ORIENTATION CHECKLIST

Public Works Employees

EMPLOYEE NAME: _____ DATE: _____

DEPARTMENT: _____ SUPERVISOR: _____

ORIENTATION ELEMENTS**DATE AS COVERED**

1. PERSONNEL ISSUES & BENEFITS

- a. Reporting to Work Policy _____
- b. Clothing, work shoes, safety glasses _____
- c. Reporting of work related injuries _____
- d. Vacation/Leave policy _____
- e. Insurance benefits _____
- f. Other: _____

2. GENERAL SAFETY & HEALTH ORIENTATION

- g. Overview of General Safety Policy _____
- h. Access to Medical & Exposure Records _____
- i. Accident Reporting and Investigation _____
- j. Role of the Safety Committee _____
- k. Emergency Response & Medical Plans _____
- l. Fire Extinguisher Training _____
- m. Use of Personal Protective Equipment _____
- n. General Safety Hazard as related to tools,
machine guarding, electrical, etc. _____
- o. Plant Operation and Process Hazards _____

3. LOCKOUT/TAGOUT TRAINING

NOTE: IF EMPLOYEE IS GOING TO BE AUTHORIZED YES ____ NO ____

4. GENERAL HEALTH HAZARD TRAINING

- p. Hazard Communication and Hazardous
Materials _____
 - q. Noise Exposure _____
-

ORIENTATION ELEMENTS

DATE AS COVERED

5. CRANES & FORKLIFT TRAINING

NOTE: IF EMPLOYEE IS GOING TO BE AUTHORIZED

YES ____ NO ____

6. CONFINED SPACE ENTRY

NOTE: IF EMPLOYEE IS GOING TO BE AUTHORIZED

YES ____ NO ____

7. RESPIRATORS & PROTECTIVE CLOTHING

8. FIRST AID/CPR Training for selected staff

NOTE: Is this employee going to be a first aid responder?

YES ____ NO ____

9. DEFENSIVE DRIVING for selected staff

NEW EMPLOYEE ORIENTATION CHECKLIST

FIRE DEPARTMENT EMPLOYEES

EMPLOYEE NAME: _____ DATE: _____

DEPARTMENT: _____ SUPERVISOR: _____

ORIENTATION ELEMENTS

DATE AS COVERED

1. PERSONNEL ISSUES & BENEFITS

- a. Reporting to Work Policy _____
- b. Clothing, work shoes, safety glasses _____
- c. Reporting of work related injuries _____
- d. Vacation/Leave policy _____
- e. Insurance benefits _____
- f. Other: _____

2. GENERAL SAFETY & HEALTH ORIENTATION

- a. Overview of General Safety Policy _____
- b. Access to Medical & Exposure Records _____
- c. Accident Reporting and Investigation _____
- d. Role of the Safety Committee _____
- e. Emergency Response & Medical Plans _____
- f. Fire Extinguisher Training _____
- g. Use of Personal Protective Equipment _____
- h. General Safety Hazard as related to tools, machine guarding, electrical, etc. _____

3. LOCKOUT/TAGOUT TRAINING

NOTE: IF EMPLOYEE IS GOING TO BE AUTHORIZED YES ____ NO ____

4. GENERAL HEALTH HAZARD TRAINING

- a. Hazard Communication _____
- b. Noise Exposure _____

5. CONFINED SPACE ENTRY - RESCUE

6. RESPIRATORS & PROTECTIVE CLOTHING

ORIENTATION ELEMENTS

DATE AS COVERED

7. *FIRST AID/CPR*

8. *BLOODBORNE PATHOGEN TRAINING*

9. *HAZMAT Training for selected staff*

NOTE: Is this employee going to be a Hazmat Team Member? YES ____ NO ____

10. *REVIEW OF OSHA'S FIRE FIGHTER'S SAFETY
STANDARD*

CHAPTER 5: ACCIDENT INVESTIGATION PROCEDURES

A. PURPOSE

It remains the goal to eliminate work place accidents/illnesses. However, should they occur, the City will thoroughly investigate them to determine the cause(s) and appropriate corrective action to be taken to prevent future recurrence.

The focus is not simply on unsafe acts or conditions which may have led to the accident, but also on why the unsafe acts or conditions were present. From this perspective the City is better able to identify any changes that are necessary.

1. OAR 437-001-0760 Investigation of Injuries: "Each employer shall investigate or cause to be investigated every lost time injury that workers suffer in connection with their employment, to determine the means that should be taken to prevent recurrence. The employer shall promptly install any safeguard or take any corrective measure indicated or found advisable."
2. OAR 437-001-0765(6)(g) Safety Committee/Accident Investigation:
"The Safety Committee shall establish procedures for investigating all safety-related incidents including injury, illness, and deaths. This rule shall not be construed to require the committee to conduct the investigations."
3. OAR 437-001-0052 Reporting an Occupational Fatality, Catastrophe, or Accident.
We are responsible to notify Oregon OSHA within 8 hours of workplace fatality or catastrophe, and within 24 hours of an injury resulting in overnight or longer hospital admission.

B. DEFINITIONS

- Accident - An unplanned event that results in personal injury or property damage.
 - Catastrophe - An accident in which two or more employees are fatally injured, or five or more employees are admitted to a hospital or equivalent medical facility.
 - First Aid - Any one-time treatment and subsequent observation of minor scratches, cuts, burns, splinters, and so forth, which do not ordinarily require medical care. Such treatment and observation are considered first aid even though provided by a physician or registered professional person.
 - Lost Workday Case - An injury which involves days away from work or days of restricted work activity, or both.
 - Medical Treatment - Includes treatment of injuries administered by physicians, registered professional person, or lay persons (i.e., non medical personnel). Medical treatment does not include first aid treatment (see above) even though provided by a physician or registered professional personnel.
 - Near-Miss - Is any unplanned event which could *potentially* have resulted in personal injury or property damage but because of "*good fortune*" did not.
 - Occupational Illness - Any abnormal condition or disorder, other than one resulting from an occupational injury, caused by exposure to environmental factors associated with employment. It includes acute and chronic illnesses or diseases which may be caused by inhalation, absorption, ingestion, or direct contact.
 - Recordable Case - All work-related deaths, and illnesses, and those work-related injuries which result in loss of consciousness, restriction of work motion, transfer to
-

another job, or require medical treatment beyond first aid.

C. RESPONSIBILITY

1. Division Managers - It is the direct responsibility of the managers to ensure that all reported injuries, illnesses, near-misses, or reports of property damage, are promptly investigated as to cause and that any necessary corrective measures are implemented so as to reduce the likelihood of recurrence.
2. Immediate Supervisor - It is the responsibility of the supervisor or group leader to promptly perform the initial accident investigation of all reported injuries, illnesses, near misses, or reports of property damage, and arrive at recommendations to reduce recurrence.
3. City Manager or Designee- Shall be involved in the investigation of all seriously disabling claims, fatalities, and/or catastrophes.
4. Safety Committee - The safety committee will review all written accident investigation reports, and associated recommendations, request further inquiry and make recommendations as to methods which might assist in reducing the incidence of recurrence.
5. Employee - The employees are responsible for immediately reporting to their supervisor or Division Manager any injury, illness, near-miss, or any accident involving property damage, sustained in the scope of their employment.

Posting

Posting Requirements: All required posting will be on the employee bulletin boards at each of the department offices.

1. Injury and Illness Summary Reports on the OSHA 200 are posted for the month of February.
2. Any citation or variance will be posted for at least 60 days or until it becomes a final order or are corrected.
3. The Oregon Safe Employment poster shall be continuously posted.

NOTICE

This manual is not intended to outline every specific rule requirement that may apply to our operations, but is to establish the basic safety rules and procedures. For a specific rule question, please refer to the various Safety Regulations and OSHA or NIOSH et all.

D. ACCIDENT INVESTIGATION PROCEDURE

1. **Accident Reporting Personal Injury** - If an employee is injured, suffers an occupational illness, or near-miss, following reporting procedures shall be carried out:
 - A. The incident and/or condition will be immediately reported to the worker's supervisor and a "City of Newberg Injury Exposure Form" will be completed, regardless of the severity of the injury. The report is to be submitted to the employee's supervisor.
 - B. All injuries regardless of how insignificant they initially may appear must be immediately reported to the supervisor.
 - 1) The supervisor and employee must both complete the "Injury Exposure Form". If the injury is of a minor nature and only needs a brief doctor's office visit, PRIOR to obtaining medical attention, the report must be on file in City Hall and the employee is to notify the doctor's office that the City of Newberg should be billed for the office visit. Employee may be required to complete a Workers Comp 801 form at a later date by Human Resources. *(see chapter 1 section 3)*
 - 2) The supervisor must review the "Injury Exposure Form" submitted by the employee and sign where indicated. The supervisor must assure immediate transmittal of the report to the Department Manager who shall ensure the original report is sent directly to the Human Resources Office within 24 hours.
 - 3) Any time that the work-related condition should necessitate the services of a medical provider (more than one brief doctor's office visit) the employee is further required to complete a Workers' Compensation Claim Form 801 which can be obtained from the Human Resource Manager's Office. The 801 must be filed with the Human Resource Manager within five days of the accident.
 - C. The Human Resource Manager or designee is required to report all work place fatalities and catastrophes to OR-OSHA within eight (8) hours of knowledge at OR-OSHA's central office at 503-378-3272.
 - 1) OR-OSHA requires that employers and their representatives not disturb the scene of a fatality or catastrophe other than to conduct the rescue of an injured person until authorized by the OR-OSHA Manager (or designee), or directed by a recognized law enforcement agency to do so. Photographs of the scene should be taken in that case for use by OSHA.
 - 2) Further, all employee injuries resulting in admission to a hospital also require notice to OR-OSHA within 24 hours. Such notice will again be accomplished by the Human Resource Department.
 - 3) Note: The purpose of such reporting is to provide OR-OSHA the opportunity to conduct an independent investigation, should they so choose. This form of reporting applies only to injuries requiring immediate hospitalization and not conditions that result in hospitalization weeks, or months, later.

2. **Accident Reporting Vehicular Accidents** - In the event that a City-owned vehicle is involved in a traffic accident, the driver shall immediately notify the police department and his/her supervisor. No vehicle shall be moved from the scene until the police arrive or photographs are taken, unless a greater hazard would be created by failure to remove the vehicle(s) from the scene. The following procedures apply:

A. All drivers should notify the police department of any of the following accidents:

- Collision with any object or person involving City-owned or leased vehicles, or other vehicles being used on official City business.
- Any event where damage results to a vehicle being operated by a City employee while on City business, whether being driven or parked.
- Any involvement in an accident where damage claims may be made against the City, even though your vehicle had no contact with other objects or vehicle.
- Damage or loss to a City-owned or leased vehicle or contents due to a fire or theft.

B. In all incidents or observances when the damage is determined to be in excess of \$1000, the driver shall complete a State of Oregon Vehicle Accident Report.

3. Investigation

A. Upon notice of an accident, injury, illness, near-miss, or work related physical complaint, the supervisor will ensure that the City's accident investigation procedure is implemented in a timely fashion. **Use the Injury Exposure Form.**

B. The supervisor shall first establish the nature of the employee's report since any corresponding investigation will in part be controlled by such determination. The nature of the problem being reported could include:

- 1) In those instances in which the worker presents complaints that may involve or be complicated by non-work related, or unknown origin, the supervisor will complete those appropriate portions of the investigation report form.
 - a. The supervisor will accurately record the employee's explanation as to any off-the-job exposure or event which may have contributed to the problem.
 - b. This report form will be completed prior to the conclusion of the workday and provided to the Division Manager for review and processing.

C. In those instances in which the employee claim is for a work related injury or exposure, the supervisor will complete and submit the entire investigation form, in conjunction with their recommendations to the Division Manager.

- 1) In those instances in which the reported incident results in either first aid, or medical only treatment, the Division Manager will ascertain if there is sufficient information present in the supervisor's report to determine the source of the problem, and if appropriate recommendations for any necessary corrective action have been identified.

- a. After the report is adequately completed, the supervisor's report and all supporting investigation notes and documents will be attached to the Injury Exposure Form and submitted to the Human Resources Department.
 - b. A copy of the Injury Exposure Form and all investigation notes and documents will be forwarded to the Safety Committee by the Human Resources Department.
 - c. Confidential information must be redacted from any other copies kept with the supervisor or at the work site. Originals shall be kept by the Human Resources Department (See HIPPA and Oregon Consumer Information ACT)
- 2) The supervisor will further ensure that the necessary corrective action is taken through the completion of a work order, purchase order, etc., where appropriate in order to improve process or provide equipment to mitigate repeat hazards or injuries.
- 3) Alternatively, the supervisor, may at his or her discretion, request a follow-up investigation, due to shortcomings associated with the original changes in process, complexity of the issues, recurrent nature of the problem, etc. Such a follow up investigation shall be completed by the supervisor, or Safety Committee.
- 4) In those instances in which the Safety Committee conducts an investigation, the results will be submitted to the supervisor in a written narrative format, inclusive of all factual information gathered and specific recommendations for remedy, in a timely fashion. Supervisors will provide confirmation or response within the deadline indicated by the Safety Committee.
- D. All fatalities, catastrophes, cases of serious disabling injury, multiple injury victims, or any instance in which the circumstances surrounding the event are suggestive of potential government agency involvement, the division manager will provide timely notice to the City Manager and Human Resources Department who will become involved in the investigation process.
- E. In any instance the Division Manager deems appropriate, he or she will encourage the involvement by at least one member of the Safety Committee in the accident investigation process.

4. Safety Committee Review

- A. The manager will make available to the City's safety committee all appropriate accident investigations for review and recommendation.
- B. The review of such cases shall be noted in the safety committee minutes; however, the actual investigation statements shall not be made a part of that record and are kept by the Human Resources Department.

ACCIDENT INVESTIGATION REPORTING PROCEEDURE & FORMS

The following format will be followed when reporting all injury accidents and occupational

1. The supervisor of the injured employee will fill out the "Injury Exposure Form". ***Please report all occupational accidents, illnesses and near misses. (THE CITY MUST BE NOTIFIED IMMEDIATELY IF THE INJURY/ILLNESS IS SERIOUS OR A DEATH OCCURS).***
2. The supervisor will give the original completed "Injury Exposure Form" to the Division Manager who will then check to make sure the form is complete, sign the form and implement further investigation if needed.

The Division Manager must deliver the initial original form to the Human Resource Manager within [24] twenty-four hours after the accident occurs.

If additional time is needed to investigate, forward the original Injury Exposure Form to the HR Manager and then send other amendments or supplementary documents as soon as they are prepared.

If a SERIOUS INJURY, ILLNESS or FATALITY occurs, the Division Manager must conduct a complete investigation with the supervisor and if possible, a member of the Safety Committee Investigation Team. The Division Manager should attach a "Scene Diagram Sheet", Photographs, investigation report and witness statements to the Accident Reporting Form.

The Human Resources Manager or City Manager must Notify OSHA with 24 hours of knowledge of a serious or fatal accident.

Attachments:

If this was a moderate to serious injury or considerable loss to property the following will be completed and attached:

- ___ 1. A separate sheet showing a scene diagram of the accident
- ___ 2. Photographs
- ___ 3. Eye witness statements (taken separately in a one on one basis)

ACCIDENT INVESTIGATION CHECK LIST

This checklist is used verify that all parts of the accident investigation are complete and included in the report investigation materials.

Attach as top sheet to documentation and reports.

Attachments: If this was a significant injury or considerable loss to property prepare and attach the following:

- ___ 1. A separate sheet showing a scene diagram of the accident
- ___ 2. Photographs
- ___ 3. Eye witness statements (taken separately in a one on one basis)

MINOR INJURY INVESTIGATION

DOCUMENTATION

- ___ Time and date of injury
- ___ Date notified supervisor
- ___ Time and date left work
- ___ Time Lost from Work

WORKER

- ___ Name
- ___ Home address and phone number
- ___ Age
- ___ Job Title
- ___ Length of Employment
- ___ Date of Birth
- ___ Suitability /adequacy of Equipment

INFORMATION FROM WITNESSES

- ___ How supervised
- ___ Personal Protective Gear
- ___ Body Part Injured
- ___ Previous Injury to this Part of Body
- ___ Nature of Injury (strain, cut, bruise, etc.)
- ___ Location where injury occurred

EMPLOYER: Documentation

- ___ Location of worker records

SERIOUS INJURY INVESTIGATION

SCENE

- ___ Diagram
- ___ Photos
- ___ Measurements
- ___ Time and date returned to work

EQUIPMENT and SITE

- ___ Layout of operation
- ___ General condition
- ___ Make, serial and model
- ___ Manufacturer's Information
- ___ Maintenance records
- ___ Department Work site

- ___ Witness Name
- ___ Witness residence address & phone
- ___ Recollection of accident (Done at scene)
- ___ One on one interview with witness

____ Safety training relating to equipment involved in the accident and records

CITY OF NEWBERG

Employee Work Related INJURY / EXPOSURE REPORT

PLEASE COMPLETE ALL OF THE FOLLOWING INFORMATION AND RETURN TO **NAME OF DEPT/TITLE OF RESPONSIBLE INDIVIDUAL** WITHIN 24 HOURS FROM THE TIME OF INJURY.

Employee Name: _____	Location: _____
Job Title: _____	Date of Hire: _____
Date of Injury/Exposure: _____	Time of Injury / Exposure _____
Date Reported: _____	To Whom Reported: _____
Dates of Work Lost: _____	Supervisor: _____
Accident / Incident Location: _____	801 Claim Form Filed? Y () N () Complete if medical treatment sought or time lost from work
Hours on Shift _____	
Conditions at location _____	

Parts of Body Affected			Nature of Injury	
<u>Head/Neck</u>	<u>Left Side</u>	<u>Right Side</u>	☐ Cut	☐ Foreign Body in Eye or Sliver
☐ Scalp	☐	☐	☐ Scrape	☐ Burn
☐ Neck	☐	☐	☐ Bruise	☐ Electric Shock
☐ Ears	☐	☐	☐ Skin Rash	☐ Difficulty Breathing
☐ Eyes	☐	☐	☐ Numbness	☐ Pain in Body Part Identified at Left
☐ Mouth	☐	☐	☐ Inflammation	☐ Dizziness
☐ Teeth	☐	☐	☐ Jammed Finger	☐ Other: _____
☐ Face	☐	☐	or Toe	
<u>Upper Extremities</u>	<u>Left Side</u>	<u>Right Side</u>	Contributing Factors	
☐ Shoulder	☐	☐	☐ Machinery Defect (Save defective parts & pieces)	
☐ Upper Arm	☐	☐	☐ Tool or Equipment Broke (Save broken parts & pieces)	
☐ Elbow	☐	☐	☐ Equipment Guarding	
☐ Forearm	☐	☐	☐ Proper Tools/Equipment Not Available	
☐ Wrist	☐	☐	☐ Floor, Work Surface, or Walking Surface	
☐ Hand	☐	☐	☐ Housekeeping	
☐ Fingers	☐	☐	☐ Lighting	
<u>Lower Extremities</u>	<u>Left Side</u>	<u>Right Side</u>	☐ Clothing or Jewelry	
☐ Thigh	☐	☐	☐ Improper Ergonomics	
☐ Lower Leg	☐	☐	☐ Other: _____	
☐ Knee	☐	☐		
☐ Ankle	☐	☐		
☐ Foot/Toes	☐	☐		
<u>Trunk</u>	<u>Left Side</u>	<u>Right Side</u>	Work Behavior At Time of Injury	
☐ Lower Back	☐	☐	(Please check all items that)	
☐ Upper Back	☐	☐	☐ Lifting	
☐ Chest	☐	☐	☐ Carrying	
☐ Abdomen	☐	☐	☐ Reaching	
☐ Hip	☐	☐	☐ Pushing	
☐ Groin	☐	☐	☐ Pulling	
			☐ Bending or Twisting (circle correct item)	
			☐ Running	
			☐ Stepping (walking/ moving from one level to another)	
			☐ Typing / Office Related Repetitive Motion	
			☐ Other Repetitive Motion Tasks	
			☐ Jumping	
			☐ Driving (If so, what vehicle?)	
			☐ Operating Equipment	
			☐ Innocent Bystander	
			☐ Other _____	

Names of Witnesses: (Please provide witness information on a separate sheet of paper)

Was Safety Equipment/ Personal Protective Equipment In Use At Time of Injury /Exposure: Yes No

Type SE OR PPE In Use: _____

Describe what happened (include sequence of events; equipment, materials, substances being used and environment — PLEASE BE SPECIFIC): *additional pages may be added*

How long have you been doing this particular job?: _____

Have there been similar incidents/near misses in the past? ☐ No ☐ YES

Describe history or similar incidents:

What do you think can be done to prevent this incident from reoccurring?

To Be Completed By Employee's Supervisor: *additional pages may be added*

Why did the Injury/Exposure happen or the condition exist?

What should be done, to prevent this Injury/Exposure:

Employee's Signature: _____ Date: _____

Supervisor's Signature: _____ Date: _____

HR Manager's Signature: _____ Date: _____

SAFETY COMMITTEE EVALUATION OF INJURY / EXPOSURE

Committee Recommendations/Corrective Action

Corrective Action Assigned To _____
Date corrections shall be implemented: _____

PART 2

SAFETY MANUAL

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CHAPTER 1: SAFETY COMMITTEE CHARTER

A. PURPOSE

The foundation for the implementation of this safety committee program is stated in OAR 437-001-0765 "The purpose of a safety committee is to bring workers and management together in a non-adversarial, cooperative effort to promote safety and health in each work place. A safety committee assists the employer and makes recommendations for change."

It is the policy of the Safety Committee to assist in the protection, safety and health of all of the employees and volunteers. Injuries and property loss from accidents are needless, costly and preventable. Personnel will adhere to fundamental safety concepts that will help prevent injury and loss due to recognized hazards.

B. APPLICABLE LEGAL STANDARD

Oregon OSHA OAR 437-001-0765 Safety Committee Operation

C. DEFINITIONS

Management - Administrator, Department Head, Division Superintendents, Shift Supervisors

Employee Representative - An individual selected from employees, who serves as a spokesperson.

Safety Committee - consists of management and staff representatives that shall work towards the general promotion of safety and health.

D. GENERAL RESPONSIBILITIES

1. Overall Management Responsibilities: prevent accidents and injuries. Management provides direction and full support of safety procedures, job training and hazard elimination practices.
2. Supervisors are directly responsible for job training of their workers and overall day to day review of practices. Job training will include proper procedures, work practices and safe methods to carry out jobs and the records of said training. Supervisors must enforce safety rules and take immediate corrective action to eliminate hazardous conditions. Supervisors shall review the work area daily and be aware of the conduct of the employees and volunteers.
3. The safety committee's responsibility is to advise management on safety and health issues, safe work practices, and to provide leadership in protecting the safety and health of all employees. The safety committee plays an important role as the prime forum for communication and exchange of information on all safety issues.

The committee is charged with the responsibility to define problems and obstacles for loss prevention; identify hazards and suggest corrective actions, help identify employee safety training needs, and to develop accident investigation procedures for the City.

The Safety Committee will be kept fully informed on health and safety issues within the organization in order to constantly review the effectiveness of the safety and health program.

4. All personnel are expected as part of their employment with the City to cooperate in all aspects regarding safety and health issues. Some of the fundamental safety concepts are:
 - a. Accidents must be reported immediately to a supervisor, on the day they occur.
 - b. Required personal protective equipment will be worn by all employees. There are no exceptions.
 - c. Machines, equipment and PPE without adequate guarding, or in questionable condition, will not be used. Report hazardous equipment to a supervisor immediately.
 - d. Hazardous conditions, or other safety concerns, are to be reported to a supervisor immediately.

E. THE SAFETY COMMITTEE'S GOALS AND DUTIES

The following obligations have been assigned to the safety committees in compliance with Oregon Administrative Rule 437-001-0765.

1. The committee shall enhance safety and health awareness among management, staff and volunteers. This shall include a system to submit safety-related suggestions, report hazards and any other relevant input from all persons involved in the operations of the organization.
2. Define safety problems and obstacles for loss prevention/risk management.
3. Identify, research and recommend actions to eliminate the hazards conditions.
4. Identify research and recommend employee training needs
5. Develop accident investigation procedures and assist in investigations

F. SAFETY COMMITTEE RESPONSIBILITY & AUTHORITY

1. The Safety Committee does not make policy, but it is responsible for recommendations to management on employee safety and health issues. The Committee will respond to concerns or incidents including “near miss” events with recommendations to the Department Head **and** The City Manager or Designee. A response to the Safety Committee regarding what action will be taken, why, and when will be made prior to the next scheduled safety meeting. (See Form #3)
2. The committee, or its members, will not interfere with the work of staff and, they will not disturb the affairs of any department, or challenge supervisor authority. A Committee member should be called in to participate in incident investigations (See Chapter 5 Accident Investigation)

G. COMMITTEE MEMBERSHIP

1. The committee shall be composed of eight members, 1 of which shall be an upper management representative.
2. Service shall be for 2 years beginning January. Service periods shall be staggered so that not more than 50% of the representatives are less than 1 year tenure to keep the committee experience level stable. It is recommended that the Administration Representative be familiar with Worker Compensation and accident reporting and be the keeper of the official OSHA records for the City. At the time of this edition – the Human Resources Manager is the designated Administration Representative.
3. Safety committee members may be volunteers, elected by their peers, or assigned by the Department Manager and will represent the various Departments within the City. Employee members shall be selected from the following areas:
 - Public Works Operations
 - Public Works Maintenance
 - City Hall – 2 representatives
Total of 2 Representatives shall be selected from Building, Planning, Engineering and Finance. A rotating schedule may be set by the Dept. Heads while these departments are housed collectively in the same building. IF a department moves into its own building then a representative for that department shall be assigned.
 - Police/Animal Shelter
 - Fire
 - City Administration – Human Resources or Designee
 - Library
4. Safety committee participation provides positive benefits to the health and safety and reinforcement to those who take the extra effort to make the City a safe environment. Participation is considered work time as participation is considered a valued activity in addition to be required by law. Employee participants shall not be penalized or receive reprimand for time spent on activities, events or training while on the committee.

5. All employees and volunteers shall be encouraged to submit safety recommendations, concerns, etc. to their safety committee representative.

H. SAFETY COMMITTEE ORGANIZATION AND OPERATIONAL PROCEDURES

Basic Operations:

1. The Safety Committee will meet monthly at the Public Safety Building
2. The committee will have a chairperson elected by the committee members each December, and this person will serve as the chairperson for one year.
3. Employee representatives attending safety committee meetings and inspections required by OAR 437-001-0765 , or participating in safety committee training, instruction or events shall be compensated at their regular hourly rate of pay .
4. Employee representatives will serve a continuous term of two (2) years with the length of terms staggered so that at least one experienced member is always serving on the committee.
5. Safety Committee Member duties:
 - a. To be actively complete assignments given by the chairperson, and act as an area representative in matters of health or safety.
 - b. To observe and report to the Committee how the safety and health policy is applied in the work environment. To bring employee suggestions or concerns to the Committee for assistance.
 - c. To advise supervisors and committee chair about situations which could result in incidents with loss through injury or illness.
 - d. To think of employee wellness and health, recommend and promote opportunities to reduce risks and assist in conducting events to educate or provide resources.
 - e. To be participate in education and training and events.
 - f. To share information and to relay recommendations or regulation updates to with coworkers and Supervisors in their department.
 - g. Conduct quarterly workplace inspections and other health or safety events conducted by the Safety Committee and assist in incident investigations at work site.

Meeting Conduct:

1. The meeting shall be conducted following a prescribed format:
 - a. The committee chair shall develop a written agenda for its meetings and send those electronically to all members.
 - b. The committee members should submit items for the agenda identifying issues to be included by sending them to the Chair.
 - c. Agendas shall be posted at each worksite by each department representative and shall remain posted for 1 year.
 - d. The agenda shall include the following elements, as appropriate, each particular meeting:
 1. A listing of members to be present.
 2. Approval of the previous meetings minutes.
 3. Consideration of unfinished business.
 4. Review of recent accidents and recommendations.
 5. Reports by members and sub-committees on investigations, or other special projects.
 6. Reports on safety inspections and recommendations.
 7. Discussion of new business.
 8. Action item responsibilities
 9. Adjournment and setting of the next meeting agenda.
 - e. The committee shall hold regular meetings at least once a month.

Committee Written Records:

1. Minutes shall be made of each meeting which the Human Resources Manager or designee shall maintain for a period of three years for inspection by OR-OSHA. The records will be kept in the Human Resources office. A copy shall be provided to the City Manager or designee by the Human Resources Manager or Administrative Representative.

The minutes for each meeting should include the following:

- a. A record of who attended the meeting.

- b. Summary of the items discussed and decisions made.
 - c. An indication that the minutes from the prior meeting had been reviewed and approved.
 - d. Activity assignments and deadlines should be noted.
 - e. All reports, evaluations, and recommendations of the safety committee shall be incorporated into the corresponding meeting minutes.
 - f. When items are referred to the City Manager or designee or Dept. Head - a record of referral and deadline for response in writing to Safety Committee recommendation.
2. Copies of the meeting minutes shall be posted in the same location as the agenda in each department by the representative for 1 year.

Conducting Inspections:

1. The committee will have established procedures and form for site inspections to assist in locating and identifying safety and health hazards.
2. As a courtesy the team shall give the inspection site supervisor at least 24 hour notice and will reschedule if the supervisor feels an inspection will be disruptive to operations.
3. The inspections will be done in a 2 person team whenever possible and a copy of the previous inspection(s) should be available to the inspection team.
4. During such inspections, the Department Supervisor or a lead person will accompany the team on its inspection of the worksite .
5. Any safety deficiencies identified will be made known to the Supervisor by providing a copy of the inspection report so that corrective action may be expedited.
6. Inspections will be completed on a quarterly basis.
Locations shall include but are not limited to:
 - Operations – Water/Wastewater plants
Operations Division will conduct and provide inspection reports for the various pump stations in the City sewer system and the reservoirs.
 - Maintenance – Shop, Yard and offices
 - Public Safety Building/IT/Dispatch
 - City Hall
 - Archives Bldg.
 - Newberg Fire Dept. Station 20 & 21
Newberg Fire Dept. will conduct its own site inspections providing the Safety Committee with a copy of the report every quarter in accordance with OSHA regulations for Fire Department Operations.
 - Library & Library Annex Bldg
 - Animal Shelter – old and new locations (*until old structure is removed from use*)

7. The Committee will review of all safety inspections and make appropriate recommendations to the Department Head and City Manager or designee as to how to eliminate hazards and unsafe work practices in the work place.
8. A written record of all such inspections, related recommendations and the Management response shall be maintained by the committee as a part of its normal recording procedures with a copy maintained by the Human Resources Manager for OSHA inspection.

Accident Investigations

1. The safety committee shall establish procedures for investigation and review of all safety-related incidents including injury, illness and deaths.
(See Chapter 1 section 5 of the Safety Manual)
2. Accident investigations will be done by the Department Head or Division Manager and the Safety Committee chairperson. The Police Department and Fire Department conduct their own accident investigations and submit to the Safety Committee. The investigations will be reviewed as part of the monthly safety meetings. The committee will evaluate of all injuries/illnesses and "near miss" incidents reported and any related investigations. Final Investigation documents are kept by the Human Resources Dept. with copies in the Safety Committee Records (redacting confidential employee personal or health information).
3. If upon review, the committee feels additional information is required, they may send representatives to the accident site or request further information from the Department Supervisor.
4. The committee upon such review will make recommendations to the Department Supervisor and City Manager or designee as appropriate for purpose of preventing recurrence of such events. A response to the recommendation shall be made by Management to the Committee before the next scheduled meeting.
5. At least annually the committee will review and provide comment as it relates to:
 - a. The City's injury and illness statistical analysis.
 - b. The City's overall safety program.*This is commonly done at the end of year December meeting by the Chair.*

Safety Committee Training

1. New members must attend OSHA approved training as relates to the following areas:
 - a. The function and duties of the safety committee.
 - b. Hazard identification in the work place.
 - c. The principles regarding effective accident investigation.
2. A written record of the training will be maintained by Human Resources for OSHA review. Members with previous documented training do not have to repeat training a second time if they are reassigned to the Committee.
3. The City Manager or designee will ensure that the training and appropriate funding is provided.
4. Committee Members will be allowed time and funding to attend or continue training that increases knowledge in Safety prevention, documentation, regulation or wellness and health topics to improve their knowledge base. Dept. Heads can deny approval if the time away from regular duties can be shown to significantly impact the operations of the division however the expectation is that attendance in training is a benefit to the organization and will be supported by each department.

Effective Committee Operation

Only the planning and effective joint leadership of management and staff who are on the Safety Committee can build a program which lasts. The Safety Committee shall be a constructive entity, providing guidance and leadership in matters pertaining to the overall health and safety of the City of Newberg.

SAFETY COMMITTEE FORMS

- **Form #1** - Safety Committee Standard Minutes Format
- **Form #2** - Hazard Report Form – report of concern by employee or representative
- **Form #3** - Safety Committee Inspection Form

City of Newberg Safety Committee Minutes:

Date Time

Meeting was opened by _____, Chairperson, on _____ with the following members present:

Minutes/Dates

Minutes were adopted as written or changed per the Safety Committee amendments.

BUSINESS ITEMS

Inspections –status & comments

Old Business

New Business

Grants or funding issues

Accident Reports:

Dept. Reports or Concerns

Requests (purchases, assistance or training)

ADDITIONAL COMMENTS:

Next meeting date and location

Minutes prepared by:

HAZARD NOTIFICATION REPORT FORM

Person Initiating the Report:_____Date:_____

Equipment/Operation System Involved:

Description of hazard and/or accident which might result:

Conditions which might contribute to the hazard or accident:

Possible means to control hazard or accident potential:

Committee recommendations:

Forwarded to City Manager or Dept. Supervisor:_____

Date response requested:_____

CITY OF NEWBERG INSPECTION CHECKLIST

LOCATION: _____ Date: _____
 Inspection Completed By: _____
 Submitted to: _____

	Yes	No	N/A		Yes	No	N/A
Building Exterior				Fire Extinguishers			
Building address clearly marked	☐	☐	☐	Proper type extinguishers provided	☐	☐	☐
Building accessible in an emergency	☐	☐	☐	Extinguisher are readily accessible	☐	☐	☐
Fire hydrants accessible	☐	☐	☐	<i>Extinguisher serviced yearly /checked monthly</i>	☐	☐	☐
Fire Dept. connection marked/accessible	☐	☐	☐	<i>Signs posted showing location extinguishers</i>	☐	☐	☐
Building appears to be in good repair	☐	☐	☐	Electrical			
Building free of vandalism	☐	☐	☐	Electrical system operating properly	☐	☐	☐
Exterior walls in good condition	☐	☐	☐	Electrical panels <i>free of obstructions</i> /locked	☐	☐	☐
Exterior windows in good condition	☐	☐	☐	Wall receptacles and switches have plates	☐	☐	☐
Water pipes properly insulated for cold	☐	☐	☐	Boxes and panels free of combustibles	☐	☐	☐
Chimneys/stacks in good condition	☐	☐	☐	Electrical hoses and panels covered	☐	☐	☐
Walkways maintained/no trip/slip hazards	☐	☐	☐	All circuit breakers/fuses clearly marked	☐	☐	☐
Parking lots maintained-safely marked, lighting, visibility, free of hazards	☐	☐	☐	<i>Extension cords properly used/not permanent source of power/no "daisy chains"</i>	☐	☐	☐
Combustibles stored away from bldg.	☐	☐	☐	<i>GFCI's on receptacles within 6ft of water source</i>	☐	☐	☐
Vegetation cut back from the bldg.	☐	☐	☐	Lock out Tag out program in place	☐	☐	☐
Trash stored away from building	☐	☐	☐	Fire Alarm/Detection Systems	☐	☐	☐
Exterior lights operating properly	☐	☐	☐	Tested within the last month-documentation	☐	☐	☐
Fencing in good condition	☐	☐	☐	System free of trouble/alarm signals	☐	☐	☐
Gates in working/good condition	☐	☐	☐		☐	☐	☐
<i>Stairs - handrails and slip guards</i>	☐	☐	☐	Automatic Sprinkler Systems			
Fire Doors	☐	☐	☐	System tested in last 3 months-documentation	☐	☐	☐
Fire Doors are in working condition	☐	☐	☐	All sprinkler supply valves open	☐	☐	☐
Fire Doors are kept closed	☐	☐	☐	Sprinkler controls free of obstructions	☐	☐	☐
	☐	☐	☐	<i>18" clearance below sprinkler heads-storage</i>	☐	☐	☐
General Housekeeping				Caps on outside fire dept. connection	☐	☐	☐
Building clean and well maintained	☐	☐	☐		☐	☐	☐
Storage areas neatly arranged	☐	☐	☐	Building Evacuation Features			
Metal containers for oily/solvent soaked rags	☐	☐	☐	<i>Exit doors clearly marked</i>	☐	☐	☐
Trash emptied daily	☐	☐	☐	Travel routes clearly marked	☐	☐	☐
<i>Stairs/halls clean & free of obstructions</i>	☐	☐	☐	Exit doors in working condition	☐	☐	☐
<i>Look up -No loose tiles, hazards overhead</i>	☐	☐	☐	Exit door accessible & unlocked	☐	☐	☐
Heating & Air Conditioning	☐	☐	☐	Emergency lights are working	☐	☐	☐
Heat and A/C operating properly	☐	☐	☐	Evacuation diagrams posted in all areas	☐	☐	☐
Mechanical rooms kept locked	☐	☐	☐	<i>AED/ First Aid kits accessible and clearly marked</i>	☐	☐	☐
Mechanical rooms free of storage	☐	☐	☐	Special Hazards	☐	☐	☐
All vents clear of combustibles	☐	☐	☐	Is the building free from the following:			
<i>Use of space heaters limited/Tip over shutoff</i>	☐	☐	☐	Flammable liquids storage- <i>comment type</i>			
	☐	☐	☐	Compressed gas storage/ <i>tanks secured</i>	☐	☐	☐
Smoking				Commercial type cooking	☐	☐	☐
Workplace smoking ban enforced	☐	☐	☐	Large computer facility	☐	☐	☐
Signs posted as where smoking/sparks are banned due to combustibles	☐	☐	☐	Other hazardous chemicals/operations/storage	☐	☐	☐
Roof Conditions				<i>Warning signs for special hazards/chemicals posted and in good condition</i>	☐	☐	☐
Antennas etc are secure	☐	☐	☐	<i>Cleaners - all bottles/containers labeled w contents including secondary containers</i>	☐	☐	☐
Gutters -clean, <i>secure</i> and downspouts operate	☐	☐	☐				
No evidence of pooling water	☐	☐	☐				
Clear of debris and vegetation	☐	☐	☐				
No evidence of reduced snow load capacity	☐	☐	☐	All "NO" answers not corrected immediately should be listed below			
	☐	☐	☐				

Comments /explanation of all "NO" answers: (use other side for additional notes-be specific when recommending corrections/concerns)

CHAPTER 2: EMERGENCY ACTION, FIRE PREVENTION PLAN, AND FIRST AID

A. POLICY

The City has adopted this Emergency Action and Fire Prevention Plan to assist in preventing an emergency from occurring and if they do occur, to minimize the impact on staff and the public using City facilities. This plan is supported by maps that are posted in each of City building. The main responder in all emergencies is the Newberg Fire Department or other local Emergency Responders (i.e. Coast Guard, County Emergency Services etc). Dialing 9-1-1 is the method to report all incidents.

B. APPLICABLE LEGAL STANDARDS

The following Oregon OSHA standards apply to emergency and fire prevention plans and actions:

- Emergency Action & Fire Prevention Plans OAR 437-002-(0040-43, 437.004.0450
- Means of Egress - Exiting OAR 437-002-0042 Sub E 437.004.0405
- Fire Protection OAR 437-002-0043 & 437-002-0180 Sub L, 1926.150
- Hazardous Materials Emergency Response OAR 437-002-1910.0120
- First Aid & Emergency Medical Response OAR 437-002-0161 (1-5 & Sub K)

C. DEFINITIONS

The following are Oregon OSHA definitions that are key to understanding the legal requirements for this plan.

- **Emergency Action Plan**: means a plan for a workplace describing what procedures the employer and employees must take to ensure employee safety from fire or other emergencies.
- **Emergency Escape Route**: means the route that employees are directed to follow in the event they are required to evacuate the workplace or seek a designated refuge area.
- **Exit Access**: is a means of egress which leads to an entrance or exit.
- **Exit**: is that portion of egress which is separated from all other spaces of the building or structure by construction or equipment as required in the rules to provide a protected way of travel to the exit.
- **Fire Protection System**: Includes fire extinguishers and automatic fire sprinkler systems.

- **Incipient Stage Fire:** A fire which is in the initial or beginning stage and can be controlled or extinguished by portable fire extinguishers without the need for protective clothing or breathing apparatus.
- **Fire Inspection:** A visual check of fire protection systems and equipment to ensure that they are in place, charged, and ready for use in the event of fire.
- **Maintenance:** The performance of services on fire protection equipment and systems to assure that they will perform as expected in the event of a fire. Maintenance differs from inspection in that maintenance requires the checking of internal fittings, and devices.

D. RESPONSIBILITIES (See Appendix A Listing Emergency Response Personnel)

- **Management** is responsible to ensure that all employees are trained and informed about this Emergency Action Plan. Employees will be updated when the plan changes. Management will ensure that the proper safeguards and fire protection systems are maintained.
- **Emergency Response Coordinator:** There is an emergency response coordinator appointed for each of the City buildings/facilities: City Hall, Library, Fire Department, Police Department, Operations, Maintenance and Animal Shelter. This person is often the worksite supervisor but not exclusively. The emergency response coordinator's responsibilities include:
 1. Assessing the situation and determining if the Emergency Action Plan should be implemented. If plan is to be implemented 9-1-1 is to be called immediately. Calling 9-1-1 is not limited to the Emergency Response Coordinator – any employee is encouraged to place that call however it is the ERC responsibility to ensure that it has been done.
 2. Directing the evacuation of personnel.
 3. Making sure that Management has been notified to ensure that Appropriate outside emergency services have been notified.
 4. Directing the shutdown of operations when necessary. (Water Treatment and Waste Water)
 5. Accounts for personnel involved in the incident including outside contractors and visitors to our facilities.
- **NOTE:** The coordinators are not to enter a situation with uncontrolled emergency. These employees will be trained as to the limitation of their role.
- **Fire Protection System Maintenance – Department Manager:** This individual ensures that all the fire protection systems are maintained and tested as required by OSHA regulations and as outlined by the Insurance representatives. IF this is performed by facility maintenance staff it is the Dept. Managers responsibility to confirm that the regular maintenance is performed.

- **Department Manager:** This employee plays a critical role in ensuring that all appropriate outside responders are notified. They will implement the calls to 911 or other emergency notification if employees have not already made the 911 call. If unavailable the next supervisor on site shall assume responsibility until relieved by a higher authority.
- **All Employees** are to follow this plan for preventing emergencies and conform with the plan's evacuation and emergency notification plans. All employees are encouraged to bring any questions or suggestions on improvements to their supervisor.

E. POTENTIAL EMERGENCIES

The following are the main type of potential emergencies at our facilities:

- **Fire**
- **Chemical Spills/ Releases – (chlorine leaks, shop chemicals, biohazards)**
- **Medical Emergency due to an accident or illness**
- **Bomb Threat**
- **Violence**
- **Environmental Emergency: Wind storm, Flood, Earthquake, Tsunami**

F. OVERALL POLICY

1. **Notify 9-1-1.** Then report all incidents including fire, explosion, windstorm, flood damage, electrical, etc.to site supervisors or managers. Report any incident which results in the operation of fire extinguishers even though there may not be an actual loss sustained.
2. Employees shall receive fire extinguisher training and the training will be updated once a year. **(SEE APPENDIX B - Employee Training Materials)**

G. GENERAL PROCEDURES - FIRE AND OTHER SIGNIFICANT CHEMICAL RELEASES

1. Emergency escape procedures and emergency escape route assignments.

- The type of immediate actions are based on nature of the emergency.
 - a. For incipient fires immediately implement fire control action and clear all non-essential personnel and public from the area and call 9-1-1.
 - b. For chemical spills, responders will initiate a defensive action to contain the spill from migrating. Depending on the nature of the chemical and extent of the spill the immediate employees may clean-up the spill or call 9-1-1. See Appendix A for emergency procedures for a chlorine leak.
 - c. No employee is to perform hazardous chemical clean-up duties that he/she is not trained in or does not have the appropriate personal protective equipment.

- Use the nearest exit which will take personnel away from the fire.
 - a. For an IMMEDIATE TOTAL SITE EMERGENCY EVACUATION employees and public are to all leave by using the nearest exit doors and assemble in the areas shown on each building evacuation maps that are posted at the main exits on each floor of the buildings. One staff member shall be assigned to ensure area has been fully evacuated and close exit doors.
 - b. Location of Safe Assembly Areas
 - Maintenance – Center of Yard
 - Operations – Meet at Flag Pole:
If Chlorine Leak Meet at Back Gate dependent on wind direction.
 - Library – Chehalem Cultural Center
 - Police Department – Parking Lot
 - Animal Shelter – Parking Lot
 - City Hall – Records Building south of building
 - c. In a Chlorine emergency, move up wind of the leak and assemble together.
 - d. For a NON-IMMEDIATE CONTROLLED EVACUATION, (e.g. advance notice of a flood condition) employees and public will be given instructions by the City Manager or designee on how to proceed.
 - e. For LOCALIZED EVACUATIONS (only one BUILDING) the notification message will be given and people shall move into the pre-planned sites:
 - Report to the evacuation site and report to the Emergency Response Coordinator for further instructions during emergency evacuation.
 - Maps outlining places of refuge will be posted in each building at the exit doors.

2. Procedures to be followed during an evacuation:

- Upon hearing an alarm or being told by staff to evacuate all personnel shall exit the building via the closest available exit. Visitors to the building shall be escorted out with personnel evacuating the building. Check bathrooms and kitchens for persons.
- All personnel and visitors shall assemble at the designated places.
- Call 9-1-1
- As personnel assemble they shall congregate by floor or group so that a head count may immediately be taken. If there are any unaccounted for, this information shall be reported to the Emergency Coordinator or highest supervisor immediately.
- The Supervisor or Safety Representative for each work area shall check their work area as they exit to ensure all staff are exiting as required. They

shall close the exit door as they leave and should be the last person in their department or are to exit.

- If the alarm is suspected to be a false alarm, personnel are to remain at the assembly point until the Fire Department has physically verified that reentry is safe.
- Under no circumstances shall any person leave the assembly area OR attempt to reenter the building until it has been cleared by the Fire Department.
- As the situation indicates and as directed by the Emergency Response Coordinator, personnel shall aid in creating a perimeter to keep the public away from and entering the building.

2. Procedures to be followed by employees who remain to perform critical operations before they evacuate.

- Supervisors and trained personnel are responsible to ensure that critical operations are shutdown before they evacuate *if it can be done without risk to the individual*. Those operations could include the following::
 - 1) Chlorine System Shutdown *Note: Operations employees are NOT trained to respond mitigate Chlorine leaks/spills. In the event that the supervisor determines the system should be shut down from a remote computer only then will shutdown be performed. Otherwise employees shall evacuate the area as call 9-1-1 for trained response.)*
 - 2) Isolating power to equipment which is on fire or related to the emergency. Employees expected to terminate power in emergency affected areas will be trained on how to shut off electrical power especially during a fire or flood.
 - 3) If there is a motor fire, the motor should be turned off. NEVER SPRAY WATER ON LIVE ELECTRICAL CONNECTIONS OR MOTORS. (ELECTRICAL SHOCK HAZARD).

3. Procedures to account for all employees after emergency evacuation

- a. The Division Managers and/or supervisors will account for the employees or public in their work areas. If a person is missing the information will be communicated to the emergency responders immediately.
- b. The Emergency Coordinators will designate someone to direct the Fire Department to the area and show them where the water hook-up is located.
- c. No one is to leave the evacuation site unless instructed by the person in charge.

4. The preferred means of reporting all emergencies

CALLING 911 WILL GET IMMEDIATE EMERGENCY SERVICES.
(SEE APPENDIX A FOR BASIC RESPONSE AND CALL LIST)

H. FIRE PROTECTION PLAN

The following procedures are additional policy issues that relate directly to fire protection and fire response actions.

- a. The overall fire protection system is managed by the Public Works Maintenance Facility Maintenance staff who contracts a fire extinguisher contractor who performs the following activities:
 - Fire extinguishers are checked monthly by site staff and are tested based on the required frequency. Fire extinguishers are to be:
 1. Accessible, fully charged, clearly marked and in operable condition at all times.
 2. Visually inspected on a monthly basis to ensure they are fully charged and in their designated locations.
 - a. The locations will be clearly marked.
 - b. Tags will be marked with date of each monthly inspection
 3. Maintained annually this includes:
 - a. Checking structural integrity, pressure and labels.
 - b. The inspection date and the initials of the person performing this inspection will be recorded on a tag attached to the extinguisher.
 4. Stored pressure dry chemical extinguishers require a 12-year hydrostatic test and subject to maintenance every 6 years. Most other types of fire extinguishers are hydrotested every 5 years.
 - 5. Proper maintenance of equipment and systems installed on heat-producing equipment to prevent accidental ignition of combustible materials in accordance with established procedures.
 - a. Selection of Portable Fire Extinguishers: Portable extinguishers have been selected on the basis of the classes of anticipated fires as follows:
 - Class A Fire: Ordinary combustible materials (paper, wood, cloth, some rubber/ plastic
 - Class B Fire: Flammable or combustible liquids and gases, greases and similar materials and some rubber/ plastics.
 - Class C Fire: Energized electrical equipment where safety of the employee requires use of electrically non-conductive extinguishing media (carbon dioxide or dry chemical)
(Note: Multipurpose, dry chemical extinguishers designated ABC are approved for use on Class A, B, and C fires.)
 - Class D Fire: Combustible metals

b. Distribution of Portable Fire Extinguishers: The proper distribution of portable fire extinguishers depends on three criteria:

- How far an employee must travel to the extinguisher
- How large an area is to be protected per extinguisher.
- How the hazard has been classed (A, B, C or D).

c. Policy on the distribution and sizes of portable fire extinguishers is:

- Fire extinguishers shall be distributed in sufficient locations so that the actual travel distance employees must walk to reach an extinguisher (i.e., around partitions, through doorways and aisle ways) not greater than 50 feet.
- Distribution: extinguishers are located at all major door entrances and exits in each of our facilities.

SEE POSTED MAPS OUTLINING LOCATIONS.

d. All **fire exits** will be visibly marked with signs and kept accessible at all times.

- All fire exits will be unlocked from the inside to allow for quick exiting.
- All non-exits which could be mistaken for an exit will be marked with a sign stating "Not an Exit" to reduce confusion should an evacuation be needed.

e. **Welding Safety System:**

Personnel are responsible to be appropriately trained, to conduct welding in a safe manner and ensure that combustibles in the welding area are removed or protected.

The staff is required to:

- Assign a Fire Watch for hazardous areas due to wood dust, combustible materials or debris.
- Wet area down prior to welding with hoses if the structure or area contains combustible materials,
- Have a fire hose or extinguisher in the immediate area at all times,

Outside contractors are required to follow Fire Watch procedures. The Project Manager in charge of any outside contractor operations will ensure that the contractors are informed and equipped to handle necessary Fire Watch and site preparation. The onsite supervisor is responsible to check and ensure these measures are being used by any contractor.

f. Control of Fuel Sources

Supervisors have the overall responsibility to see that the potential fire hazards are reviewed and controls are in place and followed by staff and contractors.

The following tables identify the major fuel sources and the control methods.

PUBLIC WORKS FACILITIES

Fuel/Location	Control
Maintenance Shop	
Flammable and Combustible Paints, Adhesives, and thinners	Limit container size to five gallons or less Materials are stored in outside cement block building
Oxygen and Acetylene Welding Gas Cylinder Storage	Separate storage No smoking area No potential sources of ignition in storage area Cylinders are chained Empty cylinders are tagged
Welding area	Separate area in the shop - no combustible materials stored in area Exhaust ventilation
Oily rags	Approved metal safety can for all oily or solvent soaked rags
Operations Facilities	
Flammable Materials Store Room	Approved construction Limited volumes of Class 1 materials Grounding/Bonding
Wet Well Methane Explosion	Designed as Class 1 locations Continuous exhaust
Laboratory – chemicals	Very limited chemical usage Separate storage of flammable and incompatible chemicals

POLICE DEPARTMENT

Fuel/Location	Control
Evidence Room - Stolen Property Storage	Chemicals are not stored in the evidence room. Maintain housekeeping
Other Chemicals – gun cleaning, finger print chemicals	Limited to small spray cans No smoking areas

CITY HALL – ADMINISTRATIVE AND LIBRARY AREAS

Fuel/Location	Control
General Work Areas	Proper housekeeping Adequate storage
Electrical appliances	Cords maintained Proper electrical circuit protection

I. FIRST AID FOR MEDICAL EMERGENCIES

First-aid trained personnel are not required at every place of employment. The rules require an employer to ensure that emergency medical services are readily available for treatment of injured employees. Our Emergency Medical Plan includes having first aid trained employees in addition to having the Fire Department and Police Department readily available. At City Hall, Library and Public Safety Building the Police and Fire Depts. provide 24 hour service. Public Works employees are all first aid trained as well. ***The response for all moderate to severe first aid is to call 9-1-1 and then render what assistance training and supplies on hand allows.***

1. Emergency Number Posting

The emergency telephone number - 911 - shall be posted.

2. First-Aid Supplies

First-aid supplies shall be in proximity to all employees. The supplies will be located in labeled safety supply/first-aid cabinets at the following areas in our facilities:

- City Hall
 - Lower Level: At front entrance to engineering in hallway
 - First Floor: By AED near Mail room
 - Second Floor:
- Maintenance – in Shop and Lunch room
- Library
 - Upstairs at the Reference Desk
 - Downstairs at the Circulation Desk
- Operations – AED Main Bldg. | First Aid kits in buildings & vehicles
- Police Department – Main Hallway, kitchen and all patrol units

3. The specific first-aid items that are required as a minimum in each first-aid kit include:

- 8 gauze pads at least 3" x 3"
- 2 large gauze pads which can be folded to a size of 8" x 10"
- 1 box of adhesive bandages
- 2 triangular bandages
- 1 package roller bandage at least 2" wide
- Wound cleaning agent
- Scissors
- 1 blanket or equivalent
- Latex gloves and CPR face piece for infection control
- Disinfectant hand cleaner
- Disinfectant soap

4. The first-aid supplies will be monitored by the division supervisors. Many departments have opted to have kits stocked by a contracted vendor. This is

coordinated by the Facility Maintenance Staff at the Dept. Heads request. All other departments are required to audit and maintain their kits regularly.

5. General Equipment Available for Bloodborne Pathogens.
The Division Manager and/or the supervisor will ensure that employees are provided appropriate personal protective equipment and training for dealing with Bloodborne Pathogens. This includes:
 - Two pairs of disposable latex gloves
 - Disposable safety goggles
 - Disposable microshield with one-way valves for use in giving CPR
6. Sharps containers shall be located in the appropriate locations within our facilities. Sharps containers shall be discarded immediately when they are full and will be replaced with new containers immediately.

Appendix A Listing Emergency Response Procedures and Personnel

FIRE & MEDICAL EMERGENCIES - 911

CHEMICAL SPILL OR CONFINED SPACE RESCUE - 911

EMERGENCY RESPONSE COORDINATORS :
Dispatchers at 9-1-1 can always reach the following staff.

City Hall	
City Manager	503-537-1207 503-537-1237/971-732-6664
Library	503-538-8376
Police Department	503-537-1228
PW Maintenance	503-537-1233/ 503-550-1574 971-246-0412
Operations	503-537-1238/ 971-246-0029 503-537-0875/ 971-246-1807 503-537-1289 / 971-246-4067

CHLORINE EMERGENCY PROCEDURES AND TELEPHONE NUMBERS

The City has a community-wide Emergency Operations Plan (EOP) that covers a range of potential emergencies. The plan sets forth emergency operational policies for the City Manager, Police Department, Fire Department, Public Works Department, the Planning and Building Department, and Finance and Administration. Steps to be taken in pre-emergency, pre-impact, impact, emergency and recovery phases of an incident are also set forth in the plan.

The EOP provides the framework for the City's general response to a chlorine release. The Fire Department personnel are not specifically trained, nor do they have protective equipment, to respond to a chlorine incident. Thus, the regional Hazardous Materials (Hazmat) Response Team from Tualatin Valley Fire and Rescue will be called upon to respond. Fire Department personnel will respond in a defensive manner, as described in the EOP. Evacuation procedures, should they be necessary, are also described in the EOP. Key plan elements are described below.

Succession of Authority. During an emergency the succession of authority is as follows: City Mayor, City Manager, Assistant City Manager, Police Chief, Fire Chief, City Attorney. In the absence of the highest ranking office, authority is passed on to the next person down the list, starting with the City Mayor.

Emergency Operations Center. When emergency situations exist and normal functions and organization of the City are insufficient, the City Manager (or designee) may activate the Emergency Operation Center (EOC). The EOC will be set up as a Unified Command. The City Manager (or designee) may request assistance from the Governor, if needed, through the Yamhill County Emergency Division, or to the State of Oregon Emergency Management Division.

Incident Command System. The EOP includes provisions for an Incident Command System (ICS). The ICS provides for coordination and control of multi-agency resources, particularly those involving unity of command (single focus of supervision), chain of command (order of authority), and span of control (5-7 people reporting to a single person).

Unified Command. The EOP provides for Unified Command, a standard method to coordinate command of an incident when multiple agencies have either functional or geographical jurisdiction.

Incident Commander. The EOP provides for designation of an Incident Commander during an emergency. For a chlorine release at the treatment plant, the Fire Chief has been designated as the Incident Commander to provide for unity of command. As such, the Fire Chief will receive full cooperation from all other City departments.

Public Warnings. Primary responsibility for issuing public warnings resides with the City Manager. The Police Department will assist in dissemination of warnings.

Evacuations. The Police Department will implement evacuation procedures, with assistance from the Fire Department.

First Response. The Fire Department operation Guide #302 identifies the first-response procedures to be implemented in the event of a chlorine emergency. First response is intended to evaluate site personnel.

PLANT PERSONNEL/EMERGENCY ACTIONS

Actions to be taken at the treatment plant in the event of a chlorine emergency are summarized below.

Notification:

The following steps should be followed in the event of a chlorine release (activated by the visible alarm at the chlorine release building or from an accidental rupture at the receiving area):

- Immediately call 9-1-1 Dispatch will initiate Newberg Fire Department who will request aid from Tualatin Valley Fire and Rescue Hazmat Response Team.
- Provide the Fire Department with the location of the leak, the nature of the leak (ruptured container or within the chlorine building), the direction of the wind, if possible, and what, if anything, has been done in response to the emergency (evacuation, building shut off).
- Dispatch will also notify the Police Department. The Fire Department will notify the hospital and the Safety Director at the Paper Mill: Phone Number 503-538-2151).
- The Police Department should notify the City Manager's office of the emergency.
- Immediately notify all plant personnel (by voice command) that a serious chlorine release has occurred.

Plant Shutdown. Plant personnel are not trained or equipped to work in the hazardous environment created by a major chlorine release. Thus, no general plant shutdown will be implemented. Chlorine system operators will attempt to minimize chlorine release rate, if feasible and safe to do so within the capability of their training and personal protective equipment.

Shelter-In-Place. Upon notification by Police Department, Fire Department or other City designated personnel, community residents will be directed to a shelter-in-place.

Evacuation. Upon notification, all plant personnel, visitors, and contractors should immediately evacuate the plant site. Visitors and contractors should be directed and escorted off-site by a plant employee.

Evacuation Routes. All building exits are clearly marked. Personnel, visitors, and contractors should use the nearest exit that leads away from the point of release and assemble initially at an off-site point (e.g. across the street from the back gate) upwind of the release.

Accountability. After assembling off-site, all personnel, visitors, and contractors should report to the plant's Emergency Response Coordinator (WWTP Supervisor,), and await further instructions. The Coordinator is responsible for accounting for all individuals on the site.

Appendix B: Employee Training Materials

A. Each employee and volunteer must be trained in the Emergency Action and Fire Protection Plan when hired and every year thereafter. Additional training will also be needed whenever the employee's responsibilities change and whenever the plan is changed.

B. Emergency Response Training Overview:

1. The location and use of fire extinguishers. This includes the types, stages of fires, and reactions to fires and emergencies:
 - a. In order to have a fire, three components are needed (see fire triangle) – fuel (paper, wood, oil, grease, etc.), oxygen (air) and heat (ignition source). Take away any one of these and your chances of a fire are eliminated.
 - b. Review the class of fire extinguishers and method of use.
 - c. Discussion on the dangers of:
 - becoming disoriented in the panic of a fire
 - the use of the fire hose as an escape aid;
 - going onto a roof, or into a basement to fight a fire.
 - exploding chemical containers such as acetylene, oxygen, propane
 - e. Limit staff firefighting incipient fires. Employees will only be trained to use an extinguisher or in some cases the smaller fire hoses to put out an incipient fire. Employees are not trained in structural firefighting.
 - f. Training session will emphasize employee safety and fire prevention.
2. Employees are trained in the use of fire extinguishers at the time of hire and annually thereafter. Basic training on fire extinguishers should include
 - Extinguishing agent training:
 1. Class A Fires
 2. Class B Fires
 3. Class C Fires
3. Employees with specific fire assignments will receive special training on r responsibilities.
4. The location of fire exits and emergency evacuation routes.
5. Rescue and medical duties.
6. Procedures to follow should a facility evacuation be needed including:
 - Evacuation routes.
 - Method for reporting to the Emergency Response Coordinator after evacuation.
7. Means of reporting fires and other emergencies

C. Each supervisor will ensure that his/her employees receive the proper initial and annual refresher training and will keep a record of the training.

Appendix: Safety Procedures for Changing Chlorine Cylinders

Preparation for Chlorine Container Changing Activities

1. Test Chlorine detector and alarm
 - Notify operator alarm test will be conducted.
 - Using a X% solution of chlorine hold the bottle next to a sensor until alarm sounds. If alarm does not sound do not continue the changing procedure.
2. Check the condition of full face respirator and cartridges or SCBA for use during routing chlorine changes to protect against low levels of chlorine or minor emergency.

Employee checks the availability of SCBA and protective clothing in case of an accidental release during cylinder changing.

Open respirator cartridges should not older than 3 months. Follow the routing respirator equipment check to ensure that the device is in proper condition.

A full face chlorine cartridge respirator is to be worn during routing cylinder changing. The cartridges are approved for used up to atmospheres of 10 ppm chlorine, if the concentration is expected to be greater then a SCBA must be worn. (Note: SCBA and special clothing is required for handling a chlorine emergency release).

A full face respirator is required to provide adequate eye protection in the event of a minor release of chlorine liquid and gas. Unvented goggles will protect against liquids but are not gas tight, so for better eye protection we will use full face piece respirators.

3. Put on respirator and other protective equipment including gloves.
The donning of the respirator needs to follow manufacturer's recommended practices and the Respiratory Protection policy.

Changing the Chlorine Tank:

4. *Removing Empty Tank*

- Turn off telemetry alarm system before entering chlorine room. This is located in the control room.
- Turn on chlorinator – allow enough time for the chlorine gas to be cleared from the line. This is located in the control room.
- Turn on exhaust fan in chlorine room from outside switch located in hallway near chlorine room. Fan is on and working when red light is on.
- Unlock the chlorine room door completely and open one door fully for additional ventilation.
- Turn off tank valve on the Chlorine tank in use. Turn on tank valve to be changed.
- Turn on vacuum regulating valve to tank being changed so that gas is on to the chlorinator.
- Close the valve on the tank to be changed, allow enough time for the chlorine gas to be removed from the line.
- When the rotometer on the chlorinator shows no pounds in 24 hours used on the scale, turn vacuum regulating valve off.
- Turn on tank to be used if in operation, keep closed if not. Don't forget to turn back on before leaving room.
- Remove clamps that hold vacuum regulating valve on to tank.
- Replace small brass cover on valve outlet.
- Put protective valve hood in place.
- Prepare a place for empty tank and carefully remove tank from scale. Note first the amount of weight on scales before hoisting.
- Mark empty tank that it is empty with marker.

5. ***Installing full tank***

- Replace with full container by removing chain and replacing empty cylinder and place full unit on the scale and chain.
- Remove protective shield.
- Make sure valves are closed and remove brass cap.
- Inspect the piping and connections for corrosion or deterioration.
- Connect the piping to the tank using a new gasket on vacuum regulating valve connector and check and clean flange if necessary.
- Use a 3/8" square box end wrench and turn the valve stem in a counter clockwise direction **one complete turn**.
- If valve is resistant to opening, the packing nut must be loosened and then re tightened after the valve is opened.
- After the connections are tight test for leaks in the system by using ammonia water solution in a squeeze bottle. Spray the water into the air near the connections. If there is a leak a white cloud will form. Try to stop the leak. (Don't spray ammonia water on the copper fittings).
- Any chlorine leak must be stopped immediately because it can only get worse if ignored.
- Open the vacuum regulating valve on the tank and repeat opening and closing the valve on the tank. Check again for leaks.
- If all checks out, open valve at the tank one full turn and the vacuum regulating valve open for use. Or close the valve tank with the vacuum regulating valve open and use chlorine up in the line then close vacuum regulating valve.
- Set scales to approximate weight to be used.
- Turn vacuum regulating valve on to engage button on top of the valve, back off one half turn from wide open position.
- New chlorine tanks will be turned on and operated for two hours to ensure proper gas feed when switched to automatic turn on in the future. Then the original tank will be used up first.

NOTE: FURTHER MANUFACTURER INSTRUCTIONS ARE PROVIDED ON WALL CHART MOUNTED IN THE CHLORINE ROOM.

Post Changing Activities:

6. After the cylinder has been safely placed on-line the following activities would continue the container change.
 - Remove respirator and other protective equipment.
 - Turn off exhaust fan.
 - Turn on telemetry alarm system.
 - Clean respirator and equipment and store in PPE equipment cabinet. Ensure SCBA Tanks are fully charged.
 - Complete records for chlorine tank changing.

TABLE C-1
 Summary of Emergency Contact Information
Newberg Water District Emergency Response Plan

Table No.	Table Title
C-2	See City Administration for updated Emergency Contact list
C-3	See City Administration for updated Emergency Contact List
C-4	Local, State, and Federal Contacts
C-5	Alternate Water Suppliers
C-6	Utility Contacts
C-7	Chemical Suppliers
C-8	Equipment Suppliers
C-9	Contractors and Consultants
C-10	Media Contacts
C-11	Municipal Customers
C-12	Sensitive Customers

TABLE C-4
Local, State, and Federal Contacts
Newberg Water District Emergency Response Plan

Organization	Name/Division	Phone
For All Emergencies		911
Local Agency Contacts		
City of Newberg	Mayor	503-537-1276
	City Manager	503-537-1207
	WWTP Superintendent	ext 7775
	PWM Superintendent	ext1233
	Police Chief	503-537-1220
	911 Dispatch	503-538-8321
	TVF&R	503-259-1720/1721
City of McMinnville	Administration	503-434-7405
	Street, Sewer, and Park Maint.	503-434-7359
	Water and Light (office)	503-472-6158
	Water and Light (after hours)	503-434-3105
Yamhill County	YCOM	503-434-6500
	Public Works (non emerg.)	503-554-7870
	Public Works (after hrs/emerg.)	503-554-7885
	Public Health Services	503-554-7842
	Emergency Services	503-434-7428
Portland Police Bureau	Emergencies	911
	Office Phone	(503) 823-3333
Portland Fire & Rescue	Emergencies	911
	Office Phone	(503) 823-3700
Portland Office of Emergency Management		(503) 823-4375
Multnomah County Sheriff		(503) 988-4300
Multnomah County Health Department		(503) 988-3674
Multnomah Co. Emergency Management Agency		(503) 793-3305

TABLE C-4
Local, State, and Federal Contacts
Newberg Water District Emergency Response Plan

Organization	Name/Division	Phone
Regional Water Providers Consort.	Ptld Water Bureau	(503) 823-7502
State Contacts		
Oregon Emergency Management Agency	Oregon Emergency Management	(503) 378-2911
Oregon Emergency Response System (OERS)		1-800-452-0311
Oregon DHS-Health Authority	Drinking Water Program OERS Office	Office hrs 1-971-673-0405 24 hrs 1-800-452-0311
Oregon Department of Environmental Quality	Oregon DEQ Oregon DEQ (Water Quality)	(503) 229-5696 / (800) 452-4011 (503) 229-5279
Oregon Dept. of Transportation (ODOT)	Newberg Maintenance Shop McMinnville Maint. Shop	503-538-5383 1-503-472-2737
Oregon National Guard	Emergency Operations Center	1-503-584-3980
Governor's Office		(503) 378-3111
Federal Contacts		
Centers for Disease Control and Prevention	Emergency Response Hotline	770-488-7100 800-232-4636
Centers for Disease Control and Prevention	Public Inquiries	888-246-2675
U.S. Environmental Protection Agency	Drinking Water Hotline	800-426-4791
EPA National Response Center		800-424-8802
Federal Bureau of Investigation	Portland Field Division (24 hr)	(503) 224-4181
U.S. Army Corp of Engineers	District Readiness Management Emergency	503-808-4402 503-702-0097
U.S. Coast Guard	Hazardous Materials & Oil Spills Emergency	503-240-9370 503-240-9300
ChemTrec		800-424-9300
Water Information Sharing and Analysis Center (ISAC)		866-426-4722

TABLE C-6
Utility Contacts
Newberg Water District Emergency Response Plan

Organization	Name/Division	Phone
Portland General Electric	Power Outage Notification	503-464-7777 / 463-4390 800-544-1795/ 503-463-4346
Wastewater		
Stormwater		
Telephone		
Radio		
Northwest Natural Gas	Gas Leak Notification	1-800-882-3377

TABLE C-7
 Chemical Suppliers
Newberg Water District Emergency Response Plan

Chemical	Company	Name/Division	Phone
Sodium Hydroxide/Bisulfite	North star Chemical		503-625-3770
Chlorine Gas	JCI Jones		253-274-0104
Polymer	US Polymer		800-815-7454
	Ashland Polymer		800-424-9300
Gas & Diesel	McMinnville Gas		503-472-7220

TABLE C-8
Equipment Suppliers
Newberg Water District Emergency Response Plan

Company	Equipment	Phone
River City Environmental	Water Trucks	503-252-6144
Water Truck Service	Water Trucks	503-682-2723
Behrman Transport	Water Trucks	1-360-225-9094
Halton Rental	Water Trucks, Emergency Generators	503-682-7000
United Rentals	Emergency Generators	503-620-1236
MRP Vactor	Vactor Services	800-200-0457
RMCAT	Vactor Services	800-930-0011
Orevac Inc	Vactor Services	503-835-1016

TABLE C-9
 Contractors and Consultants
Newberg Water District Emergency Response Plan

Company	Name/Division	Phone
GPEC Electric	Office	971-241-3328
	24-hr Emergency	1-503-472-4003
DND Electric	Pager	1-503-434-6966
G.H. McCulloch	Office/emergency	503-691-1199
Baker Rock	Office	1-503-472-5366
The Saunders Company	Office	503-537-9950
HDR		503-423-3735

TABLE C-10
Media Contacts
Newberg Water District Emergency Response Plan

Name	Contact	Work Phone	Fax Number	Cell Phone	E-mail
Newspapers					
Oregonian	News desk	503-221-6645			
Newberg Graphic	ANY	503-538-2181			
Television Stations					
KATU CH 2		503-231-4222			
KOIN CH 6		503-464-0600			
KGW CH 8		503-226-5000			
KPTV CH 12		503-906-1249			
Radio Stations					
860 am KPAM		503-225-0860			
1190 am KEX		503-242-1190			
		503-295-2203			
620 am KTLK		503-802-2620			
1260 am KLYC		503-472-1260			
101.9 FM KINK		503-733-5465			

TABLE C-11
Municipal Customers
Newberg Water District Emergency Response Plan

Name	Contact	Phone	Fax Number	Cell Phone/Pager	E-mail
Chehalem Terrace Water Dist		503-537-0989			
Chehalem Valley Water Assoc		503-538-1472			
Foothills Water Dist		503-538-7925			
NW Newberg Water Assoc		503-538-9635			
Ramsey Terrace Water Dist		503-515-1721			
Sunny Acres Water Dist		503-538-9119			
West Sheridan Water Dist		503-554-9361			
Whitney Water Dist		503-538-2134			

Table C-12
Sensitive Customers
Newberg Water District Emergency Response Plan

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Manufacturers:

A Dec Inc	2601 Crestview Dr	503-538-9471
3D Plastics Inc	2701 E Second Street	503-537-0979
A.R.E. Manufacturing Inc	518 S Springbrook Rd	503-538-0350
Advanced Machining	310 E Hancock St	503-554-1078
Berry Noir Co Packing	116 S Elliott Rd	503-538-8976
Cascade Laser Corp	101 N Elliott Rd	503-554-1926
Component Concepts Inc	530 S Springbrook Rd	503-554-8095
Gerome Manufacturing Co Inc	403 N Main St	503-538-8356
NW Cryogenics	705 S Springbrook Rd #A115	503-538-9405
SP Newsprint Company	1301 Wynooski	503-538-2151
Systems Technology Group	901 N Brutscher St #205	503-538-0970
Willamette Analytical Laboratory	814 E Hancock St	

Senior Citizen Facilities:

Adult Care Alternative		503-537-9046
Astor House at Springbrook Oaks	3801 Hayes Street	503-537-2658
Avalon Park	1500 Sandoz Rd	503-538-5661
Avamere at Newberg	730 Foothills Dr	503-554-0570
Chehalem Valley Senior Ctr	101 W Foothills Dr	503-538-7433
Corner stone Care Home	1909 Wareham Lane	503-538-7210
Friends View Retirement Ctr	1301 E Fulton St	503-538-3144
Golden Villa Retirement Ctr	700 E Fifth St	503-538-1263
McKenzie House Care		503-554-9983
Newberg Care Home	1500 E Fist St	503-538-9436
Prime Care AFC		503-538-4868
Timeless Care Home		503-537-0981
Trinity Adult Foster Home		503-538-4860
Unique Care Home	1809 Cedar St	503-538-4389
Visiting Angels		503-538-9505

Table C-12 - Continued
 Sensitive Customers
 Newberg Water District Emergency Response Plan

Page 2 of 2

Hospitals:

Providence Newberg Hospital	1001 Providence Dr	503-537-1555
Newberg Urgent Care	2880 Hayes St	503-537-9600

Animal Medical Facilities:

Chehalem Animal Clinic	717 N College St	503-538-8334
Family Pet Clinic	131 N Elliott Rd	503-554-5533
Newberg Equine Hospital	901 Industrial Parkway	503-538-8341
Newberg Veterinary Hospital	3716 E Portland Rd	503-538-8303
Newberg Animal Shelter	903 S Blaine	503-538-8321

Hotels:

The Allison Inn & Spa	2525 Allison Lane	503-554-2525
Best Western Newberg Inn	2211 Portland Rd	503-537-3000
Town & Country Motel	1864 Portland Rd	503-538-2800
Travelodge Suites	2816 Portland Rd	503-537-5000

Schools:

Bonnie Benedict School	504 2 nd Street	503-538-4602
CS Lewis Schools	200 S College	503-538-0114
Chehalem Park & Recreation Dist	125 S Elliott Rd	503-538-3789
Family Treehouse Preschool	1205 Deborah Rd	503-538-3339
Hand in Hand Learning Ctr	1530 E 1 st	503-538-8266
Newberg Open Bible	1605 N College	503-538-9833
Newberg School District	714 E Sixth Street	503-554-5000
North Valley Christian	4020 N College St	503-538-5340
Veritas Christian School	401 Mission Dr	503-538-1962
Zion Lutheran Preschool	301 S River	503-538-1344

CHAPTER 3: BLOODBORNE PATHOGEN EXPOSURE CONTROL PLAN

A. PURPOSE

This Bloodborne Pathogen Plan covers all of our staff with potential blood or body fluid exposure. The City Manager or designee is responsible to see that this plan is followed, reviewed and updated annually. Our plan will be monitored by the City Manager or designee, and the management of the Police, Fire, Utilities and Public Works Departments. If major changes are needed prior to the annual review, the plan will be up-dated as soon as possible by notifying our safety and health consultant firm, Wise Steps, Inc. to complete the task.

The training required by the Bloodborne Pathogen Plan will be arranged or coordinated through your supervisor. The training will occur at the time of initial assignment and annually thereafter for all covered staff.

This Bloodborne Pathogen program describes the essential elements needed to protect our employees who might, in the expected course of carrying out their everyday staff responsibilities come in contact with human blood or body fluids.

It is our policy that all our employees will be trained in our Bloodborne Pathogen Program. There will be an annual refresher-training program.

This Exposure Control Plan includes the following topics:

- Universal Precautions (Engineering Control Methods)
- Work Practices - Hand washing techniques
- Personal Protective Equipment - Selection & Limitations
- Housekeeping & Methods of Decontamination
- Infective Waste Handling/Disposal Procedures
- Hepatitis B Virus Vaccinations - Medical Surveillance
- Hepatitis C Virus
- Post Exposure Evaluation & Follow-up
- Recordkeeping
- Employee Training

B. EXPOSURE DETERMINATION

The OSHA Bloodborne Pathogen standard applies to all employees whose job duties result in potential exposure to human blood or other potentially infectious body fluids. Oregon OSHA defines occupational exposure as meaning reasonably anticipated (reasonably expected) skin, eye, mucous membrane, or piercing of the skin contact with blood or other potentially infectious materials that may result from the performance of an employee's duties.

This Bloodborne Pathogen Plan covers employees in the Fire/Life Safety, Police, Public Works and any of our first aid trained employees. This decision is based

on the exposure determination as to which employees may incur occupational exposure to blood or other potentially infectious material. This determination was made without regard to the use of personal protective equipment.

Note: *Employees who perform first aid as a “Good Samaritan Act” and not as an assigned responsibility will be provided training, and proper first aid kits are available in designated areas. These employees, however, will not be part of the pre-exposure Hepatitis B vaccinations. Any workplace exposure incident will be treated as listed in this plan’s medical response section.*

General “self-help” first aid kits and supplies are found in various locations in our facilities and buildings. These kits provide basic first aid supplies but are not indicated for use by designated first aid provider. Those designated first aid providers will have specially assigned first aid kits, which include basic barrier protection.

The following job classifications are included in the full Exposure Control Plan and include paid or volunteer staff acting in these roles:

1. Fire Life Safety

a. All EMTs and Firefighters

- Advanced first aid & life support procedures at accident scene or during transport.

(Note: Significant first aid incidents at City Hall shall be reported via 9-1-1 and Fire Dept. personnel will handle all significant first aid incidents at City Hall)

RISKS: potential skin, mucous membrane contact with blood or body fluids. Use of needles and sharps; sharp and potential protruding objects at accident scenes resulting in possible injection hazard.

2. Police: Public Safety

a. All Sworn Police Officers & Police Management Staff

- Suspect body search, property search: car, residential, belongings (search warrant executions),
- physical force with suspect contact, assaulting or combative arrest, at crime scenes (i.e. assault, suicide, homicide, and all other applicable crime scenes)
- transporting and booking prisoners or suspects that are bleeding,
- Physical contact, human bites, collecting hair and saliva in case of alleged rape, cleaning cars and materials contaminated with blood or body fluids,
- Jail clean-up, evidence handling, ambulance assistance, accident investigations.

RISKS:

Potential needle sticks, knife contact, contact with body fluids, blood, etc. First Aid & CPR at accident scene or assistance of the public or fellow officer. Potential skin, mucous membrane contact with blood or body fluids.

b. Property/Evidence Officer

- Contact with blood and body fluid soaked or stained clothing and other evidence such as cleaning blood stained weapons.
- Potential contact with sharps (needles) taken as evidence.
- Search of bodies and collection of body fluids at autopsies and clothing exposed to body fluids.
- Searches at crime scenes that have blood contamination. Potential contamination of clothing and vehicle(s).

RISKS:

Potential needle sticks, knife contact, contact with body fluids, blood, etc.
Potential skin, mucous membrane contact with blood or body fluids.

c. Police Car Maintenance

- Cleaning Police cars that may have blood/body fluids.

RISKS: potential skin, mucous membrane contact with blood or body fluids.

d. Animal Control

- Public Assistance at accident scene
- Contact with bite victims or injured animals

RISKS: potential skin, mucous membrane contact with blood or body fluids.

e. Communications Officers

- Public Contact

RISKS: potential skin, mucous membrane contact with blood or body fluid

3. Public Works – Maintenance Division

a. Building Maintenance

- Potential contact with sharps and blood/body fluid soaked materials when cleaning public restrooms.

RISKS: potential skin, mucous and injection contact with blood or body fluids.

- Cleaning of soiled or contaminated material, surfaces, equipment that have visible blood and body fluids. Includes both routine environmental cleaning and potential response to accident injury scenes or equipment that was contaminated due to bleeding injuries.

RISKS: potential skin, mucous membrane contact with blood or body fluids.

b. Utilities - Landscape Maintenance

- Potential contact with illegally disposed needles left in the landscaping. .

RISKS: Contact with needles. Injection contact with blood or body fluids.

c. Sewer Crew & Treatment Plant Workers

Contact with sewage is not directly considered a bloodborne hazard; however, due to the fact that needles and other disposed personal sanitation items can be found in sewer system combined with the fact that employees rotate into other job duties with potential exposure makes these duties included in the full Exposure Plan.

C. SPECIAL NOTES

1. First Aid Trained Employees:

Employees that may have first aid training but their duties do not involve any routine first aid provisions will not be offered Hepatitis B vaccine, unless it is reasonable that the employee may come into contact with above normal risk or exposure at the worksite (example worksites where exposure is more likely: Wastewater Treatment Plant or Library)

2. All Other Employees

This plan will be reviewed at least annually by the City Manager or designee and employee duties will be reviewed to determine if additional staff should be included in the full plan.

D. AUTHORITY

Oregon OSHA Bloodborne Pathogens Standard OAR 437 Division 2 - 1910.1030

E. DEFINITIONS

Bloodborne Pathogens: Means any pathogenic microorganisms that are present in human blood and can cause disease in humans. These pathogens include, but are not limited to, hepatitis B virus (HBV) and human immunodeficiency virus (HIV).

- **HEPATITIS B and C VIRUS (HBV and HCV):** is spread through sexual contact, blood transfusions, contaminated needles, and contact with body fluids on non intact skin and mucous membranes. (Viral infection of the liver.)
- **HUMAN IMMUNODEFICIENCY VIRUS (HIV):** is the virus that can cause Acquired Immune Deficiency Syndrome (AIDS) and is spread in the same manner as HBV or HCV.
- **Exposure Incident** - Means a specific eye, mouth, other mucous membrane, non-intact skin, or skin piercing contact with blood or other

potentially infectious materials that result from the performance of an employee's duties.

F. OVERALL RESPONSIBILITIES

1. The following exposure control plan has been developed in compliance with the OSHA standard. The plan is designed to minimize, or eliminate, an employees' exposure to bloodborne pathogens.
2. A copy of this policy is in the Safety Manual which will be located at each worksite in an area accessible to all personnel.
3. All new employees will read this policy at the time of their initial Safety Orientation and may have a copy of the policy at their request.
4. All employees will use universal precautions to prevent contact with blood and other potentially infectious body fluids. *Where it is difficult to differentiate between body fluid types, all such body fluids shall be considered potentially infectious materials.*
5. Communicable Disease Coordinators: Each Department will assign an employee as Coordinator to ensure that the requirements of this policy are followed and proper records are kept. Those names will be given to the City Manager or designee and the Chief of Police who will oversee the annual program review. The Communicable Disease Coordinators will be responsible to:
 - Coordinate and provide resources to ensure that employee training is provided and documented.
 - Maintain a list of affected employees.
 - Coordinate and provide resources to ensure Hepatitis B vaccinations are offered and records are maintained.
 - Coordinate with the supervisor and Safety Committee exposure incident investigations. They will coordinate appropriate medical treatment and follow-up for hepatitis and HIV sero-conversion. Confidential records will be directed to Human Resource Department for storage as confidential under HIPPA.
6. The Site Supervisors will ensure that appropriate equipment is provided and used to protect against contact with blood or other infectious body fluids, which includes:
 - Placement of first aid kits, including infection control materials, in all vehicles.
 - Appropriate personal protective equipment for use during accident investigation when blood may be present.
 - Ensure infection control materials are audited for expiration or replacement annually.

7. The Safety Committee will review this program and will include the Exposure Safety Plan criteria as part of their routine inspections.

G. UNIVERSAL PRECAUTIONS

Any employee providing help to anyone, who is injured or has blood or body fluids on them, must use Universal Precautions. Universal Precautions are a set of protocols that are recommended by the Center for Disease Control and Prevention and now required by OSHA to prevent skin and mucous membrane exposure when potential contact with blood or body fluids is anticipated.

The protocols are based on three basic premises:

1. Treat all blood or body fluids as potentially infectious.
2. Protective barriers must be used which reduces the risk of exposure.
3. The barriers only supplement existing infection control measures such as hand washing.

Universal Precautions specifically include:

1. Gloves must be worn when touching blood or body fluids or non-intact skin.
2. Gloves must also be worn when handling items or surfaces obviously soiled with blood or body fluids.
3. Bandage any cut, wound or break in the skin with watertight bandages to preclude contact with blood or body fluids.
4. Wash hands thoroughly with soap and water for at least 10-20 seconds after contact with blood or body fluid or handling contaminated articles. This procedure should be done even after wearing gloves.
5. Employees shall use a mouth guard (Microshield) when performing CPR.

The following procedures are to be used when washing hands/body as part of ~~our~~ the universal precaution measures:

Wash hands after removal of gloves or whenever there is contact with body fluids. If water is not immediately available then alcohol or antiseptic towelettes may be used.

1. Wash with soap and water prior to removing gloves as a method to reduce the risk of contact with blood/body fluids during glove removal.

(Disposable gloves are not being washed for purpose of re-use.)

2. Pull glove from skin using outer top part of glove so the other glove does not contact the skin. To pull off the 2nd glove with ungloved hand place fingers inside the top interior rim of glove at wrist and pull off the glove.
3. Follow same procedures for non-disposable gloves but ensure thorough decontamination prior to removal. Allow the gloves to dry and store properly to prevent degrade or contaminated.
4. Use soap and warm water. (hot water removes protective oil from the skin). Include hands and forearms when washing.
5. Rub hands vigorously - friction with rotary motion, and rinsing under running water aids in the mechanical removal of bacteria.
6. Wash all surfaces, including: back of hands, wrists, between fingers, under fingernails. Hands should be washed well for 10 to 20 seconds.
7. Rinse well
8. Dry hands with paper towel.
9. Turn off the water using a paper towel instead of bare hands.
10. Full showering should be done as soon as possible if majority of torso/body contamination occurs.

Note: Frequent hand washing destroys the natural oils and causes drying and cracking of the skin. Keeping the skin intact helps to prevent the invasion of bacteria and possible secondary infections. Moisturizers should be applied as a prevention.

Employees with open cuts or wounds should be wearing waterproof bandages at work.

H. PERSONAL PROTECTIVE EQUIPMENT

General Equipment Available

1. Supervisors will ensure that employees are provided appropriate personal protective equipment. *(The Police Dept. PPE and Fire Dept. PPE kits will be available from the supply manager.)*
This includes:
 - a. **FIRST AID KITS** designated for authorized first aid providers shall include at least:
 - Two pairs of disposable latex gloves
 - Disposable safety goggles
 - Disposable microshield with one-way valves for use in giving CPR

2. Sharps containers shall be located in the appropriate locations within all facilities. Sharps containers shall be discarded immediately when they are full and will be replaced with new containers immediately.
 - a. The sharps containers are to be maintained in upright position, closeable, puncture resistant, leak-proof on the sides and bottom, and clearly labeled “Biohazard” or **red** in color.
 - b. When picking-up sharps (such as hypodermic needles) and broken contaminated glass, employees need to wear latex gloves and use tongs, rather than their fingers. Contaminated needles must not be broken, bent, recapped, or removed.

Limitations of Personal Protective Equipment:

1. GLOVES:

Gloves can be torn or punctured. Gloves should be changed after contact. Disposable gloves should not be washed or disinfected for reuse. They also should not be used when visibly soiled, punctured, or when their ability to function as a barrier is compromised. Hands should be washed as soon as possible after removing gloves. If water is not available then disposable hand washing wipes should be used.

2. FACE / EYE PROTECTION:

These items also need to be clean and maintained in good repair. They should be discarded if they do not function as indicated by the manufacturer's use and maintenance documentation.

Location of Personal Protective Equipment:

Proper PPE is located in the first aid kits at each department

Library has 2 first aid kits

1. 2nd floor reference desk
2. 1st floor circular desk

City Hall Building has 3 first aid kits

1. Lower level at front entrance to engineering on shelf in hallway
2. First floor next to AED in Hall by Mail Room.
3. Second floor in lunch room cabinet above small refrigerator

All City vehicles have first aid kits

Operations

1. WWTP has primary kit in Administration Bldg next to AED, Shop, Compost Bldg. and Reuse Bldg. Specialized PPE in Admin Bldg and Shop.

2. PPE for Chlorine Bldg. is located in Admin bldg. *requires training. (scba)
3. WTP has kit in Main bldg. 2nd floor. Hearing Protection on wall by lower stairwell. Other PPE available in Main bldg. 2nd Floor.

Maintenance

1. First Aid Kit located in Lunch room.
2. Specialized PPE in Shop Area

PPE needs to be maintained, cleaned and kept in sanitary condition. Obsolete or worn PPE shall be discarded and replaced immediately. PPE shall be audited annually by each Dept.

Required First Aid Personal Protective Equipment

1. Fire and Life Safety – EMT, Fire Fighters, and non Fire Cadre Personnel

Task/Activity	Gloves	Gown	Mask¹	Eyewear
Bleeding control with spurting blood	Yes	Yes	Yes	Yes
Bleeding control with minimal bleeding	Yes	No	No ²	No ²
Blood drawing	Yes	No	No ²	No ²
Starting an intravenous (IV) line	Yes	No	No ²	No ²
Endotracheal intubation, esophageal obturator use	Yes	No	Yes	Yes
Oral/nasal suctioning, manually cleaning airway	Yes	No	No ²	No ²
Handling and cleaning instruments with microbial contamination	Yes	No ²	No ²	No ²
Measuring blood pressure	Yes	No	No	No
Measuring temperature	Yes	No	No	No
Giving an injection	Yes	No	No	No
CPR ³	Yes	No ²	No	No ²
Emergency childbirth	Yes	Yes	Yes	Yes

2. Police Activities

Task/Activity	Gloves	Apron⁴	Mask¹	Eyewear
Suspect searches	Yes	No ⁴	No	No ⁴
Evidence Searches	Yes	No ⁴	No ⁴	No ⁴
Handling Wet Evidence/Disposal	Yes	No ⁴	No ⁴	Yes
Packaging evidence	Yes	No ⁴	No	Yes
Arrest when situation is known	Yes ⁵	No	No	No

¹ Refers to protective masks to prevent exposure of mucous membranes to blood or other potentially contaminated body fluids.

² No, unless splashing or soiling is likely.

³ Clear plastic face masks with one-way valves for mouth-to-mask ventilation

⁴ No, unless splashing or soiling is likely because of contamination. This could be a plastic apron or tyvek coveralls.

⁵ If possible to plan prior to arrest

3. Building Maintenance/Cleanup or Landscape Crews

Task/Activity	Gloves	Apron ⁴	Mask ¹	Eyewear
Cleaning Bathrooms	Yes	No	No ⁴	Yes ⁶
Cleaning up surfaces with body fluids	Yes	No	No ⁴	Yes ⁶
Picking up needles/sharps	Yes	No	No	No

4. First Aid Activities

Task/Activity	Gloves	Apron ⁴	Mask ¹	Eyewear
Bleeding control with spurting blood	Yes	Yes	Yes	Yes
Bleeding control with minimal bleeding	Yes	No	No	No
CPR (always use air way mask)	Yes	No ⁴	No ³	No

I. HOUSEKEEPING REQUIREMENTS

1. Hepatitis virus can survive for at least a week in a dried state at room temperature on work surfaces. HIV survival is less - 24 to 48 hours. As a result, it is important to ensure proper cleaning of all materials or surfaces contaminated with blood or body fluids.
2. Cleaning up blood or body fluids shall be done as soon as possible. Basic cleaning products used by our staff that are effective environmental disinfectants. The chemical product's use instructions need to be followed for proper dilution and application methods.
3. If the commercial disinfectants are not used fresh bleach solution can be made and is effective. 500 ppm (parts per million) free available chlorine (a 1:100 dilution of common household bleach - approximately 1/4 cup bleach per gallon of tap water) is effective. The bleach solution must be made fresh each day.
4. Cleaning and Disposing of PPE:
 - a. Disposable latex or vinyl gloves or clothes should be disposed of in the regular trash after use unless soaked with blood or OPIM. (*other potential infectious matter*)
 - b. Goggles (that are not disposable) should be cleaned with soap and water and then wiped down with alcohol or other germicides if contaminated with blood or OPIM.
 - c. Puncture resistant gloves that become soiled will need to be disposed of, unless they are coated with a plastic material that is cleanable or are of a washable leather.

⁶ Goggles needed because of irritant and corrosive character of various cleaning compounds and splash potential.

- d. Employee will ensure that all garments penetrated by blood or body fluids are remove immediately or as soon as possible.
- e. Contaminated laundry shall be placed and transported in bags that are labeled or color-coded. Whenever the laundry is wet and may soak through or leak from the container, it shall be placed and transported in leakproof red labeled bags.
- f. Costs for disinfecting /cleaning of employee clothing or uniforms contaminated in the course of work performance or Samaritan aid while on the job will be paid by the City.

J. BIOHAZARD WASTE HANDLING/DISPOSAL PROCEDURES

A biohazard waste which requires special handling and disposal is defined as "any liquid or semi-liquid blood or other potentially infectious materials; contaminated items that would release blood or other potentially infectious materials in a liquid or semi-liquid state if compressed; items that are caked with dried blood or other infectious materials and are capable of releasing these materials during handling; shall be disposed of immediately in the proper containers."

The biohazard containers or bags must be able to contain all contents and prevent leakage of fluids during handling, storage, transport, or shipping.

1. Blood and other body fluids can be disposed of down the sanitary sewer in Oregon.
2. Though we do not expect to encounter any syringes (sharps), if they are found the following procedure must be followed. Sharps, including blood contaminated utility knives or broken pop bottles that are found shall be disposed of in a closeable, puncture resistant, disposable container that is labeled and color coded - red.

Procedures for picking-up sharps:

- Have sharps container ready
 - Use latex gloves or vinyl gloves.
 - Use mechanical equipment (pliers, shovels, or dustpans) to pick up contaminated utility knives or scissors.
 - Dispose of needle in sharps container
3. When transporting containers of contaminated sharps and other regulated wastes from the use area, the containers shall be closed to prevent spillage or protrusion of contents during handling, storage, transport, or shipping.
 4. The method of removing "contaminated waste" containers will include:
(Refer to definition of Biohazard waste, listed above.)

- Sealing the sharp containers and any Biohazard bags (red bags) containing infectious waste materials.
 - The containers or bags will be picked-up when they are either full by calling our local waste handler company.
 - The containers will be handled separately from routine waste disposal.

K. HEPATITIS B VIRUS (HBV) VACCINATION

1. All employees listed under the Exposure Determination are eligible to obtain the vaccination series at no cost and during normal working hours.

Exposure occurring while providing First Aid that is incidental to the employees job duties, are not required to be provided HBV pre-vaccinations, based on current OSHA rule interpretation. The City does not currently provide the vaccinations until there is a workplace exposure incident. If the employee declines to be vaccinated after an incident a written notice declining vaccination will need to be signed and provided to the Human Resources Dept.

2. The employees being offered pre-vaccinations series will go through their supervisor within 30 days of initial assignment. Employees can provide documentation to the Human Resources Dept. showing a previous complete Hepatitis B series with antibody testing showing successful immunity. (see #4 duplicate)
3. Employees will incur no cost for the medical evaluations, medical procedures including the hepatitis B vaccination series and post exposure follow-up or laboratory tests. All the procedures will follow the U.S. Public Health Service recommendations and under the supervisor of a licensed physician.
4. Employees who decline the hepatitis B vaccination offered shall sign the OSHA required waiver with the Human Resources Dept. indicating their refusal. At any time the employee may change his/her mind and the vaccination series will be offered.
5. If a routine booster of hepatitis B vaccine is recommended by the U.S. Public Health Service at a future date, such booster will be made available to all affected employees.
6. Any employee who has a workplace exposure is covered by the incident and medical surveillance provisions (Section L-M) of this plan and if they have not previously taken the HBV vaccination will be urged to be vaccinated immediately.

L. EXPOSURE INCIDENT EVALUATION & FOLLOW UP

1. Any employee who has an exposure incident (they are exposed to blood or OPIM) shall immediately notify their supervisor who will immediately complete an incident report and refer the employee to their private physician or to our local health care facility for a complete medical evaluation and follow up.
2. The Department Coordinator or Human Resources Dept. will provide the treating physician or healthcare facility with:
 - A copy of the Bloodborne Pathogens rule, 1910.1030;
 - A copy of the Bloodborne Pathogen Exposure Incident/Accident report.
 - Records regarding on the exposed employee's HBV vaccine status.
3. The health care provider will provide the employee with a written opinion of the evaluation.
4. The employee shall provide a copy of the physician's documents to the Human Resources Dept.

M. POST EXPOSURE INVESTIGATION

As part of the follow-up on an "exposure incident" the employee's supervisor will conduct an investigation. It is critical to remember what an exposure incident is:

"unprotected exposure to blood or other body fluids including a skin exposure involving contact with blood, especially when the exposed skin is chapped, abraded, or afflicted with dermatitis, or a needle/sharp exposure to blood or body fluids during the course of their work"

(Small splashes of blood on intact skin is not usually classed as an exposure incident.)

The following steps are to be taken as part of the post exposure investigation:

1. Report the incident/accident immediately to your supervisor who will complete the Bloodborne Pathogen Exposure Report and the City Incident Form and then contact the Safety Committee. The Committee will begin the process of investigating the incident in conjunction with the supervisor. Scheduling a confidential medical evaluation, treatment and follow-up activities for the employee are coordinated by the Human Resources Dept.
2. The supervisor and employee will ensure that the circumstances of exposure are recorded and investigated. The enclosed Exposure Incident Form will be used to ensure that relevant information including the routes of exposure, the

activity in which the employee was engaged at the time of exposure, and the extent to which appropriate work practices and protective equipment were used and a description of the source exposure shall be recorded.

3. Treatment will be sought as soon as practical but at least within 24 hours of the incident. Treatment involves information, if possible, about the source person and employee's medical condition and vaccination status which are confidential records under HIPPA and kept by the physician, employee and Human Resources Dept. only.
 - a. Once an exposure has occurred, the employee is sent to their private physician or to our local health care facility where a blood sample will be drawn after consent is obtained (unless identification is infeasible). The blood will be tested for hepatitis B and antibody to HIV as soon as possible. The physician or clinic will provide the consent form.
 - b. Results of the source individual's testing shall be made available to the exposed employee, and the employee shall be informed of applicable laws and regulations concerning disclosure of the identity of the infectious status of the source individual. This will be done by the health care professional treating the employee. Copy of appropriate report by the health care professional will be provided only to the Human Resources Dept. as allowed by HIPPA.
 - c. An exposed employee's blood shall be collected as soon as feasible and tested after consent is obtained. If baseline blood is drawn, but the employee does not consent for HIV serologic testing, the sample shall be preserved for at least 90 days. If within 90 days of the exposure incident, the employee elects to have the sample tested, such testing will be done as soon as feasible. Additional HIV follow-up testing shall be offered based on USPHS recommended schedule. Currently that includes a 6 week, 12 week and 6 month HIV test.

Bloodborne Pathogen Exposure Incident Report

- Immediate supervisor should complete this form promptly with employee input. Attach to a completed City Incident Form. **Forward immediately** to Dept. Coordinator and Human Resources.
- Please print clearly

1. _____
Employee Name Supervisor Name

2. _____
Date of Incident/Accident Time

3. _____
Incident/Accident Location and case number (if applicable)

4. Describe the Incident Fully ATTACH ADDITIONAL PAGES AS NEEDED AND COPIES OF REPORTS OR PHOTOS(route of exposure, circumstances including environment and hours on shift, work assigned. Describe type of controls in place at time and personal protective equipment worn; identify conditions and/or actions; attach relevant police reports).

5. Describe employee's injury (part of the body/type of injury)

6. Describe first aid/medical treatment (when and by whom)

7. When was the accident reported _____ To whom? _____

If not immediately reported, WHY? _____

8. List Names and Contact information of Witnesses

9. Is the "source" individual known? Yes _____ No _____,

IF Yes provide name/address/phone so that a consent for blood testing can be obtained.

Name: _____ Address _____

10. Referral to medical evaluator has been done? Yes _____ No _____, Date: _____

If not explain:

NOTE: THE OREGON HEALTH DIVISION "SOURCE CONSENT" FORM WILL BE SENT TO THE SOURCE OR HIS/HER MEDICAL PROVIDER TO ATTEMPT TO OBTAIN PERMISSION FOR SOURCE HIV/HBV BLOOD TESTING. THE MEDICAL EVALUATOR HAS BEEN INFORMED AS TO OUR POLICY AND THE OSHA RULES. ALL MEDICAL DATA IS CONFIDENTIAL UNDER HIPPA AND SHALL BE KEPT ONLY BY THE HUMAN RESOURCES DEPT AND THE TREATING PHYSICIAN.

Referred to Safety Committee and Human Resources Dept. on

: _____

**HEALTHCARE PROFESSIONAL'S WRITTEN OPINION FOR
POST-EXPOSURE EVALUATION AND FOLLOW-UP**

DIRECTIONS:

This form needs to be filled out by the healthcare professional following an exposure incident and returned to the City of Newberg Human Resources Dept. within 15 days. If the Health Care Provider has an OSHA approved Evaluation Form that meets the same criteria below – that form may be provided in place of this City Form.

The employer will maintain a copy of the Post Exposure Evaluation form PLUS give the exposed employee a copy within 7 days.

(Y/N) The employee has been informed of the results of the evaluation.

(Y/N) The employee has been told about any medical conditions resulting from exposure to blood or other potentially infectious materials which require further evaluation or treatment.

HEALTHCARE PROVIDER'S SIGNATURE

DATE

The blood or body-fluid source individual or their guardian shall be asked to consent to having blood collected and tested for HBV and HIV. The following information must be recorded:

NAME: _____

BLOOD TAKEN: (Y/N) _____

DATE TAKEN: _____

WRITTEN/ORAL CONSENT GIVEN FOR: (Y/N) _____ HBV TESTING

WRITTEN/ORAL CONSENT GIVEN FOR: (Y/N) _____ HIV TESTING

RESULTS MADE AVAILABLE TO THE EMPLOYEE:

(Y/N) _____

DATE MADE

AVAILABLE: _____

NAME OF MEDICAL CENTER AND TREATING PHYSICIAN (PRINT)

Address and Phone # (PRINT)

N. RECORDKEEPING

1. Medical Records shall be established and maintained for each employee with occupational exposure.

The Human Resource Department will maintain the CURRENT employee medical records during length of employment. The Human Resource Department will keep the records after the employment for a minimum of 30 years. The record will be confidential under HIPPA and will contain the following information as required by the OSHA standard.

- Name and social security number
- Copy of employee's vaccination status and any medical records that are relative to employee's ability to receive the vaccination.
- Copy of the results of examinations, medical testing, and follow up procedures as the result of a post-exposure incident medical treatment.
- Copy of medical professional's written opinion.
- A copy of the information provided to the medical professional

2. Training Records: Each Department Coordinator will maintain the training records for minimum of 3 years. This includes:

- Dates of the training sessions
- Contents or summary of the training
- Names and qualifications of the persons conducting the training
- The names and job titles of all persons attending training sessions

O. TRAINING AND COMMUNICATION

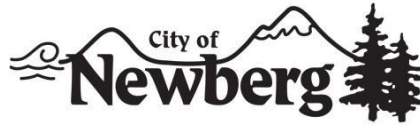
The following lists the topics required to be covered in the annual Bloodborne Pathogen Program initial and annual training.

1. An accessible copy of the bloodborne standard and explanation of contents
2. A general explanation of the epidemiology and symptoms of bloodborne diseases
3. An explanation of the modes of transmission of bloodborne pathogens
4. An explanation of the exposure control plan and the means by which the employee can obtain a copy of the written plan.
5. An explanation of the appropriate methods of recognizing tasks and Other activities that may involve exposure to blood or other potentially Infectious materials.
6. An explanation on the use and limitation of methods that will prevent or reduce exposure including appropriate engineering controls, work practices, and personal protective equipment.
7. Information on the types, proper use, location, removal, handling, decontamination and disposal of personal protective equipment.
8. An explanation of the basis for selection of personal protective equipment.
9. Information on the hepatitis B vaccine, including information on its effectiveness, safety, method of administration, the benefits of being vaccinated, and that the vaccine and vaccination will be offered free of charge.
10. Information on the appropriate actions to take and persons to contact in
an emergency involving blood or other potentially infectious materials.
11. An explanation of the procedure to follow if an exposure incident occurs, including the method of reporting the incident and medical follow-up that will be made available.
12. Information on the post- exposure evaluation and follow-up that is required to provide for the fire fighter following an exposure incident
13. An explanation of the signs and labels and /or color coding
14. An opportunity for interactive questions and answers with the training instructor.

The training program will be given initially AND annually for all staff who may have blood or infectious body fluid contact.

The training is to be documented and a written record kept in the employee's training file for at least 3 years. Each employee is provided access to all the training materials including video tape program and instructor's background information.

City Of Newberg



PO BOX 970 Newberg Oregon 97132

EMPLOYEE DECLARATION DECLINING HEPATITIS B VACCINATION

I understand that due to my potential occupational exposure to blood or other infectious materials I may be at risk of acquiring hepatitis B virus (HBV) infection.

I have been given the opportunity to be vaccinated with hepatitis B vaccine, at no charge to myself. However, I decline hepatitis B vaccination at this time. I understand that by declining this vaccine, I continue to be at risk of acquiring hepatitis B, a serious disease. If in the future I continue to have occupational exposure to blood or other potentially infectious materials and I want to be vaccinated with hepatitis B vaccine, I can receive the vaccination series at no charge to me by making a written request to my supervisor or the Human Resources Dept.

EMPLOYEE NAME (Print)

EMPLOYEE SIGNATURE: _____ **DATE:**

DEPARTMENT

_____ **SUPERVISOR:** _____

RECEIVED BY HUMAN RESOURCES

DEPARTMENT: _____
(Date) (Signature)

CHAPTER 4: CONFINED SPACE ENTRY PLAN

A. PURPOSE

The following program defines the procedures for confined space entry under Oregon OSHA "Permit Required Confined Spaces" OAR 437-002-0146.

Only authorized employees shall enter a confined space. The Supervisory employees are responsible to see that the proper preparation entry protocols are completed prior to entry and maintained during entry. A designated employee (entry supervisor) may be assigned the responsibility for overseeing that confined space entries are made in compliance with our procedures.

Remember if any employee has questions about any space please consult with the immediate supervisor or the entry supervisor prior to entering a confined space.

B. LEGAL STANDARDS

OAR 437-002-0146

C. PROCEDURES

This written program lists the procedures that must be followed to implement the Confined Space Entry Program. The procedures include:

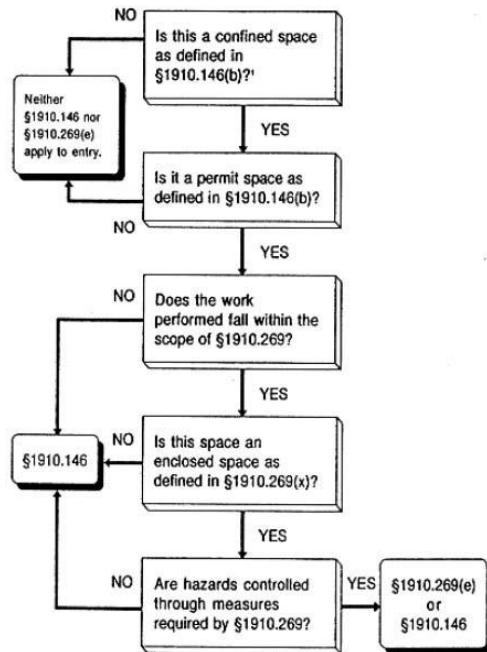
- ◆ Employee training
- ◆ Atmosphere Testing
- ◆ Identification of Confined Spaces
- ◆ Marking of Confined Spaces
- ◆ Entry Procedures
- ◆ Entry Permits

City facilities have been surveyed to identify all confined spaces and all permit required confined spaces. It is the responsibility of the Department Supervisors to ensure that the survey is updated on all permit required confined spaces.

Examples of Confined Spaces that require Permits include but not limited to:

- **Holding Tanks**
- **Manholes**
- **Tanks at Wastewater and Water Treatment Plants**

- **Crawl spaces and attics**
- **Vaults requiring ladder or stair entry and anything deeper than 5 feet**



D. Definitions

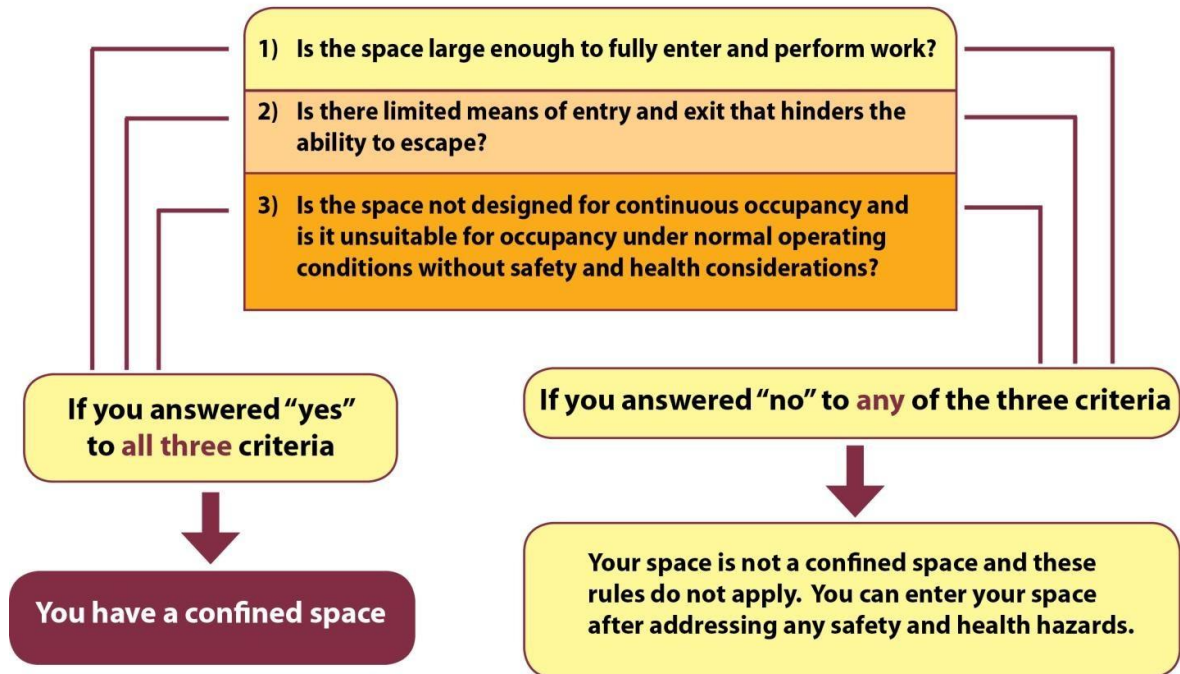
The following definitions are for terms used throughout this document and are based on the OSHA 1910.146 Permit Required Confined Space regulation definitions.

NOTE: THESE ARE KEY DEFINITIONS.

Confined Space: means a space that:

1. Is large enough **OR** so configured that an employee can bodily enter and perform assigned work; and
2. Has limited or restricted means for entry or exit (for example, tanks, vessels, silos, storage bins, hoppers, vaults, and ditches / pits are spaces that may have limited means of entry); and
3. Is not designed for continuous employee occupancy.

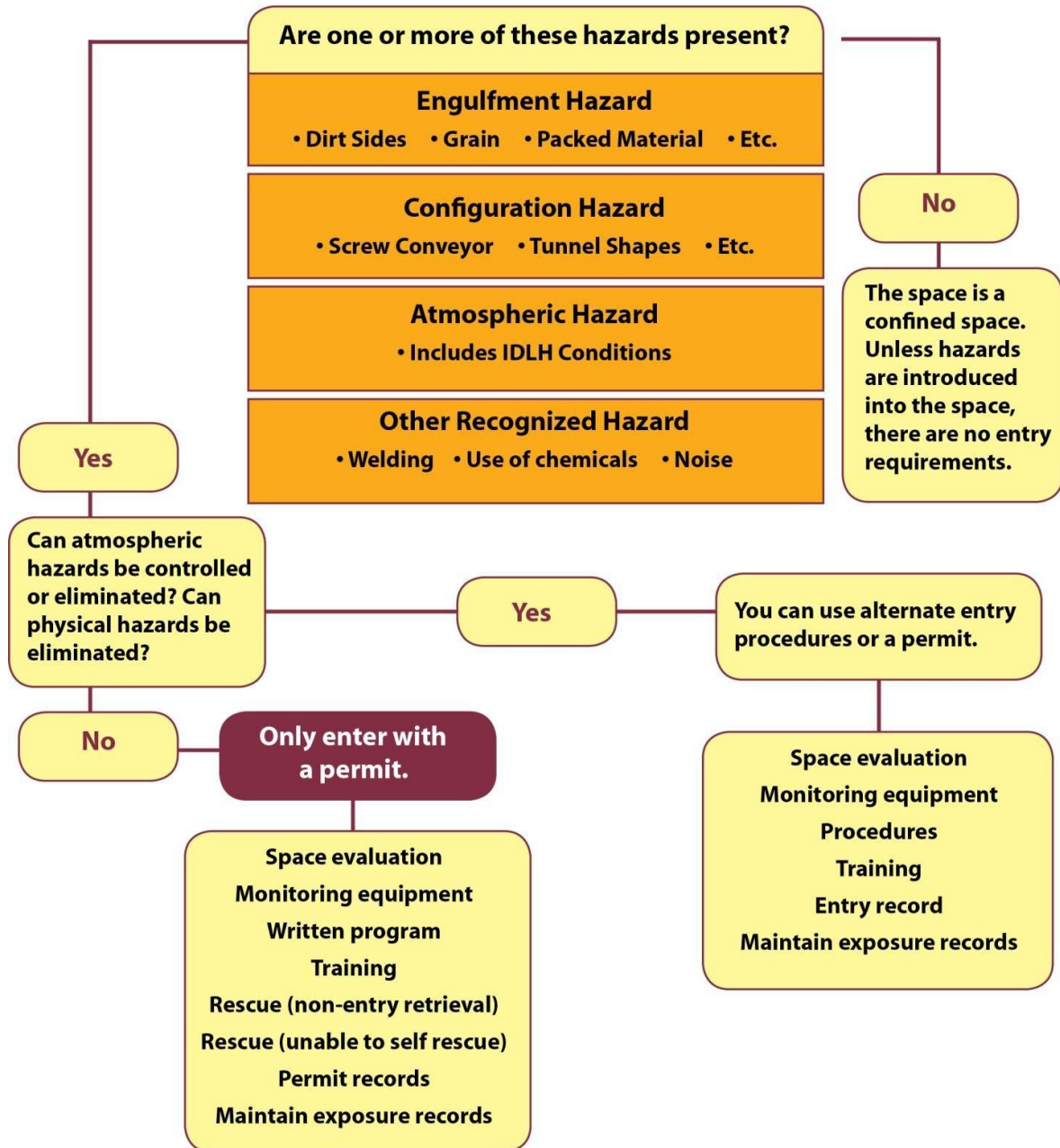
Evaluate the Space



Permit-Required Space: means a confined space that has one or more of the following characteristics:

1. Contains or has a potential to contain hazardous atmosphere;
2. Contains a material that has the potential for engulfing an entrant ;(sand, water, dirt etc)
3. Has an internal configuration such that an entrant could be trapped or asphyxiated by inwardly converging walls or by a floor which slopes downward and tapers to a smaller cross-section; or
4. Contains any other recognized serious safety or health hazard.

You determined that you have a confined space.



Vent and Test Certificate Space or Permit-required space that can be treated with Alternative Procedures

If an Alternative Procedure can safely be used Oregon OSHA does not require a full permit, standby attendant, or emergency rescue procedures to be implemented.

The space must be maintained in safe condition and if test data shows a change that could be hazardous then the employee must immediately leave the space.

The following conditions must be met for a permit space to be classified as vent and test permit space:

1. The only hazard posed by the *permit* space is a potential or actual hazardous atmosphere and that continuous forced air ventilation alone is sufficient to maintain that permit space *safe* for entry. This also assumes that all physical hazards such as mechanical equipment can be safely locked-out from outside the space prior to entry.
2. The entry supervisor has real time air monitoring data from to show that the air quality is safe **and** is maintained during the work in the space. A written record of the testing is maintained.
3. Since a standby person is not required any entrance covers, manhole covers or pit/sump lids that are removed, shall promptly have the opening guarded by a railing, temporary cover, or other temporary barrier. This barrier or warning device will prevent an accidental fall into the opening and also protect each employee working in the space from foreign objects falling in the space or the cover being inadvertently replaced while they are working within the space.
4. Before the employee enters the space, the internal atmosphere shall be tested for potential hazards. The entry supervisor will determine the type of direct reading testing but at a minimum it shall including oxygen deficiency and carbon monoxide monitor. Testing shall be done periodically while the employee(s) is/are in the space.
5. Continuous forced air ventilation shall be used. The air must be from a clean source and its effectiveness shall be checked and monitored in various areas of the space to ensure complete results.
6. If a hazardous atmosphere is detected then the entrant will immediately leave the space and entry would only be made with an entry permit, if changes in the space cannot render it fully safe.

Reclassification Certificate: For confined spaces where all serious hazards can be eliminated prior to entry. The certificate shall document the steps taken to temporarily reclassify the space as a Non-Permit Required Confined Space.

Non-Permit Space: means a confined space that does not contain or, with respect to atmospheric hazards, have the potential to contain any hazard capable of causing death or serious physical harm.

Examples include: vented vaults, motor control cabinets, and dropped ceilings. Although they are “confined spaces”, these spaces have either natural or permanent mechanical ventilation to prevent the accumulation of a hazardous atmosphere, and they do not present engulfment or other serious hazards.

Entry: Entry into a confined space occurs as soon as any part of the entrant's body breaks the plane of an opening into the space.

Entry Permit: This is a written permit which defines the conditions under which the space may be entered.

Permit Authorizing Personnel: means the person who is trained and authorized to be responsible for determining if acceptable entry conditions are present at a permit space where entry is planned, for authorizing entry, overseeing entry operations, and for terminating entry as required by this program.

*NOTE: A “permit authorizing person” also may serve as an attendant or as an authorized entrant, as long as that person is trained and equipped as required by this safety program for each role he or she fills. Also, the duties of an entry supervisor may be passed from one individual to another during the course of an entry operation. *Each Department has designated various employees to be permit authorizing personnel and documentation specifying what training qualifies that employee as “permit authorizing” shall be in the personnel or training file.**

Hazardous atmosphere: means an atmosphere which exposes employees to a risk of death, incapacitation, injury or acute illness from one or more of the following causes:

- ◆ A flammable gas, vapor, or mist in excess of 10% of its lower flammable limit (LFL).
- ◆ An atmospheric oxygen concentration below 19.5% or above 23.5%.
- ◆ A combustible dust environment.
- ◆ An atmospheric concentration of any substance for which an employee exposure would exceed the “*permissible exposure limit*” (PEL).
- ◆ Any atmospheric condition with potential to be immediately dangerous to life or health.

Immediately dangerous to life or health: means any condition which poses an immediate threat of loss of life; or may result in irreversible or immediate-severe health effects or other conditions which could impair escape from the permit space.

Permissible Exposure Limits (PEL): means an airborne chemical exposure limit established by Oregon OSHA which cannot be exceeded without proper respiratory protection and the implementation of feasible engineering controls.

Enclosed Space is defined as a space that has a limited means of entry or egress, that is designed for periodic entry by employees under normal operating conditions, and that is not expected to contain a hazardous atmosphere, but may contain one or more unusual conditions. Enclosed space includes manholes, ponds and vaults that provide employees access to electrical generation, transmission, and distribution equipment or systems.

E. GENERAL RESPONSIBILITIES

1. The supervisors are responsible for ensuring that the proper safety equipment is available and used for the safety of the employees during confined space entry. A

designated employee may be assigned the responsibility for directing the permit confined space entry.

2. OSHA uses the term *entry supervisors* as designation that someone must be in charge of the planned permit entry. The person does not have to be a management staff person but an employee who has received additional training and has the authority to authorize employee to enter into confined spaces. Said training shall be documented in the personnel or training files.

The entry supervisor's duties include:

- ◆ Evaluation of all confined spaces including those that are non-permit to ensure that all hazards can be or are controlled.
 - ◆ Completion of the work permit indicating the safety equipment required.
 - ◆ Determining special precautions to be observed.
 - ◆ Determining the number of employees permitted to enter.
 - ◆ The duration of the permit.
 - ◆ Cancellation of the permit.
3. The Division Supervisors are responsible for maintaining copies of all permits issued for one year. The permits will be reviewed during the annual program evaluation. The Division Supervisors will do the annual evaluation and enter the date and name of those who conduct the evaluation on a cover sheet or log sheet.
 4. All employees are to follow the confined space entry procedures and ensure that the equipment in use is performing properly. Employees authorized to make confined entries will be trained in the confined space program and entry procedures. ~~and~~ Documentation of said training shall be kept in training files by the supervisor.

F. CONFINED SPACE CLASSIFICATIONS AND SAFETY PROCEDURES

PERMIT ENTRY - SAFETY PROCEDURES

ENTRY INTO CONFINED SPACES WILL OCCUR ONLY AFTER THE FOLLOWING RULES ARE MET.

Training

1. Only staff that has been trained in City entry policies and procedures will perform work in a confined space. Supervisors shall ensure that only authorized employees who have received documented training in the hazards of confined space entry and proper procedures are permitted to enter confined spaces.

A listing shall be maintained by the Division Supervisors of all employees trained and certified to participate in the Confined Space Entry Program at each of the following levels:

Level 1 Authorized Entrants

Level 2 Entry Supervisor and Authorized Attendants

Level 3 Permit Preparer

Inspection

2. The safety equipment to be used in a confined space must be inspected on a *routine basis and before each use* by a designated employee. The employee will inspect and/or test the equipment to ensure that it is in working condition as outlined by the OSHA rules or by the manufacturer's specifications. The inspection frequency varies depending on specific rule requirement and by the manufacturer's specifications. Equipment that is worn or not within current technology standards shall be replaced or upgraded. Equipment that is not functioning will be repaired by authorized manufacturer's representations or a certified equipment vendor.

The equipment includes, but is not limited to:

- ◆ Ladders
- ◆ Man-hoists
- ◆ Safety Harness and "life lines" cables or ropes
- ◆ SCBA
- ◆ Gas Monitors including oxygen monitors
- ◆ Power ventilators
- ◆ Communication systems (voice or radio)

Entry

3. All Confined Space entries will be performed following City procedures, which are outlined in detail in APPENDIX 1.
4. A Confined Space Permit or an Alternative Entry/Vent and Test Permit must be issued for confined space entry. The permit will be properly filled out and followed. Specific Permit instructions are given in APPENDIX 2.
 - a. The permit is required to be kept for one year. Each Department will maintain copies of the permits to provide information on annual review of this policy.
 - b. Permits may be granted for the duration of the project requiring confined space entry. The permit is only valid as long as the physical conditions set out in the permit are met. If conditions change work must cease and a new evaluation and permit shall be obtained.
 - c. The permits are to be posted at the worksite.

Air Testing

5. Testing of the air within confined spaces shall be performed prior to entry to determine oxygen content, toxic gas potential and flammable or explosive atmospheres. The initial tests will be taken in the space to be entered prior to entry in a variety of heights and areas with no less than 3 samples a separate times as required on the permit form.

Entry into a confined space is prohibited until initial testing of the atmosphere has been done from outside the space. Entry, without respiratory equipment will only be made after the appropriate tests show that the atmosphere is safe.

The tests performed shall include those for oxygen content, flammable gases, and carbon monoxide monitoring channel. The Entry Supervisor depending on the circumstances may require additional tests.

Acceptable Atmosphere Without Air-Supplied Respirator

6. If the space meets the following air quality standards then entry may be done without a SCBA or continuous airline with escape bottle:
 - ◆ Oxygen level between 19.5% - 23.5%
 - ◆ Flammable vapors below 10% LEL (note: many flammable gases are toxic at very low percentages in air thus 10% of the LEL may be a toxic exposure.) The person authorizing entry should carefully judge all readings on the combustible gas sensor.
 - ◆ Hydrogen sulfide below the PEL of 10 ppm
 - ◆ Carbon Monoxide below the PEL of 35 ppm

NOTE: *If unusual odors are present, entry shall be terminated immediately. The presence of odors is not always related to the degree of hazard just as the lack of odor does not mean that it is safe; however, odors could be the result of an accidental spill or hazard which is in an isolated area of the confined space which could affect your health and safety. Also chemicals or products of work brought into the space can react to the atmosphere and create a hazard not originally existing prior to entry. The Supervisor needs to be notified to ensure that the reason for the unusual conditions is not due to accidental chemical or biological mixing.*

Ventilation

7. Ventilation of confined spaces shall be used to provide adequate levels of oxygen, to dilute toxic and flammable gases and to improve general air quality. The ventilation equipment shall be explosion proof if it is placed inside the confined space.

Other Chemicals

8. The Material Safety Data Sheets (MSDSs) of all products and cleaning materials used in the confined space must be reviewed before entry unless the products have already been covered with the employees in the routine hazard communication training.

- Electrical** 9. Only double insulated electric tools or tools on a ground fault circuit interrupter system are used in confined spaces. All portable lights and tools shall be explosion proof when working a confined space where there is a potential flammable or explosive atmosphere.
- Lockout** 10. Mechanical and electrical equipment installed in the confined space must be disconnected from its power source and locked out. The City lock-out program must be followed (See Energy Control Plan - Lock-out Policy for further details).
- Emergency** 11. The Entry Supervisor (Permit Authorizing Personnel) will ensure that the proper rescue procedures and equipment necessary to rescue an entrant from a permit space are implemented and provided. This includes:
- ◆ Safety harness, life line and tripod hoist or other type of rescue devices as needed for the permit space being entered which is a vertical entrance of more than 5 feet.
 - ◆ Communication with other entry team members by Mobile Radio, Telephone or other effective means is provided and tested before entry.
 - ◆ 911 rescue assistance and means to call for emergency response PLUS on site first aid and CPR trained member.
- Traffic Hazards** 12. Employees working in roadways/walkways need to ensure their safety and that of their coworkers by proper control of traffic hazards and access to open manholes. All necessary barriers and traffic control devices and number of staff to control traffic shall be used.
- Entrance Covers** 13. When entrance covers are removed, the opening shall be promptly guarded by the outside attendant or, in case where the outside attendant is not in the immediate area or alternative procedures are in use and only one employee is present, then guarding will be done with the use of:
- ◆ portable railings,
 - ◆ temporary cover, or
 - ◆ other temporary barrier
- The barriers will protect the opening to prevent other employees from accidentally falling into the opening and preventing foreign objects entering the space or the space being accidentally resealed when employees are still occupying.
- Ladders** 14. A ladder, if used for an entry into vessel, must remain positioned in the entry site throughout the work period.
- Retrieval** 15. A retrieval system shall be used for each full permit entry unless the

System

retrieval system would increase the overall risk of the entry or would not contribute to the rescue of the entrant. For entries using the retrieval system, each entrant to a Permit Required Confined Space shall wear a chest or full body harness with a retrieval line. Wristlets may be substituted if the chest or full body harness is not feasible or creates a greater hazard. The other end of the retrieval line shall be attached to a mechanical lifting device or a fixed point outside of the confined space. A mechanical lifting device shall be used to retrieve personnel from vertical type confined spaces that are more than 5 feet deep.

A retrieval system is not usually considered for use during entries conducted using Vent & Test, Alternative Procedure, or Reclassification Certificates.

Hot Work

16. When any hot work involving sources of ignition including welding and burning is done in a confined space, all fire hazards and flammable atmospheres must be controlled. All combustible material shall be protected and the amount shall be limited including any chemicals or materials brought into the confined space for work. Hot work permit and instructions are found in Appendix 2. These procedures are in addition to the general Hazardous Atmosphere Permit Entry requirements.

Contractors

17. When we hire an outside contractor to conduct confined space work Division Supervisor is responsible to ensure that the contractor is provided with written information about the hazards associated with the confined spaces involved in the contract. See Appendix 3.

APPENDIX 1:

BASIC ENTRY PROCEDURES ARE PROVIDED AT END OF THIS DOCUMENT. THE PERMIT AUTHORIZING PERSONNEL MUST ENSURE THAT ALL HAZARDS ARE IDENTIFIED AND PROPER CONTROLS ARE IN PLACE PRIOR TO PERMITTING ENTRY.

APPENDIX 2 FORMS & EXPLANATIONS

CONFINED SPACE ASSESSMENT WORKSHEET:

Each trained “entry supervisor” will complete the confined space assessment worksheet. Space characteristics and controls may change; as a result, a space may be initially documented as a permit space and then need to be reclassified. The “entry supervisor” must keep documentation on the space change on the assessment form enclosed.

The following information must be gathered and recorded. The “entry supervisor” must also sign the assessment sheet and make sure that this is available to employees before they enter the space.

The initial step in assessing a space is to determine if the space is a “confined space” then to assess the space as to whether it is permit-required or non-permit. It is critical that the “entry supervisor” uses Oregon OSHA’s definition for each of these types of spaces in making the determination:

Review all Confined Space Definitions (Section D)



CHECKLIST OF SAFEGUARDS

CONFINED SPACE:	HAZARD	SAFEGUARD
ISOLATION METHODS		
1. Electrical		
2. Mechanical		
3. Other		
HAZARDOUS WORK		
1. Welding/Burning		
2. Open Flame		
3. Electrical Work		
4. Other		
SPECIAL REQUIREMENTS		
1. Lock-outs		
2. Line Disconnected		
3. Vessel/Tank Purge-Flush/Vent		
4. Ventilation		
5. Secure area		
6. Lighting		
7. Communication		
8. Fire Extinguishers		
9. Emergency Egress Procedures		
10. Other		
PERSONAL PROTECTIVE EQUIPMENT		
1. Harness & Life Line		
2. Respirator		
3. Eye Protection		
4. Hearing Protection		
5. Protective Clothing		

ATMOSPHERE TESTS	RECORD LEVELS
1. Oxygen – more than 19.5% less than 23.5%	
2. Flammable Vapors – below 10% LEL	
3. Combustible Dusts – below the PELs	
4. Temperature	
5. Chemical Level	
6. Other	

Include drawing or diagram or photo of space on back of form.
 Return Completed Permit to your supervisor
 Permit is to be kept on file for 12 months

Confined Space Entry Permit Forms: Instructions

A written permit functions as a checklist to ensure proper work preparation, atmospheric testing and OSHA required documentation are performed.

There are 2 permit forms;

“Permit Confined Space Entry” and “Alternative Entry or Vent & Test Permit”

Confined Space Entry Permit - The permit requires that the entry be evaluated for safety and health hazards and necessary controls.

Hot Work Permit to be used with the Confined Space Entry Permit which addresses the additional hazards from welding and other hot work.

Alternative Vent & Test Permit This form is to be used to document confined space conditions that meet the alternative procedures.

The Permit form includes the following information:

1. The identity of the permit space or location of work.
2. The purpose of entry (nature of job being done).
3. The individual authorizing the entry shall sign the permit **before** entry begins. **Entry is not permitted until all actions and conditions are completed.**
4. Special instructions prior or during entry.
5. The measures for isolation of hazardous energy sources lock-out procedures.
6. **Any** type of hazardous work being performed and additional precautions including: painting, sand blasting, electrical work, welding, etc. “Hot work” requires additional Hot Work Permit.
7. Special precautions including procedures for purging, inserting, ventilating and flushing the space to remove or control the potential hazards.
8. The communication procedures and equipment used by authorized workers.
9. Rescue procedures, equipment, and other services which would be summoned in case of emergency and means of communication with those services. *POLICY: Call 9-1-1 for medical or rescue evacuation.*
10. PPE (personal protective equipment) required, such as: hard hats, gloves, coveralls, respirators, safety harness, and retrieval lines.
11. Acceptable environmental conditions with regards to the hazards identified in the permit space by monitoring the air quality.
12. The date of entry and authorized duration.
13. The authorized confined space workers' signatures.
15. Upon completion of the entry; after all workers have exited the space, the individual authorizing shall cancel and return permit to supervisor.

NOTICE: In the event that gas in a confined space cannot be reduced below acceptable levels as posted on the procedures; no one shall enter except when using proper equipment including SCBA unit or air-supplied respirator.



CONFINED SPACE ENTRY HAZARDOUS ATMOSPHERE PERMIT

PERMIT VALID FOR 8 HOURS ONLY. ALL PERMIT COPIES MUST REMAIN AT THE SITE UNTIL JOB IS COMPLETED.					
Date:		Site location /description:			
Purpose of entry:					
Supervisor (s) in charge of crews		Type of Crew		Telephone #	
Communication procedures: _____ _____ Rescue procedures (telephone number at bottom): _____ _____ _____					
BOLD INDICATES MINIMUM REQUIREMENTS TO COMPLETE AND REVIEW PRIOR TO ENTRY Note: For Items that do not apply, enter N/A in the blank.					
REQUIREMENTS COMPLETED	DATE	TIME	REQUIREMENTS COMPLETED	DATE	TIME
Lockout/De-energize/Tagout			Full Body Harness w/"D" Ring		
Line(s) Broken-Capped-Blank			Emergency Escape Retrieval Equipment		
Purge-Flush and Vent			Lifelines		
Ventilation			Fire Extinguishers		
Secure Area (Post and Flag)			Lighting (Explosive proof)		
Breathing Apparatus			Protective Clothing		
Resuscitator - Inhalator			Respirator(s) (Air Purifying)		
Standby Safety Personnel			Burning and Welding Permit		
Continuous Monitoring: ☐ Yes ☐ No Periodic Monitoring Frequency: _____					
Test(s)			Permissible entry level		
Percent of oxygen			19.5% TO 23.5%		
Lower flammable limit			Under 10%		
Carbon monoxide			+35 PPM		
Aromatic Hydrocarbon			+1 PPM *5 PPM		
Hydrogen Cyanide			(Skin) *4 PPM		
Hydrogen Sulfide			+10 PPM *15 PPM		
Sulfur Dioxide			+2 PPM *5 PPM		
Ammonia			* 35 PPM		
* Short-term exposure limit: Employees can work in the area up to 15 minutes. + 8 hour Time Weighted Average: Employees can work in the area 8 hours (longer with appropriate respiratory protection).					
REMARKS: _____ _____ _____					

Personal Protective Equipment Needed

1. Harness & Life Line & Tripod _____
2. Respirator _____
3. Protective Clothing _____
4. Other _____

Date & Time Issued: _____ Date & Time Expired or Cancelled: _____

IN CASE OF EMERGENCY, DIAL 911 FIRST then notify supervisor.

Return Completed Permit to your supervisor – Form to be kept on file for 12 months



**CONFINED SPACE ENTRY
ALTERNATIVE PROCEDURES**

LOCATION:

Date/Time Permit Issued: _____ Date/Time Permit

Expires: _____

Permit Prepared by: _____

Permit Use Authorized by: _____

Permit Posted:	Location of Space:
Entry Person:	
Attendant:	
Purpose of Entry:	

Conditions to be Met Before Entry	Initial to verify
Workers are trained	
Atmosphere testing	
Wear radio for communication or continuous visual observation	
Use oxygen sensor	
Stand by person available before entering pit	

ATMOSPHERE TESTS	RECORD LEVELS
1. Oxygen – more than 19.5% less than 23.5%	
2. Flammable Vapors – below 10% LEL	
3. Combustible Dusts – below the PELs	
4. Temperature	
5. Chemical Level	
6. Other	

Verification:

Space Safe for Entry? Yes/No

Confirm All Conditions are Met and Understood:

Print Name	Signature
Date	

IN CASE OF EMERGENCY, DIAL 911

Return Completed Permit to your supervisor – Form to be kept on file for 12 months.

Hot Work Permit Procedures and Instructions

REQUIREMENTS

An additional Hazardous Work Permit is required when employees are welding or using some type of an open flame/hot work in a confined space. The permit is to ensure that the proper planning and precautions are taken in accordance with City Policy and OSHA regulations.

The permit system requires the “entry supervisor” to complete both the Confined Space Entry Permit **and** the Hot Work Permit.

1. The identity of the permit space or location of work.
2. The purpose of entry.
3. Identifying the special fire hazards so that proper precautions can be implemented to control the conditions.
4. The special measures taken to ensure that the tank or pit has been properly purged by specifying the methods for flushing and ventilating the confined space.
5. The measures for isolation of other hazards that may be affected by hot work including: electrical lock-out, and gas or hazardous chemical line “blanking”. Compressed gas cylinders shall not be allowed in the confined space. Proper planning for the quantity of supplies brought into the space should be considered to reduce “storing” large amounts of hazardous materials in space during work.
6. Air monitoring to verify that acceptable environmental conditions are being maintained during hot work.
7. Additional personal protective equipment, such as respirators, protective clothing, approved eye protection and welding helmets, shall be provided in order to ensure employee safety.
8. The date of entry and authorized duration.
9. The authorized employees' and permit authorizing personnel signatures.



CONFINED SPACE ENTRY HOT WORK PERMIT

NOTE: THIS PERMIT IS TO BE USED WITH THE HAZARDOUS WORK PERMIT WHEN ANY HOT WORK IS PLANNED TO BE DONE IN A CONFINED SPACE.

Department Issuing the Permit _____ Location of Work _____

Nature of the Job Being Done _____

PERSON In Charge of Work (Entry Supervisor) _____

Special Fire Hazards _____

Hazardous Work to be performed: (Welding/Burning/Open Flame)

CHECKLIST

Special Requirements

1. Tank or Pit - Flush & Ventilate: Yes _____ No _____
 - Type of Deposit or material in tank _____
 - Method of Cleaning _____
2. Fire Prevention Precautions _____
3. Ventilation for Welding Fumes: Yes _____ No _____ Types: _____
4. Isolation: Lock-out
 - Electrical: Yes _____ No _____
 - Mechanical: Yes _____ No _____
 - Gas Lines: Yes _____ No _____
 - Other: Yes _____ No _____ Types: _____
5. Additional Personal Protective Equipment Needed
 - Respirator: Yes _____ No _____ Type: _____
 - Welding Helmet: Yes _____ No _____
 - Hearing Protection: Yes _____ No _____
 - Protective Clothing: Yes _____ No _____

Date & Time Issued: _____ Date & Time Expired or Cancelled: _____

Employee (Entrant)

Employee (Entrant)

Employee (Attendant)

Entry Supervisor

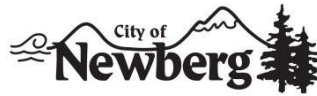
Return Completed Permit to your Supervisor -Keep on file for 12 months

APPENDIX 3: CONTRACTOR NOTIFICATION FORM

The contractor notification will be done by the Project Manager or Department Manager. ***IT IS THE DEPARTMENT MANAGERS*** responsibility to verify that Contractor notification has been done.

This notification is to ensure that the company complies with rule 1910.146 (c) (8) of the Confined Space regulations. If the City contracts for confined space entry work as the host employer, the City is responsible to:

1. Inform the contractor that a permit required space is involved in the work. This includes information about any chemicals in the space per Hazard Communication requirements.
2. Apprise the contractor of the hazards that have been identified and any experience employees have had with the space.
3. Apprise the contractor of any precautions employees have taken for entry. The contractor must provide Public Works Supervisors with a copy of the contractor's confined space program.
4. Coordinate entry operations with the contractor if more than one contractor or if city employees will also be entering the space.
4. Debrief the contractor to determine if any problems were encountered requiring changes in procedures.



CONTRACTOR CONFINED SPACE NOTIFICATION CHECKLIST

PROJECT MANAGER: _____ DATE: _____

CONTRACTOR REPRESENTATIVE _____

LOCATION OF SPACE: _____

The following information outlines the basic features and safety control issues. There may be other hazards or conditions created by the Contractor. It is imperative that the contractor follow the OSHA Permit Required Space rules 1910.146.

CHECKLIST OF SAFEGUARDS

HAZARDS & RECOMMENDED SAFEGUARDS

Isolation:

1. Electrical
2. Mechanical
3. Other

Hazardous Work:

1. Welding/Burning/Open Flame
3. Electrical Work
4. CHEMICALS

Special Requirements

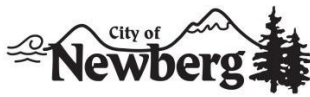
1. Lock-outs
2. Lines Disconnected
3. Vessel/Tank Purge - Flush & Vent
4. Ventilation
5. Secure Area
6. Lighting
7. Communication

8. Fire Extinguishers
9. Emergency Egress Procedures
10. Other

Personal Protective Equipment Needed

1. Harness & Life Line
2. Respirator
3. Eye Protection
4. Hearing Protection
5. Protective Clothing

Atmosphere Tests - List type of air testing that would be necessary



CONTRACTOR CONFINED SPACE NOTIFICATION CHECKLIST

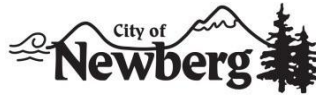
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Contractor's Emergency Response Information Needed:

1. Phone Number and Location of Nearest Telephone _____
2. Name of First Aid Person & Location of Nearest First Aid Kit _____

3. Emergency Rescue Plan _____

POST ENTRY DEBRIEFING NOTES:



CONTRACTOR ENERGY CONTROL NOTIFICATION CHECKLIST

PROJECT MANAGER: _____ DATE: _____

CONTRACTOR REPRESENTATIVE: _____ DATE: _____

SCOPE OF WORK REQUIRING ENERGY CONTROL: _____

COPY OF THE CONTRACTOR'S ENERGY CONTROL PLAN:

REVIEWED: _____ YES _____ NO

CHAPTER 5: HAZARD COMMUNICATION PROGRAM

A. PURPOSE

The Hazard Communication Program is an integral part of our employee safety and health awareness program. We have adopted chemical hazard control programs to ensure our compliance with various different hazardous material regulations and the safety of our employees.

2. The purpose of this program is to provide information about chemical hazards and the control of hazards via our comprehensive Hazard Communication Program which includes container labeling, Material Safety Data Sheets (MSDS) and employee training. The goal of the program is to eliminate the possibility of illnesses and injuries caused by exposure to chemicals.

This written program for each Department will be available from the site supervisor and is in the MSDS/SDS binders located in the various Departments, including:

**Fire Department
Police Department - Dispatch
Operations –Admin bldg. WWTP & WTP
Maintenance – Training/Lunchroom
Library - Staff Office
City Hall - Administration**

4. The program is available for review by any employee, outside contractors, or the Oregon OSHA compliance staff.

B. APPLICABLE LEGAL STANDARDS

This chapter will specifically cover Oregon OSHA rules:

- **OAR Division 437 - Division 2 - 1910.1200 "Hazard Communications"**
- **OAR 437 - Division 153 "Pipe Labeling"**

C. KEY DEFINITIONS

1. **Hazardous Chemical:** Any chemical which is a physical hazard or a health hazard (potential injury or disease agent by its self or when combined with other materials)
2. **Hazard warning (label):** Any words, pictures, symbols, or combination thereof appearing on a label or other appropriate form of warning to convey the hazards of the chemical in the container.
3. **Material Safety Data Sheet:** Written or printed material concerning a hazardous chemical which is prepared in accordance with OAR Division 2 - 1910.1200. Usually provided by the manufacturer of the material.

D. GENERAL RESPONSIBILITIES

1. **Management** has overall responsibility to see that hazardous materials are handled safely and that employees are trained the physical and health hazards associated with the chemicals and on the proper handling of materials including disposal and storage.
2. **The Division Management** will work together with supervisors to ensure employee training, appropriate container labeling, availability of the MSDS, maintenance of the chemical inventory, and information is provided to outside contractors. The Department Managers will also maintain copies of all of the MSDS for their division.
3. **Supervisors** are responsible for assisting the Division Manager with maintaining MSDSs for their work areas. ALL Supervisors will ensure that all their employees are trained in specific chemical hazards and necessary precautions. They are also responsible to see that secondary containers are labeled and proper disposal and storage is maintained.
4. **Receiving staff and Employees** are to ensure that original containers have legible labels and that the MSDS sheets have been received and routed to the Supervisor in charge of maintaining the MSDS book.
5. **All Employees** are responsible to read the labels and MSDS for products they use. Attend the hazard communication training and properly handle chemicals per the labels, MSDS and training. Employees generating secondary containers are responsible to label the containers or see that they are using properly labeled containers.
No unmarked/unlabeled containers may be used.

E. PROCEDURES

1. Container Labeling:

PRIMARY CONTAINER LABELING: Container as received.

1. Oregon and Federal OSHA requires that all chemical manufacturers, importers, and distributors properly label all shipments of hazardous chemicals with:
 - the identity of the chemical,
 - hazard warnings and,
 - the name and address of the manufacturer
2. No container of hazardous chemicals will be released for use until the label information is verified by the receiving staff. The Employee who opens a delivered product is responsible to check for MSDS Data Sheet and forward it to the Supervisor. IF no MSDS/SDS Data Sheet is provided the product shall not be released for use and shall be brought to the attention of the onsite Supervisor immediately.

3. All employees are to be aware that the label must be maintained on the chemical container and will notify their supervisor if any unlabeled container(s) are discovered in their work area.

SECONDARY CONTAINER LABELING: Containers that hold transferred hazardous materials from the original to a secondary use container are required to be labeled.

1. The employee in charge of the transfer must ensure that a hazard warning label is placed on the container. Portable containers which only one employee uses OR when transferring chemicals that will be completely used during a single shift (immediate use) are not required to be labeled. But if more than one employee uses the containers, or material is stored over to the next shift, it must be labeled.
2. The hazard warnings and product name must be legible, in English and prominently displayed. If a label becomes torn or not legible, the employee using the product must relabel it or report it to their supervisor for assistance

The supervisors in each area will ensure that all secondary containers are labeled with either an extra copy of the original manufacturer's label or with generic labels which have a block for material identity and blocks for the hazard warning. Use permanent marking pens to label the secondary containers.

2. Material Safety Data Sheet (MSDS) Also known as SDS

1. Chemical manufacturers and importers are required by these rules to develop a MSDS for each hazardous chemical product. The MSDSs contain detailed information about the health and physical hazards associated with the product. It is the responsibility of the individual ordering the chemical to ensure that the MSDS is received with the shipment of new chemicals or provide the MSDS where there has been a change. The following notification should be added to all chemical purchase orders:

"Material Safety Data Sheets will be sent to the Division Manager for each new chemical product purchased and an updated MSDS will be sent when the manufacturers or importer changes the MSDS."

2. If an MSDS is not provided by the vendor/manufacturer; then receiving will notify the individual who ordered the chemical and the product will not be released for use until the MSDS is available.
3. When MSDSs are received by the various departments, they are to be forwarded to the department manager or designated staff member for copying, distribution and inclusion in the MSDS binders and on the inventory list.

4. MSDS are available to all employees for review during each work shift. If MSDSs are not available or new chemicals in use do not have MSDSs, immediately contact the onsite supervisor.

A list of Hazardous Chemicals will be kept as part of the MSDS index - table of contents. The lists (index) will be updated as new chemicals are purchased. The Division manager or designated staff member is responsible to maintain the current inventory list of chemicals.

3. Employee Training and Information

1. A key component of this program is training employees about the hazardous chemicals which they may come in contact with. The training program is done in two parts.
 - a. The initial orientation is done and documented by the Division Manager or Supervisor. The elements of training covered in the initial orientation includes:
 1. An overview of the requirements contained in the Hazard Communication Rules, Division OAR 437 Division 2-1910.1200.
 2. Location and availability of the written hazard communication program.
 3. How to read labels and review an MSDS to obtain appropriate hazard information.
 4. Review of the chemicals present in assigned workplace.
 5. Physical and health effects of the hazardous chemicals.
 6. Methods and observation techniques used to determine the presence or release of hazardous chemicals in the work area.
 7. How to lessen or prevent exposure to specific chemicals through control/work practices and personal protective equipment.
 8. Steps the City has taken to lessen or prevent exposure to specific chemicals.
 9. Safety emergency procedures to follow if our employees are exposed to chemicals.

2. It is required that all employees and volunteers understand the training. If any employee has any questions contact the supervisor. Each employee will sign a training verification form provided by the supervisor after training has been given which asks the employee that he or she understands the training. When new chemicals are introduced, the supervisor will review the above items as they are related to the employees' work areas.

F. HAZARDOUS NON-ROUTINE TASKS

1. Periodically, employees are required to perform hazardous non-routine tasks. Prior to starting work on such projects, each affected employee shall review information about hazards to which they may be exposed during such an activity. This shall be the responsibility of the Supervisor.
2. The training information will include:
 - a. Specific chemical hazards.
 - b. Protective/safety measures which must be utilized.
 - c. Measures that have been taken to lessen the hazards including ventilation, respirators, presence of another employee and emergency procedures.
 - d. The MSDS will be reviewed with each employees.

Examples of these activities include but are not limited to:

- Acetylene cutting/welding in confined spaces: Hazard: oxygen depletion and potential oxygen displacement if the acetylene leaks into the space.
- Usage of special cleaning chemicals: skin hazard & inhalation contact.
- Patching reservoirs with epoxy resins

G. HAZARDS OF CHEMICALS IN PIPING SYSTEMS

1. All hazardous materials carried in piping systems are required to be labeled under OAR 437- 002- 0378 "Pipe Labeling".

"Pipes and piping systems which contain hazardous substances (*any health or physical hazardous agent*) or transport substances in hazardous state shall be labeled..."

The pipes must be color coded or have lettered labels. The label shall give the name of the contents in full or abbreviated form. The labels may be posted in the area of the pipe/piping systems. The labeling shall be applied, at a minimum, at the beginning and end of continuous pipe runs. A complete hazard label is not required on pipes.

Various operations in the treatment plants do have fixed piping that carries hazardous chemicals. Those pipes are color coded and labeled with the name of the contents and appropriate health hazard warning.

Pipe Color Code

Waste Water Treatment Plant

Color	Contents
Yellow	Sludge
Green	Sanitary Water
Blue	Air
Brown	Thickened Sludge

Water Treatment Plant

Color	Contents
Orange	Air
Blue	Potable Water
Brown	Waste Water
Yellow	Chlorine

H. INFORMING CONTRACTORS

Our organization occasionally uses outside contractors for some projects. The City must inform the contractor of any chemical hazards contracted employees may be exposed to. The following methods will be used to inform outside contractors of the potential chemical hazards in their work areas:

1. To ensure that outside contractors work safely in City or City Facilities, it is the responsibility of the Project Manager AND Department Managers to ensure that we provide the required chemical information:
 - a. Hazardous chemicals to which they may be exposed while at job site.
 - b. Precautions employees may take to lessen the possibility of exposure.
 - c. Location of MSDS/SDS for chemicals they are potentially exposed to.
2. If additional information is needed, the Project Manager OR Division Manager should be contacted for assistance by the Contractor immediately.

APPENDIX A

Notice to Employees about CHEMICAL INVENTORY LIST

Chemical Products Hazard by Chemical Classes

A variety of products are used by employees. There are potential exposures to chemicals at various sites within City facilities. A key to using a chemical safely is knowing how to read the product label and MSDS/SDS.

Each Department will have a chemical listing for each of the hazardous products in use. Additional hazard assessments may be needed to fully define the hazards of specific task using a hazardous chemical. The Supervisor can assist with hazard assessments and selection of the appropriate hazard controls. Employees are expected to review and fully understand hazards prior to beginning any work task and to direct questions to supervisors as soon as they arise.

The MSDS/ SDS Hazardous Chemical Data Sheets are posted or available in each Department. Consult that list regularly to view information about and changes in hazard information about chemicals at use in specific work sites.

CHAPTER 6: CONTROL OF HAZARDOUS ENERGY – LOCKOUT TAGOUT

A. PURPOSE

1. This Lockout/Tagout Program was established to provide the maximum protection to employees whenever they must isolate machines or equipment from energy sources and to prevent unexpected energization, start-up or release of stored energy that could cause injury.
2. The primary method of hazardous energy control will be accomplished by utilization of this lockout/tagout program. This program is intended to meet or exceed minimum requirements defined by Oregon Occupational Safety and Health Division (OR-OSHA) OAR 437 Division 2 - 1910.147.
3. City personnel involved in the maintenance, repair, use and servicing of equipment that requires the by-passing of guards are required to follow this policy. Those involved will be instructed in the safety significance of the lockout procedures to follow.
 - a. Each operator and maintenance person will know all the energy sources within equipment, machinery or process. All sources of energy are covered under the procedures of this program, including electrical, mechanical, hydraulic, pneumatic, chemical and thermal energy.
 - b. Repair and service on cord and plug electrical equipment are required to have the electric cord pulled from the energy source prior to repair. If the plug remains physically under the exclusive control of the employee performing the servicing and there are no other sources of energy (mechanical, pneumatic, hydraulic, or stored energy), no additional lockout/tagout procedures are required.

NOTE: The key definitions used in this program and in the regulations are found in Appendix A.

B. RESPONSIBILITY

1. **Division Supervisors** are responsible to provide and document instruction on the lockout/tagout procedures and their safety significance as outlined in the training requirements of this program. The site supervisors are responsible for physically reviewing work environments and conducting periodic audits to ensure that proper lockout/tagout procedures are being followed and record the results of the audit.
2. Public Works Director (in conjunction with Division Superintendents), the Fire Department Chief and Police Department Chief are responsible as a group to see

that the overall policy is developed. They are responsible to see that periodic audits and review of the policy are done annually and the review is documented.

3. Authorized Employees:

Only workers and supervisors who have received documented training to recognize the particular hazards involved with the tasks to be performed and the type and magnitude of energy to be controlled are authorized to implement the LOCKOUT/TAGOUT procedure.

It is the trained authorized employee's responsibility to follow this program. Employees are to use their own lock and key (or individual lock at the lockout center). No other person shall be allowed access to your key or your lock. No one is allowed to remove your lock except the authorized person applying the lockout/tagout.

4. Affected Employees

- a. An affected employee is one whose job requires the operation or use equipment on which servicing and maintenance is being performed under lockout/tagout, or whose job requires them to work in the immediate area in which servicing and maintenance is being performed.
- b. It is an affected employee's responsibility to ensure that they do not attempt to operate any equipment being locked-out/tagged-out and follow all safety procedures in shut down and restarting equipment.

5. All Other Employees who may see lockout or tagout on equipment are to honor the locks and tags and make no attempt to start or remove the devices.

6. Training: A key component of this program is employee training. It is the supervisor's responsibility to see that all employees involved in this program are trained. The "Authorized employees" are to receive additional specialized training as outlined in this program. No employee shall conduct training who is not documented as being "proficient" or "most qualified" under OSHA regulations. The training must be documented by the Supervisor and kept in the employee training records.

C. EQUIPMENT IDENTIFICATION

Each piece of equipment or type of equipment with more than one source of energy has been identified along with the lockout issues. The equipment included in this program are located in our facilities at:

- **Public Works – Waste Treatment & Water Treatment Plants -ALL**
- **Public Works Maintenance - Shop Areas**
- **Pump Stations & Reservoirs & Well Houses**
- **Fire Department – both locations**

See **Appendix B** for general summary machinery and equipment. The electrical disconnects are labeled and are all in near vicinity of the machinery.

D. BASIC LOCKOUT/TAGOUT PROCEDURES

1. All equipment energy sources capable of being locked out during servicing, repair, or maintenance will be locked-out to prevent accidental or inadvertent operations which could cause injury.

Energy sources can include: electrical, pneumatic, hydraulic, stored energy: gravity, springs; thermal; fluid flow - pressure, all geothermal piping, and gasoline/diesel driven machines.

2. Equipment energy sources not capable of being locked out will be isolated and then tagged-out to inform all others of the safety procedure in use and warning that no operation of the equipment is permitted.

A. Example of some equipment not capable of being locked out includes: 110 circuit breakers, and older power panel installations.

B. Tags will be used at these energy isolating devices. The City of Newberg will design systems capable of being locked-out if major replacement, repair, renovation or modifications are made on the electrical systems or equipment.

3. **Typical conditions requiring lockout or tagout devices include:**

A. Anytime repairs, servicing and/or changes are being done on machines or equipment and the safeguards are by-passed, or work on electrical circuits in which the employee could come into contact with hazardous energy occurs (mechanical, pneumatic, hydraulic, or stored energy).

B. Whenever moving parts of machinery or equipment are being cleaned or oiled and accidental contact with movable parts is possible.

C. When it becomes necessary to remove a plug or to clear blocked mechanisms or pumps which exposes the employee to potential release of hazardous energy.

D. When working on lines which contain hazardous substances, or high-pressure lines. Such systems should be clearly marked. Valves in the system should be capable of being locked out. In the case of high-pressure lines, there should be a means of safely relieving pressure in blocked sections.

E. To lockout power to equipment to prevent use by unauthorized persons and/or to prevent use in off hours.

4. No employee shall attempt to operate any switch, valve, or other energy isolating device bearing a lockout or tagout device.
5. Lock securing switch levers to prevent activation of electrical circuits or equipment on which work is being done. If it is not capable of being locked apply a tagout

which is securely fastened to the disconnect lever or at the immediate area to warn of the on-going procedure.

6. Other basic controls that may be needed due to the type of energy present include:

- a. **Hydraulic Energy:** Close valve and bleed off line or block the device.
- b. **Air Pressure:** Close valve and bleed off pressure from line prior to working on the device. Note: some valves when they lose pressure open, which can cause hydraulic or other liquid flows which could be hazardous to employees. These valves must be isolated and controlled.
- c. **Springs:** Attach a hold down device or leave in open position where no stored energy is present.
- d. **Fluid Flow - Water Pressure:** Insure proper gate devices are used that hold the back pressure, or drain lines so no fluid pressures are present.

7. **Additional Shutdown and Lockout Procedures** are needed for specialized equipment and vehicles during maintenance.

- a. *Heavy Equipment and Vehicles* during servicing - the mechanic will follow a normal shut down of the equipment. The equipment is all gasoline or diesel engine powered.
- b. The heavy equipment will have a tagout placed on the steering wheel which indicates that the mechanic could be injured if the equipment was started.
- c. Depending on the type of work being performed there may be various other sources of energy such as hydraulic and gravity that could dissipate during servicing. Additional control needs would include but not be limited to:

Dump Trucks or any type of hopper or hood that could fall: the dump bed or device will have the safety bars in place prior to any work around or under a lifted bed for support against gravitational pull due to the potential loss of hydraulic pressure.

Backhoes or other hydraulic operated boom devices: If the shovel or boom is raised then the safety bar or blocking devices will be in place if the employee is working under the device. If the shovel or boom devices are on the ground in an energy neutral position additional controls would not be necessary.

Roadside Mower and Flailer: The flailer and mower arm which is hydraulically controlled needs to be set on the ground prior to any work or use safety bars or other secure blocking devices if the head is worked on in an up position.

Road Sander Auger: The power transmission shaft to the auger must be locked out and blocked before work is done on the auger.

E. LOCKOUT/TAGOUT HARDWARE (EQUIPMENT)

1. Locks, tags and hasps will be used as energy isolating devices. Valves with handle and lock attachment hole will be locked out. If the locks become damaged in any way immediately seek a replacement lock.
2. Valves not capable of being locked-out will have tags placed on them with a slip lock plastic attachment device capable of withstanding 50 pounds of pressure.
3. The hardware is required to meet the following criteria:
 - Durable to withstand weather and all types of exposures.
 - Standardized by color, or shape, or size, or format.
 - Locks substantial so they cannot be removed without excessive force.
 - Singularly identifiable.
 - Only device used for controlling energy and not used for other purposes.
 - Tags substantial to prevent inadvertent or accidental removal.
 - Tag attachment devices need to be non-reusable, attached by hand, self-locking, minimum unlocking strength of no less than 50 pounds.
 - Lockout/tagout devices - shall indicate identity of employee applying device.
 - Tag must have a written warning on it, i.e., **Do Not Start**.
4. **Locks, tags, hasps, chains, and other restraining devices will be kept by each authorized employee.** Extra locks and equipment will be kept at the Treatment Plants, City Shop and Pump Stations. The supervisor will review the location of the lockout equipment and how to obtain additional lockout equipment as necessary.
5. **Equipment Protection Tags - Blue**

The blue Equipment Protection Tags (Notice) should be applied for the sole purpose of protecting equipment from damage and NOT to protect from personal injury. A Blue Equipment Protection Tag must always be accompanied by a blue equipment protection lock if the equipment is designed to accept a locking device. The Equipment Protection Tag should be used when no person is working on the equipment, but the equipment requires protection from being operated. Prior to any work being performed on the equipment, this tag and lock must be removed and the proper red Safety lockout tag and lock applied following the appropriate procedures. Blue Equipment Protection Tags and Locks should be used during

the transition between shifts while no person is working on the affected equipment. *Some departments also use Pink flag tape to indicate that equipment is out of service.*

The Equipment Protection Tag is NOT TO BE USED FOR LOCKOUT/TAGOUT HAZARDOUS ENERGY CONTROL.

REMEMBER once work begins on the equipment that places the employee in danger of hazardous energy release the authorized employee(s) must place their personal lock and tag on the energy isolating device.

6. Information Tags – Yellow

The yellow colored information tags should be applied when the sole purpose is to communicate information and there is no hazard exposure that could result in personal injury or equipment damage. The information tag should be applied with a plastic tie and not a lock. The Information Tags are not to be used for lockout/tagout hazardous energy control.

7. The list of general equipment is located in Appendix B.

F. SEQUENCE FOR A LOCKOUT OR TAGOUT PROCEDURE

The lockout/tagout procedure must be conducted in the following manner. No deviations will be tolerated.

1. The “**authorized** employee” shall notify the affected employees that the lockout/tagout system is going to be utilized. In many cases no one’s safety will be affected by maintenance and repair activities, thus there will not be any affected employees.
2. If a particular piece of equipment is operating, it must be shut down by the normal stopping procedure such as depressing the stop button or opening the switch. Some equipment has detailed procedures that need to be followed by trained employees.
3. The authorized person shall lock out and tag out the energy isolating device of the equipment or machines with their individual assigned lock or by using individually keyed locks. These devices are assigned to each maintenance employee as part of his/her tools. The locks in the lockout center are individually keyed and can be used by other authorized employees or for additional hardware if multiple disconnects must be locked out during maintenance.
4. The authorized employee must operate the switch, valve or other energy isolating device to make sure the equipment is isolated from its energy source. Stored energy, such as the energy found in springs, rotating fly wheels, hydraulic system or compressed air or gas lines must be dissipated or restrained by either repositioning, blocking or bleeding down.
5. After ensuring that no personnel are exposed, the authorized person shall complete another check to make sure that all of the energy sources have been disconnected. The type of verification testing will depend on the type of equipment or

electrical installation. Equipment may be tested by trying to operate it by turning on the controls.

CAUTION: Return operating controls to neutral or off position after test.

6. Most of the electrical disconnects operating various pieces of equipment can be locked out; however, if other equipment energy requiring control cannot be locked out then a tagout device will be used. The tagout device must be attached on or as close as possible to the energy isolating device. The tag must clearly indicate that the operation or start-up of the energy isolating device from the safe or off position is prohibited.

G. EQUIPMENT TESTING UNDER LOCKOUT/TAGOUT:

At times, some of our equipment must be tested or positioned while doing maintenance or repair. The following procedure must be followed under those conditions:

1. Clear the machine or equipment of all tools and materials that are non-essential.
2. Make sure that all of the employees are clear of the machine or equipment and notify them that the machine will be energized.
3. The authorized employee shall remove the lock.
4. Energize and proceed with the testing or positioning.
5. De-energize all systems and complete the shutdown procedures before continuing any maintenance or service.

H. RESTORING EQUIPMENT TO NORMAL OPERATIONAL STATUS

When the authorized employee has completed their work, then the lockout device and tag can be removed. The following procedure will be followed during that process:

1. The authorized person shall inspect the work area to make sure that all tools have been removed from the machine and ensure that the machine or equipment components are operationally intact.
2. Check the work area to ensure that all employees have been safely positioned or removed.
3. Notify all of the affected employees that the equipment is to be restarted.

4. Remove Lockout and Tagout device.

Note: The authorized employee is the only person who shall remove the lockout or tagout device. The only exception to this is under the following conditions.

I. REMOVAL BY SOMEONE OTHER THAN THE PERSON THAT APPLIED THE LOCK:

Removal of a safety lockout or tagout device by any other person than the authorized employee who applied it, may only be done under the direction of a Division Supervisor or designee, under the following procedure.

1. The supervisor will verify that the authorized employee who applied the device is not at the facility.
2. The supervisor will call the authorized employee to inform that the lockout tagout device is going to be removed. Then supervisor or lead person may then use a master key or second key that is kept in a locked, inaccessible location known only to the supervisor or lead person and remove the lockout device.
3. The supervisor must follow all the correct protocols for removal of a lockout or tagout as outlined above and safely place the equipment back in service and then notify affected employees.
4. If all reasonable efforts have been made to contact the authorized employee, but the person was not reachable, the supervisor will ensure that the authorized employee upon return to work will know that his/her lock was removed and that routine operation of the equipment is now occurring.

J. PROCEDURE INVOLVING MORE THAN ONE PERSON

If more than one employee is required to lockout or tagout equipment, each shall place his/her own personal lockout device or tagout device on the energy isolating device(s). When an energy isolation device cannot accept multiple locks or tags, a multiple lockout or tagout device (hasp) is to be used.

K. SHIFT OR PERSONNEL CHANGES

During shift or personnel changes the hazardous energy control responsibility will be transferred in a manner that maintains uninterrupted protection for the employees involved.

1. All employees in the immediate affected work area shall be informed of the transfer of lockout/tagout devices between the off-going and on-coming employees. The person working on the equipment, prior to ending his/her shift should remove the red Safety Lockout Tag and lock, attach a blue Equipment Protection Tag (Notice) and an equipment protection lock.

2. On-coming shift employees must verify the equipment has been de-energized and proper procedures have been followed.
3. The on-coming authorized employee shall apply his/her own red lockout/tagout device to the energy control source prior to the removal of the blue Equipment Protection lockout/tagout device by the off-going employee.
4. The on-coming authorized employee shall ensure that no personnel are exposed, and that all energy sources are disconnected, operate the push button or other normal operating controls to make certain the equipment will not operate. Return operating control(s) to the “off” position after the test.

L. CONTRACTORS AND VISITORS

1. When outside contractors are hired to come into a City facility to work on machines and equipment, their activities may create hazards which normally are not present to employees.
2. A copy of the procedures will be given to that contractor and a mutually agreed upon procedure established concerning the lockout/tagout devices that will be used to protect employees and the contractor's workers. This coordination will help to ensure that all employees know what kind of work is to be performed, where and when it is to be performed.
3. The Project Coordinator representing City of Newberg will identify the energy isolating devices for the contractor. The contractor's employees will be responsible to lockout all devices capable of locking or place an energy control tag on or as near the device as possible.

M. PERIODIC INSPECTION

Periodic inspection is intended to assure that the energy control procedures continue to be implemented properly, and that the employees involved are familiar with their responsibilities. OSHA requires that an inspection type audit of lockout procedure must be done AT LEAST ANNUALLY.

1. The periodic inspections will be performed by an authorized employee other than the one(s) utilizing the energy control procedure being inspected. Periodic inspections of the Lockout/Tagout Program procedures will be conducted at least annually to ensure that this procedure and the requirements of Oregon OSHA rules are being followed.
2. The inspector must determine three issues:
 - a. Whether the steps in the energy control procedure are being followed
 - b. Whether the employees involved know their responsibilities under the procedure

- c. Whether the procedure is adequate to provide necessary protection and what changes, if any, are needed.
3. The inspector will observe and talk with the employees in order to make these determinations. These inspections are intended to provide immediate feedback and action to correct any inadequacies observed.
4. Written records shall be made of these inspections and the findings of these inspections will be kept by the Division Supervisors. See **Appendix C for the Audit Inspection Form.**

N. EMPLOYEE TRAINING

1. Retraining will be conducted whenever a periodic inspection reveals, or whenever there is reason to believe, that there are deviations from or inadequacies in the knowledge or use of the energy control procedures. The retraining will reestablish employee proficiency and introduce new or revised control methods and procedures as necessary.
2. Annual refresher training will be conducted by the Authorized “most qualified person” and documented by Supervisors.

O. DOCUMENTATION OF TRAINING

1. The Utility Division Supervisors and/or Community Development Manager will document that employee training has been accomplished and is being kept up-to-date. The certification shall be an individual certificate of training for each employee receiving the training.
2. The certificate includes each employee’s name, social security number, job title, signature line for the employee and training date, signature line for the supervisor or qualified person conducting the training, their job position and date.
3. This documentation shall be filed in the employee’s training file in the Supervisor’s office.

APPENDIX A

LOCKOUT/TAGOUT DEFINITIONS

Affected employee.

An employee whose job requires the operation or use a machine or equipment on which servicing or maintenance is being performed under lockout or tagout, or whose job requires work in an area in which such servicing or maintenance is being performed. The affected employee's safety may be effected by the de-energization of the equipment.

Authorized employee.

A person who has been trained to lock or implement a tagout procedure on machines or equipment to perform the servicing or maintenance. An authorized employee and an affected employee may be the same person when the affected employee's duties also include performing maintenance or service on a machine or equipment which must be locked or a tagout system implemented.

"Capable of being locked out."

An energy isolating device will be considered to be capable of being locked out either if it is designed with a hasp or other attachment or integral part to which, or through which, a lock can be affixed, or if it has a locking mechanism built into it. Other energy isolating devices will also be considered to be capable of being locked out, if lockout can be achieved without the need to dismantle, rebuild, or replace the energy isolating device or permanently alter its energy control capability.

Energy isolating device.

A mechanical device that physically prevents the transmission or release of energy, including but not limited to the following: A manually operated electrical circuit breaker; a disconnect switch; a manually operated switch by which the conductors of a circuit can be disconnected from all ungrounded supply conductors and, in addition, no pole can be operated independently; a slide gate; a slip blind; a line valve; a block; and any similar device used to block or isolate energy. The term does not include a push button, selector switch, and other control circuit type devices.

Energy source.

Any source of electrical, mechanical, hydraulic, pneumatic, chemical, thermal, or other energy.

Lockout device.

A device that utilizes a positive means such as a lock, either key or combination type, to hold an energy isolating device in the safe position and prevent the energizing of a machine or equipment.

Out-of-service device.

This is a tag that is placed on equipment controls or at the main disconnect to notify other personnel that the equipment or process is taken out of service because it is not functioning properly or equipment damage may occur or personnel does not want the equipment on-line for process reasons. It is never to be used as an energy control tagout. Alternative marking: Pink Flagging Tape

Example of tag:

CAUTION

(Explanation)

Signed by:

Date:

Tagout device.

A warning device, such as a tag and a means of attachment, which can be securely fastened to an 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 tagout device is removed.

Example Tag:

**DANGER
DO NOT
OPERATE**

SIGNED _____DATE_____

BACKSIDE OF THE TAG STATES: "DO NOT REMOVE THIS TAG"

APPENDIX B: SUMMARY TYPES OF EQUIPMENT REQUIRING LOCKOUT/TAGOUT FOR CONTROL OF HAZARDOUS ENERGY

The following is a general list of the equipment included in this lockout program with the specific lockout procedures available at each work site. Additional procedures are found in the equipment repair manuals and all safe guards must be followed.

EQUIPMENT / CONTROLS	BASIC HAZARD

NOTE: Pink Flag tape indicates "out of service"

1. Building Facilities

a. Exhaust Fans:	Mechanical & Electrical
b. Electrical within the Buildings	Electrical Hazard
c. Overhead or Rolling Doors	

2. Machinery & Equipment

** Equipment such as saws, drills, grinders, etc. are cord and plug equipment.

a. Hard Wired Electrical Equipment electrical disconnect which is labeled.	Electrical & Mechanical
b. Air Compressors	Electrical & Pneumatic
c. Pneumatic Operated Equipment: All equipment	Mechanical
d. Small electrical hand tools and equipment	Mechanical & Electrical

3. Heavy Equipment

- Dump Truck Beds	Hydraulic, Gravity, Mechanical
- Backhoes – Place shovel to ground level	Hydraulic, Gravity, Mechanical
- Mowers and Flailer	Hydraulic, Gravity, Mechanical
- Road Sander	Hydraulic, Gravity, Mechanical
- Floor Jacks – All vehicles will be chalked	Gravity – Rolling falling
- Electric/Hydraulic Vehicle Lift (75,000 lb Cap)	
- Compressors	Electrical, Pneumatic, Mechanical
- Polymer Pump	Electrical, Pneumatic, Mechanical
- Effluent Pumps	Electrical, Pneumatic, Mechanical
- Back Wash Pumps	Electrical, Pneumatic, Mechanical
- Clay Valves	Electrical, Mechanical
- Well Pumps	Electrical, Hydraulic, Mechanical
- Changing water meters	Mechanical and water pressure

4. Department Vehicles

- a. "out of service/do not start" tags shall be firmly affixed to the main battery disconnect
On vehicles not equipped with battery disconnects "Do Not Start" tags or pink flag tape shall be firmly affixed to the ignition switch.

APPENDIX C: LOCKOUT TAGOUT PERIODIC AUDIT FORM

This form is to be completed Division Supervisor ~~Supervisory Staff~~ annually

PERIODIC LOCK-OUT INSPECTION

Inspector _____ Date of Inspection _____

Location – Machine or Equipment:

Designated “Authorized Employee” (name):

Overall Adequate : Yes _____ No _____

Locks/Tags: Describe the type used and adequacy:

Isolation of Hazardous Energy Sources

Testing of Equipment after lock out:

Locks Removed: Yes No

Re-start Notification Yes No

Comments

CHAPTER 7: NOISE EXPOSURE AND HEARING CONSERVATION

A. PURPOSE

1. The City of Newberg has adopted this Noise and Hearing Conservation Policy and Procedures to protect employees from hearing loss and ensure compliance with the OSHA regulations. The regulations require that each employer implement a hearing conservation program and provide protection when an employee's noise exposure levels exceed 85 decibels.
2. Departments shall have noise surveys conducted and shall include Noise surveys in the Job Hazard Analysis conducted for the positions at their worksite. Reports are kept in the safety manual at each site and a copy is kept with Human Resources Dept. Surveys are used to ensure that noise exposures are identified, regularly reviewed and are a part of the hearing conservation program.

B. APPLICABLE LEGAL STANDARD

- **OAR 437 Division 2 -1910.95**

C. DEFINITIONS

1. **Permissible Noise Exposure:** There are actually two exposure levels that require specific compliance activities.
 - Permissible Noise Exposure: eight hour time-weighted average level of less than 89 decibels on the A scale or a dose of 100%.
 - Action Level is an eight hour time-weighted average of 85 decibels on the A scale or a dose of 50%.
2. **Representative Noise Exposure:** Measurements of an employee's noise dose or 8 hour time-weighted average sound level that the employers deem to be representative of the exposures of other employees in the workplace.
3. **Sound measurements** as taken by: (Name of person conducting the survey, date of survey, type of instrument.)
 - Noise dosimeter: An instrument that integrates a function of sound pressure over a period of time in such a manner that it directly indicates a noise dose.
 - Sound level meter: An instrument for the measurement of sound level.
4. **Time-weighted average sound level:** That sound level, which if constant over an 8-hour exposure, would result in the same noise dose as is measured.

D. GENERAL RESPONSIBILITIES & TRAINING

1. Management is responsible to see that noise controls are implemented and maintained and that all employees at noise exposures in excess of 85 dBA time-weighted average are part of an effective hearing conservation program. This includes auditing the on-going program and training employees in the hazards of noise and required controls.
2. **The department manager or assistant fire chief** is responsible to:
 - assure that representative noise surveys are conducted, maintenance of records, employee training, and auditing the overall program.
 - oversee the program and ensure that employees are following the OSHA standards and that employees hearing is being protected.
 - responsible to assure that employee medical records and all past employee records per the OSHA standard are maintained in the employee's personnel file.
3. **Supervisor** is responsible to see that their employees wear hearing protection, have annual hearing tests and are part of the annual noise training.
4. **All Noise Exposed Employees** are responsible to wear appropriate hearing protection, take an active part in the annual training and should take annual hearing tests.

E. PROCEDURES

Noise Surveys

1. Noise surveys are required to be done on work operations that have potentially high noise levels.
 - a. A copy of the noise measurements will be maintained- by the site supervisor, posted at the work site and a copy provided to the Human Resources Office.
 - b. Additional noise surveys are required to be taken: when additional equipment or processes are changed All worksites are to be regularly scheduled for noise surveys to re-verify the test results at least every 2 years.
 - c. Assistance with noise monitoring can be obtained from the insurance carrier, Oregon OSHA Consultants, or through outside certified consultants.

2. The noise survey measurements are recorded on the employee hearing test records.
3. All employees at the worksite where noise levels are at or above the 85 dBA average are to be informed of survey results. This will be done by posting the data at the worksite and including the information at the initial and annual employee noise training classes.

F. HEARING PROTECTION

1. Hearing protection is required to be worn during the operation of equipment or processes that exceed 85 DBA noise levels as a time weighted average exposure.
 - a. The hearing protection (ear barrier plugs and foam plugs) are available in the Fire Department, the Operations Department and the Maintenance Department . The use and availability of the hearing protection will be pointed out to each new employee during their initial safety orientation.
 - b. Examples of equipment use that results in high noise exposure includes:
 - Jackhammer
 - Power saws and chain saws
 - Operation of water pumps
 - Sirens
 - Generators
 - c. EMPLOYEES REQUIRED TO WEAR HEARING PROTECTION WILL BE INFORMED BY THEIR SUPERVISOR. Compliance is required.
2. Employees will be trained in how to properly fit the hearing protectors by the supervisor or with assistance from outside safety/health consultants. If an employee has problems with the devices they should immediately contact a supervisor.
3. Employees will be provided with at least two styles of protection - plugs or muffs to try on determining which device would be the best fit. All the devices provided will be evaluated to determine that they provided adequate noise attenuation for the noise exposures levels in accordance with OSHA.
4. Each employee will be responsible for the maintenance of his/her assigned hearing protective devices.
 - a. Disposable plugs will be discarded at end of shift or sooner if they become excessively soiled.
 - b. Inserts or barriers will be checked prior to each use for defects- This includes head band fit, insert components are not torn, disfigured and properly seal. New devices will be obtained immediately and used when inspection shows dissatisfactory condition.
 - c. Follow manufacturer's recommendations on maintenance.

G. AUDIOMETRIC (HEARING) TESTING

Hearing tests are submitted directly to the Human Resources Manager who shall consult the insurance carrier and employee if results show hearing loss. Hearing tests are protected under HIPPA and personal data shall not be kept in worksite files. A redacted copy shall be provided by Human Resources for the supervisors hearing program records.

1. New employees assigned to a noise area (where the time weighted exposure to noise is above 85 dBA) will be given a baseline hearing test and then will be tested annually thereafter. The Hearing Test will be given by contract certified audiometric technicians.

Baseline or initial tests may be given to new employees at the time of hire if they are not working in a noise area. The baseline tests require that the employee not be in occupational noise area for 14 hours prior to the test. This test will be the reference for the further tests to determine if hearing levels change.

2. Annual hearing test can be taken any time during a work shift. These results will be compared with the baseline tests.
 - a. Significant threshold shift (STS) criterion: The hearing loss criterion is a change in hearing threshold relative to the baseline audiogram of an average of 10 dB or more at 2000, 3000, and 4000 hertz (Hz) in either ear.
 - b. The employee may be retested within 30 days and consider the results of the retest to determine if a permanent shift has occurred.
 - c. Employees will be informed if their tests show significant changes in their hearing levels based on Oregon OSHA standards in writing by Human Resources and follow-up once notified of that change.
 - d. In all cases of hearing loss the employee will be re-instructed on how to properly wear hearing protection as a precaution by the supervisor. The supervisor and Human Resources Manager will follow-up on all hearing tests that show a reduction in the employees hearing from the baseline.
(SEE NOTIFICATION FORM)
3. Contractor audiologist will determine if additional tests are needed and the status of the employee's hearing and inform the Human Resources Manager who will then communicate requirements to the employee.

H. EMPLOYEE TRAINING

1. New employees and volunteers will receive Hearing Conservation training at initial assignment to a noise area. The training will be repeated annually for all noise exposed employees. The training materials provided in this manual are to be a guideline for supervisors to use. Supervisors should consult OSHA and/or a certified Consultant to be sure they are using the most current practices to employee training.
2. A copy of any training materials will be made available to any employee or volunteer by contacting the supervisor.
3. A copy of the Oregon OSHA Noise & Hearing Conservation Rules are posted on the safety bulletin at all city locations where employees are potentially exposed to hazardous noise levels.

I. NOISE ENGINEERING CONTROLS

1. Department Management is responsible to determine if there are engineering controls that could reduce noise levels to below 90 dBA as a time-weighted 8 hour average. Regular documented reviews are expected of engineering controls.
2. **Engineering Control Feasibility Studies:** In some cases there may be records of noise control studies done on pieces of equipment or processes. These records should be kept to show compliance with Oregon OSHA noise engineering control standard by the site supervisor in charge of hearing program. A copy shall be provided to the Human Resources Department to store with the OSHA records. The records should be maintained for the duration the equipment or process is in use.

J. RECORDKEEPING

Records must be maintained for the various elements of the program. This includes the following requirements:

1. **Noise Exposure Measurement:**

Time Frame: Current plus 2 years of results (note: the current record may represent measurements taken longer than 2 years ago. This is permitted as long as the equipment and processes have remained the same as when the original readings were taken). Unless OSHA regulations Change.

2. **Audiogram records:**

Time Frame: Duration of employment plus 5 years

3. Training Records

Time Frame: Training records for each employee shall be kept for the duration of employment. After employment ceases records shall be transferred to Personnel file at Human Resources.

4. OSHA 200 Log Record

- a. If an employee's hearing shift is permanent it must be recorded on the employer's OSHA 200 log Human Resources Department. By definition the threshold shift for the OSHA log is different - average 25 dB change in the hearing at 2,000, 3,000, and 4,000 hertz.
- b. Employee must be informed in writing within 21 days of the determination of permanent hearing shift by Human Resources Manager.
- c. Record Keeper: The City Manager has declared that the Human Resources Manager is assigned responsibility for OSHA 200 Injury and Illness Log

FORMS

A. Employee Training/Checklist Due to Hearing Test Results

B. Employee Hearing Test Results Notification with or without Additional Testing/Treatment.

B. Noise Compliance Checklist

C. Training Materials

EMPLOYEE HEARING TEST RESULTS NOTIFICATION FORM

EMPLOYEE NAME: _____

DATE OF HEARING TEST NOTIFICATION: _____

The audiogram dated: _____ shows a hearing level change greater than OSHA's permitted level as compared to the baseline. Your audiogram was reviewed by a certified audiologist who provided the City of Newberg with a report. You should have received a copy of the audiologist report from the Human Resources Department. (A copy may be obtained by making written request to Human Resources)

Because of the change in hearing it is City policy that affected employee is wearing appropriate hearing protection, is trained on the use of the hearing PPE and understands the potential effects of noise on hearing.

REFITTING OF HEARING PROTECTION:

Type Of Hearing Protector: _____

Trained On How To Insert Following the Manufacturer's Recommended Procedures:
Yes _____ No _____

BASIC NOISE TRAINING REVIEW

The following was reviewed with the employee regarding noise exposure in the work area.

_____ Overexposure to noise can cause hearing loss which can be permanent.

_____ Noise damage is to the inner ear nerve cells.

_____ Hearing protection is required to protect hearing.

_____ Loss due to noise is cumulative including on and off the job exposure

_____ Loss is not evident to you during the early states of hearing damage

_____ A person generally hears better in a noisy environment with hearing protection

_____ Noise exposure increases general fatigue and in some cases blood pressure during the noise exposure.

SUPERVISOR: _____

DATE _____

EMPLOYEE : _____

DATE _____

EMPLOYEE TESTING RESULTS NOTIFICATION

Instructions:

The following letter will be sent to employees who the contract audiologist has determined have a significant threshold shift on his/her annual audiogram as compared to the baseline test. The City has 21 days to notify the employee and supervisor of the results once received from the audiologist.

A copy of the results shall be provided to the employee.

The Supervisor shall only receive the "Threshold Notice" not the medical report by the audiologist under HIPPA restrictions.

The Threshold Notice will be signed by the Human Resources Manager and follow-up training will be scheduled within 14 days by the employee's supervisor.

There are two formats for the Threshold Notification Letter.

- One in which the employee has a significant threshold shift but no further medical evaluation is recommended by the audiologist reviewer .
- OR
- One in which the audiologist or insurance reviewer recommends that the employee have further medical follow-up The City is responsible to notify the employee and pay the employee's medical expenses and time for the referral.

Date and Signature of the Human Resources Manager should appear on the Form and a copy shall go into the employees personnel file at Human Resources.

FORMAT 1 –

SIGNIFICANT THRESHOLD SHIFT

ADDITIONAL MEDICAL TESTING **NOT** RECOMMENDED.

During the month of _____ your hearing was tested by a certified audiometric technician and the results were reviewed as standard procedure by _____, Audiologist. _____ has notified the City that your hearing threshold has decreased in comparison to the original baseline test.

At this point the above listed Audiologist has recommended that your Supervisor ensure you are wearing properly fitted hearing protection during all exposures to noise and conduct a Hearing Protection Noise Safety Review. A different type of protection with greater protection may be assigned by your Supervisor as needed. This is a policy of this organization and required by OSHA Regulations

Further testing has NOT been recommended at this point. A copy of the Audiologist report is attached for your personal records.

FORMAT 2 –

SIGNIFICANT THRESHOLD SHIFT

ADDITIONAL MEDICAL TESTING RECOMMENDED.

During the month of _____ your hearing was tested by a certified audiometric technician and the results were reviewed as standard procedure by _____, Audiologist. _____ has notified the City that your hearing threshold has decreased in comparison to the original baseline test.

The above listed Audiologist has recommended that you need further medical evaluation. The City will cover the expense and your time of the visit to an otologist for follow-up based on _____'s referral.

Human Resources can assist you with making an appoint with Dr. _____. IF you are currently under the care of an (ear specialist) please provide that information to Human Resources.

Reports and records from all further testing or treatment shall be provided to the Human Resources Manager.

Your Supervisor will conduct a refitting for proper fit and level of hearing protection during all exposures to noise and conduct a Hearing Protection Noise Safety Review. A different type of protection may be assigned by your Supervisor as needed. This is a policy of this organization and required by OSHA Regulations.

If you require any assistance or have questions during this process contact the Human Resources Manager.

NOISE COMPLIANCE CHECKLIST

The following checklist can be used by management and safety committee members when conducting an overall audit of the City noise and hearing conservation program. A second checklist titled "Checklist for Determining Validity of Audiometric Tests" shall also be used when evaluating the audiogram tests for compliance with OSHA. This checklist is based on the Oregon OSHA standards.

Any areas not in compliance should be explained on the back of the checklist.
Recommendations for corrections should also be made.

WORK SITE/TASK AREA _____	COMPLIANCE (Y - N)

A. Noise Exposure Monitoring

1. Current noise exposure level readings are available for task areas that may be over 85 dBA as an 8 hour time weighted average.	_____
2. The noise readings were done with a calibrated instrument	_____
3. Noise measurement are retained, posted in work areas and available for OSHA inspectors.	_____
4. The noise readings are noted on employee audiogram record.	_____
5. Employees are notified of the noise exposure level results	_____
6. Employee representatives were allowed to observe noise exposure monitoring procedures.	_____

B. Noise Control Measures & Hearing Protection

1. All feasible noise controls have been implemented for employees' whose noise exposures exceed 90 dBA.	_____
2. Records of noise control measures are maintained and would be available for an OSHA inspector.	_____
3. All employees whose noise exposure exceeds 85 dBA are wearing hearing protection.	_____
4. Employees were trained and fitted in hearing protectors. Documentation	_____
5. Employees were offered a variety of suitable protections to choose from	_____
6. Hearing protection attenuation was calculated and provides adequate protection for employee's noise exposure (at least to less than 85 dBA TWA).	_____
7. Employees are wearing protection per manufacturer's requirements.	_____

COMPLIANCE (Y - N)

C. Hearing Conservation Program

1. All employees whose exposure exceeds 85 dBA TWA are part of the Hearing Conservation Program. (Includes hearing tests, noise protection, and annual employee training) _____
2. Only audiometric technicians or audiologists, or physicians meeting state certification requirements are conducting the hearing tests. _____
3. Baseline audiograms are obtained within 180 days of assignment to noise areas over 85 dBA. _____
4. The Baseline audiogram is taken with the employee away from workplace noise for 14 hours _____
5. The employees are receiving annual audiograms which are compared to the baseline audiogram. _____
6. The audiograms are taken with audiometers that are properly calibrated:
 - Functional before use test _____
 - Annual calibration _____
 - Exhaustive calibration every 2 years _____
7. All significant threshold shift audiograms are evaluated by an audiologist, otolaryngologist, or a qualified physician. _____
8. Recommendations of professional reviewer were implemented _____
9. Proper follow-up is done for all employees showing an significant threshold shift:
 - Employee receives copy of test results within 21 calendar days _____
 - Employee is refit and training is conducted within 30 days _____
 - Employee is referred for medical attention as necessary _____
 - The STS is recorded on the OSHA 200 injury/illness log _____

D. Employee Training Program

1. All employees with noise exposures equal to or greater than TWA of 85 dBA have received initial and annual noise training. _____
2. Training covers the following topics:
 - Effects of noise on hearing _____
 - Hearing protectors use, maintenance, advantages/disadvantages _____
 - Purpose of hearing testing _____

COMPLIANCE (Y - N)

E. Access to Information

1. The noise standard is posted and copies are available to employees or their representatives. _____
2. Training and educational materials are available to an OSHA inspector _____

F. Recordkeeping

1. Noise exposure monitoring records are maintained and available. _____
2. Audiometric test records must have following:
 - Audiogram _____
 - Name & job classification of the employee _____
 - Date of audiogram _____
 - Examiner's name and certification number _____
 - Date of last acoustic or exhaustive calibration _____
 - Employee's most recent noise exposure assessment _____
3. Sound readings as octave band levels in test room are available _____

EMPLOYEE NOISE TRAINING PROGRAM

REQUIRED HEARING PROTECTION AREAS

Employees entering high noise areas or work with high noise producing equipment are required to wear hearing protection. This is because the noise levels exceed the Safety Regulation's permitted exposure of 85 decibels.

The noise levels have been measured for various pieces of equipment and are found in the above Noise Exposure Level table.

EFFECTS OF NOISE ON HEARING

Prolonged exposure to excessive noise levels can cause a noise-induced hearing loss. When an employee is exposed to excessive noise levels, the first effect usually is a temporary hearing loss. The individual may have difficulty in conversation or the ears may feel "plugged" and "ring." Over a period of time, an individual who experiences repeated temporary hearing loss will have some permanent, irreversible hearing loss.

Noise-induced hearing loss (or acoustic trauma) involves damage to the receptor cells in the inner ear and is classified as sensor-neural impairment (see Figure 1). A noise-induced hearing loss typically begins with a drop in hearing level at the higher frequencies of 3000 hertz (Hz), 4000 Hz, and 6000 Hz. As the hearing loss increases, it normally spreads to lower speech frequencies of 500 Hz, 1000 Hz, and 2000 Hz.

Early noise-induced hearing loss normally is not detected by an individual, since it occurs above the speech range. By the time an individual is aware of a hearing loss, the amount of loss may be significant.

HEARING PROTECTORS

There are three types of ear protectors: a muff which covers the entire ear, a plug which is inserted into the ear canal, and a "stopper" which covers the outer end of the ear canal. All three types are designed to reduce the amount of noise reaching the inner ear.

<u>TYPE</u>	<u>ADVANTAGES</u>	<u>DISADVANTAGES</u>
Muffs	Easy to fit in place and take on and off	Causes pressure on the head
	Easy for management to monitor their use	May not have a good seal with glasses or long hair
	Do not irritate the ear canal	Are hot to wear in the summer

<u>TYPE</u>	<u>ADVANTAGES</u>	<u>DISADVANTAGES</u>
Inserts	Inexpensive More readily accepted by workers	Difficulty in fitting (must fit tightly to be effective) Tend to loosen with jaw movement Can irritate the ear canal
Stoppers	Easy and quick to fit in place	Cause pressure on the ear

SELECTION OF EAR PROTECTORS

The reduction of noise by hearing protectors is called attenuation. This is expressed in decibels. The manufacturer of each hearing protector will indicate the amount of attenuation for each type of protector. It will be listed on the package as the Noise Reduction Rating (NRR). The noise reduction levels needed for each facility's employee exposures vary based on the equipment and job task. In general, the highest level of noise reduction needed is for the chain saws and back pack blowers which is 25 to 30 dB.

The City has selected hearing protectors which are convenient and comfortable, and provide the proper amount of protection for the noise encountered. Under attenuating would lead to excessive noise exposure. Over attenuating in moderate noise levels can lead to a feeling of isolation and, consequently, poor acceptance of the protectors.

FITTING

Earplugs must fit tightly to provide a good seal. The earplug is inserted by grasping the ear with the opposite hand, pulling it up and out to open the ear canal, and then inserting the plug with the other hand.

Muffs will normally fit all people without any difficulty. Eyeglasses may interfere with the proper fitting of the muff. Muffs that attach directly to hard hats are also available.

Ear stoppers are usually easy to position. The headband can be worn on top of or behind the head, or under the chin.

When hearing protectors are initially worn, it may take a short time to adjust to the new sounds. The same noises are heard, but at a much lower level. After this adjustment period, voices, machinery noises, etc., can still be heard and understood the same as before, if not better.

CARE AND USE OF EAR PROTECTORS

The primary type of hearing protectors used are disposable, however, they can be reused especially during the day as long as they are clean. If oil, dirt or other materials are embedded into the foam then it must be discarded.

Ear protectors must be maintained in sanitary condition. It is important that earplugs be clean when inserted into the ears. If plugs are dirty when inserted, they may cause irritation which could lead to infection of the ear canal. The same applies to stoppers.

Earplugs, when not in use, should be stored in some type of container which can be closed to seal out dust or dirt. Earplugs should be replaced when they no longer can be cleaned or lose their pliability.

Ear muffs have a replaceable seal which should be kept clean. The seal should be replaced whenever it becomes stiff or cracked.

AUDIOMETRIC TESTING

Audiometric testing is a means of determining an employees' hearing ability. "Normal" hearing is the median hearing level of a large group of American adults between 18 and 25 years of age, having no known history of ear disease and no appreciable high-level noise exposure. The accepted normal range of hearing is between 0 and 25 decibels.

The audiometric test consists of exposing each ear separately to sound at six different frequencies. The audiometric test will show the amount of hearing loss, if any, of an individual. The higher the decibel reading, the greater the hearing loss. As an individual ages, there is a natural hearing loss which takes place. This is called presbycusis. A cold, an ear infection, or recent high noise exposure can cause a temporary hearing loss which would produce poor test results.

HOW WE HEAR

Sound waves move through the outer ear and set up vibrations in the middle ear. The vibrations are then transferred to the inner ear. The wave motion in the inner ear is sensed by the nerves in the cochlea, which transmits neural messages to the brain. Thus the mechanical energy generated by sound is transferred in our ears to an electrical signal that our brain interprets as sound.

For further materials see www.Oregon.gov/OSHA or contact a certified Hearing PPE Specialist. Materials should be updated annually before each training.

CHAPTER 8: PERSONAL PROTECTIVE EQUIPMENT

A. PURPOSE

1. The City of Newberg has adopted the Personal Protective Equipment (PPE) policy and procedures to ensure that when hazards cannot be fully controlled with engineering or process controls; employees use appropriate personal protection. This chapter is also to assist in ensuring compliance with OSHA standards.
2. Appropriate training on the use of PPE and maintenance of the PPE equipment will be provided by or arranged for by the department heads or supervisors. Employees are required to wear proper personal protective equipment.
 - a. The PPE provided shall be used as outlined by specific job procedures and maintained in a sanitary and reliable condition.
 - b. If employees provide their own protective equipment it is still the City's responsibility to assure its adequacy, including proper maintenance and sanitation of the equipment.
 - c. The selection of PPE shall be made by our management staff, in accordance with OSHA standards and it shall be designed to match the hazard, fit the employee and allow for employees to safely conduct assigned tasks.
3. The PPE is designed to protect the worker from injury or harm. However, it is not designed to prevent the occurrence of an incident which might cause harm or injury, as a result, it is the policy to ensure that working conditions are safe and hazard controls are in place. PPE is used as a back-up for additional protection.

B. APPLICABLE REGULATIONS

- OAR 437– 002 - 1910.132 -.140 "Personal Protective Equipment"

C. DEFINITIONS

1. **Personal Protective Equipment**: means equipment worn by the employee to prevent injury or occupational illness wherever hazards from processes or equipment cannot be eliminated at the source.
2. **Mandatory Respirator Use** (based on Oregon OSHA standards): Respirators are required to be provided and worn when it is necessary to protect the health of an employee due to overexposure to air contaminants or air quality hazards.
3. **National Institute of Occupational Safety and Health** (NIOSH) Approved Respirators: NIOSH has established specific respirator approval standards that manufacturers must meet. Employers must select only NIOSH approved respirators based on the type of contaminant hazard.

D. CHAPTER FORMAT

This chapter reviews basic requirements for personal protective equipment including:

- Head protection
- Hearing - ear protection
- Eye and Face protection
- Hand protection
- Foot protection
- Torso protection (*OSHA Update July 2012*)
- Fall Protection

Written certificates outlining work operations/jobs that require specific PPE are provided in Appendix A at the end of the PPE section. The certificate also provides basic description of the types of PPE that must be selected.

Respiratory Protection is covered in Chapter 9.

E. GENERAL RESPONSIBILITIES

1. **Management:** The Department Heads and Supervisors are responsible to see that employees are trained annually in the use of personal protective equipment and are instructed on what is required for their work duties. Department Supervisors are responsible to complete and/or update the PPE written certificates in Appendix 3 for each employee and to review/update anytime job duties reassigned, changed or processes are modified or changed.
2. **All Employees:** Employees must follow all safety procedures as outlined in this chapter by OSHA rules and manufacturer's recommendations in regards to personal protective equipment. Employees are required to inspect their equipment daily prior to use and ensure that the equipment is functional. Any problems with the equipment needs to be reported to the supervisor before work commences.
3. **Safety Committee:** The safety committee will include review of personal protective equipment in their quarterly inspection activities.

F. PROCEDURES

1. **Head Protection:**

- a. Hard hats are to be used to protect the head from flying objects, impact, and electrical shock. Hard hats used in work operations will meet current ANSI standards for the job task.
- b. Hard hats shall be used in the following jobs:

- By all employees when overhead hazards are present. This includes when working under floor openings or walkways. Working in areas with low ceilings or protruding objects.
- While working around construction or maintenance field projects or equipment.
- Working outside and around heavy equipment
- Working inside a confined space

2. *Hearing Protection: (See Chapter 7 for overall instruction about hearing conservation and protection)*

- a. Earmuffs and earplugs are used to protect against hazardous noise levels when noise exposure levels cannot be adequately controlled by engineering controls.
- b. Hearing PPE are supplied at all City shops, Operations and Fire Department.
- c. If earmuffs are worn, temple bars of glasses will interfere with the seal of the ear piece. As a result, ear plugs should be worn by those required to wear safety glasses or glasses with corrective lenses.

3. *Eye & Face Protection*

- a. Eye and face protection is to be worn where there is a reasonable probability of injury to the eyes and face from flying objects/particles including gravel, sawdust, harmful liquids and vapors, glare or injurious light, such as arc welding flash.
 - a. Welding requires specialized PPE if employee uses prescription lenses.
- b. Eye protection needs to meet the following criteria based on Safety Regulations:
 - Provide adequate protection against the particular hazards for which they are designed.
 - Provide reasonable comfort and shall not unduly interfere with the movements of the wearer.
 - Be durable.
 - Be capable of being cleaned easily.
 - Be kept in clean and good repair.
- c. Specific type of eye and face protection needed depends on type of hazard.

- Particle hazards from grinding/chipping require safety glasses with side shields.
 - Liquid splash hazards require chemical splash goggles or safety glasses with a face shield.
 - Gas welding requires welding goggles.
 - Face protection is worn when liquid splashes or significant particle matter could impact the face and cause injury.
- d. Safety Glasses must be worn when an eye hazard exists.

4. Hand Protection

- a. Hand protection is worn to protect the hands from mechanical injury due to friction, heat, shearing/cutting actions, and for protection against chemicals.
- b. Chemical protective gloves are selected based on the type of rubber/plastic material which affords proper protection against specific chemical used. The selection will be made by the supervisor and/or department head.
- c. Chemical protective gloves will be worn when skin contact with the following chemicals is likely:
- Solvents
 - corrosives
 - Chemical spill clean-up
 - Bodily Fluids or contaminated liquids
- d. Mechanical protective gloves will be worn when employees are exposed to wood splinters, friction, sharp metal edges, hot or cold materials, and moving heavy objects. Gloves will be available in the use areas.

5. Foot Protection

- a. Special foot protection is necessary when there is a potential for foot injury, or slipping, or when the feet may become wet due to the work environment. The Supervisor will evaluate and assist each employee that may have assignments regarding required footwear.
- b. The following footwear is expected to be worn:
- Leather work boot when working on or around equipment. Safety steel toes when there is a hazard of falling objects.
 - Rubber soled boots when exposed to wet conditions
- c. The shoe policy will be regularly reviewed by the site supervisors.

- d. The use of appropriate footwear shall be included in the quarterly site inspections by the Safety Committee.

6. Torso protection

- a. Clothing must be worn which is appropriate to the work performed and conditions
- b. Appropriate high temperature protective clothing must be worn by workers who are exposed to molten metals or other substances/chemicals that can cause burns.
- c. Clothing that protects from lacerations or other injuries of the legs, torso or arms is required when working in environments or with equipment that can impact the torso. (i.e.: chainsaws, high-pressure hoses, jack hammers etc.)
- d. Loose sleeves, ties, lapels, cuffs, or other loose clothing must not be worn near moving machinery.
- e. Clothing saturated or impregnated with flammable liquids, corrosive or toxic substances, irritants, or oxidizing agents must be removed immediately and not worn again until properly cleaned.
- f. Rings, wristwatches, earrings, bracelets, and other jewelry which might contact power driven machinery or electric circuitry, must not be worn.

7. Fall Protection - PERSONAL PROTECTIVE EQUIPMENT

- a. When it is not feasible to use physical barriers to protect employees from falls, personal protective equipment (PPE) shall be used.
- b. PPE shall be chosen based on the following, as per OSHA:
 - Distance of potential fall
 - Impact on the body from the PPE during a sudden stop
 - Intended use of PPE (stopping fall as opposed to retrieval from a confined space (see Chapter 5 Confined Spaces)
 - Fall arresting forces on the body
- c. Type II chest harnesses shall be worn for rescue purposes only and in no case are used to stop a vertical fall.
- d. When a worker(s) enters a confined space, a helper wearing the same PPE shall be stationed at the entrance to the confined space and shall monitor those inside for the duration of the project (please refer Chapter 5).
- e. Personal retrieval systems for rescue from below-ground level tanks or confined spaces

1. Authorized personnel shall ensure the use of a lifeline attached to a manual or power operated winch with steel cable retracting lifeline. Alternatively, a block and tackle or ratchet winch can provide the lifting mechanism with limited human effort after the victim has been hooked up, provided a lock or “over speed” mechanism is incorporated. An anchor point, such as that provided by a seven or ten-foot tripod, should be on site and set up **before** work begins.
2. Full body harnesses, yokes and wristlets shall be used when retrieval would be through narrow openings.

d. Strength Requirements

1. All components of the fall protection shall meet the strength requirements of American National Standard A10.14-1991.

NOTE: These strength requirements are based on one worker use. If multiple workers are tied off to a single lifeline, the strength requirement must be increased by the number of workers affected (i.e., two workers, one lifeline, minimum breaking strength must be 10,800 pounds at the center of line; three workers, one lifeline, minimum breaking strength must be 16,200 pounds, and so forth).

2. When tied off while working on suspended scaffolding, each worker must use a separate line which is not connected to the scaffold.
3. Permanent lifelines must be a minimum one-half inch steel cable capable of supporting 5,400 pounds per person at the center of the line.
4. Hardware for body belts/harnesses and lanyards must be drop-forged, corrosion resistant with smooth edges, a minimum of 5,000 pound breaking strength without cracks or breaks.
5. Knots shall not be used in components of a fall protection system since a knot will reduce the strength by at least 50%.
6. Lanyards shall be kept as short as possible and in no case shall they exceed six feet to minimize the possibility and length of a free fall.
7. Wire rope or rope-covered wire lanyards shall not be used where impact loads are anticipated or where there is an electrical hazard.
8. Belts and lanyards that have been subjected to impact loading shall be removed from service and returned to the manufacturer for recertification or destroyed.

9. Rope lanyards shall not be stored in work pouches where they may be subject to deterioration.
10. Where there is exposure to abrasion, spun nylon rather than filament nylon shall be used.
11. Only safety belts/harnesses with locking snaps shall be used to prevent "rollout" or disengagement. All hardware shall be compatible with the locking snap.
12. Only shock-absorbing lanyards shall be used to reduce the fall arresting impact on the wearer.
13. Tongue-type buckles shall be used in lieu of friction buckles since friction buckles may lose the ability to stop detachment if contaminated with grease or oil.

e. Inspection and recordkeeping

1. The user shall inspect the fall protection **prior** to each use.
2. Any defective body belt/harness or lifeline shall be destroyed or returned to the manufacturer AND NOT USED.
3. A trained and competent person shall inspect all components of protection device at least every six months. The dates of this biannual inspection shall be recorded on a permanent tag attached to the harness.
4. Every five years, the fall protection system shall be returned to the manufacturer for recertification.
5. Any unit subjected to impact loading shall be immediately removed from service and sent to the manufacturer for recertification or destroyed.

7. Road Worksite Protection:

- a. Traffic Coning - Flagging must meet written protocols of the Public Work Superintendent. Maintaining a safe work area in street operations requires attention to coning and flagging. There are three parts to this operation that must be considered:
 1. Low-level warning (red head cones)
 2. High-level warning when needed for heavy traffic flow (mast barriers)
 3. "Feather off" the traffic flow around work projects.

- Coning operation must be adjusted to fit each varied condition faced to take full advantage of traffic conditions and terrain but the following minimum guide is recommended:

- In a 20 MPH area - Red Head Cone 40 feet
- In a 30 MPH area - Red Head Cone 80 feet
- In a 40 MPH area - Red Head Cone 140 feet.

All employees and volunteers shall work in a properly protected and marked area.

NOTE: The above schedule is the absolute minimum standard for safety and should be extended wherever conditions permit. Slow or stopped equipment in traffic lanes must be flagged.

b. Flagging (or Paddle):

For the Flagger: Effective flagging is a critical part of any job that involves vehicular traffic. An assigned flagger uses assertive and obvious motions to control traffic. Supervisors and lead persons shall ensure that all members of construction crews are well versed in appropriate flagging techniques with regular training and documentation of training.

All staff will have attended flagging school prior to the assignment.

Appendix A
Sample Assessment Form 1

PERSONAL PROTECTIVE EQUIPMENT WRITTEN ASSESSMENT FORM

The following sample forms were developed to ensure compliance with the Oregon OSHA personal protective equipment hazard assessment and selection.

The rules require that each employer assess the workplace to determine if hazards are present, or are likely to be present, which necessitate the use of personal protective equipment. If such hazards are present, or likely to be present, we are responsible for:

- Selecting, and having each affected employee use, the types of PPE that will protect the employee from the hazards identified in the hazard assessment.
- Communicating the selection to each affected employee
- Ensuring that the selected PPE properly fits.

This assessment must be in writing and signed by the person conducting the assessment. This assessment must be reviewed **every 2 years** and every time job duties change or technology or task practices change.

The following form will be used for this assessment which shall be kept on record by each affected Department. The affected employee(s) shall be given a copy and review with the supervisor.



PPE hazard assessment and certification

Use this form to identify hazards and to certify (document in writing) that you completed the assessment. Any time job duties change an updated Job Description and PPE Assessment is required. Keep it on file in your workplace, Copy to HR and RM Coordinator.

General information

Department: [Click here to enter text.](#)

Location: [Click here to enter text.](#)

Job Title ([Attach Job Description](#)): [Click here to enter text.](#)

Person performing assessment: [Click here to enter text.](#)

Assessment date: [Click here to enter text.](#)

Hazard assessment certification

I certify that I performed this hazard assessment on the date indicated.

Signed by

Date: [Click here to enter text.](#)

Assessment Summary Page

PPE (from the attached assessment worksheet)	Required?	
	Yes	No
Fall protection	☐	☐
Torso protection	☐	☐
Eye and face protection	☐	☐
Head protection	☐	☐
Foot protection	☐	☐
Leg protection	☐	☐
Hand protection	☐	☐
Hearing protection	☐	☐
Respiratory protection	☐	☐

Fall protection

- *All employees must be protected from fall hazards when working on unguarded surfaces more than 10 feet above any lower level or at any height above equipment.*
- *Fall protection systems must be provided, installed, and used according to the criteria in 1926.502(d), and 437-003-0502 in Division 3/M, Fall Protection.*

Department: [Click here to enter text.](#)

Location: [Click here to enter text.](#)

Job Title: [Click here to enter text.](#)

Potential hazards

- ☐ Unguarded surfaces more than 10 feet above a lower level or any height above equipment

Likelihood of injury without PPE

- ☐ High
- ☐ Medium
- ☐ Low

Severity of a potential injury without PPE

- ☐ Minor first aid required
- ☐ Serious, not life threatening
- ☐ IDLH – life threatening

PPE required (note specific equipment or PPE required)

- ☐ Personal fall arrest system
- ☐ Personal fall restraint system
- ☐ None required

Torso protection

- *Clothing must be worn which is appropriate to the work performed and conditions*
- *Appropriate high temperature protective clothing must be worn by workers who are exposed to molten metals or other substances that can cause burns.*
- *Loose sleeves, ties, lapels, cuffs, or other loose clothing must not be worn near moving machinery.*
- *Clothing saturated or impregnated with flammable liquids, corrosive or toxic substances, irritants, or oxidizing agents must be removed immediately and not worn again until properly cleaned.*
- *Rings, wristwatches, earrings, bracelets, and other jewelry which might contact power driven machinery or electric circuitry, must not be worn.*

Department: Click here to enter text.	Location: Click here to enter text.
Job Title: Click here to enter text.	

Potential hazards

- ☐ Extreme temperatures
- ☐ Hot splashes from molten metal and other hot liquids
- ☐ Impacts from tools, machinery, and materials or from moving parts and machinery
- ☐ Hazardous chemicals
- ☐ Ionizing radiation

Likelihood of injury without PPE

- ☐ High
- ☐ Medium
- ☐ Low

Severity of a potential injury without PPE

- ☐ Minor first aid required
- ☐ Serious, not life threatening
- ☐ IDLH – life threatening

PPE required (Note Specific equipment or PPE)

- ☐ Chemical resistant coveralls
- ☐ Cut-resistant sleeves, wristlets
- ☐ Flame-resistant jacket/ pants
- ☐ High visibility garment
- ☐ Insulated jacket, hood
- ☐ Lab coat or apron/ sleeves
- ☐ Long sleeves/ apron/ coat
- ☐ Static control coats/ coveralls
- ☐ None required

Eye and face protection

- *Employees must use appropriate eye or face protection when exposed to flying particles, molten metal, liquid chemicals, acids or caustic liquids, chemical gases or vapors, or potentially injurious light radiation.*
- *Eye protection must have side protection when there is a hazard from flying objects. Detachable side protectors meeting are acceptable.*
- *Employees who wear prescription lenses must wear eye protection that fits over the lenses without disturbing the proper position of the prescription lenses, or ANSI-approved prescription lenses with side shields.*
- *Employees who are exposed to potentially injurious light radiation must use filter lenses that have a shade number appropriate for the work being performed.*
- *Employees whose work exposes them to laser beams must wear laser safety goggles that protect for the wavelength of the laser.*

Department: Click here to enter text.	Location: Click here to enter text.

Job Title: Click here to enter text.

Potential hazards

- ☐ Dust, dirt, metal, rocks, wood chips from chipping, grinding, sawing, hammering, digging, power tools
- ☐ Chemical splashes from corrosive substances, hot liquids, and solvents
- ☐ Objects such as tree limbs, chains, tools, flying debris and ropes that swing into eyes or face
- ☐ Radiant energy from welding and harmful rays from lasers or other radiant light

Likelihood of injury without PPE

- ☐ High
- ☐ Medium
- ☐ Low

Severity of a potential injury without PPE

- ☐ Minor first aid required
- ☐ Serious, not life threatening
- ☐ IDLH – life threatening

PPE required

- ☐ Chemical goggles/face shield
- ☐ Chemical splash goggles
- ☐ Glasses/goggles w/face shield
- ☐ Glasses/goggles w/face shield & safety strap
- ☐ Impact glasses/goggles w safety strap
- ☐ Leather welding hood
- ☐ Safety glasses w/side shields & safety strap
- ☐ Safety goggles w/face shield & safety strap
- ☐ Welding goggles
- ☐ Welding helmet/shield w/ safety glasses and side shields
- ☐ None required

Head protection

- *Employees must wear hardhats when they work where there is a potential for head injuries from falling or flying objects.*
- *Employees must use hard hats designed to reduce electrical shock hazards when they're working near exposed electrical conductors that could contact their heads.*
- *Employees who are exposed to power-driven machinery or to sources of ignition must wear caps or other head covering that completely covers their hair.*

Department: Click here to enter text.	Location: Click here to enter text.
Job Title: Click here to enter text.	

Potential hazards

- ☐ Overhead objects that could fall
- ☐ Exposed pipes or beams (less than 6.5 feet overhead)
- ☐ Energized electrical equipment

Likelihood of injury without PPE

- ☐ High
- ☐ Medium
- ☐ Low

Severity of a potential injury without PPE

- ☐ Minor first aid required
- ☐ Serious, not life threatening
- ☐ IDLH – life threatening

PPE required:

Head protection that meets ANSI Z89.1 requirements:

- ☐ Impact Type I
- ☐ Impact Type II
- ☐ Electrical Class G (general)
- ☐ Electrical Class E (electrical)
- ☐ Electrical Class C (conductive)
- ☐ None required

Foot protection

Employees must wear protective footwear when they work where there is a danger of foot injuries due to falling, tripping, rolling objects, objects smashing or dropping on foot, objects piercing the sole, or electrical hazards.

Department: [Click here to enter text.](#)

Location: [Click here to enter text.](#)

Job Title: [Click here to enter text.](#)

Potential hazards

- ☐ Heavy objects such as barrels or tools that might roll onto or fall on a worker's feet
- ☐ Sharp objects such as nails or spikes that could pierce the soles or uppers of ordinary shoes
- ☐ Molten metal
- ☐ Hot, wet, or slippery surfaces – trip hazards or uneven walking surfaces
- ☐ Energized electrical equipment

Likelihood of injury without PPE

- ☐ High
- ☐ Medium
- ☐ Low

Severity of a potential injury without PPE

- ☐ Minor first aid required
- ☐ Serious, not life threatening
- ☐ IDLH – life threatening

PPE required

- ☐ Steel toe safety shoes
- ☐ Leather boots or safety shoes w/.metatarsal guards
- ☐ Slip resistant soles
- ☐ Puncture resistant soles
- ☐ Chemical resistant boots/covers
- ☐ Rubber boots/ closed top shoes
- ☐ Insulated boots or shoes
- ☐ None required

Leg protection

- *Workers exposed to hot substances or dangerous chemical spills must wear leggings or high boots made of leather, rubber, or other suitable material.*
- *Workers who use chain saws must wear chaps or leg protectors that cover the leg from the upper thigh to mid-calf. Leg protectors must be made from material that resists cuts from the chain saw.*

Department: Click here to enter text.	Location: Click here to enter text.
Job Title: Click here to enter text.	

Potential hazards

- ☐ Hot substances
- ☐ Dangerous chemicals
- ☐ Cuts from chain saws

Likelihood of injury without PPE

- ☐ High
- ☐ Medium
- ☐ Low

Severity of a potential injury without PPE

- ☐ Minor first aid required
- ☐ Serious, not life threatening
- ☐ IDLH – life threatening

PPE required

- ☐ Leggings or boots – penetration resistant
- ☐ Leggings or boots – chemical resistant
- ☐ Leggings or boots – molten metal resistant
- ☐ Chaps or leg protectors – resists cuts from chain saws
- ☐ None required

Hand protection

- *Employees must use appropriate hand protection when their hands are exposed to harmful substances; cuts or lacerations; abrasions; punctures; chemical burns; thermal burns; and extreme temperatures.*
- *Employers must base the selection of the appropriate hand protection on an evaluation of the performance characteristics of the hand protection relative to the task, conditions present, duration of use, and the hazards identified.*
- *Employees must not wear gloves when their hands could be caught in moving parts.*

Department: [Click here to enter text.](#)

Location: [Click here to enter text.](#)

Job Title: [Click here to enter text.](#)

Potential hazards

- ☐ Harmful or hazardous temperatures
- ☐ Chemicals that can be absorbed into the skin or cause burns
- ☐ Energized electrical equipment
- ☐ Mechanical equipment that can cause bruises, abrasions, cuts, punctures, fractures, or amputations

Likelihood of injury without PPE

- ☐ High
- ☐ Medium
- ☐ Low

Severity of a potential injury without PPE

- ☐ Minor first aid required
- ☐ Serious, not life threatening
- ☐ IDLH – life threatening

PPE required

- ☐ Leather/cut resistant gloves
- ☐ General-purpose work gloves
- ☐ Chemical resistant gloves;
- ☐ Insulated gloves
- ☐ Heat/flame resistant gloves
- ☐ Latex or nitrile gloves
- ☐ Electrician's insulated rubber gloves;
- ☐ Cotton, leather, or anti-vibration gloves
- ☐ None required

Hearing protection

Hearing protectors (plugs or muffs) must be worn by workers exposed to an 8-hour time-weighted average of 85 decibels or greater and be workers who have experienced a threshold shift. Also for short periods of time in extreme decibel levels such as pumps, machinery, alarms, and sirens.

Department: [Click here to enter text.](#)

Location: [Click here to enter text.](#)

Job Title: [Click here to enter text.](#)

Potential hazards

Noise levels that exceed those shown in the table below are hazardous:

Hours of exposure	Sound level (dBA)
8.0	90
6.0	92
4.0	95
3.0	97
2.0	100
1.5	102
1.0	105
0.5	110
0.25	115

Likelihood of injury without PPE – note short term and long term exposure

- ☐ High
- ☐ Medium
- ☐ Low

Severity of a potential injury without PPE – short term and long term exposure

- ☐ Minor first aid required
- ☐ Serious, not life threatening
- ☐ IDLH – life threatening

PPE required – list specific duties and PPE for each.

- ☐ Ear plugs
- ☐ Ear muffs
- ☐ None required

Respiratory protection

Appropriate respirators are required when workers are exposed above permissible exposure limits (PEL) for specific air contaminants, listed in 437-002-0382, Oregon Rules for Air Contaminants; see also 1910.134, Respiratory Protection.

Department: [Click here to enter text.](#)

Location: [Click here to enter text.](#)

Job Title: [Click here to enter text.](#)

Potential hazards

- ☐ Nuisance dust/mist/sand etc.
- ☐ Welding fumes
- ☐ Asbestos
- ☐ Pesticides
- ☐ Isocyanates
- ☐ Paint spray
- ☐ Organic vapors
- ☐ Acid gases
- ☐ Oxygen deficient/ toxic or IDLH atmosphere

Likelihood of injury without PPE

- ☐ High
- ☐ Medium
- ☐ Low

Severity of a potential injury without PPE

- ☐ Minor first aid required
- ☐ Serious, not life threatening
- ☐ IDLH – life threatening

PPE required – Note if Air Testing Meter Devices are required and for what tasks

Air-purifying respirators

- ☐ Filtering face piece (dust mask)
- ☐ Particulate-removing respirator
- ☐ Gas-and-vapor-removing respirator _____
- ☐ Combination aerosol filter/gas or vapor-removing respirator _____
- ☐ Powered air-purifying respirator _____

Atmosphere-supplying respirators

- ☐ Supplied-air respirator
- ☐ Self-contained breathing apparatus (SCBA)
- ☐ Combination self-contained breathing apparatus and air-line respirator
- ☐ Combination air-purifying and atmosphere-supplying respirators
- ☐ None required

CHAPTER 9: RESPIRATORY PROTECTION PROGRAM

A. INTRODUCTION

D. This written program establishes policies and procedures for the effective use of respirators to protect our employees from airborne contaminate exposures. These procedures are mandatory.

B. APPLICABLE REGULATIONS

Personal Protective Equipment & Respiratory Protection (OSHA 1910.134)

C. DEFINITIONS

Air purifying - Air purifying respirators use chemical or mechanical filter cartridges to clean the contaminated air before it is breathed in by the wearer.

Air supplying - Air supplying respirators provide the wearer with uncontaminated breathing air, by use of an air compressor, tank, or cylinder.

Canister or cartridge - A container worn on the respirator which contains a filter, sorbent or catalyst or a combination which removes specific contaminants from the air drawn through it.

Facepiece - The main part of the respirator which fits tightly on the face and includes the headband, exhalation and inhalation valves and connection place for the canister or cartridges.

High efficiency particulate air filter (HEPA) - This is a type of filter that removes from the breathing air, 99.97% or more particles 0.3 µ in size or larger.

NIOSH - The National Institute of Occupational Safety and Health is a Federal Agency who conducts research and tests certain types of safety equipment, including respirators.

D. GENERAL RESPONSIBILITIES

1. Site Supervisor/Assistant Fire Chief:

The Site Supervisor/Assistant Fire Chief is responsible for the following:

- Implement and update a written respiratory protection program
- Ensure employees are **annually** trained on the use of respiratory protection
- Conduct or hire consultant provide employee respirator fit testing **annually**. (Fit testing must be done by documented qualified person)
- Serves as the Program Administrator
- Maintains written records on emergency use of respirators and **monthly** inspections of equipment
- Annually evaluate the program and review with supervisory staff.

2. Employees:

- Employees must follow all safety procedures as outlined in the program, OSHA rules, and manufacturer's recommendations in regards to respiratory protection.
- Employees are required to inspect their equipment prior to use each day to ensure that the equipment is functional.
- Any problems found with the equipment needs to be reported to the supervisor and not used.

E. SELECTION OF RESPIRATORS:

1. Types of respirators: The following table outlines the respirator selection.

Work Condition	Assigned Employees	Contaminant	Type of Respirator
Routine chlorine cylinder changing or minor leak	Operations Staff	Chlorine	Full face respirator with chlorine canister Note: Canister is approved by NIOSH for 50 ppm.
Chlorine Leak or Release	Operations and Maintenance Staff	Chlorine	SCBA plus Type A chemical protective suit
Confined Space Entry with Oxygen Deficiency or Toxic Gases	Operations and Maintenance Staff	Oxygen Deficient Atmospheres, Varying Toxic Gases	SCBA Note: For full confined space program details including permit, see safety manual Chapter 6.
Solvents in Lab	Lab Staff	Volatile Organic compounds	½ face with organic vapor cartridge
Biological Aerosols when Working with Sludges & Sewage i.e. influent pump repair	Maintenance Staff	Biological Aerosols from Sludge and Sewage	½ facepiece respirator with HEPA filter (note: SCBA if oxygen deficient environment)
Emergency incidents, fire suppression, EMS haz mat and/or training exercises	Firefighters and Rescue Personnel	Fire Response Smoke/Debris, Chemicals	Full Face SCBA Respirator – ISI Magnum Positive Pressure SCBA
Dealing with suspects that have TB or other infectious disease	Police	Mist and particulates	Particulate filters with 99.97% efficiency either as disposable masks or cartridge respirator
Non-Mandatory Respirator Selection			
Dust Exposures	Operations and Maintenance Staff	Toxic Dusts	Disposable dust masks
Herbicide and Lime Dust Application	Operations and Maintenance Staff	Herbicides and Lime Dust	½ facepiece respirator with organic vapor cartridge with an aerosol/particle prefilter

*Particle filters will meet N,R,P 95%, 99%, or 99.7% for dust only. If oil mists are present such as saw lubricants, cutting fluids or glycering-based liquids then only R or P filter may be used.

*HEPA is high efficient particle air filter (99.97%)

Air purifying respirators (disposable mask, half face piece cartridge respirators) cannot be used in confined spaces where the environment may have less than

19.5% oxygen or in hazardous chemical operations when the exposure levels are unknown.

Only the National Institute of Occupational Safety and Health (NIOSH) approved respirators will be selected for usage. Respirators will be chosen based on the type of hazard and needed level of protection. Different sizes and styles of respirators are available.

The specific selection will be based on the fit testing protocols to determine the best style for each employee to ensure proper fit and comfort and protection.

2. Life Span Of A Respirator

The use life of each respirator or cartridges will vary depending on the job duties and actual time in use. Each respirator will have some limitations and the manufacturer's instructions and recommendations must be adhered ~~referred~~ to.

Self-Contained Breathing Apparatus (SCBAs):

Breathing air shall meet all ANSI requirements for type 1-grade D breathing air. Breathing air will be tested at least every six months, by a certified testing facility.

a. Chlorine Spill or Leak – changing/rotating of Chlorine tanks.

These respirators are for use during an immediately dangerous to life and health (IDLH) situations. A SCBA is approved for IDLH atmospheres and provides a protection factor of 1000. The use time is dependent on the size of the bottle used.

- SCBAs are for use during chlorine spill or leak incidences AND when the tanks are being rotated as a part of normal operations.
- TWO persons wearing proper SCBA shall be present when tanks are rotated. Employees shall not proceed without a second employee present.
- There are two SCBA located at the waste treatment plant. Bottles shall be refilled after each use (contact Newberg Fire Dept for assistance).

b. Fire Emergency Response

An SCBA will be used for fire emergency response to Chlorine events. An SCBA is approved for IDLH atmospheres and provides a protection factor of 1000. The use time is dependent on the size of the bottle used. NFD will defer to its Emergency Response protocols for dealing with Chlorine Leaks or Spills.

c. Confined Spaces

An SCBA may be required for confined space entry if there is an oxygen deficient atmosphere or varying toxic gases. See the confined space program for details.

Chemical Cartridge Respirators:

These respirators are vapor and gas-removing, using a cartridge attached to the facepiece containing chemicals to trap or react with specific vapors or gases, and remove them from the air breathed.

Since there is no easy method to determine service-life the best policy is to replace the respirator or cartridge when:

- Concentration mathematical model provides recommended end of service time.
- An odor or taste is detected
- E.
 - It becomes hard to breathe through
 - The cartridge or respirator is damaged

The specific use time will be provided to each chemical cartridge user based on calculation of estimated use time. This information will be specific to a job or operation. The Supervisor will provide the information.

There are a **number of limitations** in the use of chemical cartridge respirators, which are important. These include:

- ✓ They do not supply oxygen and thus cannot be worn in oxygen-deficient atmospheres.
- ✓ These respirators are designed for protection against specific gases or vapors. Thus users must ensure that the proper cartridge is selected for each task.
- ✓ These cartridges can only be used for protection against contaminants with good warning properties (smell, taste, and irritation).
- ✓ The cartridges are not approved for high concentrations of the contaminant.
- ✓ The respirator must be protected from the atmosphere while in storage to prevent the absorption of water vapor from the air which reduces the service life.

Respirators for Particulate Exposures

a. FILTER NOTATION:

The service life of filters in all three categories of efficiency degradation (N, R, and P series) is limited by considerations of hygiene, damage, and breathing resistance. All filters should be replaced whenever they are damaged, soiled, or causing noticeably increased breathing resistance (e.g. causing discomfort to the wearer).

Filters classified as R (for **R**esistant to oil) and P (for oil **P**roof) can be used for protection against oil or non-oil aerosols. N (for **N**ot resistant to oil) series filter should be used only for non-oil aerosols.

b. FILTER EFFICIENCIES

- Each of the filter series (N, R and P) have three filter efficiencies that can be selected. These are based on how efficient the filter is with particles down to 0.3 microns. They can be 95%, 99%, and 99.97% (labeled 100% and commonly called HEPA filters).
- 95% efficiency is effective for general wood dust and dust exposures.
- 99% efficiency chemical cartridge is effective for paint spray mists.
- 99.97+ (HEPA) filters are required for highly toxic dusts such as asbestos, lead, and silica.

Dust masks also are available in each of these filter types and efficiencies.

c. APPROVAL NOTATION

Each respirator container for particle exposure protection now has a new TC (testing & certification) number. The label should read TC-84A-00X. The "84A" indicates that this is only a particulate filter is not approved for use in atmospheres containing less than 19.5% oxygen. Additional limitations are provided on the label that the user needs to understand.

d. FILTER REPLACEMENT TIME:

95% efficiency filters used in an environment with high dust exposure (loading 200 mg then the filter must be replaced after 8 hours or less usage time.

"R-series" filters used with oil exposures need to be replaced after 8 hours of service time.

"P-series" is limited only by the hygiene, damage, and breathing resistance if the exposures are not high

e. SUMMARY OF MAJOR LIMITATIONS:

- ✓ Mechanical filters do not provide oxygen, and must not be used in oxygen-deficient atmosphere.
- ✓ They provide no protection against gases or vapors
- ✓ If there is a pressure drop through the filter medium there is some breathing resistance.

3. Protection Factors

F. The level of protection from a contaminant by a particular type of respirator has been established in the general guidelines established by NIOSH (National Institute of Occupational Safety and Health). Employees are required to use respirators with the appropriate protection factors. Protection factor is a numerical code based on the ability of a respirator to maintain exposure levels below the permissible limits.

G.

H. In general a dust mask is approved for 5 times the OSHA permissible exposure limit, and a half-face piece is approved for 10 times the limits.

The use life of each respirator or cartridge will vary depending on the job duties and actual time in use. Each respirator will have some limitations, thus the manufacturer's instructions and recommendations must be reviewed and followed. Air purifying respirators (disposable dust mask, half or full face piece cartridge respirators) cannot be used in confined spaces where the environment may have less than 19.5% oxygen.

An SCBA is approved for IDLH atmospheres and provides a protection factor of 1000. The use time is dependent on the size of the bottle used.

F. USE AND AVAILABILITY OF RESPIRATORS

1. Each employee that is required to wear a respirator shall wear an approved respirator selected for the work task, exposure and hazard. The respirator needs to be properly fitted at all times while in use.
2. Each employee required to wear a respirator shall be provided a respirator issued by the Supervisor/Fire Chief with proper replacement parts, cartridges and filters, and cleaning materials as appropriate. The Supervisor/Fire Chief is responsible to see that employees are provided respirators that are required by this policy and that they are used.
3. The disposable respirators (dust masks) are available from the supply room. These are to be used for low level dust exposures and are non-mandatory (voluntary) functions. Employees need approval to use these respirators to ensure that they have received proper training and understand the maintenance and use of the dust mask.
4. Using respirators in IDLH atmospheres
Fire fighters, Building or Code inspectors, and Public Works Employees have the potential to enter IDLH atmospheres in the course of their job. Any member who enters an atmosphere immediately dangerous to life and health must follow the procedures listed below:
 - At least one other member must stay immediately outside the IDLH atmosphere to respond to emergencies.
 - Air Quality should be tested prior to entry and tested while in space. (See Confined Space and Gas Testing procedures Chapter 5)
 - The person entering the IDLH atmosphere and the person outside must maintain visual, voice, or signal line contact.
 - The person outside the IDLH atmosphere must be trained and equipped to provide effective emergency response.

- The person outside the IDLH atmosphere must be equipped with apposite pressure SCBA, a rescue or RIT air supply and appropriate rescue retrieval equipment.
 - The Program Administrator or a designated person must be notified before an emergency responder enter the IDLH atmosphere.
5. Procedures for interior structural fire attack for firefighters. In addition to the procedures for entering IDLH atmospheres:
- At least two persons must enter and remain in visual or voice contact with one another at all times.
 - At least two persons must stay outside the IDLH atmosphere to provide emergency assistance.
 - All persons must wear SCBAs.

G. MEDICAL SURVEILLANCE FOR RESPIRATOR ASSIGNMENT

1. Purpose of Medical Evaluations

Using a respirator may place a physiological burden on employees that varies with the type of respirator worn, the job and workplace conditions, and the medical status of the employee. Therefore, medical evaluations are required for all employees who wear a respirator. These medical evaluations determine the employee's ability to use a respirator, before they are fit tested or use it on the job.

*OSHA applies this standard if the air contaminate conditions could result in overexposures to the permissible exposure limit or if the worker voluntarily wears the respirator. **The voluntary use of dust mask does not require medical evaluation, but does required basic information about the respirator to be provided.** See Appendix F for the Voluntary User Information.*

- a) A follow-up medical examination must be provided for an employee who gives a positive response to any question among questions 1 through 8 in Section 2, Part A of Appendix B in the OSHA standard or whose initial medical examination demonstrates the need for a follow-up medical examination.
- b) The follow-up medical examination will include any medical tests, consultations, or diagnostic procedures that the physician deems necessary to make a final determination.
- c) If a pre-employment physical (Fit for Duty) did not include consideration for potential for respirator use a new questionnaire and or physical examination are required.
- d) All questionnaires and physical reports of the employee's health shall be confidential under HIPPA and shall be kept only by the Human Resources Department.

Note: Job descriptions or job capacity evaluations need to be available to the physician or licensed health care professional (LHCP) doing the evaluation.

2. Medical Certification

Medical certification of an employee is required for respirator use by OSHA Safety and Health rule 1910.134. The purpose of a medical evaluation is twofold:

- To determine if an individual is medically fit to wear a respirator.
- To determine if an individual needs work restrictions, given the job required.

3. Administration of the Medical Questionnaire and Examinations

The medical questionnaire and examinations will be administered confidentially during the employee's normal working hours or at a time and place convenient to the employee. Results are confidential and shall be kept in Human Resources Department.

Employees will have the opportunity to discuss the questionnaire and examination results with the physician or LHCP.

4. Additional Medical Evaluations

Additional medical evaluations will be provided under the following conditions:

- a) An employee reports medical signs or symptoms that are related to their ability to use a respirator;
- b) A physician, supervisor or the respirator program administrator informs the employer that an employee needs to be re-evaluated;
- c) Information from the respiratory protection program, including observations made during fit testing and program evaluation, that indicates a need for employee re-evaluation; or
- d) A change occurs in workplace conditions that may result in a substantial increase in the physiological burden placed on an employee.

5. Retention of Medical Records

- a) Preservation of medical records is required to be followed per OSHA 1910.20 (d) Access to Employee Exposure and Medical Records. This requires that the records be retained for 30 years plus employment duration. The medical records are kept by the evaluating physician and the medical clearance form is kept in a confidential personnel file at the Human Resources Department,
- b) If an employee works for one year or less the rules allow an employer to give the employee his/her records and not retain them. If they are not given to the employee then the 30 year retention time is in effect per the OSHA requirements.

H. Training Of Employees

G. Each mandatory respirator wearer will receive initial **and** annual training. Each non-mandatory respirator wearer will receive information about the respirator in terms of protection limits, how to wear and when to dispose of the mask or change cartridges. The non-mandatory respiratory users will also be provided the basic information on respirators found in Appendix D of the OSHA Code 1910.134.

H.

I. The mandatory wear training includes the following training topics:

J.

1. Contents of the written program and where it is located.
2. Respiratory hazards to which they are potentially exposed to.
3. Why the respirator is necessary and how improper fit, usage, or maintenance can compromise the protective effect of the respirator
4. How to don and doff the respirator
5. Respirator use and limitations
6. Cleaning, maintenance, and storage
7. How to recognize medical signs and symptoms that limit effective use of a respirator
8. How to inspect a respirator
9. Field fit tests (positive and negative pressure tests)

The Supervisors or Fire Chief will keep the training records. Each user must understand and apply the contents of this respirator program to the daily use, care and storage of the equipment. Written training materials are available from the Supervisor or Fire Chief, Safety Committee, the City Intranet or in the Safety Manual at each work site.

I. Fitting Of Respirators

Respirator fit is extremely important. Respirator fit testing is used to test how well the tight fitting respirator face piece seals against the face. If there is not a good face-to-facepiece seal, the contaminants may pass around the face piece and be breathed into the lungs.

It is important to realize that not everyone can wear a respirator. OSHA specifically states that you should not wear a respirator if:

- ✓ You wear glasses that break the skin to mask seal unless inserts are used.
- ✓ You have facial hair passing between the sealing surface of the respirator and the face
- ✓ You are unable to get an adequate fit on a respirator
- ✓ Your physician finds you unfit medically to wear the respirator

Respirator fit testing shall be done by a trained certified testor and may be done using two basic methods: qualitative or quantitative fit testing. Most employers use qualitative methods since quantitative procedures may be expensive and require complicated equipment. Currently only certain rules required quantitative fit test which include lead and asbestos regulations once exposure levels reach a certain exposure level.

Positive and Negative Pressure Tests:

Each time a respirator is put on, and prior to the qualitative fit testing procedures, the wearer should conduct a positive and a negative pressure test to ensure that the respirator is seated correctly against the face.

The *negative pressure test* is performed on any respirator with a tight fitting facepiece. For cartridge respirators, the test consists of covering the air inlet lightly and inhaling lightly, then holding the breath for a few seconds. The common leak areas are around the nose and chin.

The *positive pressure test* is performed on respirators with tight fitting facepieces and both inhalation and exhalation valves. It is done by blocking the exhalation valve and exhaling lightly. Again, air leakage can be felt if a leak is evident.

If such leaks are found, the respirator should be adjusted and retested. If a fit cannot be achieved, then a different size or style face piece needs to be fitted.

Fitting of SCBA Respirators:

Fit testing of air supplying respirators will be done by a trained certified testor using the same qualitative fit test protocols as used for the air purifying respirators. SCBA facepieces used for fit testing will have cartridge sampling adapters so the facepiece can be worn and tested in the negative pressure mode.

Qualitative Fit Testing: Done with test agents. This test protocol will be used for all types of respirators.

1. Banana Oil (isoamyl acetate) Test:

Air purifying respirators must be equipped with organic vapor or pesticide cartridges for this test. The test chemical smells like ripe bananas. The test consists of administering the chemical and having the respirator wearer determine whether or not he/she can smell the odor of bananas.

The banana oil test has certain disadvantages. Some individuals cannot smell the banana oil, so you need to test the individual after you have performed the fit test to ensure that they can indeed detect the odor. Also, if an individual smells higher concentrations of the banana oil, they can develop an odor fatigue and upon immediate retesting, may not be able to detect the material.

2. Irritant Smoke Test:

Smoke tubes(stannic oxichloride smoke tubes) used to test ventilation systems can also be used as an effective chemical to test a respirator wearer's fit. This test can be used for half or full face air purifying respirators. The respirators must be equipped with high efficiency(HEPA) cartridge filters before starting the test.

Since the chemical used to produce the **smoke is irritating to the eyes and mucous membranes, additional care has to be taken in conducting this type of fit test.** Smoke tubes are available from safety equipment supply stores.

PRIOR TO FIT-TESTING AN EMPLOYEE MUST PASS THE MEDICAL EVALUATION.

Employees not capable of wearing a negative pressure respirator will not be assigned job tasks requiring respirator use.

Proper fitting of respirators is essential if employees are to receive the necessary protection from the airborne contaminate hazards. Air, which passes around the face piece of the respirator, rather than through it, is not being filtered. In order to ensure that a good face seal can be achieved, the respirator needs to be carefully fitted.

The following protocol will be followed to fit the initial wearer and then to be used each time the respirator is used:

1. The respirator straps must be worn in the correct place. Adjust the head bands until they are tight yet comfortable.
2. To adjust the face piece properly, simply position the chin firmly in the chin cup and manually shift the face piece until the most comfortable position is located. Make the final adjustments on the headbands and do not break the nose seal.
3. A positive and negative pressure test needs to be performed every time a respirator is worn.

The *negative pressure test* is performed on a half or full face piece respirator designed for filters or chemical cartridges. The test consists of covering the air inlet lightly and inhaling slightly. If a leak exists, the air can be felt as it enters. The common leak areas are around the nose and chin.

The *positive pressure test* is performed by blocking the exhalation valve and exhaling lightly. Again, air leakage can be felt if a leak is evident. If such leaks are found, the respirator is to be adjusted and retested.

If a fit cannot be achieved, then a different size or style face piece needs to be fitted.

J. Maintenance of Respirators

Respirators are to be cleaned after each day's use with alcohol preps and placed dry in a clean container or plastic bag for storage. More thorough cleaning is needed for dirty respirators or those shared which involves performing the following procedure:

1. Remove the cartridges or filters from the face piece. The filters and cartridges must not be washed. All cartridges will be replaced during the weekly cleaning for respirators

used infrequently through the week. Respirators used in environments with high concentrations of air contaminants may need to have the cartridge changed daily or more frequently.

2. Immerse the respirator face piece in a warm water solution of commercial disinfectant liquid. The respirator should be scrubbed gently with a cloth or soft brush. Make sure that all foreign material is removed from all the surfaces of the rubber exhalation valve and plastic exhalation valve seats and face seal.

NOTE: The inhalation, exhalation valves, and valve cover will be replaced during the quarterly cleaning.

NOTE: SCBA washing will follow the manufacturers recommended protocols.

3. After washing and disinfecting the respirator, rinse in clean warm water and allow the respirator to dry before storing.
4. After the respirator is dry, store it in a clean container. Respirators should not be stored where chemicals are used or stored. Respirators should not be hung from nails on the walls or in chemical storage areas. The respirators must be stored in a normal position which means that they should not be stretched or stored under objects which could cause the face-piece to become warped.

Any respirator malfunction shall be reported to supervisor who can evaluate the problem and ensure that proper replacement parts or a new respirator is supplied to the employee.

Respirator Inspection:

Each person assigned a respirator shall be responsible to maintain the equipment and routinely inspect the respirator before and after use for worn or dirty parts. **WORN PARTS WILL BE REPLACED IMMEDIATELY.**

Each person assigned to use a respirator shall maintain and routinely inspect it before and after use each use. The inspection shall include:

A. Air-purifying Respirators:

1. Check face piece for:
 - dirt,
 - cracks,
 - tears,
 - holes,
 - distortion
2. Headstraps for:
 - breaks
 - tears,
 - loss of elasticity,
 - broken buckles or attachments.

B. SCBA Respirators:

The SCBA units used for Emergency Response should be inspected and functionally tested daily. Other SCBA units shall be inspected prior to each use. The SCBA should be repaired as necessary, cleaned and disinfected, and then stored properly to assure that it is maintained in working condition.

1. Prior To Beginning Inspection:

- Check to assure that high-pressure hose connector is tight on cylinder fitting.
- Bypass valve is closed.
- Mainline valve open and locked (when lock is present).
- Select lever (if present) on demand mode.
- No cover or obstruction on regulator outlet.

2. Back Pack And Harness Assembly

- a. Straps
 - Visually inspect for complete set.
 - Visually inspect for frayed or damaged straps that may break during use.
- b. Buckles
 - Visually inspect for mating ends.
 - Check locking function.
- c. Backplate and Cylinder Lock
 - Visually inspect backplate for cracks and for missing rivets or screws.
 - Visually inspect cylinder hold down strap, physically check strap tightener and look to assure that it is fully engaged.

3. Cylinder and Cylinder Valve Assembly

- a. Cylinder
 - Physically check cylinder to assure that it is tightly fastened to backplate.
 - Check hydrostatic test date to assure it is current
 - Visually inspect cylinder for large dents or gouges in metal. Composite cylinders should be inspected for cuts in the fiberglass overwrap.
- b. Head and Valve Assembly
 - Visually inspect cylinder gauge for condition of face, needle, and lens.
 - Open cylinder valve and listen or feel for leakage around packing. (If leaking is noted, do not use until repaired.) Note function of valve lock, if present.

4. Regulator and High Pressure Hose

a. High Pressure Hose and Connector

- Listen or feel for leakage in hose or at hose to cylinder connector. (Bubble in outer hose covering may be caused by seepage of air through hose when stored under pressure. This does not necessarily mean a faulty hose.)

b. Regulator and Low Pressure Alarm

- Read pressure on regulator gauge (must read at 90%-100% of the rated capacity of the cylinder).
- Suck on regulator outlet. Air should be delivered with very slight effort.
- On units with select level, place hand over regulator outlet. Select pressure demand mode. Remove and replace hand over outlet in rapid movement. Repeat twice more. Air should escape when hand is removed each time, indicating a positive pressure in chamber. Select demand mode on select lever and remove hand from outlet.
- Close cylinder valve. Ascertain that no obstruction is in or over regulator outlet. Position regulator to observe regulator gauge. Slowly open bypass valve. Air should flow from outlet, and gauge pressure should begin to decrease immediately. Alarm should sound at pressure reading between 650 and 550 psi for 2216 psi cylinders. (This assures function of bypass valve and low-pressure alarm.) After pressure is completely released, close bypass valve.
- Place mouth onto or over regulator outlet and blow. A positive pressure should be created and maintained for 5-10 seconds without any loss of air. Next, suck a slight negative pressure on regulator and hold for 5-10 seconds. Vacuum should remain constant. This tests the integrity of the diaphragm. Any loss of pressure or vacuum during this test indicates a leak in the apparatus.
- Reopen cylinder valve if preparing for use.

5. Face piece and Corrugated Breathing Tube

a. Face piece

- Visually inspect head harness for damaged serrations and deteriorated rubber. Visually inspect rubber face piece body for signs of deterioration or extreme distortion.
- Visually inspect lens for proper seal in rubber face piece, retaining clamp properly in place, and cracks or large scratches.
- Visually inspect exhalation valve for visible deterioration or foreign material build-up.

b. Breathing Tube and Connector

- Stretch breathing tube and visually inspect for deterioration and holes.
- Visually inspect connector to assure good condition of threads and for presence and proper conditions of "O" ring gasket seal.

6. Storage of Units

- Cylinder refilled as necessary and unit cleaned and inspected.

- Cylinder valve closed.
- High pressure hose connector tight on cylinder
- Pressure bled off of high-pressure hose and regulator.
- Bypass valve closed.
- Mainline valve open. (When mainline valve lock present, it should be engaged.)
- Select lever, if present, on demand mode.
- All straps completely loosened and laid straight.
- Face piece properly stored to protect against dust, sunlight, heat, extreme cold, excessive moisture, and damaging chemicals.

K. Respirator Program Evaluation

It is important that both the respirator wearer and supervisors evaluate respirator use and program effectiveness. It is critical that the appropriate respirator be worn correctly.

If an employee notices any of the following they are to immediately leave the area and replace the respirator:

1. Breathing becomes difficult
2. Dizziness or other distress occurs (see your manager immediately)
3. Sense irritation, smell or taste contaminants
4. The respirator becomes damaged.

The overall program will be evaluated by the Department Supervisor or Fire Chief. This will involve:

1. Conducting evaluations of the workplace as necessary to ensure that the provisions of the current written program are being effectively implemented and that it continues to be effective.
2. Regularly consulting employees required to use respirators to assess the employees' views on program effectiveness and to identify any problems.
3. Factors to be assessed include, but are not limited to:
 - Respirator fit
 - Appropriate respirator selection for the hazards
 - Proper respirator use
 - Proper respirator maintenance

The Department Supervisors and Fire Chief will evaluate the program as needed to determine the overall effectiveness of the program and needed updates. If deficiencies are found, then additional employee training will be given and more frequent evaluations will be made. An evaluation checklist is found in Appendix D.

Respirators SCBA's and airline systems used routinely are to be checked after each use. Those used for emergency or infrequently need to be checked monthly. The checks are to assure that the equipment is kept clean and in proper working condition. The respirator inspection shall include an evaluation of:

- Tightness of the connections
- Condition of the face piece
- Condition of the headbands
- Condition of the cartridges or tank pressure
- Condition of the valves

- Pliability and cleanliness of the face piece material

EMERGENCY USE MONTHLY INSPECTION RECORD

Date of Inspection: _____

Inspector: _____

Type of Respirator _____

CLEANLINESS OF THE EQUIPMENT _____

CONDITION OF THE EQUIPMENT

A. Facepiece _____

B. Inhalation valve _____

C. Exhalation valve _____

D. Headbands _____

E. Cartridge holder or Tank

Pressure _____

F. Harness assembly _____

G. Hose assembly _____

H. Gaskets _____

I. Connections _____

J. Regulator Condition _____

K. Other defects _____

RESPIRATORY PROGRAM EVALUATION CHECKLIST

RESPIRATORY PROTECTION EVALUATION

A. PROGRAM ADMINISTRATION

- _____ 1. Is there a written policy which assigns program responsibility, accountability, and authority?
- _____ 2. Is overall program responsibility given to one person who is knowledgeable and can coordinate all aspects of the program?
- _____ 3. Can feasible engineering controls or work practices eliminate the need for respirators?
- _____ 4. Are there written procedures/statements covering the various aspects of the respirator program, including:
 - _____ designation of authority and responsibility;
 - _____ respirator selection;
 - _____ purchase of approved equipment;
 - _____ medical aspects of respirator usage;
 - _____ issuance of equipment;
 - _____ fitting;
 - _____ training;
 - _____ maintenance, storage, and repair;
 - _____ inspection;
 - _____ use under special conditions;
 - _____ when and where respirators are required?

B. PROGRAM OPERATION

1. Respiratory protective equipment selection:

- _____ Have work area conditions and worker exposures been properly evaluated?
- _____ Are respirators selected on the basis of hazards to which the workers are exposed?
- _____ Are selections made by persons knowledgeable of proper selection procedures?
- _____ Are only NIOSH approved respirators purchased and used?
- _____ Do the respirators provide adequate protection for the specific hazard in the concentration found?
- _____ Has a medical evaluation of the prospective user been made to determine physical and psychological fitness to wear the selected respirator?

_____ Where practical, have respirators been issued to single users?

2. Respiratory protective equipment fitting:

_____ Are the users given the opportunity to try on several respirators to determine the one with the best fit?

_____ Is the fit tested before the wearer begins using the respirator in the work area, both on initial assignment, and on a daily basis (positive and negative pressure tests)?

_____ Are users who wear glasses properly fitted?

_____ Is the face piece-to-face seal tested using one of the methods described earlier?

_____ Are workers prohibited from entering contaminated work areas when they have facial hair or other characteristics which prohibit the use of tight-fitting facepieces?

3. Respirator use in the work area:

_____ Are respirators being worn correctly?

_____ Are workers keeping respirators on all the time while in the work area?

4. Maintenance of respiratory protective equipment:

_____ Are respirators cleaned and sanitized after each use (when different people use the same device) or as frequently as necessary (for devices issued to individual users)?

_____ Are respirators stored so as to protect them from dust, sunlight, heat, and chemicals?

_____ Is storage in lockers, tool boxes, or work areas permitted only if the respirator is in a carton, carrying case, or closed container?

_____ Are respirators inspected before and after each use, and after cleanup?

_____ Are individuals instructed in inspection methods?

_____ Are cartridges and filters changed on a regular basis?

_____ Are respirators designated as "Emergency Use" inspected at least monthly (in addition to after each use), and is a record kept of such inspections?

_____ Are replacement parts of the same brand as the respirator?

_____ Are repairs made by manufacturers or manufacturer-trained persons?

5. Special use conditions (if applicable):

_____ Is there a procedure for respirator use in atmospheres immediately dangerous to life and health?

_____ Is there a procedure for confined space entry?

6. Training:

_____ Are users trained in proper respirator use, cleaning, and inspection?

_____ Are employees trained in the health effects of the respiratory hazard present?

_____ Are users evaluated, using competency-based evaluation, before and after training?

OVERALL COMMENTS:

Evaluators Name

Title

Date

L. Respiratory Protection Program Action Plan Summary and Forms

The following forms are used as part of the respiratory protection program.

RESPIRATORY PROTECTION ACTION CHART

Action	Responsibility	Form
1. Employee is assigned mandatory respirator use job functions and wears full or ½ facepiece respirator.	Dept. Supervisor/Fire Chief	Completed OSHA medical questionnaire for medical evaluation.
2. The questionnaire is forwarded to the contract medical evaluator.	Dept. Supervisor/Fire Chief sends questionnaire and based on evaluation schedules a medical exam for the employee.	Makes appointments – memo to employee regarding schedule
3. Medical evaluation and medical clearance	Dept. Supervisor/Fire Chief receives medical clearance and schedules fitting and fit testing with employee.	Completes Fit-Test Record (may be done by supplier or outside consultant)
4. Employee completes Respirator Training	Dept. Supervisor/Fire Chief provides or schedules training.	Complete Respirator Training Record
5. Respirator program evaluation	Dept. Supervisor/Fire Chief periodically evaluate respirator conditions, use, and employee program understanding.	Complete respirator program periodic checklist
6. Tracking employee for annual retraining and fit testing. Follows up on medical evaluation retest requirements per LHCP	Dept. Supervisor/Fire Chief	Maintains a date log to ensure that employees are re-fit and trained. Proper follow-up on medical evaluations.

APPENDIX A – RESPIRATORY PROTECTION PROGRAM FORMS

FORMS COMPLETED BY EMPLOYEE

- Medical Records Confidentiality Agreement & Authorizations
- Authorization Letter for the Release of Employee Medical Record Information
- Respirator Medical Questionnaire – Completed record to Human Resources File

FORMS COMPLETED BY MEDICAL PROFESSIONALS

- Respirator Medical Evaluation - Submitted to Human Resources only
- Respirator Medical Clearance - Submitted to Human Resources File cc to Supervisor

FORMS COMPLETED BY THE PROGRAM ADMINISTRATOR

- Respirator Fit-Test Record
- Respirator User Card
- Respirator Training Record
- Periodic Respirator Evaluation
- Emergency Respirator Inspection Record , if applicable

APPENDIX B

APPENDIX C TO §1910.134: OSHA RESPIRATOR MEDICAL EVALUATION QUESTIONNAIRE (Mandatory)

This record is confidential and shared with medical Professional only. Any further Medical information is only kept by the Human Resources Dept. in accordance with HIPPA and other law.

To the employer: Answers to questions in Section 1, and to question 9 in Section 2 of Part A, do not require a medical examination but are confidential and may not be shared. The questionnaire is to be returned by employee to the **Human Resources Dept** who will then refer for medical exam and store record.

To the employee: Can you read (circle one): Yes/No

Your employer must allow you to answer this questionnaire during normal working hours, or at a time and place that is convenient to you. To maintain your confidentiality, your employer or Manager must not look at or review your answers, and your employer must tell you how to deliver or send this questionnaire to the health care professional who will review it.

Part A. Section 1. (Mandatory) The following information must be provided by every employee who has been selected to use any type of respirator (please print).

1. Today's date: _____
2. Your name: _____
3. Your age (to nearest year): _____
4. Sex (circle one): Male/Female
5. Your height: _____ ft. _____ in.
6. Your weight: _____ lbs.
7. Your job title: _____
8. A phone number where you can be reached by the health care professional who reviews this questionnaire (include the Area Code): _____
9. The best time to phone you at this number: _____
10. Has your employer told you how to contact the health care professional who will review this questionnaire (circle one): Yes/No
11. Check the type of respirator you will use (you can check more than one category):
 - a. ____ N, R, or P disposable respirator (filter-mask, non-cartridge type only).
 - b. ____ Other type (for example, half- or full-facepiece type, powered-air purifying, supplied-air, self-contained breathing apparatus).

12. Have you worn a respirator (circle one): Yes/No
If "yes," what type(s): _____

Part A. Section 2. (Mandatory) Questions 1 through 9 below must be answered by every employee who has been selected to use any type of respirator (please circle "yes" or "no").

1. Do you currently smoke tobacco, or have you smoked tobacco in the last month:
Yes/No

2. Have you ever had any of the following conditions?

a. Seizures (fits): Yes/No

b. Diabetes (sugar disease): Yes/No

c. Allergic reactions that interfere with your breathing: Yes/No

d. Claustrophobia (fear of closed-in places): Yes/No

e. Trouble smelling odors: Yes/No

3. Have you ever had any of the following pulmonary or lung problems?

a. Asbestosis: Yes/No

b. Asthma: Yes/No

c. Chronic bronchitis: Yes/No

d. Emphysema: Yes/No

e. Pneumonia: Yes/No

f. Tuberculosis: Yes/No

g. Silicosis: Yes/No

h. Pneumothorax (collapsed lung): Yes/No

i. Lung cancer: Yes/No

j. Broken ribs: Yes/No

k. Any chest injuries or surgeries: Yes/No

l. Any other lung problem that you've been told about: Yes/No

4. Do you currently have any of the following symptoms of pulmonary or lung illness?

- a. Shortness of breath: Yes/No
- b. Shortness of breath when walking fast on level ground or walking up a slight hill or incline: Yes/No
- c. Shortness of breath when walking with other people at an ordinary pace on level ground: Yes/No
- d. Have to stop for breath when walking at your own pace on level ground: Yes/No
- e. Shortness of breath when washing or dressing yourself: Yes/No
- f. Shortness of breath that interferes with your job: Yes/No
- g. Coughing that produces phlegm (thick sputum): Yes/No
- h. Coughing that wakes you early in the morning: Yes/No
- i. Coughing that occurs mostly when you are lying down: Yes/No
- j. Coughing up blood in the last month: Yes/No
- k. Wheezing: Yes/No
- l. Wheezing that interferes with your job: Yes/No
- m. Chest pain when you breathe deeply: Yes/No
- n. Any other symptoms that you think may be related to lung problems: Yes/No

5. Have you ever had any of the following cardiovascular or heart problems?

- a. Heart attack: Yes/No
- b. Stroke: Yes/No
- c. Angina: Yes/No
- d. Heart failure: Yes/No
- e. Swelling in your legs or feet (not caused by walking): Yes/No
- f. Heart arrhythmia (heart beating irregularly): Yes/No
- g. High blood pressure: Yes/No
- h. Any other heart problem that you've been told about: Yes/No

6. Have you ever had any of the following cardiovascular or heart symptoms?

- a. Frequent pain or tightness in your chest: Yes/No
 - b. Pain or tightness in your chest during physical activity: Yes/No
 - c. Pain or tightness in your chest that interferes with your job: Yes/No
 - d. In the past two years, have you noticed your heart skipping or missing a beat: Yes/No
 - e. Heartburn or indigestion that is not related to eating: Yes/No
 - f. Any other symptoms that you think may be related to heart or circulation problems: Yes/No
7. Do you currently take medication for any of the following problems?
- a. Breathing or lung problems: Yes/No
 - b. Heart trouble: Yes/No
 - c. Blood pressure: Yes/No
 - d. Seizures (fits): Yes/No
8. If you've used a respirator, have you ever had any of the following problems? (If you've never used a respirator, check the following space and go to question 9:)
- a. Eye irritation: Yes/No
 - b. Skin allergies or rashes: Yes/No
 - c. Anxiety: Yes/No
 - d. General weakness or fatigue: Yes/No
 - e. Any other problem that interferes with your use of a respirator: Yes/No
9. Would you like to talk to the health care professional who will review this questionnaire about your answers to this questionnaire: Yes/No

Questions 10 to 15 below must be answered by every employee who has been selected to use either a full-facepiece respirator or a self-contained breathing apparatus (SCBA). For employees who have been selected to use other types of respirators, answering these questions is voluntary.

10. Have you ever lost vision in either eye (temporarily or permanently): Yes/No

11. Do you currently have any of the following vision problems?

a. Wear contact lenses: Yes/No

b. Wear glasses: Yes/No

c. Color blind: Yes/No

d. Any other eye or vision problem: Yes/No

12. Have you ever had an injury to your ears, including a broken ear drum: Yes/No

13. Do you currently have any of the following hearing problems?

a. Difficulty hearing: Yes/No

b. Wear a hearing aid: Yes/No

c. Any other hearing or ear problem: Yes/No

14. Have you ever had a back injury: Yes/No

15. Do you currently have any of the following musculoskeletal problems?

a. Weakness in any of your arms, hands, legs, or feet: Yes/No

b. Back pain: Yes/No

c. Difficulty fully moving your arms and legs: Yes/No

d. Pain or stiffness when you lean forward or backward at the waist: Yes/No

e. Difficulty fully moving your head up or down: Yes/No

f. Difficulty fully moving your head side to side: Yes/No

g. Difficulty bending at your knees: Yes/No

h. Difficulty squatting to the ground: Yes/No

i. Climbing a flight of stairs or a ladder carrying more than 25 lbs.: Yes/No

j. Any other muscle or skeletal problem that interferes with using a respirator: Yes/No

Part B Any of the following questions, and other questions not listed, may be added to the questionnaire at the discretion of the health care professional who will review the questionnaire.

1. In your present job, are you working at high altitudes (over 5,000 feet) or in a place that has lower than normal amounts of oxygen: Yes/No

If "yes," do you have feelings of dizziness, shortness of breath, pounding in your chest, or other symptoms when you're working under these conditions: Yes/No

2. At work or at home, have you ever been exposed to hazardous solvents, hazardous airborne chemicals (e.g., gases, fumes, or dust), or have you come into skin contact with hazardous chemicals: Yes/No

If "yes," name the chemicals if you know them: _____

3. Have you ever worked with any of the materials, or under any of the conditions, listed below:

a. Asbestos: Yes/No

b. Silica (e.g., in sandblasting): Yes/No

c. Tungsten/cobalt (e.g., grinding or welding this material): Yes/No

d. Beryllium: Yes/No

e. Aluminum: Yes/No

f. Coal (for example, mining): Yes/No

g. Iron: Yes/No

h. Tin: Yes/No

i. Dusty environments: Yes/No

j. Any other hazardous exposures: Yes/No

If "yes," describe these exposures: _____

4. List any second jobs or side businesses you have: _____

5. List your previous occupations: _____

6. List your current and previous hobbies: _____

7. Have you been in the military services? Yes/No

If "yes," were you exposed to biological or chemical agents (either in training or combat): Yes/No

8. Have you ever worked on a HAZMAT team? Yes/No

9. Other than medications for breathing and lung problems, heart trouble, blood pressure, and seizures mentioned earlier in this questionnaire, are you taking any other medications for any reason (including over-the-counter medications): Yes/No

If "yes," name the medications if you know them: _____

10. Will you be using any of the following items with your respirator(s)?

- a. HEPA Filters: Yes/No
- b. Canisters (for example, gas masks): Yes/No
- c. Cartridges: Yes/No

11. How often are you expected to use the respirator(s) (circle "yes" or "no" for all answers that apply to you)?:

- a. Escape only (no rescue): Yes/No
- b. Emergency rescue only: Yes/No
- c. Less than 5 hours per week: Yes/No
- d. Less than 2 hours per day: Yes/No
- e. 2 to 4 hours per day: Yes/No
- f. Over 4 hours per day: Yes/No

12. During the period you are using the respirator(s), is your work effort:

- a. Light (less than 200 kcal per hour): Yes/No

If "yes," how long does this period last during the average shift: _____ hrs. _____ mins.

Examples of a light work effort are sitting while writing, typing, drafting, or performing light assembly work; or standing while operating a drill press (1-3 lbs.) or controlling machines.

b. Moderate (200 to 350 kcal per hour): Yes/No

If "yes," how long does this period last during the average shift: _____ hrs. _____ mins.

Examples of moderate work effort are sitting while nailing or filing; driving a truck or bus in urban traffic; standing while drilling, nailing, performing assembly work, or transferring a moderate load (about 35 lbs.) at trunk level; walking on a level surface about 2 mph or down a 5-degree grade about 3 mph; or pushing a wheelbarrow with a heavy load (about 100 lbs.) on a level surface.

c. Heavy (above 350 kcal per hour): Yes/No

If "yes," how long does this period last during the average shift: _____ hrs. _____ mins.

Examples of heavy work are lifting a heavy load (about 50 lbs.) from the floor to your waist or shoulder; working on a loading dock; shoveling; standing while bricklaying or chipping castings; walking up an 8-degree grade about 2 mph; climbing stairs with a heavy load (about 50 lbs.).

13. Will you be wearing protective clothing and/or equipment (other than the respirator) when you're using your respirator: Yes/No

If "yes," describe this protective clothing and/or equipment: _____

14. Will you be working under hot conditions (temperature exceeding 77°F): Yes/No

15. Will you be working under humid conditions: Yes/No

16. Describe the work you'll be doing while you're using your respirator(s):

17. Describe any special or hazardous conditions you might encounter when you're using your respirator(s) (for example, confined spaces, life-threatening gases):

18. Provide the following information, if you know it, for each toxic substance that you'll be exposed to when you're using your respirator(s):

Name of the first toxic substance: _____

Estimated maximum exposure level per shift: _____

Duration of exposure per shift _____

Name of the second toxic substance: _____

Estimated maximum exposure level per shift: _____

Duration of exposure per shift: _____

Name of the third toxic substance: _____

Estimated maximum exposure level per shift: _____

Duration of exposure per shift: _____

The name of any other toxic substances that you'll be exposed to while using your respirator:

19. Describe any special responsibilities you'll have while using your respirator(s) that may affect the safety and well-being of others (for example, rescue, security):

APPENDIX B1

MEDICAL CLEARANCE REQUEST FOR RESPIRATOR USER

_____ EMPLOYEE (Print) BIRTH	_____ Last 4 of SS. NUMBER	_____ Month & Day of
_____ FACILITY/DEPT	_____ MANAGER	_____ PHONE#

Check Respirator(s) to be used:

Disposable Face Mask	_____
Air-Purifying Half Face	_____
Air-Purifying Full Face	_____
Atmosphere Supply Respirator	_____
Self Contained Breathing Apparatus	_____

Nature of Air Contaminant _____

Level of Work Effort Associated with Respirator Usage

Light	_____
Moderate	_____
Heavy	_____

Length of Time of Anticipated Effort in Hours: _____

Special Work Considerations (i.e. high places, temperature, hazardous material, hazardous process, protective clothing, etc.)

PHYSICIAN'S EVALUATION

- ____ 1. No restrictions on respirator use.
- ____ 2. Some specific use restrictions.
- ____ 3. No respirator use permitted.

Explanation: _____

EXAMINING PHYSICIAN (Print Name & Phone #) _____ DATE

PHYSICIAN SIGNATURE _____

APPENDIX C – RESPIRATORY PROTECTION ASSIGNMENT AND TRAINING TRACKING FORM

**APPENDIX C
RESPIRATOR ASSIGNMENT & FIT RECORD**

Program Administrator completes the following information

Employee Name _____

Department in which respirator is used _____

Operation for which respirator is used _____

Chemical Exposure _____

How often and what duration of time is respirator use needed? _____

Date respirator issued: _____

Type & Size of respirator issued: _____

Respirator cartridges
supplied _____

FIT TESTING

Date _____

Positive/Negative Fit Test _____

Qualitative Fit Test _____

USER INSTRUCTIONS

Donning and Doffing Methods _____

Cleaning _____

Maintenance _____

Problems with the respirator which require immediately leaving the area and replacing respirator
or seek assistance from YOUR MANAGER:

Breathing becomes difficult _____

Dizziness or other distress _____

Sense irritation, smell or taste contaminants _____

Respirator becomes damaged _____

1. The employee understands that a respirator must fit properly in order to be effective. I have had my respirator tested for face-to-face seal. I have worn a respirator in normal air to familiarize myself with it, and have then worn it in a testing atmosphere.
2. I have received instruction and observed practice in wearing a respirator. I know how to adjust it and determine if it is fitting properly. I am aware that I am in violation of safety codes if I wear the respirator with a beard, sideburns, or skull cap. I also understand that proper seal cannot be made over the temples of eye glasses and that an optical insert will be required for use of prescription lenses.
3. I understand that I am responsible for the daily maintenance and proper storage of the respirator supplied.

Employee Signature

Date

Program Administrator's Signature

Date

APPENDIX D: RESPIRATOR PROGRAM PERIODIC CHECKLIST

The following checklist is to aid the Program Administrator in conducting periodic evaluations of the respiratory protection program effectiveness.

PERIODIC RESPIRATORY PROTECTION PROGRAM CHECKLIST

Auditor: _____ Date: _____

A. PROGRAM ADMINISTRATION

- _____ 1. Are the written policy current and outline program responsibility, accountability, and authority?
- _____ 2. Is overall program responsibility given to one person who is knowledgeable and can coordinate all aspects of the program?
- _____ 3. Can feasible engineering controls or work practices eliminate the need for respirators?
- _____ 4. Are there written procedures/statements covering the various aspects of the respirator program, including:
 - _____ designation of authority and responsibility;
 - _____ respirator selection;
 - _____ purchase of approved equipment;
 - _____ medical aspects of respirator usage;
 - _____ issuance of equipment;
 - _____ fitting;
 - _____ training;
 - _____ maintenance, storage, and repair;
 - _____ inspection;
 - _____ use under special conditions;
 - _____ when and where respirators are required?

B. PROGRAM OPERATION

1. Respiratory protective equipment selection:

- _____ Have work area conditions and worker exposures been properly evaluated?
- _____ Are respirators selected on the basis of hazards to which the workers are exposed?
- _____ Are selections made by persons knowledgeable of proper selection procedures?
- _____ Are only NIOSH approved respirators purchased and used?

M. _____ Do the respirators provide adequate protection for the specific hazard in the concentration found?

_____ Has a medical evaluation of the prospective user been made to determine physical and psychological fitness to wear the selected respirator?

_____ Where practical, have respirators been issued to single users?

2. Respiratory protective equipment fitting:

- _____ Are the users given the opportunity to try on several respirators to determine the one with the best fit?
- _____ Is the fit tested before the wearer begins using the respirator in the work area, both on initial assignment, and on a daily basis (positive and negative pressure tests)?
- _____ Are users who wear glasses properly fitted?
- _____ Is the face piece-to-face seal tested using one of the methods described earlier?
- _____ Are workers prohibited from entering contaminated work areas when they have facial hair or other characteristics which prohibit the use of tight-fitting face pieces?

3. Respirator use in the work area:

- _____ Are respirators being worn correctly?
- _____ Are workers keeping respirators on all the time while in the work area?

4. Maintenance of respiratory protective equipment:

- _____ Are respirators cleaned and sanitized after each use (when different people use the same device) or as frequently as necessary (for devices issued to individual users)?
- _____ Are respirators stored so as to protect them from dust, sunlight, heat, and chemicals?
- _____ Is storage in lockers, tool boxes, or work areas permitted only if the respirator is in a carton, carrying case, or closed container?
- _____ Are respirators inspected before and after each use, and after cleanup?
- _____ Are individuals instructed in inspection methods?
- _____ Are cartridges and filters changed on a regular basis?
- _____ Are respirators designated as "Emergency Use" inspected at least monthly (in addition to after each use), and is a record kept of such inspections?
- _____ Are replacement parts of the same brand as the respirator?
- _____ Are repairs made by manufacturers or manufacturer-trained persons?

5. Special use conditions (if applicable):

_____ Is there a procedure for respirator use in atmospheres immediately dangerous to life and health?

_____ Is there a procedure for confined space entry?

6. Training:

_____ Are users trained in proper respirator use, cleaning, and inspection?

_____ Are employees trained in the health effects of the respiratory hazard present?

_____ Are users evaluated, using competency-based evaluation, before and after training?

OVERALL COMMENTS AND ACTION ITEMS FOR PROGRAM IMPROVEMENT:

APPENDIX E: FIT TESTING RECORD

RESPIRATORY FIT TESTING

Employee Name: _____ Date: _____

Job Location & Title: _____

Respiratory Protection Need: _____

Type of Respirator/Brand/Size: _____

Passed Negative / Positive Pressure Fit: _____

Qualitative Test Method:

Test Procedure:

1. Normal Breathing: 1 minute no talking
2. Deep Breathing: 1 minute breath slowly & deeply
3. Turning Head Side to Side: Slowly turns head to extreme left, inhales and exhales, then slowly turns head to extreme right, inhales and exhales.
4. Moving Head Up & Down: Slowly turns head up & down for 1 minute while inhaling in the up position.
5. Talking: Talk slowly and loud enough for tester to hear. Read text or count to 100.
6. Bending Over: Bend over at waist as if to touch the toes. Once. Jogging in place may be substituted if bending is not done.
7. Normal Breathing: 1 minute to finish test.

Employee Passes Test: _____

Additional Comments:

Name of Tester: _____

APPENDIX F: VOLUNTARY RESPIRATORY USER INFORMATION

This information is from the OSHA standard Appendix D that is to be provided either orally or in writing to employees who request and are permitted the use of voluntary use of a dust mask. If an employee's exposure has not been evaluated the Manager shall arrange for evaluation of the exposure to ensure that the respirator use is voluntary. If the exposures exceed the exposure limits then the employee must be part of the full respiratory protection program.

INFORMATION FOR EMPLOYEES USING RESPIRATORS WHEN NOT REQUIRED UNDER THE STANDARD

Respirators are an effective method of protection against designated hazards when properly selected and worn. Respirator use is encouraged, even when exposures are below the exposure limit; to provide an additional level of comfort and protection for workers exposed to dusty conditions. However, if a respirator is used improperly or not kept clean, the respirator itself can become a hazard to the worker. Sometimes, workers may wear respirators to avoid exposures to hazards, even if the amount of hazardous substance does not exceed the limits set by OSHA standards.

Employees and Volunteers need to understand the following:

1. *Read and heed all instructions provided by the manufacturer on use, maintenance, cleaning and care, and warnings regarding the respirators limitations.*
2. *The dust masks or other filtering face piece respirators have been chosen from respirators certified for use to protect against the contaminants in City facilities. A label or statement of certification should appear on the respirator or respirator packaging. It will tell state what the respirator is designed for and how much it will protect. This certification is done by the National Institute for Safety and Occupational Health (NIOSH).*
3. *Do not wear a respirator into atmospheres containing contaminants for which the respirator is not designed to protect against. For example, a respirator designed to filter dust particles will not protect against gases, vapors, or very small solid particles of fumes or smoke.*
4. *Keep track of a personal respirator so that you do not mistakenly use someone else's respirator. Dust masks are disposable and should be proper disposed of after a day's use.*

CHAPTER 10: CHEMICAL HYGIENE PLAN FOR LABORATORIES

A. INTRODUCTION

The policies, procedures, and responsibilities set forth in the Chemical Hygiene Plan have been designed to develop an awareness of potentially hazardous chemicals in the work place in individuals who work in laboratories and to train individuals in safe and appropriate working conditions within the department. Most laboratory chemicals are hazardous so it's important to minimize all chemical exposure and make sure the risk not be underestimated.

It is important that all staff assume responsibility for laboratory safety. All individuals working at the Treatment Plants will have access to pertinent information regarding safety through the supervisory staff. Individuals are required to contact their supervisor when safety concerns arise. The City accepts the responsibility for providing proper ventilation and hoods to prevent exposure to hazardous chemicals.

This plan is to be reviewed annually to assure safe laboratory work procedures and environment. Any significant changes in procedures or chemical holdings are to be updated quarterly. Updates and annual reviews are to be documented by the supervisor.

B. RESPONSIBILITIES

Responsibility for Chemical Hygiene rests at all levels and are described as follows:

- a. Management has ultimate responsibility for chemical hygiene in their departments and will:
 - a. Ensure that workers know and follow the chemical hygiene rules, ensure that protective equipment is available and in working order, and ensure that appropriate training has been provided.
 - b. Ensure that chemical hygiene and housekeeping inspections including routine inspections of emergency equipment are done at least annually.
 - c. Know the current legal requirements concerning regulated substances.
 - d. Determine the required levels of protective apparel and equipment.
 - e. Ensure that facilities and training for use of any material being ordered are adequate.
2. The **Chemical Hygiene Officer's (CHO)** include:

- a. Working with administrators and others to develop and implement appropriate chemical hygiene policies and practices.
 - b. Certifying the performance of protective equipment.
 - c. Monitoring procurement, use, and disposal of chemicals used in the lab.
 - d. Causing appropriate audits to be maintained.
 - e. Working with other departments in the development of precautions and adequate facilities.
 - f. Knowing the current legal requirements concerning regulated substances.
 - g. Seeking ways to improve the chemical hygiene program.
3. The **Staff** are responsible for:
- a. Planning and conducting each operation using the departmental chemical hygiene procedures.
 - b. Developing good personal chemical hygiene habits.

C. RECORDKEEPING

- 1. **Material Safety Data Sheets:** The MSDSs and chemical inventories are maintained by the Environmental Specialist. The MSDSs or dated inventories are required to be maintained for 30 years.
- 2. **Records of air monitoring results or exposure assessments** are maintained by the Environmental Specialist. Employees will have access to the air monitoring results. These records must be maintained for at least 30 years.
- 3. **Medical consultation and examinations results** will be maintained by the health care professional and the summary statement will be provided to the individual employee and a copy maintained in the employees confidential medical file by the Human Resources Manager for 30 years plus employment.
- 4. **Ventilation system testing and maintenance activities** will be maintained by the Public Works Maintenance Department. At least the most current results and maintenance records are to be maintained.
- 5. **Training Records** will be maintained by the Supervisor
- 6. **Work place injury records and OSHA 200 injury/illness log records** are all maintained by the City Manager's Administrative Assistant. These records must be maintained for at least 5 years.
- 7. **Hazardous waste and other environmental report records** will be maintained by the reporting department and the Supervisor for the years required by each of the different regulations.

8. **Review and revision of the Chemical Hygiene Plan** data will be maintained by the CHO and Plant Operations Supervisor. At least three years of review and revision records are maintained.

D. LIST OF HAZARDOUS CHEMICALS USED/STORED IN THE LABORATORIES

The list of chemicals in the laboratory is kept by the CHO. (See Appendix 1 for the list)

E. EMPLOYEE TRAINING AND INFORMATION

1. Each laboratory employee shall receive **training** at the time of initial assignment to a work area where hazardous chemicals are present and prior to assignments involving new exposure situations.
2. **Refresher training** on the CHP will be conducted at least annually for all employees.
3. The **information that must be covered** in this training includes:
 - An explanation of the Occupational Exposures to Hazardous Chemicals in Laboratories standard.
 - The location and availability of the CHP.
 - The Permissible Exposure Limits for OSHA regulated substances or recommended exposure limits for other hazardous chemicals where there is no applicable OSHA standard.
 - Signs and symptoms associated with exposures to hazardous chemicals used in the laboratory.
 - The location of reference material including MSDS.
 - Methods and observation that may be used to detect the presence or release of hazardous chemicals.
 - The physical and health hazards of chemicals in the work area.
 - The measures that employees can take to protect themselves from exposures to chemicals including the use of PPE, special work precautions or emergency response procedures.

F. THE LABORATORY FACILITY

1. **Design:** The Supervisor assists the Environmental Specialist to ensure proper laboratory facilities are designed and installed.

The laboratory facility should have:

- a. An appropriate general ventilation system with air intakes and exhausts located so as to avoid intake of contaminated air.
- b. Laboratory hoods and sinks.

- c. Other safety equipment including eyewash fountains and drench showers.
- d. Arrangements for waste disposal.

2. **Maintenance:**

Hood face velocity should be adequate (typically 60-100 cfm).

Quality and quantity of ventilation should be evaluated on installation, regularly monitored, and re-evaluated whenever a change in local ventilation devices is made.

Eyewash fountains and safety showers shall be inspected, tested and flushed for 2-3 minutes every week and records maintained. (Departmental responsibility)

Fire extinguishers are inspected monthly (Department responsibility) and annually. (Maintenance Department responsibility)

All chemical protective equipment shall be monitored continuously and modified if inadequate. (Departmental responsibility)

- 3. **Usage:** The work conducted and its scale must be appropriate to the physical facilities available and, especially, to the quality of ventilation.

G. **Basic Rules and Procedures**

1. **General Rules**

The following provide general requirements for chemical users safety.

- a. Appropriate safeguards for using that chemical, including personal protection equipment and the location and proper use of emergency equipment
- b. Interpretation of signs and labels.
- c. Proper personal hygiene practices.
- d. The proper methods of acquiring, transporting, and storing chemicals within the facility.
- e. Proper waste disposal procedures.
- f. Emergency spill and cleanup procedures including evacuation routes. See the emergency action maps posted in the laboratories and refer to the Emergency Action Desk Procedures.
- g. Employees must obtain prior approval from the Environmental Specialist or Chemical Hygiene Officer to proceed with a laboratory task whenever:
 - A new potentially hazardous laboratory procedure or test is to be

carried out.

- It is likely that toxic limit concentrations could be exceeded or that harm is likely.
- There is a change in a hazardous procedure or test, even if it is very similar to prior practices. "Change in a hazardous procedure or test" means:
 - (1) A 10% or greater increase in the amount of one or more hazardous chemicals used.
 - (2) A hazardous substitution of any of the chemicals in a laboratory procedure.
 - (3) Any change or condition which increases the hazardous nature of the procedure.
- There is a failure of any of the equipment used in the potentially hazardous process, especially of safeguards such as fume hoods or clamped apparatus.
- There are unexpected hazardous results.
- Members of the department staff become ill, suspect that they or others have been exposed, or otherwise suspect a failure of any of the safeguards.

2. Specific Procedures

a. **Flammable/Combustible Materials**

- Portable fire extinguishers must be readily available.
- Work with flammable/combustible materials should be done in fume hoods.
- No sources of ignition should be in the vicinity of flammable liquids.

b. **Explosions can occur under a variety of conditions such as a violent chemical reaction.** Fume hoods should be used to contain any potentially explosive experiment.

c. **Allergens and embryo toxins;** Wear suitable gloves to prevent hand contact with allergens or embryo toxins.

d. **Corrosives (Acids and Bases)**

- Always wear chemical splash goggles whenever handling or working with corrosives. Gloves and aprons should also be worn.
- When combining water and acid, **pour acid into the water.**

e. **Reactive metals** must be handled with extreme care because of the

violent and explosive reactions that can occur.

- f. **Mercury** is found in various pieces of lab equipment. When it is spilled and not cleaned up properly, it will slowly evaporate exposing the lab workers to toxic fumes. The mercury liberated from one broken thermometer may be enough to raise the mercury vapor concentration beyond the safe level in the entire building. Mercury is a central nervous system poison and a teratogen that results in permanent damage. Work with mercury should be done in a fume hood that has a depressed lip to prevent spills reaching the floor. Attempt to replace mercury apparatus with non mercury items when possible.

3. **Biohazards - Standard Microbiological Practices**

- Work surfaces where microbiological operations were performed are to be (disinfected) after use and/or any spill.
- Lab workers must wash their hands with a disinfectant soap or detergent after they handle viable materials and before leaving the area.

1. 4. The Lock out/Tag out procedures shall be utilized whenever work on electrical equipment occurs where unexpected energization may happen. (See Chapter 6 Control of Hazardous Energy)

5. Lab glassware shall never be used for beverages or food containers. Damaged items should be discarded or repaired. Broken glass must be disposed of in a separate and clearly identified waste container.

2.

3. 6. Adequate hand protection should be used when inserting glass tubing into stoppers or hose connections.

4. 7. Minimizing hazardous chemical exposure by:

a. **Avoidance of "routine" exposure:**

Develop and encourage safe habits; avoid unnecessary exposure to chemicals by any route.

Do not smell or taste chemicals. Vent apparatus which may discharge toxic chemicals, vacuum pumps, etc. into local exhaust devices.

Inspect gloves and test glove boxes before use.

b. **Choice of chemicals**

Substitute hazardous chemicals with those that are less hazardous whenever possible.

c. Eating, smoking, etc.:

Do not store, handle or consume food, beverages or smoke in the laboratory. Wash your hands before eating, drinking, smoking or using the restroom.

d. Equipment and glassware:

Handle and store laboratory glassware with care to avoid damage; do not use damaged glassware. Do not use lab equipment for food storage or preparation. Use equipment for its designed purpose.

e. Horse play:

Practical jokes or other behavior which might confuse, startle or distract another worker are prohibited.

f. Mouth Suction:

Do not use mouth suction for pipetting or starting a siphon.

g. Personal apparel:

Do not wear open toed shoes, sandals or high heels in the lab. Long pants are recommended to keep exposed skin to a minimum.

h. Personal housekeeping:

Keep the work area clean and uncluttered, with chemicals and equipment properly labeled and stored. Clean up the work area on completion of an operation or at end of day.

i. Personal protection:

- Wear appropriate PPE when chemicals are handled.
- Wear appropriate gloves when the potential for contact with toxic materials exists; inspect the gloves before each use, wash them before removal, and replace them periodically (unless wearing disposable gloves).
- Use fume hood or proper PPE when handling chemicals that are an inhalation hazard.
- Use other protective and emergency apparel and equipment when appropriate.

- Avoid wearing contact lenses in the lab unless necessary. If they are used, take precautions such as safety glasses.

j. Planning:

Seek information and advice about hazards, plan appropriate protective procedures, and plan positioning of equipment before beginning any new hazardous operation.

k. Use of hood:

5. Work as far as possible inside the hood.
6. Cover work surface with absorbent paper.
7. Keep working surface uncluttered.
8. Do not block ventilation slots at back of hood.
9. Keep sash as low as possible.
10. Check operation of hood before use.
11. Make periodic performance and maintenance checks.
12. Make sure airflow into hood is maintained. Do not store material or equipment in front of the hood opening.
13. Always use volatile organic chemicals in hood because room ventilation may not be adequate.

Use the hood for operations that might result in release of toxic chemical vapors or dust. As a rule of thumb, use a hood or other local ventilation device when working with any appreciably volatile substance with a Threshold Limit Value (TLV) of less than 10 ppm or the chemical is rated as highly toxic. Some chemicals need to be used in the fume hood because of strong noxious odors.

Keep materials stored in hoods to a minimum and do not allow them to block vents or airflow.

l. Vigilance:

Be alert to unsafe conditions and see that they are corrected when detected.

m. Waste disposal:

14. Assure that the plan for each laboratory operation includes plans and procedures for waste reclamation or disposal.

Do not discharge to the sewer concentrated acids or bases; highly toxic, malodorous or lachrymatory substances; or any substance which might interfere with the biological activity of waste water treatment plants, create fire or explosion hazards, cause structural damage or obstruct flow.

n. **Working alone:**

Avoid working alone in a building; do not work alone in a laboratory if the procedure being conducted is hazardous.

H. **Chemical Procurement, Distribution, Storage, and Transportation**

1. **Procurement.** Under no circumstance will gifts of chemicals be accepted from non-vendors or from laboratories. Each chemical ordered must be accompanied by an MSDS for inclusion in the Master File of MSDS. Labeling on each chemical received must conform to labeling statements in this plan. The hauler will off-load hazardous materials. Under no circumstances will our employees unload chemicals or transport chemicals with their private vehicles. The city intends to rely on the evaluation of the chemical manufacturer (MSDS) for each hazardous chemical purchased.

Upon receipt, all chemical containers will be labeled with a date received. Write the date opened on each new chemical container when it is opened. Always label secondary containers with the chemical name, date when it was prepared and who prepared it. If it is diluted include the concentration.

2. **Flammable-Liquid Storage**

- a. Fire-hazard chemicals in quantities greater than 100 ml should be kept in metal or plastic safety cans designed for such storage. The cans should be used only as recommended by the manufacturer, including the following safety practices:
- Never disable the spring-loaded closure.
 - Always keep the flame-arrester screen in place; replace if punctured or damaged.
- b. Cabinets designed for the storage of flammable materials should be properly used and maintained. The manufacturer's information should be read and followed.

I. **Environmental Monitoring**

Upon the establishment of a new lab, ventilation tests must be conducted to ascertain the flow rates of the hoods and the air evacuation time. Environmental testing of the air in a laboratory is not required unless there is evidence of a persistent toxic substance that is not being properly vented.

J. **Housekeeping, Maintenance, and Inspections**

1. Access to emergency equipment, showers, eyewashes, and exits should never be blocked by anything, not even a temporarily parked chemical cart.

2. All chemical containers must be labeled with at least the identity of the contents and the hazards those contents present to users.
3. Keep all work areas, especially laboratory benches, clear of clutter.
4. Keep all aisles, clear of all chemicals.
5. All chemicals should be returned to their assigned storage areas after each use.
6. Promptly clean up all spills and dispose of the spilled chemical including the clean-up materials properly.
7. All working surfaces should be disinfected regularly.
8. No chemicals are to be stored in aisles, on desks or laboratory benches, or left overnight on shelves over the workbench.

K. Medical Program

1. Suspected Exposures to Toxic Substances

There may be times when employees or supervisors suspect that an employee has been exposed to a hazardous chemical to a degree and in a manner that might have caused harm to the victim. If the circumstances suggest a reasonable suspicion of exposure, the victim is entitled to a medical consultation and, if so determined in the consultation, also to a medical examination at no cost and no loss of workday time attributed to the victim.

2. Exposures

All complaints and their disposition must be documented, no matter what the ultimate disposition may be. If no further assessment of the event is deemed necessary, the reason for that decision should be included in the documentation. If the decision is to investigate, a formal exposure assessment will be initiated.

3. Exposure Assessment

In cases of emergency, exposure assessments are conducted after the victim has been treated.

NOTE: The purpose of an exposure assessment is to determine that there was, or was not, an exposure that might have caused harm to one or more employees and, if so, to identify the hazardous chemical or chemicals involved.

- a. Unless circumstances suggest other or additional steps, these actions constitute an exposure assessment:

- (1) Interview the complainant and also the victim, if not the same person.
- (2) List the essential information about the circumstances of the complaint, including:
 - (a) The chemical under suspicion.
 - (b) Other chemicals used by victim.
 - (c) All chemicals being used by others in the immediate area.
 - (d) Other chemicals stored in that area.
 - (e) Symptoms exhibited or claimed by victim.
 - (f) How these symptoms compare to symptoms stated in the materials safety data sheets for each of the identified chemicals.
 - (g) Whether control measures, such as personal protective equipment and hoods, were used properly.
 - (h) Whether any air sampling or monitoring devices were in place, and if so, whether the measurements obtained from these devices were consistent with other information.

- b. Monitor or sample the air in the area for suspect chemicals.
- c. Determine whether the victim's symptoms compare to the symptoms described in the MSDS or other pertinent scientific literature.
- d. Determine whether the present control measures and safety procedures are adequate.

4. Notification of Results of Monitoring

Within 15 working days of receipt of the results of any monitoring, notify employees of those results.

5. Medical Consultation and Examination

The details of medical consultations and examinations are determined by the physician. The purpose of a medical consultation is to determine whether a medical examination is warranted.

When warranted, employees also should receive a medical examination from or under the direct supervision of a licensed physician who is experienced in treating victims of chemical over-exposure. The medical professional should also be

knowledgeable about which tests or procedures are appropriate to determine if there has been over-exposure; these diagnostic techniques are called "differential diagnoses".

These provisions apply to medical consultations and examinations:

- a. Provide the physician with:
 - The identity of the hazardous chemical or chemicals to which the employee may have been exposed.
 - The exposure conditions.
 - The signs and symptoms of exposure the victim is experiencing, if any.
- b. Ordinarily, physicians will furnish to the employer in written form:
 - Recommendations for follow-up, if determined to be pertinent.
 - A record of the results of the consultation and, if applicable, of the examination and any tests that were conducted.
 - Conclusions concerning any other medical condition noted that could put the employee at increased risk.
 - A statement that the employee has been informed both of the results of the consultation or examination and of any medical condition that may require further examination or treatment.
- c. These written statements and records should not reveal specific findings that are not related to an occupational exposure.

6. Documentation

All memos, notes, and reports related to a complaint of actual or possible exposure to hazardous chemicals are to be maintained as part of the record.

7. Notification

Employees shall be notified of the results of any medical consultation or examination with regard to any medical conditions that exists or might exist as a result of over-exposure to a hazardous chemical.

L. Personal Protective Apparel and Equipment

1. Apparel

- a. Eye protection worn when working with chemicals should meet the requirements of the American National Standards Institute (ANSI) Z87.1. Wear goggles such as type G, H, or I at all times. When

working with more than 10 ml of a corrosive liquid, also wear a face shield that is large enough to protect the chest, neck, and ears, as well as the face.

- b. When working with corrosive liquids, also wear gloves made of material known to be resistant to permeation by the corrosive chemical and tested by air inflation (do not inflate by mouth) for the absence of pin hole leaks.
- c. When engaging in hazardous chemical activities wear; a high necked, calf-or ankle-length, rubberized laboratory apron or long-sleeve, calf- or ankle-length, chemical- or fire-resistant laboratory coat. Always wear long-sleeved/long-legged clothing; do not wear short-sleeved shirts, short trousers, or short skirts.
- d. When working with allergenic, sensitizing, or toxic chemicals, wear gloves made of the material known to be or tested and found to be resistant to permeation by the chemical and tested for the absence of pin holes.
- e. Do not wear shoes with open toes or with uppers constructed of woven materials. Wear low-heeled shoes.

2. Lab Equipment

- a. Whenever exposure by inhalation is likely to exceed the threshold limits set by NIOSH, use a hood.
- b. Carefully inspect all protective equipment before using. Do not use defective protective equipment.

3. Eyewash Fountains and Safety Showers

- a. Equip all laboratories with eyewashes. These must be located so they can be reached from any point in the laboratory, as specified in ANSI Z358.1.
- b. Check the functioning of eyewash fountains and safety showers and measure the water flow at intervals specified in ANSI Z358.1. Promptly repair any facility that does not meet the water flow requirements of ANSI Z358.1.
- c. Be sure that access to eyewash fountains and safety showers is not restricted or blocked by temporary storage of objects or in any other way.

M. Signs and Labels

Prominent signs and labels of the following types should be posted:

1. **EMERGENCY TELEPHONE NUMBERS.** Emergency telephone numbers will be posted at the telephones in all laboratory work areas.

2. **CHEMICAL LABELING.**

All chemical containers will be labeled clearly and legibly in English. The label will identify the contained chemical and the hazards it presents using a recognized sign/symbol for hazards. Primary chemical containers will be labeled to indicate the manufacturer/distributor by name and address and any special handling or storage requirements. Secondary containers will be labeled to identify contents and associated hazards. All containers when received will have labels applied that state the date received and the date opened.

If it is necessary to re-label a primary chemical container, it will be done immediately, containing the information of the original label. If possible, manufacturer's labels will not be covered over, defaced or removed. No chemical containers will be distributed without a label meeting the above criteria at a minimum. Responsibility to maintain clear and legible labels is assumed by appropriate personnel working in the affected area.

3. **SAFETY SIGNS.** Signs locating fire extinguishers, showers, eyewash stations, and first aid kits will be prominently posted at entrances to labs. No food or beverage for human consumption is allowed in the lab and shall be labeled with signs stating this policy.

SPECIAL HAZARDS: Signs warning of special or unusual hazards will be posted where such hazards exist.

N. Spills and Accidents

1. **General Emergency Procedures**

- a. Alert all personnel in the immediate vicinity.
- b. Confine the emergency.
- c. Evacuate the area and call 911 for emergency assistance if needed.
- d. Acid and base spills should be cleaned up with a neutralization medium containing pH indicator.

2. **Chemical Spills**

There are two basic approaches when dealing with chemical spills:

- a. Use the floor as the reaction vessel for neutralization
- b. Absorb the chemical and carry out the neutralization reaction elsewhere

O. Waste Disposal

1. **Method of Disposal:** Disposal of chemicals that do not contain metals can be through the headworks upon approval of the Environmental Specialist. Incineration in an environmentally acceptable manner is the most practical disposal method for combustible lab waste.
3. **Discarding Chemical Stocks:** Unlabeled containers of chemicals and solutions should undergo prompt disposal.

APPENDIX 1: CHEMICAL STORAGE CHECKLIST

The following is to be reviewed yearly and additional issues may need to be included as types of chemicals and storage practices change. This list is to be used for chemicals stored in the lab.

Proper Conditions			Key Areas & Issues
Yes	No	NA	
			SHELF STORAGE • Shelves have raised edges or rim guards to prevent the accidental dislodging of containers • Reagent bottles or containers do not protrude over the shelf edges • Enough space is available so that chemicals are not overcrowded. • Empty bottles are removed from shelves. • Shelves are level and stable. Shelving units are securely fastened to wall or floor. • Shelves are clean - free of dust and chemical contamination.
			STORAGE CONTAINERS • Storage containers are inspected for rust, corrosion, or leakage. • Damaged containers are removed or repaired immediately. • Chemicals are kept in airtight bottles, not in beakers or open vessels. • Stoppers from an airtight seal with containers • Stoppers are easily removed from bottles or containers • Eye-dropper bottles are not used for storing corrosive or water-reactive chemicals .
			LABELING OF CHEMICAL CONTAINERS • Hazard Communication labels are readable on all storage containers. • Chemical containers with materials that are reactive are dated.
			HOUSEKEEPING • Cleanliness and order are maintained in the storage areas at all times. • Unlabeled, contaminated, or undesirable chemicals are discarded properly. • Unused chemicals are never returned to stock bottles. • Cartons and packing materials are removed once chemicals are stored. • Separate disposal containers are available for broken glass. • Environmental safe disposal methods have been arranged.
			CHEMICAL STORAGE • Chemicals are not exposed to direct sunlight or localized heat. • Containers of corrosive chemicals are stored in trays large enough to contain spillage or leakage. • Chemicals are stored by reactive class (i.e. flammable with flammables, oxidizers with oxidizers) • An incompatibility-compatibility guide is available to indicate arranges of chemicals • Incompatible chemicals are physically segregated from each other during storage.

Proper Conditions			Key Areas & Issues
Yes	No	NA	

EMERGENCY PREPAREDNESS

- Equipment and supplies for cleaning up spills are readily available.
- Fire extinguishers are inspected monthly and maintained yearly.
- The eyewash is flushed weekly and the drench shower monthly.

CAUSTICS

- Caustics are stored away from acids.
- Solutions of inorganic hydroxides are stored in polyethylene containers
- Spill control pillows or caustic neutralizers are available for spills.

ACIDS

- Large bottles of acids are stored in acid cabinets.
- Oxidizing acids are segregated from organic acids, flammable, and combustible materials
- Acids are segregated from chemicals which can generate toxic gases on contact
- Spill control pillows or acid neutralizers are available for acid spills.

FLAMMABLES

- Kept away from sources of ignition
- All electrical service equipment is explosion proof for class of flammable material
- Bonding and grounding wires are used where flammables are stored and dispensed.

OXIDIZERS

- Oxidizers are stored away from flammable, combustibles, and reducing agents (e.g. zinc, alkaline metals)

CHAPTER 11: ERGONOMICS PROGRAM

A. INTRODUCTION

The goal of ergonomics is to eliminate or reduce worker exposure to hazards or work conditions which lead to musculoskeletal disorders which are injuries and disorders of the muscles, nerves, tendons, ligaments, joints, cartilage and spinal discs.

B. APPLICABLE REGULATIONS

General Duty Requirements for safe workplace under the law ORS 654.010
“Employers to furnish safe place of employment”
Oregon OSHA Division 1 Self-Insured requirements for ergonomic assessments and programs OAR 437-001-1060 (8)

- Proposed Federal OSHA Ergonomic Standard

C. DEFINITIONS

1. **Ergonomics** is defined as the science that addresses human performance and well-being in relation to job, tools, equipment, and environment. Two additional terms that are commonly used in conjunction with ergonomics:
 - Biomechanics – the study of movement of body segments (fingers, hands, arms, back) to describe the abilities and limitations of the human body.
 - Anthropometry – the analysis of dimensions and proportions of the human body in relation to workstation design, equipment, furniture and tools.
2. **Musculoskeletal Disorder (MSD)** are injuries and disorders of the muscles, nerves, tendons, ligaments, joints, cartilage and spinal discs. They do not include injuries resulting from slips, trips, falls, or similar accidents. Examples of MSDs include carpal tunnel syndrome, tendonitis, sciatica, herniated disc and low back pain.
3. **Jobs with an MSD** are those jobs in which an employee reports an MSD that meets all of these criteria:
 - g. The MSD is reported after 60 days of initial employment.
 - h. The MSD is an “OSHA recordable MSD,” or one that would be recordable
 - i. The physical work activities and conditions in the job are reasonably likely to cause or contribute to the type of MSD reported; and these activities and conditions are a core element of the job and/or make up a significant amount of the employee’s work time.
4. **Job Hazard Analysis** is a tool or process to make a job safe before hazards become accidents through the identification of hazards associated with a specific job and planned actions to control or eliminate the hazards. It provides a formal

systematic method that when used consistently can provide the basic framework of a pro-active safety program.

5. **Hazard:** a potential danger which can result in injury or illness
6. **Materially Reduce MSD Hazard** means to reduce the duration, frequency and/or magnitude of exposure to one or more ergonomic risk factors in a way that is reasonably anticipated to significantly reduce the likelihood that covered MSDs will occur.
7. **Incremental Abatement Process** includes implementing one or more controls that materially reduce the MSD hazard. If continued exposure to MSD hazards in the job prevents the injured employee's condition from improving or another MSD occurs in that job, additional feasible controls will be implemented until the injured employee's condition improves and no additional MSD occurs in the job.

D. RESPONSIBILITIES

- **Management** is responsible for ensuring that an ergonomics program is implemented and the employees are provided training on ergonomics. Ensure that employees have access to the ergonomic standard and to information about our ergonomic program. Management will ensure safe workplace conditions. A key component is the support of ergonomic evaluations and implementing workplace changes to reduce risk of cumulative trauma injuries.
- **The supervisors or manager** is responsible for responding promptly to any employee who reports of MSD signs and symptoms. Regular written Job Hazard Analysis will be conducted every 2 years and any time a MSD report is made or a process or work task is changed or newly introduced.
- **Supervisors and the Safety Committee** are responsible for assisting with the development, implementation, and evaluation of each element of our ergonomic program.
- **Employees** are responsible to report MSD signs and symptoms to their supervisor and the Human Resources Manager.
- **Employees** are also responsible to participate in the Job Hazard Analysis process.

E. HAZARD INFORMATION AND REPORTING

1. Employees are to report MSD signs and symptoms to their supervisor and the Human Resources Manager. Employees will receive a written response to their report within 14 days. The Human Resources Manager and Safety Committee will also receive a copy of the response. Once an employee reports an MSD sign and/or symptoms to their supervisor, the supervisor must see that an evaluation is done. The proposed OSHA rules require a MSD evaluation if it meets all of these criteria:

2. The MSD is reported.
 3. The MSD is an “OSHA recordable MSD,”
 4. The physical work activities and conditions in the job are reasonably likely to cause or contribute to the type of MSD reported; and
 5. These activities and conditions are a core element of the job and/or make up a reasonable amount of the employee’s work time.
6. Employees will be provided information that explains how to identify and report MSD signs and symptoms as a part of refresher training provided by the employer annually.

F. JOB HAZARD ANALYSIS AND CONTROL

The following basic principles are to be used during review of workstations for ergonomic related problems. It is the policy to use a Job Hazard Analysis tool in the identification of ergonomic issues and solutions.

- The job analysis is done to identify the “ergonomic risk factors” that result in MSD hazards. Recommendations on how to eliminate or reduce the hazards are made based on the extent feasible and may involve an incremental abatement process.
- The following procedure will be followed when performing a Job Hazard Analysis:

Employees will be interviewed about whether performing the job poses physical difficulties and, if so, which physical work activities or conditions of the job they associate with the difficulties.

Employees will be observed performing the job to identify which physical work activities, workplace conditions and ergonomic risk factors are present.

Evaluate the ergonomic risk factors in the job to determine the MSD hazards associated with the covered MSD. As necessary, evaluate the duration, frequency and magnitude of employee exposure to the risk factors.

Identify, assess and implement feasible controls to eliminate or materially reduce the MSD hazards. This includes prioritizing the control of hazards.

Track progress in eliminating or materially reducing the MSD hazards. This includes consulting with employees about whether the implemented controls have eliminated or materially reduced the hazards.

Identify and evaluate MSD hazards when there is change, design, or purchase equipment or processes in task areas.

2. Types of Controls

- Controls will be implemented that either attempt to eliminate or reduce the hazards, the MSD hazards, or materially reduce the MSD hazards using the incremental abatement process. This process includes implementing one or more controls that materially reduce the MSD hazard. If continued exposure to MSD hazards in the job prevents the injured employee's condition from improving or another MSD occurs in that job, additional feasible controls will be implemented until the injured employee's condition improves and no additional MSD occurs in the job. Controls will be implemented to the extent feasible. If controls become more feasible at a later time, those controls will be implemented promptly if necessary.
-
- Any combination of engineering, administrative and/or work practice controls will be used to eliminate or materially reduce MSD hazards.
- Personal protective equipment may be used to supplement engineering, work practice and administrative controls, but may only be used alone where other controls are not feasible.

G. TRAINING

1. Employees, supervisors, and persons involved in setting up and managing the ergonomics program will be trained so that they know about MSD hazards and the ergonomics program and measures for eliminating or materially reducing the hazards.
2. Training for employees and their supervisors will cover the following elements:
 - How to recognize MSD signs and symptoms
 - How to report MSD signs and symptoms, and importance of early reporting
 - MSD hazards in their jobs and the measures they must follow to protect themselves from exposure to MSD hazards
 - Job-specific controls implemented in their jobs
 - The ergonomics program and the roles in it.
 - The requirements of the OSHA standard.
3. Training for employees involved in setting up and managing the ergonomics program will cover the elements listed above and the following:
 - How to set up and manage an ergonomics program
 - How to identify and analyze MSD hazards and measures to eliminate or materially reduce the hazards
 - How to evaluate the effectiveness of ergonomics programs and controls
4. Training will be provided initially, and reviewed annually and documented.

H. MSD MANAGEMENT

Employees who report an MSD will be contacted to prevent the condition from getting worse. A determination will be made as to whether temporary work restrictions or other measures are necessary. When necessary, employees will be provided prompt access to a health care professional (HCP) for evaluation, management, and follow-up. Information necessary for conducting MSD management will be provided to the HCP. A written opinion will be obtained from the HCP by Human Resources Manager and the injured employee will receive a copy. The Supervisor will receive a redacted (non HIPPA violating) copy from Human Resources.

Accommodation will be made for temporary work restrictions that are recommended by the HCP. Follow-up will be provided during the recovery period. The City will maintain the employee's work restriction protections while temporary work restrictions are provided.

I. PROGRAM EVALUATION

The Safety Committee will evaluate the ergonomic program periodically and at least every 3 years. The evaluation will consist of the following:

- Employees in tasks of concern will be consulted to assess the effectiveness of the program and to identify any deficiencies in the program.
- Elements of the program will be evaluated to ensure they are functioning properly; and
- 3. The program will be evaluated to ensure it is eliminating or materially reducing MSD hazards.

If the evaluation indicates that there are deficiencies in the program, the Human Resources Manager or designee will ensure that they are corrected.

J. RECORD KEEPING

The following records will be kept:

Records	Duration
1. Employee reports and the responses	3 years
2. Job hazard analysis 3. Hazard control records 4. Quick Fix control records 5. Ergonomics program evaluation	3 years or until replaced by updated records, whichever comes first
6. MSD Management records	The duration of the injured employee's employment plus 3 years

Appendix:
JOB SAFETY ANALYSIS Instructions

Job Safety Analysis

The Job Safety Analysis (JSA's) provide the basic assessment of safety and health needs for each employee. The information collected by use of a JSA can be used to develop ergonomic solutions. The information below should be included in the JSA report.

In addition check the most recent Job Hazard Analysis to ensure proper PPE is recommended. Examine PPE to ensure fit and type is not interfering with ergonomics. List needs for additional PPE such as vibration reducing hand PPE or other factors.

EMPLOYEE INTERVIEW / OBSERVATIONAL JSA FORM

FACTORS	ISSUES RESPONSE
ESTABLISHING JOB REQUIREMENTS	
JOB TASKS/ SAFETY HAZARDS/ provided.	- Describe a typical day (shift) on your job. - Hazards encountered? Need for PPE? Need for lifting aid/ergonomic devices? - If lifting or force exertion is required, how often? - Types of PPE equipment and safety training
WORK inspection. CYCLE	- How much time does it take to complete one - How much does that time vary per shift? - How long does it take to learn the job? - What tasks are the most difficult and why?
JOB TASK/OPERATION	Description of job and the safety practices involved. Use both on-site audit information, interview information from focus Group leaders (supervisors or managers), and any written job descriptions.
HAZARDS	List the hazards associated with the job process.
SAFETY PROCEDURES	Listing of PPE, ergonomic aids, other safety equipment
TRAINING REQUIREMENTS	List the type of training provided the inspectors and the Safety training required by OROSHA.

Appendix:
Job Hazard Analysis Form

Use this form to identify hazards and to certify (document in writing) that you completed the assessment. Any time job duties change an updated Job Description and PPE Assessment is required. Keep it on file in your workplace, Copy to Human Resources Manager.

General information

Department: Click here to enter text.	Location: Click here to enter text.
Job Title (Attach Job Description) : Click here to enter text.	
Person performing assessment: Click here to enter text.	
Assessment date: Click here to enter text.	

Hazard assessment certification

I certify that I performed this hazard assessment on the date indicated.

Signed by	Date: Click here to enter text.

Assessment Summary Page

PPE (from the attached assessment worksheet)	Required?	
	Yes	No
Fall protection	☐	☐
Torso protection	☐	☐
Eye and face protection	☐	☐
Head protection	☐	☐
Foot protection	☐	☐
Leg protection	☐	☐
Hand protection	☐	☐
Hearing protection	☐	☐
Respiratory protection	☐	☐



Fall protection

- *All employees must be protected from fall hazards when working on unguarded surfaces more than 10 feet above any lower level or at any height above equipment.*
- *Fall protection systems must be provided, installed, and used according to the criteria in 1926.502(d), and 437-003-0502 in Division 3/M, Fall Protection.*

Department: Click here to enter text.

Location: Click here to enter text.

Job Title: Click here to enter text.

Potential hazards

☐ Unguarded surfaces more than 10 feet above a lower level or any height above equipment

Likelihood of injury without PPE

☐ High

☐ Medium

☐ Low

Severity of a potential injury without PPE

☐ Minor first aid required

☐ Serious, not life threatening

☐ IDLH – life threatening

PPE required (note specific equipment or PPE required)

☐ Personal fall arrest system

☐ Personal fall restraint system

☐ None required

Torso protection

- *Clothing must be worn which is appropriate to the work performed and conditions*
- *Appropriate high temperature protective clothing must be worn by workers who are exposed to molten metals or other substances that can cause burns.*
- *Loose sleeves, ties, lapels, cuffs, or other loose clothing must not be worn near moving machinery.*
- *Clothing saturated or impregnated with flammable liquids, corrosive or toxic substances, irritants, or oxidizing agents must be removed immediately and not worn again until properly cleaned.*
- *Rings, wristwatches, earrings, bracelets, and other jewelry which might contact power driven machinery or electric circuitry, must not be worn.*

Department: [Click here to enter text.](#)

Location: [Click here to enter text.](#)

Job Title: [Click here to enter text.](#)

Potential hazards

- ☐ Extreme temperatures
- ☐ Hot splashes from molten metal and other hot liquids
- ☐ Impacts from tools, machinery, and materials or from moving parts and machinery
- ☐ Hazardous chemicals
- ☐ Ionizing radiation

Likelihood of injury without PPE

- ☐ High
- ☐ Medium
- ☐ Low

Severity of a potential injury without PPE

- ☐ Minor first aid required
- ☐ Serious, not life threatening
- ☐ IDLH – life threatening

PPE required (Note Specific equipment or PPE)

- ☐ Chemical resistant coveralls
- ☐ Cut-resistant sleeves, wristlets
- ☐ Flame-resistant jacket/ pants
- ☐ High visibility garment
- ☐ Insulated jacket, hood
- ☐ Lab coat or apron/ sleeves
- ☐ Long sleeves/ apron/ coat
- ☐ Static control coats/ coveralls
- ☐ None required

Eye and face protection

- *Employees must use appropriate eye or face protection when exposed to flying particles, molten metal, liquid chemicals, acids or caustic liquids, chemical gases or vapors, or potentially injurious light radiation.*
- *Eye protection must have side protection when there is a hazard from flying objects. Detachable is acceptable.*
- *Employees who wear prescription lenses must wear eye protection that fits over the lenses without disturbing proper position of the prescription lenses, or ANSI-approved prescription lenses with side shields.*
- *Employees who are exposed to potentially injurious light radiation must use filter lenses that have a shade number appropriate for the work being performed.*
- *Employees whose work exposes to laser beams must wear laser safety goggles rated for the laser wavelength.*

Department: [Click here to enter text.](#)

Location: [Click here to enter text.](#)

Job Title: [Click here to enter text.](#)

Potential hazards

- ☐ Dust, dirt, metal, rocks, sawdust, grinding, sawing, hammering, digging, powertools
- ☐ Chemical splashes from corrosive substances, hot liquids, and solvents
- ☐ Objects such as tree limbs, chains, tools, flying debris and swinging ropes or cables
- ☐ Radiant energy from welding and harmful rays from lasers or other radiant light

Likelihood of injury without PPE

- ☐ High
- ☐ Medium
- ☐ Low

Severity of a potential injury without PPE

- ☐ Minor first aid required
- ☐ Serious, not life threatening
- ☐ IDLH – life threatening

PPE required

- ☐ Safety goggles w/face shield & safety strap
- ☐ Glasses/goggles w/face shield
- ☐ Glasses/goggles w/face shield & safety strap
- ☐ Safety glasses w/side shields & safety strap
- ☐ Impact glasses/goggles w safety strap
- ☐ Welding helmet/shield w/ safety glasses and side shields
- ☐ None required
- ☐ Chemical goggles/face shield
- ☐ Chemical splash goggles
- ☐ Welding goggles
- ☐ Leather welding hood

Head protection

- *Employees must wear hardhats when they work where there is a potential for head injuries from falling or flying objects.*
- *Employees must use hard hats designed to reduce electrical shock hazards when they're working near exposed electrical conductors that could contact their heads.*
- *Employees who are exposed to power-driven machinery or to sources of ignition must wear caps or other head covering that completely covers their hair.*

Department: Click here to enter text.

Location: Click here to enter text.

Job Title: Click here to enter text.

Potential hazards

- ☐ Overhead objects that could fall
- ☐ Exposed pipes or beams (less than 6.5 feet overhead)
- ☐ Energized electrical equipment

Likelihood of injury without PPE

- ☐ High
- ☐ Medium
- ☐ Low

Severity of a potential injury without PPE

- ☐ Minor first aid required
- ☐ Serious, not life threatening
- ☐ IDLH – life threatening

PPE required:

Head protection that meets ANSI Z89.1 requirements:

- ☐ Impact Type I
- ☐ Impact Type II
- ☐ Electrical Class G (general)
- ☐ Electrical Class E (electrical)
- ☐ Electrical Class C (conductive)
- ☐ None required

Foot protection

Employees must wear protective footwear when they work where there is a danger of foot injuries due to falling, tripping, rolling objects, objects smashing or dropping on foot, objects piercing the sole, or electrical hazards.

Department: Click here to enter text.	Location: Click here to enter text.
Job Title: Click here to enter text.	

Potential hazards

- ☐ Heavy objects such as barrels or tools that might roll onto or fall on a worker's feet
- ☐ Sharp objects such as nails or spikes that could pierce the soles or uppers of shoes
- ☐ Molten metal
- ☐ Hot, wet, or slippery surfaces – trip hazards or uneven walking surfaces
- ☐ Energized electrical equipment

Likelihood of injury without PPE

- ☐ High
- ☐ Medium
- ☐ Low

Severity of a potential injury without PPE

- ☐ Minor first aid required
- ☐ Serious, not life threatening
- ☐ IDLH – life threatening

PPE required

- ☐ Steel toe safety shoes
- ☐ Leather boots or safety shoes w/.metatarsal guards
- ☐ Slip resistant soles
- ☐ Puncture resistant soles
- ☐ Chemical resistant boots/covers
- ☐ Rubber boots/ closed top shoes
- ☐ Insulated boots or shoes
- ☐ None required

Leg protection

- *Workers exposed to hot substances or dangerous chemical spills must wear leggings or high boots made of leather, rubber, or other suitable material.*
- *Workers who use chain saws must wear chaps or leg protectors that cover the leg from the upper thigh to mid-calf. Leg protectors must be made from material that resists cuts from the chain saw.*

Department: [Click here to enter text.](#)

Location: [Click here to enter text.](#)

Job Title: [Click here to enter text.](#)

Potential hazards

- ☐ Hot substances
- ☐ Dangerous chemicals
- ☐ Cuts from chain saws

Likelihood of injury without PPE

- ☐ High
- ☐ Medium
- ☐ Low

Severity of a potential injury without PPE

- ☐ Minor first aid required
- ☐ Serious, not life threatening
- ☐ IDLH – life threatening

PPE required

- ☐ Leggings or boots – penetration resistant
- ☐ Leggings or boots – chemical resistant
- ☐ Leggings or boots – molten metal resistant
- ☐ Chaps or leg protectors – resists cuts from chain saws
- ☐ None required

Hand protection

- *Employees must use appropriate hand protection when their hands are exposed to harmful substances; cuts or lacerations; abrasions; punctures; chemical burns; thermal burns; and extreme temperatures.*
- *Employers must base the selection of the appropriate hand protection on an evaluation of the performance characteristics of the hand protection relative to the task, conditions present, duration of use, and the hazards identified.*
- *Employees must not wear gloves when their hands could be caught in moving parts.*

Department: [Click here to enter text.](#)

Location: [Click here to enter text.](#)

Job Title: [Click here to enter text.](#)

Potential hazards

- ☐ Harmful or hazardous temperatures
- ☐ Chemicals that can be absorbed into the skin or cause burns
- ☐ Energized electrical equipment
- ☐ Mechanical equipment that can cause bruises, abrasions, cuts, punctures, fractures, or amputations

Likelihood of injury without PPE

- ☐ High
- ☐ Medium
- ☐ Low

Severity of a potential injury without PPE

- ☐ Minor first aid required
- ☐ Serious, not life threatening
- ☐ IDLH – life threatening

PPE required

- ☐ Leather/cut resistant gloves
- ☐ General-purpose work gloves
- ☐ Heat/flame resistant gloves
- ☐ Electrician's insulated rubber gloves
- ☐ Cotton, leather, or anti-vibration gloves
- ☐ None required
- ☐ Insulated gloves
- ☐ Chemical resistant gloves
- ☐ Latex or nitrile gloves

Hearing protection

Hearing protectors (plugs or muffs) must be worn by workers exposed to an 8-hour time-weighted average of 85 decibels or greater and by workers who have experienced a hearing threshold shift. Also for short periods of time in extreme decibel levels such as pumps, machinery, alarms, and sirens.

Department: Click here to enter text.

Location: Click here to enter text.

Job Title: Click here to enter text.

Potential hazards

Noise levels that exceed those shown in the table below are hazardous:

Hours of exposure	Sound level (dBA)
8.0	90
6.0	92
4.0	95
3.0	97
2.0	100
1.5	102
1.0	105
0.5	110
0.25	115

Likelihood of injury without PPE – note short term and long term exposure

- ☐ High
- ☐ Medium
- ☐ Low

Severity of a potential injury without PPE – short term and long term exposure

- ☐ Minor first aid required
- ☐ Serious, not life threatening
- ☐ IDLH – life threatening

PPE required – list specific duties and PPE for each.

- ☐ Ear plugs
- ☐ Ear muffs
- ☐ None required

Respiratory protection

Appropriate respirators are required when workers are exposed above permissible exposure limits (PEL) for specific air contaminants, listed in 437-002-0382, Oregon Rules for Air Contaminants; see also 1910.134, Respiratory Protection.

Department: Click here to enter text.

Location: Click here to enter text.

Job Title: Click here to enter text.

Potential hazards

☐ Nuisance dust/mist/sand etc	☐ Welding fumes
☐ Asbestos	☐ Pesticides
☐ Isocyanates	☐ Paint spray
☐ Organic vapors	☐ Acid gases
☐ Oxygen deficient/ toxic or IDLH atmosphere	

Likelihood of injury without PPE

- ☐ High ☐ Medium ☐ Low

Severity of a potential injury without PPE

- ☐ Minor first aid required
☐ Serious, not life threatening
☐ IDLH – life threatening

PPE required – Note if Air Testing Meter Devices are required and for what tasks

Air-purifying respirators

- ☐ Filtering face piece (dust mask)
☐ Particulate-removing respirator
☐ Gas-and-vapor-removing respirator _____
☐ Combination aerosol filter/gas or vapor-removing respirator _____
☐ Powered air-purifying respirator _____

Atmosphere-supplying respirators

- ☐ Supplied-air respirator
☐ Self-contained breathing apparatus (SCBA)
☐ Combination self-contained breathing apparatus and air-line respirator
☐ Combination air-purifying and atmosphere-supplying respirators
☐ None required

CHAPTER 12: CRANES, DERRICK, AND HOIST OPERATIONS

A. INTRODUCTION

The City has adopted this Crane, Derrick, and Hoist safety policy and procedures to protect employees from potential hazards that can be created by the usage of cranes. This chapter is also to help ensure compliance with the OSHA standards.

It is important to note that this policy does not replace the need for the employees to fully understand the manufacturer's operating instruction.

B. APPLICABLE LEGAL STANDARDS

OAR 437- 002- 1910.179-.181 Cranes and
OAR 437 Division 3 Subdivision N. Construction Crane Standard.

C. DEFINITIONS

1. **Authorized Employee** (Designated personnel) are employees who have been designated by management to operate a crane in their work area. They shall have been trained and supervised in proper operation and trouble shooting.
2. **Crane** - is a machine for lifting and lowering a load and moving it horizontally, with the hoisting mechanism an integral part of the machine. Cranes whether fixed or mobile are driven manually or by power.
3. **Derrick** – is an apparatus consisting of a mast or equivalent member held at the head by guys or braces, with or without a boom, for use with a hoisting mechanism and ropes.
4. **Hoist motion** - means the motion of a crane which raises and lowers a load.
5. **Preventive Maintenance** is the regularly required maintenance checks (by OSHA rules) and recommended manufacturer's preventive activities
6. **Overhead crane** - means a crane with a movable bridge carrying a moveable or fixed hoisting mechanism and traveling on an overhead fixed runway structure.

D. GENERAL RESPONSIBILITIES & TRAINING

Only authorized employees are permitted to use any crane devices. If cranes of 5 tons or greater are used in construction activities only licensed employees who have proof of certification by an identification card are permitted to operate the crane(s). All employees volunteers and contract employees are required to follow the safeguards in this chapter.

1. **Managers and supervisors** are responsible to ensure that all employees who are permitted to operate a crane are trained and authorized for the equipment he/she is

using. They are also responsible to see that the required safety audits and preventive maintenance is done appropriately and timely.

2. **Authorized Operator:** The operator shall immediately report to the supervisor any unsafe conditions of equipment, and shall not use it until it is repaired.
4. **Licensed Construction Crane Operator** must meet OAR 437-002-0228 (2) or 437-03-0081 requirements.
4. **The Safety Committee** will include crane safety as part of their quarterly safety audit functions.

E. PROCEDURES

1. Cranes, derricks, and hoists shall be operated by authorized personnel only in accordance with the manufacturer's specifications and limitations. Any trainee learning to use lifting equipment must be under the direct supervision of an authorized operator.

NOTE: 5 TON CRANES USED IN CONSTRUCTION ACTIVITIES HAVE ADDITIONAL REQUIREMENTS NOT COVERED IN THIS SECTION. - SEE DIVISION 3 CONSTRUCTION.

2. Crane/derrick operation regulations required employee training which includes: 437-002-0228(2) Crane Operator Training Requirements:

(a) The employer shall establish written procedures for the safe operation of all cranes.

(b) The employer shall see that employees who operate cranes or derricks are properly trained, have sufficient practical experience, and follow the operating procedures for the safe operation of the crane or derrick.

(c) The level of the training and experience determined by the employer as meeting section (b) above shall be recorded in writing.

3. The manufacturer's rated load capacity shall be conspicuously posted on all cranes and hoists.
4. The limit switch shall never be used as an operating control.
5. If the power goes off while an electric crane is being operated, make sure to turn off all switches or operating buttons.
6. A crane in an unsafe working condition will not be used under any circumstances. All cranes and hoists shall be thoroughly inspected annually by a competent person. Records of monthly and annual inspections and results shall be maintained.
 - a. Cranes are to be inspected to ensure proper performance. Each crane must be checked prior to use or daily, monthly and annually. The individuals

assigned the duties need to be trained in what to check and how to determine the proper function of the crane/hoist.

- b. The annual detailed inspections may be performed by outside contractor. THE CRANE MANUFACTURER'S MANUALS WILL BE USED IN PROVIDING ADDITIONAL INFORMATION ON PERFORMANCE INSPECTION.
- c. The Oregon OSHA rules require the following:

Crane Inspection - The inspections include but are not limited to the following requirements:

- i. A competent person is to inspect all the crane equipment frequently and prior to every use and during use to make sure it is in safe operating condition.
- ii. The frequency of inspections varies from daily to monthly depending on the type of crane and use conditions but shall not exclude pre use inspections.

The following required schedule needs to be implemented by a competent person(s) and with records of the monthly and annual inspections kept:

- **Daily Inspection:**
 - All functional operating mechanisms which may interfere with proper operation and for signs of excessive wear.
 - Deterioration of parts
 - Visual inspection of the hooks for deformation or cracks
 - Visual inspection of hoist and load attachment chains, and slings
- **Monthly Inspection:**
 - Includes all items listed above plus detailing the findings on an inspection report. Any defects found need to be immediately corrected.
- A thorough **annual inspection** of all cranes is done by a competent person in the maintenance department.
- A record of the monthly and annual inspections, dates and results are kept by the maintenance department.

- 7. The operator shall immediately report to the supervisor any unsafe conditions of equipment, and shall not use it until it is repaired.
- 8. No unauthorized person shall repair any electrical or mechanical lifting equipment.
- 9. Before hoisting work begins, consideration must be given to the fact that stress is greatly increased if the leg of a hoisting chain, cable, or rope is rigged at an angle of less than 90 degrees with the horizontal. Avoid angles of less than 45 degrees. Angles less than 30 degrees shall not be permitted.

10. The loads lifted shall not exceed the maximum capacity of the crane or hoist and its lifting attachments. Side pull is prohibited. The load must be directly in line with the mast or boom.
11. No person shall ride a load or hook.
12. Two or more separately rigged loads shall not be hoisted at one time.
13. The person operating the crane is responsible for the load. If receiving signals or instructions they shall come from one authorized employee only.
14. The operator shall have a clear view of work and equipment at all times.
15. The load shall be attached to the crane by slings or by other approved devices.
16. Deformed or defective hooks, rings, or other lifting equipment links shall not be used. Hooks shall be taken out of service when any of the following conditions exist:
 - a. The hook has more than 10° twist from the plane of the unbent hook
 - b. The hook has more than 15% in excess of normal throat opening
 - c. The hook has any cracks.
17. Wire rope cables that appear to be cut, frayed, kinked, or rusted shall not be used. Wire rope shall receive emphasis during daily, monthly and annual inspections. Wire rope shall be taken out of service when any one of the following conditions exist:
 - a. In running ropes, 6 randomly distributed broken wires in 1 lay or 3 wires broken in 1 strand in 1 lay.
 - b. Wear of 1/3 the original diameter of outside individual ropes. Kinking, crushing, bird-caging, or other damage resulting in distortion of the ropes structure.
 - c. Evidence of any heat damage from any cause.
 - d. Reduction from nominal diameter of more than 1/64" from diameters up to and including 5/16"; 1/32" for diameters 3/8" to and including 1/2"; 3/64" for diameters 9/16" and including 3/4"; 1/16" for diameters 7/8" to 1-1/8" inclusive; 3/32" for diameters 1-1/4" to 1-1/2" inclusive.
 - e. In standing ropes, more than 2 broken wires in 1 lay in sections beyond end connections. Any rigging rope if it has 1 or more broken wires near an attached fitting.
 - f. Corroded, damaged or improperly applied end connections.
18. Knots shall not be used to shorten nylon or wire rope slings.
19. Chain links of a hoist shall not be secured by a nut and bolt, nails, pins or other means not recommended by the manufacturer.
20. Chain slings lifting equipment should not be subjected to sudden shock by twisting, snapping or jerking into place.

21. The working line of the hoist shall not be wrapped around the load.
22. Rope clips shall be installed and used according to the safety codes. When used for eye splices, the U-bolt shall be applied so that the "U" section is in contact with the dead end of the rope.
23. Before a load is lifted, it shall be inspected for loose parts or objects.
24. The safety latch on the hook of a hoist shall be secured in every instance when lifting or moving a load.
25. The operator shall see that the load is secure and properly balanced before it is lifted more than a few inches off the floor or support.
26. The operator shall test the brake each time a load is lifted, by raising the load a few inches and applying the brake.
27. Care shall be taken to see that the equipment with which the load is lifted is not kinked or caught against obstructions while moving the load upward and that the load does not hit any obstructions.
28. Lifting equipment must not drag under a load.
29. The operator must refrain from getting between the load and a solid surface, to avoid being pinned or caught by a falling or moving load.
30. Do not grab the cable as it is being pulled through the sheave wheels.
31. Employees must stand clear of all suspended loads.
32. A loaded crane should never be left over machinery.
33. Suspended loads shall not be left unattended.
34. When lowering a load, the operator shall proceed carefully, making sure that he/she has it under safe control at all times.
35. Lifting hooks and fastenings shall not be removed until material is at rest in a stable position or safely secured by other fastenings.
36. Before moving a crane on which an empty sling is hanging, the operator must secure the bottom ends of the sling to the block, hook, or sling ring.
37. When moving a crane make sure the hook and/or the load will clear all obstacles.

CRANE OPERATOR INSPECTION CHECKLIST FIXED FACILITIES CRANES

Crane: _____ Date: _____

Operator: _____

Daily Inspection _____ Monthly Inspection: _____

CONDITIONS TO BE CHECKED

Mark each item with a N = No defect or Y = Yes a defect

EXPLAIN IF ANY OF THE ANSWERS ARE YES

Functional Operating Mechanisms - excessive wear, Deterioration of parts, and Visual inspection of hooks, hoist & load attachment chains, wire, slings.

- _____ • Bearings: Loose, worn
- _____ • Brakes: shoe wear
- _____ • Bridge: alignment out of true
(indicated by screeching or
squealing of wheels)
- _____ • Bumpers on bridge: loose,
missing, improper placement
- _____ • Collector shoes or bars: worn, pitted
loose, broken
- _____ • Couplings: loose, worn
- _____ • Drum: rough edges on cable
grooves
- _____ • End stops on trolley: loose, missing
improper placement
- _____ • Gears: lack of lubrication or
foreign material in the gear teeth
- _____ • Guards: bent, broken, lost
- _____ • Hoisting cable: broken wires, kinked or twisted
- _____ • Hook Block: chipped sheave wheels
- _____ • Hooks: straightening (note when
permanent set of hook is greater than
15% in excess of normal throat opening the
hook shall be replaced.

CONDITIONS TO BE CHECKED - NO or YES

Mark each item with a N = No defect or Y = Yes a defect

EXPLAIN IF ANY OF THE

ANSWERS ARE YES

Functional Operating Mechanisms - excessive wear, Deterioration of parts, and Visual inspection of hooks, hoist & load attachment chains, wire, slings.

- _____ • Lights (if installed) are functional
- _____ • Limit switch: functioning improperly
- _____ • Lubrication: overflowing on rails, dirty cups
- _____ • Mechanical parts (rivets, covers, etc.) loose
- _____ • Overload relay: frequent tripping of power
- _____ • Rails (trolley or runway): broken, chipped, cracked
- _____ • Wheels: worn (indicated by bumpy riding)
- _____ • Electric control buttons are functioning improperly and clearly marked as to direction of travel

ADDITIONAL COMMENTS:

NOTE: THE INFORMATION ON CRANE INSPECTION SOURCE: **ACCIDENT PREVENTION MANUAL FOR INDUSTRIAL OPERATIONS**, 8th EDITION, BY NATIONAL SAFETY COUNCIL 1986.

CHAPTER 13: CONTRACTOR SAFETY NOTIFICATIONS

Oregon OSHA requires notification of outside contractors regarding safety programs for

1. Hazard Communication,
2. Asbestos,
3. Hazardous Waste,
4. Hazardous Energy Control, and
5. Confined Space

All outside contractors performing work in City buildings or facilities will be notified of the basic Emergency Action Plan and safety rules.

It is the Public Works Director's or project manager's responsibility to review the Safety Manual with the contractor and obtain signed statements from the contractor representatives. See the Safety Manual for the Contractor General Safety Notification Sign-Off form and checklists. The contractor will be provided with a copy of the Safety Manual. Any employee who notices unsafe or concerning work by a contractor shall immediately notify the contractor and the supervisor of the concern.

If a contractor is used for an ongoing period of time, the contractor notification requirements will be carried out annually.

Hazard Communication

The supervisor or project manager will ensure that the contractor management representative is informed of any hazardous chemicals their employees may be exposed to, needed controls and precautions the employees may take to lessen the possibility of exposure, and the location of the MSDS for those chemicals.

If the contractor is bringing hazardous materials to the jobsite, the project manager will ensure that the contractor has the pertinent MSDSs at the jobsite and the PW Director is notified of the location of the MSDSs.

Hazardous Energy Control (Lockout/Tagout)

A copy of our lockout/tagout procedures will be provided to the contractor.

A mutually agreed upon procedure will be established concerning lockout/tagout devices and procedures.

The project manager will identify the energy isolating devices for the contractor.

The contractor's employees will be responsible to lockout all devices capable of being locked out, or place an energy control tag on or as near the device as possible.

Confined Space

The project manager shall:

1. See that the contractor's management representative is notified of our Confined Space Policy,
2. Inform the contractor that a permit required space is involved in the work, the known hazards associated with the space or spaces that will be entered, any experience employees have had with the space, and any precautions our employees have taken for entry,
3. Coordinate entry operations with the contractor if more than one contractor is involved or if our employees will also be entering the space,
4. Ensure that the contractor uses a hot work permit process for any welding done in a confined space, and
5. Debrief the contractor to determine if any problems were encountered requiring changes in procedures.

The contractor may use their entry procedures and permit form if it is in compliance with OSHA.

Contractor Notification Acknowledgement

Date: _____

To: Contractor: _____

From: Project Manager: _____

It is our goal to provide a safe and health work environment for employees and ensure proper hazard notification to our contractors. As a result, each contractor has been provided the Safety Manual. The general safety issues have been reviewed with you as the contractor's representative by the Project Manager. This includes a discussion of general safety rules, a review of the emergency action plan and evacuation plan, lockout/tagout, hazard communication, presence of asbestos or lead containing materials, and confined space entry, as applicable to the project.

The *Safety Manual* materials must be read and understood by your employees prior to them working at our facility. Additional information, as necessary, will be provided by your Company contact. Please have all your employees that will be working at our facility read the appropriate material.

Operations MSDS Book and Full City Safety Manual are located in the Administration Bldg at the WWTP in the Delivery Bay and available electronically upon request. The First Aid Kit and AED are also located in this area. The MSDS Book is color Safety Yellow.

The WWTP has Chlorine and Septic Waste on site. Your employees should be familiar with these hazards prior to commencing work.

Name of Contractor: _____ Date: _____

Signature of the Contractor's Representative: _____

Additional hazard notification issues are attached as appropriate for:

Confined Space Information	_____
Specific Lockout Procedures:	_____
Hazardous Waste Information	_____
Emergency Evacuation Response	_____
PPE	_____
Presence of Asbestos Materials	_____
Presence of Lead Building Materials	_____

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Executive Summary

The City of Newberg is committed to employee safety and health, and the safety and health of the public and the environment. By preparing and updating this Wastewater Treatment Plant Risk Management Plan, the City is continuing its historical and ongoing program to reduce the risk from chlorine use at the facility.

Risk management planning begins with a strong safety program to prevent or minimize the potential for accidents at the plant. The City's Safety Manual details the safety training, chlorine handling procedures and other accident prevention methods used at the plant. As a result of routine application of this program, the plant has an excellent safety record. In 23 years of operation it has never experienced a chlorine incident.

Chlorine Use

Chlorine is primarily used to disinfect wastewater at the treatment plant. Chlorine is delivered and stored under pressure in specially manufactured, welded steel cylinders. Each cylinder contains 2000 pounds (1 ton) of chlorine. After delivery, cylinders are stored on special supports inside a room specifically designed for this purpose. One tank is in use and there are up to four 1 ton cylinders in storage.

Chlorine gas contained in the active cylinder is transferred to metering equipment where it is dissolved in water. Chlorine in solution is then transferred to points (See block Diagram pg. 20) in the treatment plant where it is applied to wastewater for disinfection and other purposes. There is an important safety feature of the equipment used at the treatment plant; namely, chlorine gas is drawn into solution by vacuum, rather than being forced by pressure. As a result, a break in the chlorine gas piping will draw air in, rather than allowing chlorine gas to escape.

Hazard Assessment

In preparing the RMP, the City performed an assessment of the potential offsite effects of an accidental release of chlorine at the plant. For planning purposes two release scenarios were evaluated. The worst case scenario is intended to estimate the maximum possible distance from the treatment plant that chlorine could travel under the worst combination of circumstances. An alternative, more reasonable scenario is also presented.

Under the worst case scenario, it is assumed that a full chlorine cylinder is dropped while being unloaded at the plant's receiving area. As a result, it ruptures and releases its contents to the atmosphere. For this circumstance the estimated distance that chlorine could potentially travel is 1.3 miles from the plant site. Depending on wind direction, this 1.3 miles could be in any direction.

A written protocol is rigorously followed during chlorine deliveries to prevent such an accident from occurring. Nevertheless, for the conditions of the worst case incident, potential off site

effects include an area with 7977 residents, three (3) schools, seven city parks, and the SP Newsprint plant.

A more reasonable scenario assumes that a valve on one of the chlorine cylinders stored in the chlorine room breaks. As a result, chlorine gas leaks through the broken valve into the room. In this case, the valve opening and building enclosure retard release to the outside air and reduce the offsite distance that chlorine could potentially travel to 0.1 mile. Again, depending on wind direction, this 0.1 mile could be in any direction. For conditions of the alternative scenario, potential offsite effects include an area with no residents.

Accident Prevention Practices

Many accident prevention practices are in place at the treatment plant, including those specified by Occupational Safety and Health Administration (OSHA) in its Process Safety Management (PSM) standard. Key prevention practices include written protocols which plant personnel rigorously follow when chlorine is delivered to the plant site and when cylinders are connected/disconnected to metering equipment. Routine inspection and maintenance protocols are also followed to ensure the integrity of the entire chlorine system. Leak detectors are provided inside the plant's chlorine storage room and in the chlorinator room. Specialized training related to safe handling of chlorine is provided to operators of the chlorine system, and training is verified and documented as part of the accident prevention program. Retraining is conducted annually.

Emergency Response Plan

The treatment plant's emergency action plan is integrated with the City's community-wide Emergency Operations Plan (EOP). The EOP covers a wide range of potential emergency situations. It identifies the succession of authority, command structure, and evacuation and other procedures to be followed during an emergency.

In the event of a chlorine accident at the plant, plant personnel will immediately call 911 to notify the Police Department and the Fire Department. The Fire Department then notifies the hospital and the Safety Director at the SP Newsprint plant. The Incident Commander (IC) will request aid from the Tualatin Valley Fire and Rescue Hazardous Materials Response Team to respond to the chlorine release and will also receive full cooperation from all other city departments.

All plant personnel, visitors and contractors will evacuate the wastewater treatment plant immediately upon notification of the accident and assemble at a point off the plant site near the entrance gate and upwind of the accident location. Each individual should report to the plant's Emergency Response Coordinator (Operations Superintendent, Operations Division) who is responsible for accounting for all individuals on site. Individuals are to remain at the assembly location to await further instructions.

CHLORINE EMERGENCY PROCEDURES AND TELEPHONE NUMBERS

The City has recently updated (1998) its community-wide Emergency Operations Plan (EOP) that covers a range of potential emergencies. The plan sets forth emergency operational policies for the City Manager, Police Department, Fire Department, Community Development Department, the Planning and Building Department, and Finance and Administration. Steps to be taken in pre-emergency, pre-impact, impact, emergency and recovery phases of an incident are also set forth in the plan.

The EOP provides the framework for the City's general response to a chlorine release. The Fire Department personnel are not specifically trained, nor do they have protective equipment, to respond to a chlorine incident. Thus, the regional Hazardous Materials (Hazmat) Response Team from Tualatin Valley Fire and Rescue will be called upon to respond. Fire Department personnel will respond in a defensive manner, as described in the EOP. Evacuation procedures, should they be necessary, are also described in the EOP. Key plan elements are described below.

Succession of Authority. During an emergency the succession of authority is as follows: City Mayor, City Manager, Police Chief, Fire Chief, Community Development Director, City Attorney. In the absence of the highest ranking office, authority is passed on to the next person down the list, starting with the City Mayor.

Emergency Operations Center. When emergency situations exist and normal functions and organization of the City are insufficient, the City Manager (or designee) may activate the Emergency Operation Center (EOC). The EOC will be set up as a Unified Command. The City Manager (or designee) may request assistance from the Governor, if needed, through the Yamhill County Emergency Division, or to the State of Oregon Emergency Services Division.

Incident Command System. The EOP includes provisions for an Incident Command System (ICS). The ICS provides for coordination and control of multi-agency resources, particularly those involving unity of command (single focus of supervision), chain of command (order of authority), and span of control (5-7 people reporting to a single person).

Unified Command. The EOP provides for Unified Command, a standard method to coordinate command of an incident when multiple agencies have either functional or geographical jurisdiction.

Incident Commander. The EOP provides for designation of an Incident Commander during an emergency. For a chlorine release at the treatment plant, the Police Chief has been designated as the Incident Commander to provide for unity of command. As such, the Police Chief will receive full cooperation from all other City departments.

Public Warnings. Primary responsibility for issuing public warnings resides with the City Manager. The Police Department will assist in dissemination of warnings.

Evacuations. The Police Department will implement evacuation procedures, with assistance from the Fire Department.

First Response. The Fire Department operation Guide #302 identifies the first-response procedures to be implemented in the event of a chlorine emergency. First response is intended to evaluate site personnel.

PLANT PERSONNEL/EMERGENCY ACTIONS

Actions to be taken at the treatment plant in the event of a chlorine emergency are summarized below.

Notification. The following steps should be followed in the event of a chlorine release (activated by the visible alarm at the chlorine release building or from an accidental rupture at the receiving area):

- Immediately call the Fire Department who will request aid from Tualatin Valley Fire and Rescue Hazmat Response Team. Phone Number 9-911
- Provide the Fire Department with the location of the leak, the nature of the leak (ruptured container or within the chlorine building), the direction of the wind, if possible, and what, if anything, has been done in response to the emergency.
- The call to the Fire Department will notify the Police Department. The Fire Department will notify the hospital and the Safety Director at the Smurfit Mill: Phone Number 9-538-2151.
- The Police Department should notify the City Manager's office of the emergency.
- Immediately notify all plant personnel (by voice command) that a serious chlorine release has occurred.

Plant Shutdown. Plant personnel are not trained or equipped to work in the hazardous environment created by a major chlorine release. Thus, no general plant shutdown will be implemented. Chlorine system operators will attempt to minimize chlorine release rate, if feasible and safe to do so within the capability of their training and personal protective equipment.

Shelter-In-Place. Upon notification by Police Department, Fire Department or other City designated personnel, community residents will be directed to a shelter-in-place. As part of the community emergency response plan a sheltering-in video is made available to the public. The sheltering-in video is shown at a variety of community meetings.

Evacuation. Upon notification, all plant personnel, visitors, and contractors should immediately evacuate the plant site. Visitors and contractors should be directed and lead off-site by a plant employee.

Evacuation Routes. All building exits are clearly marked. Personnel, visitors, and contractors should use the nearest exit that leads away from the point of release and assemble initially at an off-site point (e.g. across the street from the front gate) upwind of the release.

Accountability. After assembling initially off-site, all personnel, visitors, and contractors should report to the plant's Emergency Response Coordinator (Operations Supervisor, Utilities Division), and await further instructions. The Coordinator is responsible for accounting for all individuals on the site.

Waste Water & Sewage Definition

- OSHA, ANSI and IICR S500 standards regulate situations where sewage is present. Sewage is liquid and solid materials that overflow or leak from toilets, broken sewage pipes, city sewers, septic systems and overflowing rivers and streams. Sewage can contain bacteria, fungus, viruses and parasites that can cause a wide range of short and long term health effects, such as diarrhea, fever, cramps, vomiting and major infections. These standards protect workers who are cleaning, as well as individuals in the affected areas.

Protective Gear

- The S500 standards specify protective measures that individuals should take before dealing with sewage cleanup. The standards also specify appropriate protective gear. All workers who deal with sanitation cleanup should be vaccinated against hepatitis A, tetanus, diphtheria and hepatitis B, in the case where blood contact may occur. Indoor environmental professionals will evaluate each situation to determine required equipment for the specific situation. Gear can include gloves, respirators, safety goggles, full-face shields, nonporous footwear and complete protective suits.

Preparation

- Workers should be thoroughly prepared before cleanup occurs. The first aspect of preparation is a thorough inspection of the contaminated area. An IEP conducts this inspection to determine the extent of the damage and designate which materials need cleaned, sanitized or disposed of. After determining the process to complete these tasks, a contract is then negotiated with the building owner and signed before any work may occur. Signage is required around the affected area to ensure the health and safety of untrained personnel. Designated areas are then established for material disposal or relocation after decontamination.

Cleaning

- The final step of the regulations for sewage cleanup involves the steps needed for decontamination. This cleanup process, the Pittsburgh Protocol, includes the containment of all sewage in the affected area, including the removal of all liquid and solid material and sanitizing of the area. Components of the process include low pressure washing, antimicrobial foaming, agitation and multiple rinses. Testing with a remediation swab occurs at the end of the process to rule out the presence of bacteria and waste.

REQUEST FOR COUNCIL ACTION



Date Action Requested: (February 17, 2026)

Order ☐	Ordinance ☐	Resolution ☐	Motion ☐	Information ☒	Proclamation ☐
Subject: A Review of Council Goal Successes Prior to an Update at the Next Meeting.			Staff: CM Department: Administration		
Work Session ☐ Business Session ☒			Order On Agenda: Continuing Business		

Is this item state mandated? Yes ☐ No ☒

If yes, please cite the state house bill or order that necessitated this action:

Recommendation:

At this time just under 50% of the council's goals from the current list have been completed. Naturally this does not include the ongoing goals that have no set life expectancy. To allow staff to have more time to work on the remaining objectives and to memorialize the successes so far staff proposes an update to the current goals list rather than launching a new process at this time.

Executive Summary:

During the last year several long-running council goals have been achieved while others are still underway. Specifically these successes have occurred:

Goal 1 O1 and O2 have been met, see attachments 2 – 4.

Goal 3 O1 has been met, see attachment 5.

Goal 4 O2 has been completed, see attachment 6.

Goal 7 O1 has been completed. See Newberg Municipal Code 15.305 & 15.440, 15.445.

As the honorable councilors will see staff suggests moving some completed goals to “ongoing” status and in other cases (one off missions) staff suggests removal of the completed goal or objective. The attached presentation (attachment 1) will highlight the suggested action for each completed goal.

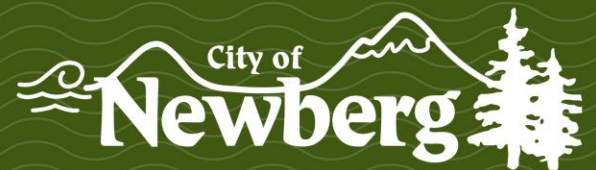
Fiscal Impact:

The fiscal impacts vary based upon the type of goal. Critically some goals point to greater efficiency while others will have a positive fiscal impact.

Council Goals:

This informational RCA relates to all council goals.

Newberg Council Priorities Update 2026



Over the last four years there has been a major council objectives update every two years.

This is not therefore the actual time for a major goal setting exercise.

To stay on cadence that should realistically be set to 2027 when we will hopefully have knocked a few more objectives off the list!

With that said I would like to update the goals list a bit right now to:

- Show the community our successes to date
- To increase staff morale

To do this I intend to go over the goals one by one to show where we are at and highlight the successes.

After that I will cover my suggestions for edits to the goals document that staff and RCAs refer to all the time.

This is key as our council priorities are a living document!

Goal 1: Continue to create and maintain a high level of customer service.

O1: Create the departmental customer service standard for each department by July 2026 (v2 of the customer service guidebook).

O2: Continue to streamline the process for issuing building permits (implement Open Gov and other steps).

After many hundreds of hours of staff time these goals have been met, see attached approved standards and the recent CDD turnaround time report.

Goal 2: Identify industrial land and attract employers to encourage family wage jobs.

O1: Make application to bring land into the urban growth boundary to zone for light manufacturing within 5 years.

On this priority the city is taking a strategic approach. As new light industrial buildings develop in the city the data increasingly support moving the growth boundary.

Additionally, a one-time growth boundary expansion for housing (SB 1537) may help inform future decisions regarding industrial land.

Separately the CM has had some discussions with PCC on the subject of land within their campus that might become available for light industrial purposes one day. These discussions and efforts will continue.

Goal 3: Enhance community safety.

O1: Work with Newberg School District to provide an additional School Resource Officer.

O2: Install red light and speed cameras and other speed reduction measures within two years.

Objective 1 has been met (see attached new SRO contract).

O2 is 50% complete and will be fully complete when the second camera goes in on Main street. We have also added awareness speed reduction bumps inside one of our worst roundabouts.

Goal 4: Create and maintain a high level of transparency with our residents in order to build trust.

O1: Expand communication outreach in regard to regular city events and additional involvement with city businesses by the end of 2026.

O2: Develop new streamlined council rules to institutionalize our administrative enhancements. This will include the following enhancements from the last round of council goals:

- Work sessions prior to each decision item
- Seven-day publication schedule for council packets
- Executive summaries on all council packet items of 100 pages or more
- A more streamlined parliamentary procedure

Goal 4: Create and maintain a high level of transparency with our residents in order to build trust.

Goal 4 - O1 has been enhanced but is not complete. Significant strides have been made by creating a Public Information Officer position. The city hosted a First Friday ARTwalk event in February, inviting the community in to learn more about the day-to-day work of our staff.

We also attend a number of events in the community, including: Newberg's Old Fashioned Festival, Chehalem Valley Chamber of Commerce Friday Greeters meetings. Work continues.

Goal 4 - O2 is complete in all its administrative glory.

Goal 5: Implement a careful and prudent fiscal policy.

O1: Begin reducing and eventually eliminate the City's debt in a steady, prudent way without compromising the City's ability to provide essential services and functions.

O2: Reduce elements of the municipal billing statement.

O1 One debt has been retired early, and the second will retire two years early this year (Communications debt June 2026).

O2 The Communications line item comes off the bill this summer. To reduce any more other revenue streams would need to be found. This work continues!

Goal 5: Implement a careful and prudent fiscal policy.

O3: Ensure that the city has a long-term financial plan that supports its goals and objectives.

Many steps have already occurred:

- The Purchasing Manual
- Tyler Incode 10 fully implemented
- Courts System up and running
- Biennium budgeting up and running

We are now ready to tackle this objective the precursor steps are in place. Work continues this item. Kady is aiming to compete this in 2026.

Goal 5: Implement a careful and prudent fiscal policy.

O4: As a secondary focus to the maintenance of our existing roads we will explore the concept of converting small sections of gravel streets to modern paving.

O5: Look for ways to fund road repair and to remove the TUF fee from utility bills.

I feel that O4 and O5 are interlinked any chance to do these things without halting road repairs will require a new revenue source. Staff will be bringing you a gasoline tax proposal soon. Work continues.

Goal 6: Revitalize and beautify the appearance and utility of Newberg's downtown area.

O1: In partnership with NDC, seek funding sources to implement the main street program.

O2: Work with all stakeholders to explore the creation of a historic designation for the downtown corridor within three years.

In the last seven months \$28,000 of repairs and upgrades have been done downtown. Work on O1 & O2 continues see next slide.

Goal 6: Revitalize and beautify the appearance and utility of Newberg's downtown area.

As part of the ODOT ADA ramp work, and required historical impact remediation, ODOT is conducting research for the city that will provide the information we need to proceed with our exploration of a Historic Downtown designation.

In addition, staff are currently in the process of applying for a Certified Local government grant which will allow up to hire a specialist to update our historic resource inventory, further supporting this goal.

Goal 7: Preserve the balance between the needs of the tourism industry and preserving the character of our town.

O1: Implement and codify the new STR rules within one year.

O2: Act as a resource to assist the community in obtaining grants to improve the city.

With the grant writer position on the organization chart and the new STR rules codified both of these goals have been met and they can be removed.

The grant writer position will continue to be an ongoing FTE far into the future.

That concludes a review of the work done this here on the next slides I will cover staff suggestions for changes to this living document.

These will document our changes and be very good for staff morale. It would be great for everyone to see all the hard work being documented!

With that said with council approval I propose to keep customer service on the ongoing goals list including turnaround time for deliverables like permits and interlibrary loans.

We will keep this top of mind, and I engage with staff on customer service all the time!

With Goal 1 moved to ongoing, I would re-format the objectives list with customer service moving to an **ongoing focus** and Goal 1 becoming Goal 2 etc. All staff will therefore continue to strive to follow the departmental customer service standards and the main customer service guide.

Goal 3 O1 has been met see attached new SRO contract.

I propose that Goal 3 Objective 2 becomes Objective 1 as we continue to work on our full build out of permitted cameras the first of these is now live.

Goal 4 O2 has been completed and can be removed.

Goal 7 O1 has been completed, and it can be removed, therefore objective 2 would become objective 1.

So that's completed the list of suggested changes for this part of the goals cycle!

If council approves this update the CM will bring an updated document for resolution approval to the next session.

Questions?

City of Newberg Customer Service Manual



“Treat people like they are your own grandparents.”

- Russ Thomas, PW Director



• V.1 2023

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SECTION ONE:

VISION AND ETHOS

When another department or a resident seeks assistance, their goal is for a quick, accurate, and courteous answer or solution. Great customer service must therefore be one of our highest priorities. Who are customers? Our customers are the public, residents, vendors, coworkers, and contractors. The service and value elements of our STRIVE model logically underpin our commitment to customer service. These are also reinforced by our commitment to City Council goal one, and objective four in particular:

Goal 1: Create and maintain a high level of customer service.

Objective 4: Publish a customer service standard with a measurement system.

If you are unfamiliar with the service and responsibility elements of the STRIVE model, re-visit the city website by [CLICKING HERE](#) or go to www.newbergoregon.gov/citymanager/page/our-organizational-values-strive.

This customer service standard identifies ideal practices to deliver service via various contact channels. It also provides overarching guidance applicable to any situation involving customer contact with the City of Newberg. This applies to both internal and external customers.

This document also recognizes that there are state minimum service standards for many of the listed items below. It embodies our commitment to do better than the state's minimum standards. All City of Newberg employees will provide consistent, excellent customer service, and we will treat all customers and coworkers with respect and dignity. We will seek opportunities to solve problems and are encouraged to explore any/all opportunities to “go the extra mile”.

The overarching purpose of this manual is to set forth the ideal standard in each case. Naturally circumstances may intervene to prevent staff from meeting a given standard in some instances, but all staff need to know what great customer service looks like to deliver it! It is also envisaged that staff training and coaching will follow on from the publication of this standard to help all of us to improve our collective customer service game.



By following this guide, we will seek to consistently provide excellent customer service. Improving customer service is an ongoing and dynamic process. Through training and skill development, we will continually improve our service to our community. We practice consideration, compassion, discretion, and unity of effort. We seek to be approachable and communicate clearly with and to our public and to be committed, accountable, and cooperative team players. Making the City of Newberg hum with customer satisfaction is the heart of our work!

Nothing in this manual should be taken to suggest that staff must accept abuse or profanity from customers. Service can and will be refused to those who cannot treat staff with respect.

Servant Leadership Values:

Some sections of this manual discuss following servant leadership principles. The key principles of servant leadership are authenticity, strong communication, integrity, compassion, empowerment, continuous improvement, and putting others first. They reflect the values of servant leadership, support a positive employee experience, and keep team members motivated to perform well. These principles can be summarized as:

- Honor others (before yourself)
- Inspire vision (before setting the course)
- Choose ethics (before profit)
- Empower others (before personal gain)
- Balance focus with flexibility (before making decisions)
- Serve with humility (before all else)

Our human resources department can help you learn more about these servant leadership skills with additional training when requested.

SECTION TWO: CUSTOMER SERVICE STANDARDS

The following sections list ideal customer service standards for each level within the organization and for specific types of customer contact or interaction.

What are the City's organizational levels and where do service standards apply?

See *Figure 1* to the right which shares the organizational levels found throughout the City's departments.

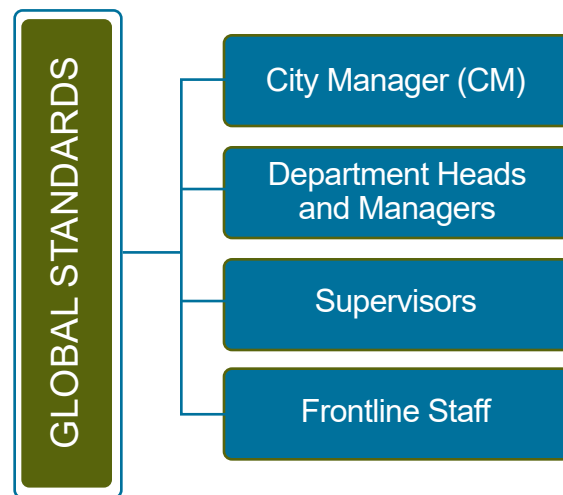


Figure 1 - City of Newberg Organizational Levels and Service Standards

Standards for the City Manager (CM)

1. Actively embody and model excellent customer service and the established principles of servant leadership.
2. Establish a goal of visiting frontline staff in all departments at least monthly for listening sessions.
3. Ensure that succession plans are in place and reviewed annually for the CM and department heads to ensure smooth continuity of operations.
4. Ensure that department heads are provided with annual opportunities for training in customer service and servant leadership.
5. Hold department heads accountable to the standards in this document and take remedial action if department heads fail to implement them.
6. Take action to receive performance feedback from both the City Council and department heads regarding customer service.

Standards for Department Heads and Managers

1. Understand and embody the established principles of servant leadership.
2. Own the problems of other departments when their area of expertise is useful to assist in providing a solution, especially when there is an internal customer relationship. Stay involved until the issue has been remediated or appropriately transferred to another department.
3. Carry out the functions of supervisor level staff at least monthly to better understand the directives and policies they are creating and to ensure familiarity with the processes under their control. For example, they will lead a crew or provide coverage at a desk.
4. Hold supervisors accountable to the standards in this document and will take remedial action if supervisors fail to implement the listed standard.
5. Ensure that customer service training appropriate to their field or industry is a formal element of new hire onboarding, and this will be documented.
6. Ensure that staff previews, and coaching occur on time and include an ongoing focus on customer service with HR support where necessary.
7. Ensure that staff training occurs annually to hone customer service skills with HR support where necessary.
8. Effectively guide and persuade their team by involving them in decisions and processes where possible.

Standards for Supervisors

1. Understand and embody the established principles of servant leadership.
2. Carry out the functions of frontline staff weekly to better understand the workflows and processes they are leading. For example, they will conduct patrols or review a set of basic plans.
3. Hold frontline staff accountable to the standards listed in this document and take remedial action if frontline staff fail to implement them.
4. Ensure that all team members are trained to the listed standards associated with their role and position.
5. Train and expand personal skills so staff will be equipped to take on greater roles within the City over time.
6. Ensure that staff previews, and coaching sessions occur on time and include a focus on customer service.
7. Use the resolution of customer issues during the first contact as a key performance indicator.
8. Supervisors will own their customers' problems. If the issue is passed to another staff member or department, they will ensure that the customer is informed of the transfer.
9. Effective servant leaders guide and persuade their team by involving them in decisions and processes where possible.

Global Standards

1. Customer satisfaction will be formally measured annually unless remedial action is deemed necessary outside of the annual cycle.
2. The quality of customer service will be evaluated across multiple contact channels. For example, paper and electronic satisfaction surveys could be utilized.
3. Records of prior contacts will be maintained to minimize the need for customers to repeat themselves. Notes will be kept in our systems such as in Tyler Products or the ILS in line with published state retention rules.
4. Customers will be given the option of communicating with a supervisor upon request.
5. Customer service representatives will use clear language and speak in “layman” terms whenever possible.
6. The use of technical terms and acronyms in customer communications will be avoided as much as possible.
7. Acronyms will be defined when used in customer communications, whether written or oral.
8. Customers will be informed when their interactions are monitored or recorded.
9. Lessons learned from all feedback will be incorporated into training and service improvement in a timely manner. These improvements will trigger process change whenever needed to remove barriers to good customer service.
10. Departments will continuously reassess their hours of operation relative to customer needs and preferences.
11. If an issue is passed to a different department for an answer or solution, such as from Public Works’ Engineering Division to Community Development’s Planning Division, the customer will be apprised of the transfer in a timely way and given the name of the new contact. This will avoid the customer getting lost because of the transfer.
12. Be aware of the demeanor used in providing customer service. Demeanor is important! Being attentive, welcoming, courteous, and using a helpful expression are part of a great customer service experience. It’s not always about what you say but the way you say it. It’s not about what you do, but the way you do it.

Customer Concerns

The following guidelines will help all staff assist customers when they bring forward a concern or customer service request.

1. Customers may submit their concerns via the contact channel of their choice.
 2. Concerns will be acknowledged within one business day and processed in a specified and timely manner.
 3. Responses to customer concerns will be provided in a timely manner. See response standards below.
 4. Concerns will be evaluated in a timely way to identify any needed customer service improvement.
 5. Lessons learned from the processing of customer concerns will be incorporated into training and service improvement where relevant.
-

SECTION THREE:

INTERNAL PROCESSES

General Internal Processes

1. Departments with a high volume of customer contact will track each case or contact using accession numbers or case numbers and will provide these tracking numbers to each customer where relevant. Naturally this does not apply to contacts of a very general nature. For example, for public information requests (PRRs), each correspondent will be provided with the PRR number assigned to their request.
 2. The volume and complexity of customer inquiries will be audited periodically to forecast workload and schedule customer service staffing commensurately. In other words, more staff will be deployed at peak times. This can be done using check-off sheets or via automated methods.
 3. If a case moves to another staff member or department, the customer will be told as soon as possible that the case manager has changed and be provided with the name and contact information of the new case manager.
-

Resource Allocation

1. Continuously available and relatively cost-efficient channels will be creatively promoted to customers utilizing digital communication methods as well as traditional ones.
 2. Creative work scheduling will be used to help meet customer needs and preferences for expanded hours of customer service. For example, a 4-10 schedule or schedules focused on peak hours of operation.
 3. Staff Outlook calendars should show if staff are physically in the office or not (if available in your workspace or job type).
-

Remote Work

1. As outlined in the City's remote work policy, the City expects the same work product of employees as if the employee is at work in the office. This means being responsive by phone, email, instant messenger, or other electronic systems regardless of whether an employee is in the office or working remotely. This may mean that remote work schedules need to be tailored by supervisors to ensure a customers or colleagues can reach the employee during reasonable business hours.
 2. City phones are to be forwarded during remote work and incoming calls when working remotely are to be answered by the third ring whenever possible.
-

Telephony

1. Incoming calls will be answered by the third ring whenever possible.
2. Responses to customer voicemail messages will be made as soon as possible and no later than the next business day.
3. Up to three attempts will be made to return calls to a customer.
4. City telephone numbers will be clearly listed on our website.
5. Telephone numbers for the city will be easily located online.
6. When working remotely, staff must forward their office phones to a number where they can be reached directly.
7. Before a call is transferred, the customer will be advised regarding:
 - Where/to whom their call is being transferred
 - Why their call is being transferred, and
 - A number to call if disconnected during the transfer



Recorded Messages

1. FAQ suggestions will be played to callers on hold in queue.
2. Recorded information provided to callers after-hours will include hours of operation and encourage callers to use alternative service options available in the interim. For example, the City website and social media feeds could be highlighted.
3. Customer-facing functionality will be carefully determined by considering customer preferences and the complexity and volume of calls. For example, messages will address the most common scenarios first.
4. Voice prompts will provide the number to press for various departments. For example, “If you want to reach water billing, please press four”.

Voice-Over Internet Protocol (VOIP)

1. Sound quality will be validated in advance of use.
 2. Backup communications for use in the event of internet connectivity outages will be considered.
-

Email Standards

1. Response time for customer email will be determined as follows:
 - Relatively simple and/or common questions will be answered within two business days
 - Questions which involve personal data, complex policy, scientific issues, and/or time-consuming research will be initially responded to by email within two business days citing the complexity of the inquiry and providing an estimate of when the customer will receive a complete answer.
2. When a response to a customer email is unsuccessful due to spam filters or other factors beyond our control (email bounces etc.), two additional response attempts will be made.
3. Whenever possible, generic email addresses will be preferred over individual ones for external customers. For example, cityrecorder@newbergoregon.gov rather than a set staff member's email address. Internal customers should still use individual emails.

Automated Email Responses (Out-of-Office Events)

1. Unless they will be responded to no later than the next business day, all customer emails will be acknowledged upon receipt with an automated email acknowledgement. Acknowledge will:
 - Provide the duration of the out of office event, and
 - Suggest other available contact channels that could provide the customer with a faster response if needed.
2. If there is an unexpected, prolonged absence, employees will set an out of office message. If necessary, employees will contact IT to assist with this task.



Acceptance of Documentation

1. All efforts will be made to accept documentation deliveries in as wide a range of formats as possible so long as the format does not have a detrimental impact on service.
2. In the case of thumb drive delivery or other physical transfer, staff will take care to follow the City's cybersecurity policy which includes, but is not limited to, scanning media and/or devices for viruses and malware.

Non-Automated Email

1. Email addresses designated for customer contacts will be monitored continuously during scheduled hours of email availability.
 2. Departments using identifying case or accession numbers for projects and/or customer inquiries will always reference them in related emails.
 3. The sender of a misdirected email from outside the City that is forwarded elsewhere will be advised regarding:
 - Where/to whom it is being forwarded
 - Why it is being forwarded, and
 - When the customer can expect a response
 4. The use of private email addresses and private social media to conduct City business is prohibited.
-

Internet Response Forms

“Internet Response Form” in this context refers to the entry point for structured text information provided by customers within City webpages.

1. Internet response forms will begin with a link to FAQs.
 2. Mandatory fields will be limited to only information needed to respond.
 3. Drop-down menus will be used as much as possible to allow customers to categorize the topics of their inquiries.
 4. Wherever possible, the customer will be able to choose how they wish to receive a response.
 5. Customers will be reminded to ensure that a response from the City email address can pass through their spam filters.
 6. The date and time of response to inquiries will be automatically captured.
-

Walk-In Services

Visiting City Hall or our other offices to interact person-to-person continues to be strongly preferred by many residents and is still required for certain types of transactions. Legally, some transactions still require “wet” signatures. Some of the most negative stereotypes of municipal service are related to this access channel. These can be dispelled through implementation of new standards. The following expectations apply to walk-in customers:

1. Walk-in customers will be greeted immediately with a friendly greeting of the day. For example, “Good morning.”
2. If the staff member is already helping someone, the walk-in customer will be apprised of this and given a quick estimate of wait time. For example, “I’m sorry I can’t help you right away. I am helping this customer, but I will be with you very soon”.
3. Walk-in customers will be assisted in no more than fifteen minutes. If necessary, backup staff will be called to ensure that this occurs.
4. The use of appointments will be initiated when transactions typically require more than fifteen minutes. All departments must have an established and public way to make appointments. For example, if the time of peak document delivery is found to be 2 p.m. until 3 p.m. more staff would be scheduled to be available in that window.
5. Walk-in customers without appointments will be served in order of arrival.
6. Customers will be greeted warmly with an estimate of wait time (in busy periods) and where relevant asked to verify that they have everything required to conduct their intended transaction. Where relevant, lists of typically needed documents will be available to expedite this process.
7. The City will continually evaluate hours of operation with respect to the evolving needs and convenience of walk-in customers and, as necessary, adjust hours to reduce wait times. Creative work scheduling may be needed to accomplish this.
8. Video information channels will be creatively promoted in walk-in customer waiting areas.

9. Lobby areas will be outfitted with comfortable seats to make the experience more pleasant for those who are waiting. Customers waiting for an appointment will therefore be able to sit or otherwise relax instead of standing in line.
 10. If you see your colleague is assisting a customer and another is waiting, see if you can help, regardless of your assigned responsibilities.
-

Physical Mail

1. Physical mail shall be opened by the addressee only. If it is not clear who the recipient is, the mail item shall be referred to a department head to make this determination.
 2. The topic, date of receipt, and date of response will be tracked for all mail inquiries.
 3. Internal routing and processing procedures will be posted for:
 - Letters addressed to the leadership of the City of Newberg
 - Letters for which the intended recipient is not clear
 - When the customer can expect a response
-

Website Utility

1. User convenience will be incorporated into website design.
2. The website will be available in Spanish as well as English by means of in-built translation features.
3. Free text search will effectively bring up the relevant page.
4. The World Wide Web Consortium (W3C) accessibility standards for visually impaired users will be applied to the City's website design and tested annually by the Community Engagement work group.

Website | FAQ Pages

1. FAQs will be prominent on the City's home page.
2. The FAQs used most often by customers will be displayed most prominently.
3. Further inquiry by customers whose issues could not be fully resolved using FAQs will be facilitated in a manner convenient to the customer.
4. The staff responsible for FAQs and their role in the City will be documented on the FAQ. For example, a text label might say "updated by the library circulation supervisor".
5. Customer recommendations for changes to FAQs will be acknowledged and acted upon, if appropriate, in a timely manner.
6. FAQ pages will be reviewed and updated as needed at least annually.
7. FAQ pages will provide instruction on how to report concerns.

Website | Posted Contact Information

1. The home page for both the City and each department will contain a prominent link to the relevant "Contact us" page.
2. "Contact us" webpages will provide information needed to reach the City via all available customer contact methods.
3. The prepared content of automated responses to customer inquiries will be reviewed and updated as needed at least annually.
4. City email addresses and links to response gathering forms will be prominent on the City's website.
5. Contact information for other agencies posted online will be coordinated with them in advance of posting. For example, "contact CPRD for more information on parks SDC rates".



Podcasts, RSS, and Similar Web-Based Media | if Used in Future

1. Notifications to customers will include content descriptions in addition to titles.
 2. No particular pod catcher / RSS reader will be recommended.
 3. Customers will be offered a list of examples and / or advised to search to obtain RSS readers. For example, a list of free pod catching applications will be provided.
 4. The City will periodically test its website and at least annually with various readers to ensure broad compatibility.
-

Department Specific Customer Service Standards

The following are standards for department specific events or transactions. Naturally, departments carry out many, many more tasks and create many other deliverables beyond those listed here. These are just the most common items or transactions. [This set of standards will be provided in the second edition of the customer service standards manual.](#)

City of Newberg Customer Service Guide Volume II
Department Specific Standards



This customer service guide brings together a compendium of the customers service manuals and guides that are used by our customer-facing departments. They are not a replacement for our general customer service expectations (See Customer Service Plan V1). Instead, these standalone covering department specific operations or situations. Each document retains its own organic pagination or formatting.

For ease of navigation these have been labeled with the following hyperlinks:

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C	Finance – Court	p.28
D	Finance – General	p.33
E	Finance – Utility Billing	p.38
F	Human Resources	p.45
G	Library	p.53
H	NDPD	p.58
I	Public Works	p.66

Community Development Department Customer Service Plan



Approved by City Manager
July 8, 2024

Presented to City Council
July 15, 2024

Updated
December 1, 2025

Outcomes

Metrics

Strategies

Initiatives

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City Manager
Will Worthey

Introduction

The Community Development Department Customer Service Plan summarizes departmental strategies and initiatives pursuant to the City Council goal to “Create a high level of customer service”. In addition to guiding the department’s work in this area, the report may be used to provide updates to the City’s Customer Service Manual, Volume 2, which is to contain performance measures for city departments.

The strategies and initiatives or actions are not exhaustive or final but instead provide a high-level summary. The draft performance measures or metrics should reflect City Council priorities and must be balanced with available resources. The was developed with input from staff in a strategic plan process.

Outcomes

Metrics

Strategies

Initiatives

Background

A City Council Goal is to “Create and maintain a high level of customer service.” On February 5, 2024, the Council approved Resolution 2024-3918, adopting a Customer Service Manual (Volume 1) for all city departments. The Community Development Department’s mission and work program align closely with these objectives, and over the past two years our team has accomplished significant customer service improvements, as discussed herein.

Our Misson: The Community Development Department supports the advancement of a stronger and more resilient Newberg while helping to make the community an even greater place to live, work, play, and visit.

Community Development implements a variety of programs and processes serving the public. Perhaps best known for administering building and planning codes (regulatory programs), the department strives to create and maintain business- and resident-friendly services through process improvements, coordination with other departments such as Capital Engineering, Finance, Public Works, and Police (for code enforcement), economic development services, community outreach and engagement, and technology improvements such as Newberg’s enterprise permitting and licensing software.

Scope of Services

Community Development delivers value through comprehensive planning, development review, including compliance with land use and engineering requirements, building permit reviews and inspections, economic development services, and maintenance of planning and building codes, among others. While Planning helps development applicants and other customers determine what can be built and where, consistent with zoning and development codes, Development Engineering reviews projects for infrastructure needs, and Building staff administer state building safety codes. Through intergovernmental agreements with neighboring cities, Newberg staff also provide building plan review and inspection services to the cities of Dayton, Dundee, and Lafayette.



The above services involve direct contact between staff and a variety of customers and other stakeholders, including residents, contractors, business owners, community organizations, other service providers, and elected and appointed officials. Customer needs and expectations can vary considerably due to the variety of services provided. For example, building permit applicants are typically contractors and design professionals with expertise in the building trades. By comparison, applicants for land use approvals may include homeowners and contractors with minimal or no background in land use. A homeowner applying for a

land use permit to operate a vacation rental may need a different customer service approach than an engineer or land use attorney applying for a subdivision approval.

Community Development also provides customer service through the City's long-range planning initiatives, and voluntary and incentive-based programs that are different than the permitting decisions usually associated with planning and building departments. These services include voluntary annexations, policy changes requested by community members and initiated by City Council or the Planning Commission, business assistance tax incentives, affordable housing grants, and urban renewal programs. Each of these programs has different customer needs and outcomes.

Customer Service Philosophy

Community development professionals generally are mission-driven and service-minded. Our staff are no different. We are earnest, ethical, and highly motivated people who support positive outcomes for the community and our customers. We embrace Servant Leadership, including honoring and empowering others, inspiring vision, adhering to ethics, balancing focus with flexibility, and showing humility.

While our priority is always to protect public health and safety, we strive for the best customer experience possible while managing public funds responsibly. When bureaucratic processes needlessly hinder customer service, we update our processes to make them more efficient and customer-friendly following "Lean"¹ principles. The customer may not always be right from a legal or technical standpoint, but we owe it to them to understand their truth and do our best to meet their needs within code. When regulations or procedures defy common sense or contradict the City Council's policy intent, we recommend policy changes and make needed course corrections.

As a planner, manager, and executive with more than thirty years of public and private sector experience, I can say with confidence that our staff are among the most talented "can-do" people I've worked with. We are also a lean organization. Each staff member wears multiple hats while adding value for our customers.

—Scot Siegel, FAICP, Community Development Director

¹ Lean is a way of thinking about creating needed value with fewer resources and less waste. It is a practice consisting of continuous experimentation to achieve perfect value with zero waste. Lean thinking and practice occur together." ([Lean Enterprise Institute](#)).

Community Development staff are accessible and try to stay informed on issues concerning Newberg. This is important because Community Development is a “high-touch”, public-facing department. We inspect new home construction, tenant improvements, and major commercial projects; serve walk-in customers at the permit counter; respond to numerous calls and emails each day; and conduct hundreds of other meetings and inspections every month. We frequently meet with community members and others representing a variety of industries and organizations, often on location, to help them navigate regulatory processes and to solicit their input on policies and programs. Community Development also receives calls about other city services and helps to connect the public to other departments, agencies, and organizations.



Following the ice storm and flooding of January 2024, when City Hall had to shut down, Community Development resumed full operations within six days of the disaster, including standing up a new customer service counter at the Wastewater Treatment Plant. We also helped guide the restoration of City Hall, including the Permit Center/Lobby remodel, for the reopening in December 2024.

Workload and Resources

Community Development’s workload is cyclical and varies by program and permit type, which makes it difficult to implement a cost recovery model. **Appendix 1** provides a high-level summary of the number of planning approvals, building permits for new dwellings, and building inspections performed monthly.

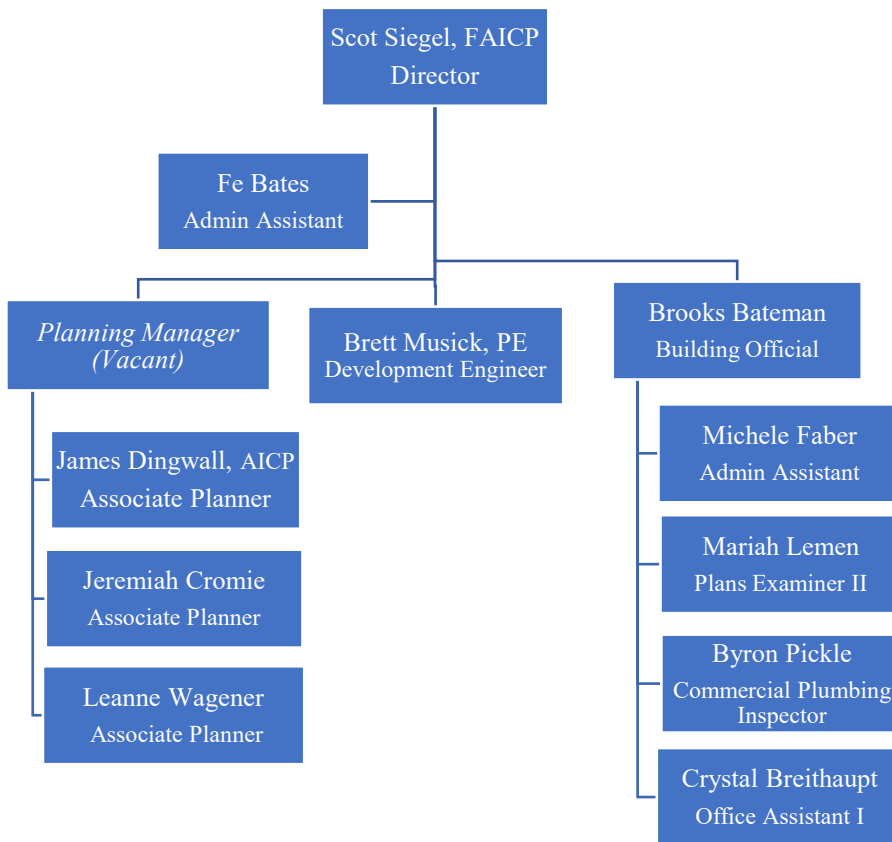
- The Building Division ensures that new construction meets building safety codes and service standards established by the State of Oregon Building Codes Division of the Department of Consumer and Business Affairs. The state program requires a dedicated fund for the Building Division, which in Newberg is self-supporting (full cost recovery). Additionally, a 12% surcharge on all building permits goes to the State to maintain the program including providing support to local building officials.
- The Planning Division budget is partially funded through fees for services (approximately 35% cost recovery). The balance is funded through allocation of unrestricted General Funds. Additionally, the Planning Division manages grants and revolving loans supported by the Economic Development Fund, including federal Community Development Block Grants and other grant assistance supporting local economic development and affordable housing, which promotes a strong and resilient Newberg. From time to time, the city may receive planning grants from state and federal agencies that partially support our long-range planning initiatives such as updates to the Comprehensive Plan, Transportation System Plan, various public facility master plans, and the Development Code. (See **Appendix 2**.)

Staffing and Service Levels

Community Development has eleven professional staff allocated equally among the Planning and Building Divisions. The department is fully staffed now, though staffing in Planning and other city departments has varied over the past decade, at times creating workload and customer service issues.

The current team, most of whom have been with Newberg for less than three years, are high performing and work well together, as well as with their peers and the public. In collaboration with other city departments, they provide a high level of internal customer service, including a one-stop shop for most customer inquiries related to planning, development, and building projects.

Although our operation is lean compared to larger cities, it is appropriately sized for Newberg's population, budget, and existing service levels based on development activity, which varies with economic cycles. Population growth in Newberg averages approximately 1% annually, though over the past year, the city grew by 2.4%. When the Newberg experiences high development volumes, we have on-call consultants to help fulfill permitting and inspection needs. Of course, a key policy issue is whether Community Development should increase its service levels, and if so, what is the best way to fulfill customer needs. Sections 2 through 5, below, summarize our customer service approach, consistent with the City Council goals, performance measures, strategies, and desired outcomes.



*Community Development Department
Staffing, December 2025*

*Notes: Commercial Plumbing Inspector
and Office Assistant I are 0.5 FTE. All
others are full-time.*

Customer Service Outcomes

“Treat people like they are your own grandparents.”

– Russ Thomas, Public Works Director

The Community Development Department’s customer service approach is based on the City of Newberg Customer Service Manual and STRIVE values (**S**ervice, **T**eamwork, **R**esponsibility, **I**ntegrity, **V**alue, and **E**quity). Together, the City values and manual emphasize the following outcomes:

- **Professionalism and Courteousness** – Provide a high level of customer service for all. Meet customers where they are, in-person, by phone, email/online. Make it easy to work with the City.
- **Reliability and Accuracy** – Provide accurate information consistently the first time.
- **Timeliness** – Match or exceed customer expectations for timeliness based on industry standards and available resources. Recognize that time is money.
- **Overall Satisfaction or Value** – Customer success can be attributed at least in part to our success in providing professional, courteous, accurate, and timely services. We add value by listening, asking the next question, offering alternatives within code, and following up.

KAIZEN

High-performing organizations are learning organizations. They continually seek ways to improve their processes and customer satisfaction. They know their customers well and organize their operations, including research, development, production, quality control, and delivery, around customer needs, including both internal and external customers.

As with any customer service initiative, it is important to work from a common understanding of customers’ needs based on feedback as well as industry standards and best practices. Community Development uses a Continuous Improvement model called KAIZEN, to review and update its business processes. KAIZEN began with the automotive manufacturing industry in Japan in the 1940s and has been adopted by businesses in other sectors worldwide, including professional

改善

Kai = Change Zen = Good

“KAIZEN™ means improvement. Moreover, it means continuing improvement in personal life, home life, social life, and working life. When applied to the workplace KAIZEN™ means continuing improvement involving everyone – managers and workers alike.”

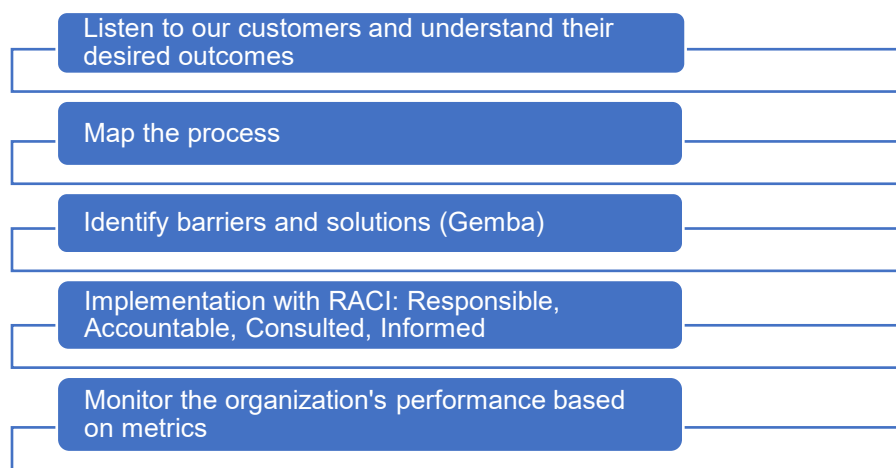
--Masaaki Imai, Founder of Kaizen Institute, <https://kaizen.com/>

Our process includes interdepartmental “Workflows Workshops”, which in part support ongoing maintenance of our permitting and licensing systems. Based on KAIZEN principles, the workshops are attended by staff from Planning, Building, Development Engineering, Capital Projects Engineering, Public Works Operations, Finance and IT. These stakeholders review current workflows, identify

outdated and repetitive tasks or bottlenecks, and together create revised workflows to meet our customers' needs. The results of this work are used to update and improve workflows, standard operating procedures, enterprise permitting and licensing software, and customer information.

The five [KAIZEN Principles](#) are:

1. Know Your Customer
2. Let It Flow (Zero Waste)
3. Go to Gemba ("The Actual Place" where things happen)
4. Empower People, and
5. Be Transparent.



KAIZEN Process

Key Performance Measures

Customer service success depends on a variety of factors, only some of which are within the city government's control. Staff can create workflows that are designed to produce timely permit decisions, but timely decisions rely on quality application submittals, and some decisions rely on participation from other agencies, as well. For example, the Oregon Department of Transportation controls several of Newberg's major thoroughfares and the agency has its own permit process and standards for roadway access. A permit application that meets the City's requirements for a traffic study for example may not satisfy ODOT requirements that are codified in state rules. Therefore, city staff are proactive in coordinating with ODOT and other agencies, and we encourage applicants to do the same. Other entities with whom we work include Yamhill County for electrical permits and inspections, annexations, urban growth boundary decisions, and Enterprise Zone applications; Tualatin Valley Fire and Rescue District for fire and life safety inspections; and Portland General Electric, NW Natural, and Ziply Fiber for franchise utility issues.

Other factors that can cause delays or uncertainty in the permit process include public participation requirements for some types of land use decisions, including appeals of controversial development approvals, which are beyond staff's control. Another example is when a project proposal does not meet code, even if it were revised, and staff are obliged to deny the application or encourage the applicant to

withdraw the request – sometimes with an opportunity to receive a partial or full fee refund. This too can create a perception of poor service, even though it is an example of good service.

As illustrated by these examples, we must be “SMART” in developing performance measures. In this application, SMART stands for:

- Specific
- Measurable
- Achievable
- Relevant
- Time-bound

Overview

The following summarizes the most common types of planning and development permits issued by the City of Newberg, most of which are administered by Community Development. The Capital Projects Department is responsible for Public Improvement Plan approvals including associated inspections. These permits typically follow the land use approvals process and may be connected to building permits. Additionally, the Planning Division administers business licenses in coordination Finance, Police, and other City departments.

Typical Dev Review Processes

- POD: *Staff On-Duty* (one-stop service)
- Preapplication Consultation
- Type 1 Land Use
- Type 2 Land Use
- Type 3 Land Use
- Type 4 Land Use
- Right of Way
- Public Improvement Plan Review
- Inspections
- Building Technical Assistance
- Structural Plan Review: Residential
- Structural Plan Review: Commercial
- Mechanical Permits
- Plumbing Permits
- Inspections

Plan

Design

Build

Development-Related Permits

The performance measures and metrics on the next several pages illustrate how certain types of Community Development services can be evaluated for customer outcomes. These are not meant to be exhaustive but are indicators that can specific, measurable, achievable, and timebound that are relevant to the City maintaining a high level of customer service.

Metrics Overview

Planning Services

- Metric 1. Planner-on-Duty
- Metric 2. Land Use Applications (Types I, II, and III)
- Metric 3. Planning and Engineering Reviews of Building Permits
- Metric 4. Planning Inspections
- Metric 5. Long-Range Planning Performance

Building Safety Services

- Metric 1. Completeness (Ready to Review)
- Metric 2. First Review – Standard Residential and Commercial Permits
- Metric 3. Fast Track Permits – Residential Only (Solar, Decks, Sheds)
- Metric 4. Inspections

Planning Services Metric 1. Planner-on-Duty

Background

The Planner-on-Duty (POD) provides direct customer service in-person and electronically to the public, including contractors, design professionals, businesses, homeowners, real estate professionals, and others. The POD typically responds to land use inquiries but also assists with Building and Engineering referrals. The Planning Division is the lead division and has three professional planners who rotate as POD. Staff are available during regular City Hall Public Hours, Monday-Friday. The doors to City Hall automatically unlock and the main telephone lines turn on at 8:30 a.m. The doors lock at 4:30 a.m., and phones stay on until 5:00 p.m. The following example illustrates a typical POD inquiry and response.



Source / Requestor	Input	Process	Output	Customer Outcomes
Contractor	A contractor leaves a voice message or completes an online form for the Planner-On-Duty (POD) asking about "permitting requirements for a small tenant improvement in the downtown. No additional floor area to be added."	POD takes the call and answers the customer's questions in real-time; or, if the POD is assisting another customer, the POD voice mail, email, or online form prompts the customer to leave essential information about the project, including its address, existing and proposed uses, proposed TI, any active permits and ongoing work, etc.	POD provides essential information on permitting requirements, City contacts, timelines, and fees. If caller has left a message, POD researches inquiry and calls the customer back with the information. POD offers to email info/resources to customer and provides info on voluntary pre-application conference. Any referrals to other city or agency personnel include a "heads up".	Customer receives essential information about how to move forward with their project. If regulations do not allow the project, the customer understands why. By maintaining a quick turn-around, and free (or low-cost) consultations, the city is customer friendly and provides a good value. Note that this took only one call because the customer was prompted to provide essential information about the project location and proposal. Customer may use preapp for more detailed dialogue,

Example of POD Inquiry

Metrics for POD

The draft POD performance measures use both quantitative and qualitative data. They are intended to be Specific, Measurable, Achievable, Relevant, and Time-Bound (SMART).

Metrics Examples for Planner on Duty (POD)

Key Performance Indicator	Metric	Tracking Method	Responsible Manager
Time for POD response	90% same day	POD Log	Planning Manager
Accuracy of information provided	100% correct the first time	POD Log	Planning Manager
Courteous and Professional	90% rate “good” to “excellent”	Customer Instant Survey	Planning Manager
Satisfaction with POD overall	90% rate “good” to “excellent”	Customer Instant Survey	Planning Manager
Satisfaction with Building (following Planning referral)	90% rate “good” to “excellent”	Customer Instant Survey	Building Official
Satisfaction with Engineering (following Planning referral)	90% rate “good” to “excellent”	Customer Instant Survey	City Engineer

Metrics Examples for Planner on Duty (POD). Same day would include next business day for inquiries received after a certain published cutoff time.

The intent is to set achievable goals that reflect a positive customer experience and industry best practices for a reasonable percentage of cases. “Same day” is high standard, but one that the Planning Division regularly attains even though other governments may take longer. (See also, **Appendix 3**, Building Officials Survey.) The only way to improve upon this standard would be to add staff or implement Artificial Intelligence tools such as a Chatbot, but at this stage in AI technology that could create quality issues. The City is also continuing to monitor the legal framework of AI for stability before moving into this realm. The second part to the metric, calling for same day service at least 90% of the time, recognizes that during periods of high work volume and/or staff outages more than one day may be needed for a response, though staff would endeavor to acknowledge receipt of the inquiry. Finally, the 100% accuracy target promotes quality control.

Planning Services Metric 2. Land Use Applications (Types I, II, and III)

Background

This metric is intended to answer the ever-present question of “how long does it take to get my permit?” The default reply for many Oregon cities is that it may take up to 120 days from application being deemed complete (ready for review) to render a final decision, because this is



state law (ORS 227.178(1)).² However, from a customer service perspective, the City may set more ambitious targets based on policy priorities, workload, and staff resource considerations. For example, under state statutes (ORS 227.178(2)), cities must make an initial Completeness Determination on all land use applications within 30 days of submittal. While we aim to complete this task in 14 days or less, an applicant may take up to 180 days from the original submittal date to file a complete application under ORS 227.178(3).

One of the items that can significantly increase review times by the Planning Division is the number of application resubmittals required due to incomplete applications. The recent adoption of OpenGov, the City's enterprise permitting and licensing software, has made it easier to track Completeness Reviews and reduce the amount of "back-and-forth" between applicant and city staff. A positive outcome for both applicants and staff would be to minimize the number of times that the Planning Division receives incomplete applications. To this end, the Planning Division works with prospective applicants before an application is submitted to clarify city requirements. They do this through several tactics, including low-cost pre-application meetings, including virtual meetings, and responding to a variety of inquiries by phone, email or in-person. Further, public-facing materials such as website materials, fact sheets, and outreach videos can also be used to assist applicants.

Metrics for Land Use Applications Review

The following metrics measure the time it takes for a land use application to go from "Submitted" to "Decision". The metrics are tiered by procedure or permit type to reflect the complexity of each type of review, with a targeted duration and frequency of attainment of either 90% or 70%. Although state law, ORS 227.178(2), allows up to 30 days for the City's initial Completeness Determination, our practice is to notify the applicant within 14 days for all types of land use applications.

In the following table, the left **(blue)** column accounts for the **total duration of reviews, including time spent by staff and the applicant** after the City receives the application; while the metrics in the right **(green)** column measure **the total duration of review cycles performed by city staff only**, not accounting for revisions and resubmissions by the applicant. These differences account for Only one metric each is proposed for Completeness determinations (2.A) and Type I Review Decisions (2.B).

² The 120-day rule for final local land use decisions (ORS 227.178(1)) includes accounting for any local appeals, including planning commission and city council, but not the State Land Use Board of Appeals, which is subject to its own statutory deadlines.

Total Review Process <i>Pro: Simple, Direct</i> <i>Con: Low Reliability, Hi Variability</i>	Direct City Review Only <i>Pro: Accurate, Direct Control</i> <i>Con: Hard to Understand by External Stakeholders</i>
2.A: Determine Completeness within 14 days from Application Submittal >90% of the time	
2.B: Issue Simple Type I Review Decisions within 5 days of Complete Application >90% of the time	
2.C: Issue Complex Type I Review Decisions within 49 days of Complete Application >70% of the time.	2.C: Issue Complex Type I Review Decisions within 35 days of Complete Application >70% of the time.
2.D: Issue Type II Review Decisions within 56 days of Complete Application >70% of the time.	2.D: Issue Type II Review Decisions within 42 days of Complete Application >90% of the time
2.E: Issue Type III Review Decisions within 76 days of Complete Application >70% of the time.	2.E: Issue Type III Review Decisions within 62 days of Complete Application >90% of the time.

Metrics for Land Use Applications Reviews

Metric Target(s)

- 90% Attainment of Target for “Direct City Review” = limited to tasks the city directly controls.
- 70% Attainment of Target for “Total Review Process” = includes city and applicant tasks.

Data Source

OpenGov

Planning Services Metric 3. Planning and Engineering Reviews of Building Permits

Description

The percentage of building permit applications that Planning and Development Engineering staff complete their review within the targeted timeframe.



Metric for Planning and Engineering Reviews of Building Permits

90% Attainment of Assigned Due Date – Review within 2 weeks of submittal and acceptance by Building Division.

Data Source

OpenGov

Planning Services Metric 4. Planning Inspections

Description

The percentage of inspections that staff complete within the targeted timeframe. Planning inspections are demand-driven, typically initiated by the applicant or contractor when requesting sign-off on planning conditions of approval for landscaping, parking, and other code requirements.



Metric for Planning Inspections

90% Attainment of Assigned Due Date – within one business day of request.

Data Source

OpenGov

Planning Services Metric 5. Long-Range Planning Performance

Description

Identify opportunities to measure and communicate progress and completion of Planning Division Work Plan projects that have been approved by the City Council. Long-range planning typically involves policy reviews and updates, including amendments to the comprehensive plan and other city plans and implementing regulations, development of new plans, studies, codes, and standards, participation in state and regional planning and economic development initiatives, and public education and outreach for a variety of city and urban renewal agency programs.



The table in **Appendix 2** depicts the tracking dashboard currently being used. Each project is shown in quarterly increments that could be used to demonstrate status, progress, and completion in a relative sense. Paired with a presentation, this would provide staff with the opportunity to update the City Council and public.

Metric for Long-Range Planning Performance

There are a variety of program management principles and tools the City can use to evaluate performance of the Long-Range Planning Program. Metrics are generally established at the outset of each project based on City Council goals and expectations.

Data Source

Planning Division Work Plan

Building Safety Services Metric 1. Completeness (Ready for Review)

Description

The percentage of building permit applications for which staff complete intake and completeness reviews within the targeted timeframe.



Metric for Building Permit Completeness Review

90% Attainment of Assigned Due Date – within 2 business days of application submittal.

Data Source

OpenGov

Building Safety Services Metric 2. First Review of Permits

Description

The percentage of building permit applications that staff approve or issue correction letter for (first review) within the targeted timeframe.



Metric for First Review of Residential and Commercial Permits

90% Attainment of Assigned Due Date – 4-6 weeks of complete/ready for review based on workload and project complexity. For example, plan reviews for large commercial structures may take longer. Typically, first reviews by Planning and Development Engineering will be performed within 2 weeks and Building within 4-6 weeks to ensure coordination between city departments. As discussed under Staffing and Service Levels, due to our small staff size, Community Development uses contractors (third-party reviews) to maintain continuity of services when personnel are out of the office for an extended period.

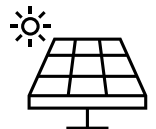
Data Source

OpenGov

Building Safety Services Metric 3. Fast-Track for Residential Solar, Decks, Sheds

Description

This pilot project began in 2024. The Building Division has evaluated its impact on workload and review times for other permits and is refining the process to maintain a high level of customer service. The percentage of fast-track building permit applications approved within the targeted timeframe.



Metric for Fast-Track Permits

90% within 5 days of submittal, or 70% within 3 days, based on workload.

Data Source

OpenGov

Building Safety Services Metric 4. Inspections (Structural, Mechanical, Plumbing)

Description

A measurement of the percentage of time that staff complete building inspection within the targeted timeframe. Building inspections are demand-driven and typically requested by contractors but may be requested by the property owner or any person representing the owner. Inspections are regulated by the State of Oregon.



Metric for Building Inspections

90% Attainment of Assigned Due Date – same day, or within one business day of request. Due to limited staffing, the City does not offer scheduled inspection times.

Data Source

OpenGov

Strategies and Initiatives

The following strategies and initiatives are intended to achieve the above desired customer outcomes and support attainment of our performance measures. Strategies provide direction, while the initiatives serve as actionable steps toward desired outcomes. *“Status” updates are as of December 2025.*

Strategy 1: Seek customer feedback on our services, and evaluate our business processes, technology, communications, and training needs.

- 1.1 Build and nurture relationships in the community and with stakeholders, for example, by attending and presenting at events hosted by local service organizations, businesses, and economic development groups.

Status: Outreach and presentations during 2024-2025 include presentations to George Fox University Business School (Strategic Planning Course), Rotary (multiple groups), Newberg City Club, and Chehalem Valley Chamber of Commerce, Yamhill County Association of Realtors, and City of Newberg Lunch and Learn.

- 1.2 Solicit customer feedback with a brief electronic survey that is linked to all email signatures. If possible, incorporate the survey into the automated responses applicants receive with the new permitting software, OpenGov. Make it easy to respond. Managers or CDD Director to provide personal follow-up with customers who are not satisfied with our services.

Status: Pilot survey launched in April 2024. Director followed up with one respondent whose concern was unrelated to CDD – their complaint was about a storm water capital project that had been delayed but has since been completed. City Manager has confirmed “no complaints” related to Planning or Building Divisions.

- 1.3 Review performance measures and best practices from other jurisdictions to maintain Newberg's competitive edge.

Status: Building Officials Survey completed in 2024. Newberg is competitive with other jurisdictions including those with more staff when reviewing turnaround times for permits and inspections.

- 1.4 Application Forms, Fees, and Instructions – Simplify the land use application form(s) and create a user-friendly fee calculator with rollout of OpenGov permitting software.

Status: OpenGov has improved plan intake considerably. Staff continues to work with OpenGov to identify and implement system improvements.

- 1.5 Staff Report Streamlining and Restructuring – Reformat planning staff reports to highlight the most relevant information up front for the public, applicants, committees and commissions, and City Council. Continue to use executive summaries for complex documents and presentations.

Status: Staff regularly prepare executive summaries ("RCAs") for City Council. Streamlining of other staff reports and planning decision templates is in progress.

Strategy 2: Retain local businesses and attract new ones by responding rapidly to economic development inquiries and working collaboratively with community and agency partners.

- 2.1 Provide timely, accurate, and constructive feedback to business leads regarding the permit process and economic development incentives.

Status: Ongoing. Examples include Business Oregon site selection leads and requests for information, Enterprise Zone inquiries, and business/development preapplication requests.

- 2.2 Coordinate economic development leads and needs with the City Manager and other departments, agencies, and stakeholders such as SEDCOR.

Status: Ongoing.

- 2.3 Consider recommending a procedure for adjustments to Planning Application Fees to reflect varying project scales, and to complement other tools for economic development.

Status: Ongoing. One example is the recent amendment to the development code to remove the requirement for a separate land use application for home occupations. Home occupations now require only a business license.

Strategy 3: Automate our business processes wherever practical and improve customer communications and transparency in the permit process.

- 3.1 Upgrade the City's permitting software (OpenGov) while simultaneously reviewing and updating permitting workflows, application forms and instructions, and reporting tools. Create a user-friendly fee calculator and automate customer notifications of permit status changes. Track performance on all metrics.

*Status: OpenGov, the City's new enterprise permitting and licensing software, went live in Spring 2025. By simultaneously reviewing and updating permitting workflows, application forms and instructions, and reporting tools, the City streamlined workflows across multiple departments and improved customer service. Refer to **Appendix 1, Metrics Report 2025**.*

- 3.2 Use Bluebeam electronic plan review software to facilitate concurrent reviews on building permit applications among city departments and divisions. Community Development to host an interdepartmental Bluebeam user training to ensure a strong foundation of knowledge and build a consistent skills base within City personnel who conduct digital-based reviews and related activities.

Status: Training was provided in 2024. The Planning, Development Engineering, Building, and Capital Engineering all use Bluebeam in different capacities to perform plan reviews.

- 3.3 Convert paper permitting records to digital files for retention in ORMS, consistent with State of Oregon records retention requirements and the Citywide initiative. This will improve operational efficiency in the Planning and Building Divisions, aid in public records requests, and free up valuable space in City Hall.

Status: As evidenced by the empty former file rooms in the Annex, and on the second floor of City Hall, scanning of paper files is substantially complete except for records that are fragile or may need to be retained in hardcopy format. Coding of files for retention in ORMS is ongoing.

Strategy 4: Streamline the permit process using KAIZEN principles and methods as part of a continuous improvement process.

- 4.1 Use KAIZEN principles and methods to review business processes (workflows) for all permit types and adopt process improvements. Include all relevant departments and repeat regularly.

Status: Ongoing. As part of the OpenGov configuration, CDD hosted a successful interdepartmental Workflows Workshop that was attended by staff from Planning, Building, Engineering, Public Works Operations, IT, and Finance. The team subsequently met to review OpenGov and identify possible improvements after six months of operation.

- 4.2 Fast-Track Permits – Pilot a fast-track permit process for sheds, decks, and solar panels, with permits issued within 3 days of submittal. Consider adopting fast-track timelines for other permit types that are less complex than permits for new construction.

Status: Adopted. The City has processed approximately 40 fast track permits since going live with OpenGov. The key performance indicator has been updated to reflect the fact that turnaround times for some permits may require up to 5 days instead of 3 days. Staff will continue to monitor the program's impact on workload and whether it causes delays for other projects.

- 4.3 Provide training for administrative staff to obtain certifications that would allow them to perform routine, over-the-counter building permit reviews.

Status: This is ongoing.

Strategy 5: Reduce unnecessary costs and delays in the permit process by streamlining city regulations and procedures while maintaining community standards.

- 5.1 Annual Development Code Maintenance – Annually review regulations that require updating, clarification, or corrections, and recommend code amendments consistent with the Comprehensive Plan and City Council goals. Coordinate this effort with other City departments and support their code maintenance efforts.

Status: CDD has successfully led two rounds of code maintenance since 2024. Examples of code amendments that have made the permit process more efficient include reclassification of some land use decisions from public hearing review to administrative review, and removal of land use reviews altogether when code compliance is achieved through other permitting and licensing reviews (e.g., home occupations). CDD maintains a log of code maintenance needs that is coordinated with other City departments.

- 5.2 Plan and Policy updates – High priority code changes or plan amendments that are not “Maintenance” are prioritized within the Planning Division’s Annual Work Plan. These items typically require prior City Council direction.

Status: Progress on the Planning Division Work Plan is contingent on available staff resources. Priority is given to projects that are required by state law and City Council Goals, such as the recent update to the Vacation Rental Homes policy and code.

Appendices

1. Metrics Report 2025 (under separate cover)

B. City Recorder's Office / Community Engagement



Customer Service Standards - Summary of Customer Service Points

The City Records Office interacts with customers in a wide variety of ways. While some interactions follow standard processes and procedures, many others can take a wide variety of paths and require individualized attention. Our interactions are both internal (staff, elected and appointed officials) and external (members of the general public). Below are our common customer service points.

- Public Record Requests
- Council Meetings
- Public Comment
- Board, Committee, and Commission Management
- Complaints
- Phone, Email, Walk ins
- Elections

Standards:

The following standards will be followed in all customer service interactions:

- Follow the issue until resolved. Staff will check in on an issue, even when passed to another department, to ensure it is resolved satisfactorily.
- All calls and requests for call backs will be responded to within one business day.
- Emails will be acknowledged within one business day.
- Staff will maintain a professional demeanor in all interactions, showing empathy and a desire to find solutions.
- All customers will be treated with respect and courtesy.
- Staff will be available for appointments within one week of request (as customer schedule allows).
- Concerns and complaints will be acknowledged within one business day and followed through promptly.

- Staff will track day-to-day customer interactions on a desktop tally sheet, to be compiled monthly. Tally sheets will capture types of interactions, time of interaction, and customer satisfaction.
- Staff will send follow up emails after complex meetings to summarize conversations, decisions, and actions.

Staff Training

Staff will receive training on customer service standards during onboarding and annually. Appropriate training for specific customer service goals will be provided as needed. Customer service goals will be established and reviewed as part of employee previews. Lessons learned from the processing of customer concerns will be incorporated into training and service improvement where relevant.

Key Performance Indicators:

Key Performance Indicator	Metric	Tracking Method	Responsible Individual
Public Records Requests	100% completed within state mandated timelines (usually 15 days)	PRR Tracking Sheet	Deputy Recorder
Response to communications from elected and appointed officials	Within 1 business day 95% of the time	Customer Interaction Tally Sheet	All

Key Performance Indicator	Metric	Tracking Method	Responsible Individual
Board, Committee and Commission Applications	Preliminary Response within 1 day, Notification of status sent within 48 hours of decision by mayor.	Application Tracking Sheet	Records Management Clerical Assistant
Election Filings	Appointments made withing 3 days of contact.	Customer Interaction Tally Sheet	City Recorder
Complaint Acknowledgement	Within one business day 100% of the time.	Customer Interaction Tally Sheet	All
Complaint Resolution	Within one week 90% of the time.	Customer Interaction Tally Sheet	All
Social Media Engagement	8,000-10,000 interactions on posts in a given month	Social Media Numbers tracking sheet	PIO
Completion of Communication Projects	90% completed by original deadline	Communication tracking sheet	PIO

Internal Communication Metrics (Weekly check ins, teams, etc.)

Staff will maintain high levels of internal communication to assist with customer service goals. This will include weekly department check ins, Traffic Signal check ins each morning on teams, and ongoing communication about active issues. When absences are

anticipated, staff will ensure that another team member is apprised of their customer interactions and their status to create redundancy.

Annual Reviews

On an annual basis the following customer service initiatives will be undertaken: website FAQ reviews and updates, review of data from customer interaction tally sheet, annual formal assessment of customer service, annual review of key performance indicators and standards based on data.

C. Finance - Court Customer Service Plan



Court/Finance Team

Wendy Looney – Court Administrator
Hannah Faulhaber – Court Clerk II
Kady Strode – Finance Director

Introduction

This plan summarizes the mission and goals of the Court department, pursuant to City Council goals for all departments. It aims to provide performance expectations that can be used in the preparation of the City's Customer Service Manual, Volume 2.

Background

A City Council Goal is to "Create and maintain a high level of customer service. On February 5, 2024, the Council approved Resolution 2024-3918, adopting a Customer Service Manual (Volume 1) for all city departments. Court interacts primarily with residents, both Newberg and other jurisdictions, depending on those who receive a citation from our court.

Scope of Services

Court's main purpose is to serve as the judicial body for handling local ordinance violations, minor criminal offenses, and traffic-related matters within the city. The department processes payments for citations, assists the Judge with court, and processes all necessary paperwork associated with the citations, violations and offenses. Court is held weekly every Tuesday in the Denise Bacon Room at the Public Safety Building.

TARGET METRICS FOR ROUTINE COURT WORK THAT HAS DEADLINES

Telephone Calls

Court staff answers every phone call. Because this is a priority this is listed first. Majority of the calls received are related to a payment for a citation, but on occasion they receive a call for something related to the Police Department. Court staff follows the protocols set out in the citywide customer service manual for appropriately passing on phone calls or questions that should be handled by a colleague. Court staff does not have a voicemail due to the volume of calls received daily but always has two people available to answer phone calls throughout the day. If someone is unavailable to take phone calls for a longer duration, they are to inform the other member of the team so that they know they are responsible for all incoming calls. Phone hours are daily Monday through Friday 8:00 – 1:00pm. These phone hours may resume back to 8:00-4:30pm once some modernization efforts have been completed.

Customer Counter

The customer counter located at the Public Safety Building is another main way for individuals to interact with court staff. All customers who approach the counter are to be helped in the order they arrive. Customers come to the counter with a variety of issues, and often times are looking for help with an unrelated issue and our goal is to provide them with the best customer service as possible. The Counter is open daily, Monday through Friday 8:00 – 4:30pm with a 1-hour closure from 1:00-2:00pm for lunch.

Email Inbox

The Court email inbox court@newbergoregon.gov is another way individuals communicate with the department. Response time targets for returning an email are 1 business day. If the email requires another department's involvement or a supervisor/Finance Director, the team will escalate the email as deemed necessary. The email inbox will be checked periodically by all members of the team to ensure a timely response. When documents are being sent via email to the court team a response is required to let the customer know their documents were received.

Collecting Mail/Processing Payments

All mail will be collected each day. Mail should be picked up by department in charge of mail by 11am and have it sorted shortly after. Court staff can pick up mail anytime after that to process any payments received that day. This is especially important on days right before court. Currently the only way for a defendant to pay for a citation is either by mail, in person, or by phone. An online payment portal is in the works and will be up and running soon.

Court Days

Court is held at the Public Safety Building once per week on Tuesdays. Court staff is in charge of preparing for many items for court days, such as arranging to have the room setup, having the court docket prepared, defendant files pulled and prepped for the Prosecutor and Judge, as well as taking payments during court. During court, court staff are available to help defendants pay citations, explain diversion programs, and assist with the general flow of court.

Court Interpreter

Due to the growing Spanish-speaking population in Newberg, Court has added Spanish interpreters to all court dates to allow for better communication and customer service.

Citations

Traffic citations make up majority of the court's workflow. Traffic and criminal citations that are committed within the city boundaries are cited into Newberg Municipal Court. Citations are imported daily into the court software program. Traffic citations are paid via mail, in person or by phone. The court staff also deals with a handful of criminal citations issued by NDPD. These will be processed according to the judgement received in court.

Payment Contracts

The court offers payment contracts at various lengths for citations/offenses and an individual who is struggling to pay may opt for a payment contract to pay the amount owed. The court has offered payment contracts for as low as \$25 per month to those who request it.

Fix-It Program

Certain non-moving traffic violations qualify for a fix-it program offered by the court. When these are corrected and proof of the corrections are shown to the court, an administrative fee will be charged, and the violation shall be dismissed. If a defendant is unable to pay the administrative fee at the time the correction is shown, the court staff will give them a 30-day payment contract.

Traffic School

Traffic school is another diversion program the court offers as a courtesy to those who qualify. Court staff will verify if an individual is eligible for traffic school and if they are eligible, court staff will give directions verbally and in writing along with a deadline to complete a class and pay an administrative fee. If all terms are completed by the deadline, the violation will be dismissed.

Insurance Diversion

Insurance diversion program is allowed for defendants to avoid a conviction for driving without insurance. In order to qualify, they must obtain insurance and maintain it for a certain number of months. For a defendant to pass the program and avoid conviction, this requires the court to periodically check insurance coverage on their vehicle to ensure they are continuing to maintain it. The department maintains a list of those in the insurance diversion program and works their way through the list each week to verify proof of insurance.

First Appearance Infractions

Defendants have the opportunity for a one-time reset of the court date (for non-criminal-related citations). This could be due to showing up late, missing their court date all together, or formally requesting a new court date. The court staff will process this and reset for the following court date. These first-time resets do not result in any additional penalties or fees. Court staff will work with individuals to help accommodate a court date that works with their schedule.

Appointments with the Judge

The Judge allows for individuals to make appointments to meet with him through the court staff upon special request.

Disputes

Any individual who has a court-related dispute should first bring the issue to the court staff for assistance. If the individual does not feel their issue has been resolved or handled appropriately, the court staff will refer the defendant to either the Finance Director or the Judge, depending on the issue at hand.

Miscellaneous Items

Any other miscellaneous inquiries received will be handled as any other customer service request and handed off to the applicable department if necessary.

D. Finance - Operations Department
Customer Service Plan



Finance Team

Kady Strobe – Finance Director

Jennifer Elkins – Management Analyst

Daniel Keuler – Accounting Manager

Dawn Nelson – Finance Analyst

Harrison Mullins – Accounting Clerk II – AP/Payroll

Robin Nance – Accounting Clerk II – AR/Utility Billing

Vacant – Finance Clerical Assistant

Introduction

This plan summarizes the mission and goals of the Finance department, pursuant to City Council goals for all departments. It aims to provide performance expectations that are part of the City's Customer Service Manual, Volume 2.

Background

A City Council Goal is to "Create and maintain a high level of customer service. On February 5, 2024, the Council approved Resolution 2024-3918, adopting a Customer Service Manual (Volume 1) for all city departments. Finance does not interact with many citizens but does provide internal customer service to other departments.

Scope of Services

Finance's main purpose is to serve interdepartmental requests. On occasion, Finance will receive requests from outside the City (i.e. public records requests) which will be fulfilled by their legal obligation deadline.

Finance performs many transactions that interface with other departments such as monthly reporting, invoice processing, timekeeping, cash receipting, as well as support and training. Each of those processes has its own unique timelines and deadlines to follow. The Finance Team works hard to respond to all emails and phone calls in a timely manner to both internal and external requests.

TARGET METRICS FOR ROUTINE FINANCE WORK THAT HAS DEADLINES

Monthly Reporting

The Finance Team works hard to deliver accurate monthly reports to departments in order for department heads to monitor their budgets appropriately. These reports are distributed the last day of the month for the month prior (for example, a report distributed on August

30th is for the month of July reporting). These reports help to keep not only Finance on track with budget to actual expenditure monitoring but also helps departments manage their own budgets and spending. This is a critical piece of Finance's interdepartmental work. Monthly reporting includes reconciling all bank accounts, performing month-end journal entries, recording all deposits from the month, uploading p-card transactions, and any budgeted transfers.

Accounts Payable

Finance also processes all of the city's invoices through the accounts payable process. The department has established a payment schedule to help departments understand when payments will be processed. Checks are cut every Thursday each week which helps establish a predictable pattern for payments to be disbursed. Invoices are uploaded into the invoice approval process and once they have been approved by all necessary people it automatically flows into an AP packet for payment. Each vendor has different remittance requirements, and the department ensures that those payment dates are individually met. As a general rule, the city remits invoices net 30 unless otherwise required by the vendor (for example, PGE requires net 10 so those invoices have a quicker turnaround process to meet that deadline).

AP also has an email account accountspayable@newberoregon.gov which is routinely checked by several members of the finance team in order for a quick turnaround for any questions on invoices, checks or processing questions.

Payroll

Finance is also responsible for processing all of the city's payroll which has routine deadlines each month. Paychecks are cut for employees on the last working day of the month. Pay dates go from the 21st to 20th of each month, requiring timesheets to be due to payroll generally on the 21st of each month to allow time for supervisors to review and approve. Payroll must submit the completed file to the bank for processing two business

days prior to pay day to ensure it is processed in time. Finance assists employees with timesheet questions that might arise and helps with training other departments' new staff on the software and procedures during the onboarding process. Payroll has its own email account newbergpayroll@newbergoregon.gov which is routinely checked by several members of the finance team in order for a quick turnaround for any interdepartmental inquiries.

Cash Receipting

Finance department processes majority of the cash that flows into the city. While some departments process their own deposits (such as court), all of the checks and cash come to finance at the end of each day to be combined into one daily deposit. The departmental goal is to process the prior day's cash and checks the next morning and close out all respective batches for other departments who handle cash (such as court and utility billing). The mail is picked up and processed on a daily basis as well and any checks or cash received in the mail are also processed in the following day's batch.

Accounts Receivable

The Finance team is also responsible for processing all accounts receivable for the city and will frequently handle billings for other departments as well. Routine AR billings occur around quarter-end; however, many of these are now transitioning to Community Development Department and will be billed out of their OpenGov platform. Other AR is billed on a case-by-case basis as it is received (such as the CAMI grant reimbursement, hydrant meters, etc.). If the billing is for another department, the other department will be kept in the loop regarding the billing and when the payment is received by finance. AR has its own email account accountsreceivable@newbergoregon.gov which is routinely checked by several members of the finance team in order for a quick turnaround on inquiries received.

Emails and Phone Calls

The Finance department receives a high volume of emails and phone calls on a daily basis, which could be related to various issues such as purchase orders, a timesheet question, or a per diem form inquiry, just to name a few. All emails and phone calls are a priority for the team and we work hard to respond to all inquiries the same day we receive them, or at least within a 24-hour timeframe.

Requests from Outside the City

On occasion, the department will receive an outside request (such as a PRR) which will need a prompt response. Finance will follow all legal guidelines for a timely response if one applies, otherwise we will reply within 48 hours for all other requests.

**E. Finance - Utility Billing
Customer Service Plan**



Utility Billing/Finance Team

Sharon Corson-Small – Accounting Clerk II - UB

Robin Nance – Accounting Clerk II-AR/UB

Kady Strode – Finance Director

Introduction

This plan summarizes the mission and goals of the Utility Billing department, pursuant to City Council goals for all departments. It aims to provide performance expectations that can be used in the preparation of the City's Customer Service Manual, Volume 2.

Background

A City Council Goal is to "Create and maintain a high level of customer service. On February 5, 2024, the Council approved Resolution 2024-3918, adopting a Customer Service Manual (Volume 1) for all city departments. Every citizen in Newberg who receives water or sewer services are customers of Utility Billing.

Scope of Services

Utility Billing's main purpose is to serve the public. They interact with the citizens and provide customer service to residents and aid in helping with municipal utility services. These services range from helping a customer to pay a bill, assisting in understanding their bill, determining if there is an issue with their utility services (i.e. water leak), and helping get connected or disconnected from services.

The department also performs many other transactions such as billings, delinquencies, account shut offs, collection notices, processing extensions, MXU meter changes, direct debits, electronic payments as well as checks and cash payments.

Statistics

The Utility Billing Team collected data throughout the month of March 2025 to determine metrics for this customer service manual. These metrics included an average of the following items:

Window Customers: 118

Phone Call Customers: 339

Emails Received at water@newbergoregon.gov: 295

Translation Services Required: 2

Internal Customers: 29

Types of Transactions Customers Were Seeking:

Paying a Bill: 45

Connections: 167

Disconnections: 136

Delinquencies: 62

Collections: 10

Shut Offs: 16

Account Inquiries: 80

Leak Adjustments: 142

Collection Letters: 29

Extensions: 27

Miscellaneous: 125

TARGET METRICS FOR ROUTINE UTILITY BILLING WORK THAT HAS DEADLINES

Telephone Calls

UB staff answers every phone call. Because this is a priority this is listed first. UB is one of the main citizen-interacting departments and phone calls were the top interaction during the time study. UB staff follows the protocols set out in the citywide customer service manual for appropriately passing on phone calls or questions that should be handled by a colleague.

UB staff does not have a voicemail due to the volume of calls received daily but always has two people in the queue or “hunt” call group available to answer. If someone is unavailable to take phone calls for a longer duration (for reasons such they are helping another customer at the counter) they are to inform the other member of the team so that they know they are responsible for all incoming calls. Phone hours are daily Monday through Friday 8:00 – 4:30pm with a 1-hour closure from 1:00 – 2:00pm for lunch.

Customer Counter

The customer counter located at the Public Safety Building is another main way for residents to interact with UB. All customers who approach the counter are to be helped in the order they arrive. Customers come to the counter with a variety of issues, and often times are looking for help with an unrelated issue and our goal is to provide them with the best customer service as possible. The Counter is open daily, Monday through Friday 8:00 – 4:30pm with a 1-hour closure from 1:00-2:00pm for lunch.

Email Inbox

The Utility Billing email inbox (coming from either utility.billing@newbergoregon.gov or water@newbergoregon.gov) is another major way citizens communicate with the City. Response time targets for returning an email are 1 business day. If the email requires another department’s involvement or a supervisor/Finance Director, the team will escalate the email as deemed necessary. The email inbox will be checked periodically by all members of the team to ensure a timely response. When documents are being sent via email (such as leak adjustments, connections, disconnections, etc.) a response is required to let the customer know their documents were received.

Collecting Mail/Processing Payments

All mail will be collected each day. Mail should be picked up by department in charge of mail by 11am and have it sorted shortly after. UB staff can pick up mail anytime after that to

process any payments received that day. This is especially important on days right before and day of processing of late fees and shut offs.

Connection/Disconnection Requests

Connections and disconnects must be received in writing via email or in person at the counter. We cannot accept connections or disconnections over the phone. Both must be processed in Cartegraph with the date noted by the customer. If the request was received via email, a reply should be made to the customer so they know their connection/disconnection was received. Verbal confirmation can be given to customers who come in person.

Leak Adjustments

When a customer has a leak at their home and the leak has been repaired, the customer may request a leak adjustment. The customer must complete a Leak Adjustment Form and submit that form along with receipts for the repair work in order to qualify for an adjustment to their bill. Credit is given for a maximum of 2 months of the leak and a customer may only qualify for one leak adjustment per year. Leak adjustments are processed when received and applied to the next applicable bill.

Medical Waivers

A medical waiver can be granted for individuals or individuals living in the home who suffer from a medical condition deeming necessary to have access to water. Medical waivers will be processed as received and monitored for renewal one year from the date received if no end date is noted on the waiver from the medical provider.

Payment Plans

Customers may request a payment plan if they are unable to pay their monthly current bill. Customers are only eligible for one payment plan at a time. UB staff will review payment plans due and send out reminders on the 2nd of each month. UB staff will monitor payment

plans and any payment plan which is not paid by the 5th of the month will be assessed a \$50 shut-off fee and processed in Cartegraph. If a customer requests reinstatement of their payment plan or wishes for further extension consideration, UB staff will forward this request on to the Finance Director.

Extensions

Accounts may be extended to the 30th of the current month, giving the customer 30 additional days to pay their bill. As long as the customer pays their bill by the extension due date they will be allowed to continue requesting extensions. If a customer fails to pay by their extension date, they will not be eligible for another extension for one year and will receive a \$20 past due charge on their account. If a customer requests an extension on shut off day, the request must be in writing and approved by the Finance Director.

Closing Accounts

When a customer requests to close their account, they can be directed to do so online or by completing the application in person. UB staff will arrange in Cartegraph for a Maintenance Technician to do a final meter reading which will provide numbers for the final billing. Upon receipt of the final meter reading, UB staff will generate the final bill and send it to the forwarding address.

Utility Billing Voucher Assistance

The Utility Billing department has a list of non-profit agencies that customers can receive assistance from in order to help pay their utility bills. UB staff is encouraged to provide customers with this list when the occasion arises. Military and low-income assistance is also available through the City of Newberg on a limited first-come first-serve basis beginning the month of June. Those who are eligible can receive a \$25 per month credit on their bill. UB staff are responsible for maintaining the listing and notifying those who receive the credit and those who missed the deadline.

Disputes of Bill

Any customer who has a dispute of a billing charge should first begin with the UB staff to resolve the issue. If the customer does not feel their issue has been handled or is complete, the UB staff will refer the customer to the Finance Director for further assistance.

Miscellaneous Items

Any other miscellaneous inquiries received will be handled as any other customer service request and handed off to the applicable department if necessary.

F. Human Resources

Customer Service Plan



Human Resources Team

Alison Seiler, Interim HR Manager

Sydney Kosmicki, HR Generalist

Introduction

This plan summarizes the mission and goals of the Human Resources (HR) team, pursuant to City Council goals for all departments. It aims to provide performance expectations that are part of the City's Customer Service Manual, Volume 2.

Background

A City Council Goal is to "Create and maintain a high level of customer service. On February 5, 2024, the Council approved Resolution 2024-3918, adopting a Customer Service Manual (Volume 1) for all city departments.

Every employee and job applicant are customers to HR.

Scope of Services

HR's mission is to provide professional services, sound guidance and ample resources to support the work of city departments and individual employees, as well as responsive answers to former employees or residents seeking information pertinent to HR services. HR considers its primary purpose to be that of service.

HR interacts with thousands of applicants for city jobs, answering pre-employment questions and keeping applicants informed during the recruitment process. This emphasizes the city's vision of attracting, cultivating and retaining talented employees who together contribute to a positive and high-performing workplace culture.

HR Services include the full life cycle of employment. While not a totally comprehensive list it comprises the following areas:

Benefits

Citywide Training Programs

Collective Bargaining Agreements

Complaints and Investigations
Drug Testing, Random, Accident and FMCSA Annual Testing
Employee Handbook
Employee Questions
Employee Surveys
Employment Verification
FMLA/OFLA and Paid Leave Oregon
HR Liaison for Emergency Operations
Job Class and Comp Analysis
Job Descriptions – creation and updates
Labor Relations
Leave Processes – Accruals, FMLA/OFLA/Paid Leave Oregon, Military
Lunch and Learn Program
Meetings – CIS, Department Head, Department, Employment Agencies, etc.
NEOGOV Software (Insight, Learn and ATTRACT) maintenance and upgrades
Open Enrollment processes
Payroll action notices
Personnel file maintenance
Preview review
Records Retention
Recruitment
Remote work policies and agreements
Separations and Terminations
Training
Website and Intranet maintenance
Workers Compensation administration
Workplace Accommodations

Staffing (2025)

Sydney Kosmicki and Alison Seiler are both generalists handling the full range of HR responsibilities and interchangeable in their scope and expertise. Both staff work on site every day for maximum availability to employees, candidates and residents.

Staffing (2026)

In mid-2026 (July 1) Alison Seiler will reduce her hours to ten per week and the city will hire a new full-time HR Manager. At that time, the city will also engage a second generalist and based on experience may reclassify the current generalist into a Senior Generalist role. This will bring the staff level in HR into the correct ratio for a city of 153 employees. Generally, there is one HR person for every 50 employees.

A Respectful, Professional Workplace

As defined in the city's manual, customer service is both internal to colleagues and departments and external to residents, contractors and vendors. Internally, every employee is entitled to a respectful workplace where they are treated with dignity, civility and fairness, regardless of their background or role. HR takes the lead in making sure city policies are interpreted in the same way across the board and also responds to complaints when they are not. HR can also facilitate staff training and counseling when needed.

TARGET METRICS FOR ROUTINE HR WORK THAT HAS DEADLINES

Telephone Calls

HR answers every phone call and returns every message. Because this is a priority this is listed first. The entire purpose of HR is to be available and accessible and to respond quickly to questions. HR follows the protocols set out in the citywide customer service manual for appropriately passing on phone calls or questions that should be handled by a colleague. Many residents mistakenly believe the city administers SNAP and OHP and HR appropriately provide the correct information to those callers.

Benefits

HR oversees two one-month open enrollment periods per year – one for police under the Northwest Firefighters Relief Association and one for all other city staff through CIS. These occur in June and October respectively. This includes the distribution of annual notices and ensuring that all employees have the opportunity to understand and make choices for their benefits.

HR also processes information to all terminating staff, providing them with information about COBRA, retirement contact information and the opportunity to port or convert their life insurance plan. Benefit termination paperwork is completed prior to the person's last day with the city so that they can make appropriate plans.

Complaints and Investigations

HR assesses employee/supervisory complaints and provides guidance on the next steps, which may involve referral to legal services, opening an internal city investigation or referral to the city's STRIVE Committee, which meets quarterly. Internal investigations are handled swiftly with initial notifications issued the same week and interviews conducted within two weeks of an incident (barring absences). HR prepares a final report with findings, conclusions and recommendations within one week of concluding fact-finding. HR follows Equal Employment Opportunity Commission guidelines and collective bargaining procedures for conducting investigations.

Employment Verification

Employment verifications are usually requested in conjunction with mortgages or loans. HR responds within 48 hours to these requests.

Payroll Actions Requests (PARS)

HR prepares payroll action requests for every department in the city. A PARS is required for new hires, pay rate or position changes, supervisory changes, workback, working out of class, terminations and anything that changes the working conditions of the employee. Most PARS are effective and must be completed and approved prior to the beginning of a payroll period. New hires are initiated prior to hire and completed within two days of hire. Terminations are completed within two days of receiving resignation/retirement or termination information.

Protected Leave

The administration of protected leave and the interactions between the federal Family Medical Leave Act, the Oregon Family Medical Leave Act and Paid Leave Oregon are handled by HR. This is both a substantial savings for the city and provides the best possible customer service for employees as HR provides personalized guidance and ongoing assistance with timekeeping and other questions that arise, as well as making sure employees can fully benefit from the available leaves.

The majority of cities have outsourced the administration of these leaves to a third party, which is much harder to navigate for employees. HR responds to requests for protected leave on the same day or the next day at the latest. HR continues to monitor protected leave for the entire duration of the leave, which can span longer than a year, keeping the employee informed and aware of the status of their leave.

Random Drug and Alcohol Testing

In collaboration with a third-party administrator, HR conducts quarterly random drug and alcohol testing to stay compliant with Federal Motor Carrier Safety (FMCS) Regulations. HR also conducts an annual query with the FMCSA database as required. HR issues screening forms the same day the quarterly selection is received and monitors that employees attend testing the same or following day.

Recruitment

For the past 2-3 years the team averages between 30 and 45 postings per year. Some are repeat postings for hard-to-fill positions in public works utilities, police and dispatch. The average work time it takes HR to complete a recruitment from start to finish has risen in recent years from approximately 17 work hours to 26 work hours.

There are several factors contributing to this: the higher numbers of applications, the use of artificial intelligence in applications, negotiations and rejections from finalists. HR strictly follows the city's hiring policy

<https://newbergoregon.sharepoint.com/sites/AdministrationSite/Shared%20Documents/Forms/AllItems.aspx?id=%2Fsites%2FAdministrationSite%2FShared%20Documents%2FThe%20City%20of%20Newberg%20Hiring%20Policy%20v4%2Epdf&parent=%2Fsites%2FAdministrationSite%2FShared%20Documents>

HR also distributes a standard operating protocol to hiring managers prior to posting a position. The general steps in the recruitment process are as follows:



The average number of days to fill an open position is 50.

HR Onboarding

HR conducts orientation for new employees on their first day of employment. This involves the collection of work authorization and federal and state forms, as well as informational briefing on compensation, benefits, employee handbook and STRIVE policies. HR does not provide a full safety briefing but does cover workers compensation, inclement weather and information about the city's Safety Committee.

HR sets up the new employee for benefits and completes their Tyler profile. HR liaises with IT for equipment set up and training.

Training and Class and Comp Studies

Oregon requires employers to train employees in the safety and health aspect of their jobs. HR has created a new hire learning program comprising 6 courses including OSHA required health and smoke trainings, emergency preparedness and response to earthquakes and Newberg fuel station procedures.

Newberg provides anti-harassment training every two years although workplace behavior and ethical decision-making are mandatory for all new hires.

Workers Compensation

Any workplace injury must be reported to HR immediately by either the employee or their supervisor. The first report of injury is completed through a CIS Hotline, and this triggers a 48-hour period for HR to complete an online 801, which is then passed over to SAIF (the workers compensation carrier) for assignment and processing. HR then completes any updates on return to work status, restrictions and time loss, which requires financial reporting. Where the city is eligible for the Employer-At-Injury Program, HR submits for reimbursement.

G - Library



Newberg Public Library-Customer Service Manual

1. Introduction

Purpose

The Newberg Public Library is committed to providing excellent customer service. This manual provides guidance to all library employees and volunteers on how to deliver exceptional customer services to our community. To ensure the needs of the community are met, each year the library will assess customer service through a survey available online and in print at the library. Library supervisors will go through the results and work to make meaningful changes where needed.

Mission

Newberg Public Library enriches and nourishes the life of our community, providing countless opportunities for the integration of people and knowledge.

2. STRIVE Values

As part of the City of Newberg, the Newberg Public Library adheres to the STRIVE values and behavior in these specific ways:

Service

We are of service to this community. Our decisions and actions should reflect that.

At the library we show our SERVICE values and behavior when we:

- Greet with a smile, while facing patron, and open body language
- Actively listen to a patron's question
- Use language library patrons can understand
- Always put the patron first before other library business
- Watch for patrons who need assistance
- Acknowledge waiting patrons
- Walk patrons to their destinations when situations allow it
- Treat patron interactions as educational opportunities to create good library users

Service - Continued

Handling of materials and reference questions will be efficient, such as:

- Available items placed on hold will be pulled by staff/volunteers for the Hold Shelf within one business day.
- Expired holds will be pulled from the Holds Shelf before opening each day.
- Returned items will be checked in within one business day unless there are extenuating circumstances.
- Phone calls will be answered within three rings unless staff is helping another patron.
- Messages left on a public desk phone will be returned within one business day.
- Reference questions will be answered within one business day unless notified by staff that the question will require more investigation.

During extenuating circumstances staff will work together to resolve issues as quickly as possible and return library operations to high standards.

Teamwork

We foster a culture of mutual respect and support. At the library we show our TEAMWORK values and behavior when we:

- Make autonomous judgment calls in the patron's favor
- Use our knowledge of policies to make decisions in critical circumstances
- Ask questions when we don't understand policies or practices
- Seek and offer alternative options
- Communicate with staff when changes are made
- Give feedback to supervisors
- Collaborate when developing and delivering library projects and programs

Responsibility

We uphold and honor the community's trust through stewardship of resources. At the library we show our RESPONSIBILITY values and behavior when we:

- Take ownership, from start to finish, for projects and problems that we encounter
- Listen actively and ask follow-up questions
- Provide updates to our patrons regarding unresolved issues
- Communicate with staff when changes are made
- Inform supervisors of issues in a timely manner

Integrity

We believe in doing the right thing, even when no one is watching. At the library we show our INTEGRITY values and behavior when we:

- Keep all patron information confidential
- Prudently use public money and resources
- Apply our policies and guidelines equally to patrons and staff
- Respect personal space and patron's privacy
- Display neutrality regardless of topic or request

Value

We aim to provide the best value services at all times.

At the library we show our VALUE behavior when we:

- Verify that the question has been answered in full; however, if the patron's question cannot be answered in full, let them know what is possible and why
- Encourage patrons to return if they need more help
- Ask if there is anything else we can help with
- Provide contact information if customer has additional questions
- Thank patron for using library services

Equity

We aim to recognize everyone's unique voice and take actions to make a more equitable community. At the library we show our EQUITY values when we:

- Provide the same quality of service regardless of age, race, gender, sexual orientation, language, culture, or ability
- Provide access to materials without censorship or bias
- Be patient with patrons who need additional assistance and provide services to meet their individual needs
- Speak clearly and concisely and avoid or explain library jargon
- Recognize unique needs that will impact how the service is delivered (e.g. location, disability, status, affiliation, English skills, etc.)

3. Appendices for further reading

The Newberg Public Library adheres to the City of Newberg's Customer Service Manual and the Oregon Library Association Public Library Division's Library Standards.

OLA Public Library Division's Library Standards

<https://www.olaweb.org/assets/PLD/PLDStandards/PLD-Standards-2021update-FINAL-071921.pdf>

H. Newberg Dundee Police Department

Customer Service Plan



Chief Jeff Kosmicki

Introduction:

The Newberg Dundee Police Department is pleased to present this Customer Service Plan, which outlines our commitment to providing exceptional service to the residents, businesses, and visitors of Newberg and Dundee. This plan has been developed in accordance with the City Council goals outlined in February 2024 and from the Council-approved Resolution 2024-3918, which adopted a Customer Service Manual for all city departments. This customer service plan will summarize the mission and goals of the Newberg Dundee Police Department as they relate to customer service for the City of Newberg.

Mission:

The Mission of the Newberg-Dundee Police Department is to promote individual responsibility and work in partnership with our community to reduce crime, fear of crime, and to enhance the livability of Newberg and Dundee.

History:

It is an expectation from city management and the city government that all departments prioritize customer service. The concept of providing high-quality customer service is not new to the police department; in fact, the Newberg-Dundee Police Department has a rich history of emphasizing customer service for decades.

We integrate customer service into the field training programs, setting the expectations for new recruits to meet the demand for high-quality customer service from the beginning. The Newberg-Dundee Police always strive for cordial and friendly interactions with citizens even though a significant portion of our work involves delivering less than desirable news such as issuing traffic citations, making criminal arrests, or providing a loved one with a death notification.

Service Expectations:

The Newberg-Dundee Police Department has a multifaceted service expectation, encompassing emergency response, crime prevention, and community support. Duties include patrolling neighborhoods and responding to calls for service to investigate criminal investigations and traffic related incidents. The members of this department serve this community by enforcing laws, protecting life and property, while collaborating with the communities to maintain public peace and safety. The Newberg-Dundee Police Department works closely with our District Attorney's office and victim's advocacy team to ensure victims of crimes are informed of their rights and receive the support they need.

Proactive Community Policing:

The Newberg Dundee Police Department is a contemporary law enforcement agency providing round-the-clock service to our community. The agency has been accredited by the Oregon Accreditation Alliance since 2004. The agency uses a proactive approach to law enforcement focusing on crime prevention before it occurs. This is achieved through direct patrol strategies with focused patrols in areas known for higher levels of criminal activity. Officers also focus their efforts on a small number of high-risk individuals known to commit crimes in the City of Newberg. This patrol strategy is known in the industry as, "focused deterrence". We prioritize building partnerships with businesses and residents to address public safety concerns, fostering trust within the communities of Newberg and Dundee.

Response:

Response times to 911 emergency calls are critical, especially when dealing with potential life-threatening situations. The average response time to 911 calls across the nation is roughly 10 minutes. Benchmarks across the United States indicate a police response time of approximately 5 minutes to 911 emergency calls is considered excellent. In the year 2025, the Newberg-Dundee Police Department's average response time to 911 calls was 4 minutes and 29 seconds. We ensure officers make every effort to respond to calls for

service as soon as possible. Delays in response times are usually due to officers prioritizing the order of emergency calls.

Newberg Dundee residents are our community partners, and we know when they report an incident, they often want to know the outcome of the incident. We do our best to follow up with reporting parties and provide them with the outcome of an incident when we can. This practice aligns with our community policing vision that emphasizes partnership with the community, promotes transparency, and builds public trust.

When interacting with the public, our officers and non-sworn employees should always strive to treat all community members with respect, dignity, courtesy, communicate clearly, listen actively, use discretion, and be accountable.

Business emails should be answered within 48 hours of the officer receiving the email while on duty. Officers are not required to check emails while off duty.

Core Values:

Honor - An ethical commitment to uphold one's word, be honest and fair, and maintain integrity

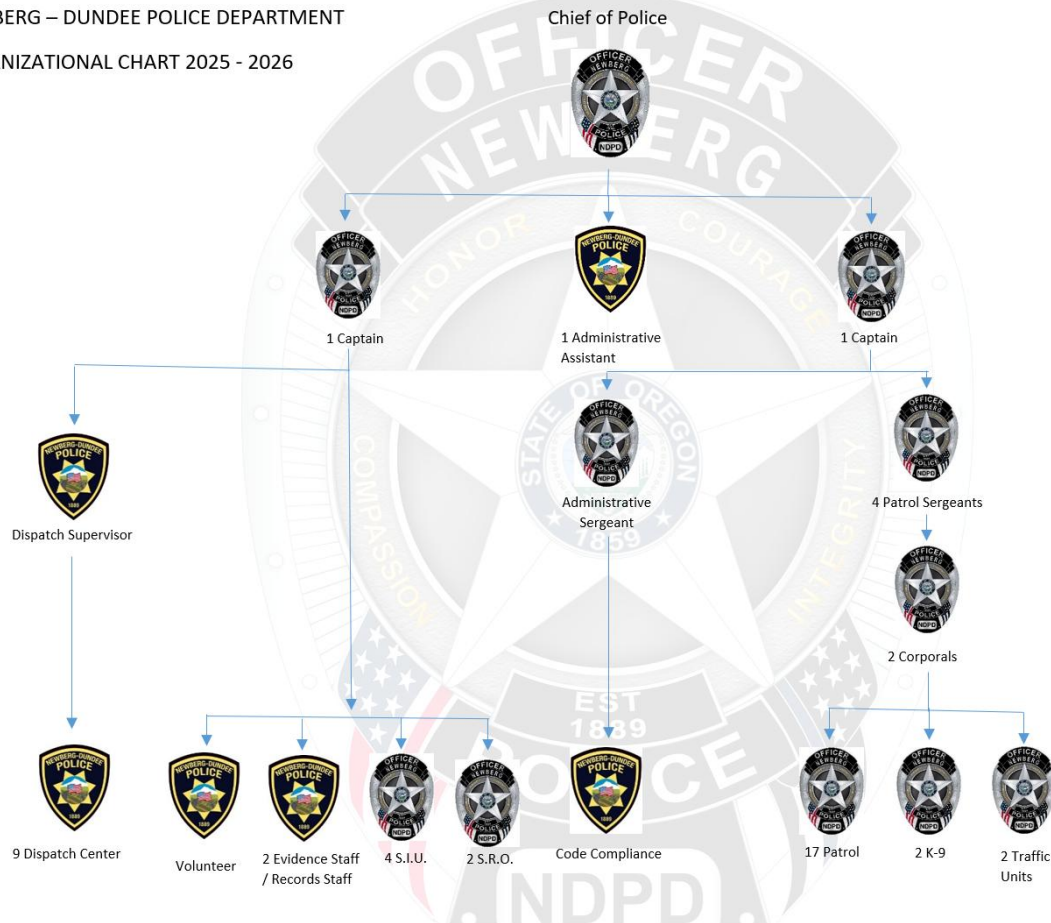
Courage – Having the strength to withstand unethical pressure, fear, or danger and to hold oneself and others accountable for their actions.

Integrity – Commit to doing the right thing, upholding the law without bias, treating everyone with respect, and maintaining a professional standard even when not under direct supervision.

Compassion – The feeling of sympathy for another's suffering, combined with a desire to help alleviate it.

Department Structure:

NEWBERG – DUNDEE POLICE DEPARTMENT
ORGANIZATIONAL CHART 2025 - 2026



Specialty Units:

The Newberg Dundee Police Department has a special investigation unit (SIU) with detectives who investigate complex person and property crimes. We also have a fully contemporary digital forensics lab. The forensics lab has the latest technological advancements in digital forensics, enabling the police department to analyze digital evidence in-house. The investment in our own forensic lab has allowed outside police agencies to contract with Newberg-Dundee Police, so we can assist partnering agencies. Income from these contracts helps fund the cost to operate the digital forensic lab.

The list below is a sample of a few specialty teams within the Newberg-Dundee Police Department:

K-9s – This team consists of dedicated, trained police dogs and handlers that are certified through the Oregon Police Canine Association (OPCA). Our canines are utilized for various tasks such as tracking suspects, locating missing people, conducting building searches, article searches, and apprehending criminals.

Traffic – This specialized division focuses on enforcing traffic laws, investigating accidents, and educating the public on traffic safety.

School Resource Officers (SROs) are assigned to schools to protect students and staff, and work to foster positive relationships with the school community and children of all ages.

Drone Program – The Newberg-Dundee Police Department have two dedicated drone vehicles both equipped with their own state-of-the-art drones and equipment. The department has 7 drone pilots. When possible, drones are deployed during active threats, crowd control monitoring, pursuits, missing people and many other police activities. All drone pilots are certified through the FAA after passing rigorous testing.

Nearly all our police officers hold specialty and advanced police training in areas such as Crisis Intervention, de-escalation tactics and operations, force response, drug recognition, advanced roadside impairment, and interviewing and interrogation.

Body-Worn Cameras:

All sworn police officers and code compliance are required to wear body-worn cameras. The Newberg-Dundee Police Department believes body-worn cameras increase transparency and build community trust. As an extra measure of customer service our teams upgraded to cameras that provide real-time language translation in over 50 languages. We want to do our part to ensure that citizens can make a police report and be understood without any barriers created by language proficiency.

Citizen Complaints:

Public confidence must be maintained in the Department's ability to investigate and properly adjudicate complaints against its members when appropriate. The Department is committed to investigating and disciplining any member whose conduct is improper, discredits the department, or impairs its effective operation. This ensures that misconduct is documented, and when it occurs, it is appropriately addressed and not repeated.

The rights of department members and those of the public will be equally protected. All investigations and hearings arising from complaints or allegations will be conducted impartially, with the pursuit of truth as the primary objective. The department accepts all complaints against its members and will conduct a thorough and fair investigation of each complaint.

All complaints will be reviewed to determine whether the employees' conduct violated department policy, state, federal, or municipal law. Upon completion of the investigation, the complaint will be classified as:

- Sustained – The Allegation was supported by sufficient evidence.
- Not Sustained – The investigation fails to discover sufficient evidence to prove the allegation made in the complaint.
- Exonerated – The alleged conduct occurred, but it was justified, lawful, and proper.
- Unfounded – The acts complained of did not occur or did not involve police department personnel.
- Not Involved – Investigation established that the affected employee was not involved in the alleged incident.

Once an investigation is completed, it will be reviewed by management, and the findings will be shared with the complainant when allowed by law, via a conversation, email, or certified letter. All complaints are documented and summarized in an annual report shared with the City Manager.

Conclusion:

The Newberg Dundee Police Department is committed to delivering exceptional customer service while fulfilling our sworn duty to protect and serve the communities of Newberg and Dundee. This Customer Service Plan reflects our understanding that every interaction with the public is an opportunity to build trust, demonstrate professionalism, and reinforce our partnership with the residents and businesses we serve.

Our commitment to customer service is deeply embedded in our department's culture and has been a cornerstone of our operations for decades. From our industry-leading response times to our investment in cutting-edge technology, we continuously seek ways to improve the quality and accessibility of our services.

We recognize that law enforcement work often requires us to deliver difficult news and make decisions that may not always be popular. However, we pledge to approach every situation with honor, courage, integrity, and compassion—treating every community member with the respect and dignity they deserve, regardless of the circumstances.

The Newberg Dundee Police Department will continue to evolve and adapt to meet the changing needs of our community. We welcome feedback from the public, take complaints seriously, and hold ourselves accountable to the highest standards of professional conduct. Through transparency, proactive community engagement, and a genuine commitment to partnership, we will work tirelessly to reduce crime, enhance public safety, and improve the quality of life for all who live, work, and visit Newberg and Dundee.

We are honored to serve this community and remain dedicated to earning and maintaining your trust every single day.



I. PUBLIC WORKS CUSTOMER SERVICE MANUAL

“Do your little bit of good where you are; it’s those little bits of good put together that overwhelm the world”

Desmond Tutu

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General Information

1. Purpose

The purpose of this customer service manual is not to replace the City-wide Customer Service Manual, but rather to supplement it by providing guidance specific to the Public Works Department teams. It is designed to:

- Address procedures, standards, and best practices unique to Streets, Water, Wastewater, Stormwater, Grounds, Fleet, and Facilities maintenance.
- Ensure consistency, professionalism, and high-quality customer service across all Public Works teams.
- Fill in gaps that may not be covered in the general City-wide manual, particularly those related to technical operations, fieldwork, and public works-specific tasks.

This manual serves as a practical, field-friendly reference for all Public Works staff and is intended to enhance, not replace, the broader City policies.

2. Public Works Performance Expectations

- Complete tasks accurately and efficiently.
- Maintain accurate documentation.
- Respond promptly to service requests and emergencies.
- Meet deadlines or communicate delays early.
- Use City resources responsibly.
- Perform high-quality, safe repairs.
- Maintain clean, organized equipment and vehicles.
- Participate in training and skill development.
- Maintain a safe and clean work environment.

Winter Response

- Respond promptly to snow, ice, and freeze events.
- Communicate roadway conditions to supervisors.
- Prioritize priority routes.

Storm Response

- Remove debris to restore drainage.
- Coordinate with Parks and Public Safety.
- Update supervisors on hazardous conditions.

Emergency Events

- Respond per ICS structure and City emergency protocols.

3. Public Works Continuous Improvement Items

- Review service requests, response times, customer feedback, and complaints regularly
- Update procedures to improve service.
- Encourage staff input on process improvements.
- Track response times and service metrics.

- Identify operational and process improvements.
- Update SOPs according to best practices.
- Use data to support decision-making and resource planning.
- Encourage employee input for better service delivery.

4. Handling Work Orders and Requests

Intake Process

1. Receive requests (phone, email, work order software, in person).
2. Gather necessary information:
 - Location
 - Nature of the issue
 - Severity and Safety concerns
 - Impact level
 - Contact information
 - The time issue was first noticed
3. Log the request in the work order system.
4. Communicate the estimated timeline to the customer.
5. Document findings in the work order.

Follow-Through Requirements

- Update the work order system after each step.
- Notify the customer if additional repairs or delays occur
- Notify the customer when work is completed.
- Escalate unusual or repeated issues to the supervisor.
- Close the work order only when all tasks are fully complete.

Facilities Maintenance

1. Response Time Standards

- **Emergency Facility Issues:** Immediately notify the public works maintenance division; Maintenance will respond as quickly and safely as possible.
- **Urgent Work Orders:** Respond within the same business day.
- **Routine Work Orders:** Acknowledge within one business day; complete per priority timeline.

2. Work Order and Requests Priority Levels

- **Priority 1 – Emergency:** Safety risks, facility operations failure, major damage.
- **Priority 2 – Urgent:** High-impact operational issues needing quick attention.
- **Priority 3 – Routine:** General Maintenance and non-urgent repairs.
- **Priority 4 – Preventative:** Scheduled tasks and long-term upkeep.

Grounds Maintenance

1. Response Time Standards

- **Emergency Issues (life and safety concerns):** Immediate response.
- **High-Priority Issues (irrigation leak, debris):** Evaluate the same day and respond accordingly to the priority list.
- **Routine Maintenance (mowing, trimming, litter pickup, planting):** Schedule according to operational plan.

2. Work Order and Requests Priority Levels

- **Priority 1 – Emergency:** Hazards to public safety, fallen trees, damaged playground equipment.
- **Priority 2 – High Impact:** Irrigation failures, major landscaping damage, accessibility issues.
- **Priority 3 – Routine:** Mowing, trimming, litter pickup, routine inspections.
- **Priority 4 – Preventative/Projects:** Seasonal planting, long-term landscaping projects.

Fleet Maintenance

1. Response Time Standards

- **Emergency/High-Priority Vehicles (Police, Winter Operations, Utility Emergency Response):** Immediate evaluation; begin service as soon as safely possible.
- **Operationally Critical Vehicles:** Triage same day; service within 24–48 hours when parts are available.
- **Routine Maintenance:** Scheduled within 5–10 business days.

2. Work Order and Intake Procedures

Vehicle Intake Steps

1. Gather pertinent information:
 - Vehicle/equipment ID number
 - Driver's description of the issue
 - Warning lights, sounds, or performance issues
 - Last known service completed
 - Whether the vehicle is operable or unsafe

Work Order Updates

- Document diagnostics, repair steps, and parts used.
- Update notes after each stage of work.

Priority Levels

- **Priority 1 – Emergency/High Priority**
Police and Fire vehicles, snowplows, vector trucks during emergencies, water or sewer emergency units.
- **Priority 2 – Operational-Critical**
Daily-use field vehicles, dump trucks, pickups, and heavy equipment.
- **Priority 3 – Routine**
Preventative Maintenance, minor issues, adjustments, inspections.
- **Priority 4 – Long-Term/Projects**
Rebuilds, refurbishments, and non-essential repairs.

3. Performance Expectations

- Reduce vehicle downtime when possible.
- New units are put into service within 15 business days of arrival.

4. Continuous Improvement

- Conduct quarterly reviews of repair timelines and service data.
- Identify equipment trends or common failures.
- Recommend lifecycle replacements.

Streets Maintenance

1. Response Time Standards

- **Emergency Issues (downed stop signs, roadway hazards, flooded streets, obstructions, sinkholes, icy roads):** Immediate response; address as quickly and as safely possible.
- **High-Priority- Issues (potholes in major thoroughfares, signage damage, storm inlet blockage):** Evaluate same day; repair within established timelines.
- **Routine Maintenance Requests (small potholes, vegetation trimming, street sweeping inquiries):** Acknowledge within one business day; schedule based on workload and season.

2. Work Order and Requests Priority Levels

- **Priority 1 – Emergency:** Hazards that threaten safety or traffic flow.
- **Priority 2 – High Impact:** Work affecting mobility or City operations.
- **Priority 3 – Routine:** Standard repairs, vegetation, sweeping, markings.
- **Priority 4 – Preventive:** Scheduled Maintenance and long-term upkeep.

Water Maintenance

1. Response Time Standards

- **Water Emergencies (main breaks, service leaks, pressure loss, contamination risks):** Respond immediately; on-site as quickly as safely possible.
- **Urgent Service Issues (meter problems, low-pressure complaints):** Acknowledge same day; respond within one business day.

- **Routine Service Requests (meter lids, boxes, minor leaks, inspections):** Acknowledge within one business day; complete per scheduling priority.

2. Work Order and Requests Priority Levels

- **Priority 1 – Emergency**
Active water main breaks, severe leaks, outages, no-water conditions, contamination risks.
- **Priority 2 – High Impact**
Low-pressure reports, service leaks, and meter failures are affecting consumption.
- **Priority 3 – Routine**
Meter resets, box/damage repairs, and non-urgent leak checks.
- **Priority 4 – Preventive**
Flushing, valve exercising, meter upgrades, and inspections.

Wastewater Maintenance

1. Response Time Standards

- **Emergency Issues (overflows, blockages causing backups, lift station failures, spills):** Immediate response; notify supervisor.
- **High-Priority Issues (minor backups, odor complaints, potential system failures):** Evaluate same day; complete repair promptly.
- **Routine Maintenance (cleaning, inspections, preventive Maintenance):** Schedule within 5–10 business days or per the preventative plan.
- **Email/Phone Inquiries:** Respond within 24–48 hours.

2. Work Order and Requests Priority Levels

- **Priority 1 – Emergency:** System overflows, significant environmental impact.
- **Priority 2 – High Impact:** Minor backups affecting one property, not overflow or odor complaints.
- **Priority 3 – Routine:** State and Federal Preventive maintenance requirements, scheduled cleaning, and inspections.
- **Priority 4 – Long-Term/Projects:** System upgrades, rehabilitation, large-scale maintenance projects.

Stormwater Maintenance

1. Response Time Standards

- **Emergency Issues (flooding, blocked storm drains causing hazards, ponding on roadways):** Immediate response; notify supervisor.
- **High-Priority Issues (erosion, clogged catch basins affecting multiple properties):** Evaluate same day; repair promptly.
- **Routine Maintenance (street sweeping, inlet cleaning, inspections):** Schedule within standard operational timeframe.

2. Work Order and Requests Priority Levels

- **Priority 1 – Emergency:** Flooding, hazardous blockages, property-threatening erosion.

- **Priority 2 – High Impact:** Clogged inlets or pipes affecting multiple properties, sediment buildup.
- **Priority 3 – Routine:** Catch basin cleaning, stormwater system inspections, and non-urgent erosion concerns.
- **Priority 4 – Preventative/Projects:** Planned improvements, upgrades, or long-term Maintenance.

Wastewater Treatment

1. Response Time Standards

- **Compost customers** – Typically within 5 minutes if the composter is operating. If no staff are in the composter, response will be within 10 minutes.
- **Data Requests** – For data that is already compiled and tracked, it will be provided by the end of the next business day. For data that is not readily available in our software programs, the goal would be to provide it within a week (5 business days). The expectation will be clearly shared with the customer.

Water Treatment

1. Response Time Standards

- **Water Complaints** – Generally will be responded to within 1 business day. For situations requiring sampling, those results will be provided to the customer within 2 business days after the sample collection. The lab turnaround time is a minimum of 24 hours.
- **Cross Connection Control (Backflow) program** – Generally backflow questions will be responded to within 1 business day. If it refers to a device that no longer exists, staff will respond within 1 week (5 business days) to assist it locating or verify that the device has been removed. Mailers will be sent out a minimum of twice per year reminding customers of the need to test their device.
- **Data Requests** – For data that is already compiled and tracked, it will be provided by the end of the next business day. For data that is not readily available in our software programs, the goal would be to provide it within a week. (5 business days). The expected timeframe will be clearly shared with the customer.

Memorandum

December 19, 2025

To: Will Worthey, City Manager

Fr: Scot Siegel, Community Development Director
Brooks Bateman, Building Official
Fe Bates, Administrative Assistant

Cc: Community Development Staff

Re: Building Permit Metrics and Benchmarking Report

This report contains the first evaluation of the building permit process under the City of Newberg Customer Service Plan, Volume 2, adopted by City Council December 15, 2025. In summary, the department is meeting or exceeding its key performance indicators with some minor exceptions.

This inaugural report should be used for benchmarking and calibration of the performance metrics only. It is not evaluative of individual personnel but may be used for departmental goalsetting.

Methodology

The evaluation period for this report is August 1, 2025, through October 31, 2025. Data were compiled from the OpenGov Permitting system which became operational in April 2025.

A limited number of permits included in the reporting period originated in the legacy Trakit permitting system and were completed in OpenGov. As a result, some timeline data may reflect minor inaccuracies. This crossover had a minimal impact on overall results but is noted for transparency.

The evaluation is limited to permits for projects in the City of Newberg. The City of Newberg Building Division also provides services to the cities of Dayton, Dundee, and Lafayette.

Though the Capital Engineering and Public Works departments are not part of the Community Development, they support the Building Permit process and therefore are included in this report.

Building Permit Metrics

The adopted performance metrics for Building Permits include **Completeness Review** (intake), **Plan Review** (first review), **Fast Track Permits** (residential sheds, solar, and decks), and **Inspections**. This report also contains data on “Permit Issuance Review”, or verification of fees and forms before issuance.



Permit issuance and inspections are customer-driven and frequently vary in timing depending on when customers are ready to pull permits and the pace of construction. Note that Planning, Engineering, and Public Works do not review all building permit types.

Building Metric 1: Completeness Review

Metric: 90% of building permit applications are reviewed and deemed complete within two (2) business days of submittal.

- Performance: 63% of 78 permits met the two-day target
- Average review time: 2.3 business days per permit
- Status: Below the adopted performance target
- Comment/Action:

During the study period, permits were migrated from the prior system, Trakit, to OpenGov, which caused some delays but is now complete.

The Building Division was also onboarding new clerical staff in 2025. The department is now fully staffed.

Additionally, the completeness review step may pause when an application is missing critical information required for plan review and resume when the information is received.

Continue to monitor, and review after first quarter of 2026.

Building Metric 2: First Review of Building Permits

Building Division Review of Building Permits

Metric: 90% of Building reviews completed within four to six (4–6) weeks of assignment.

- Performance: 99% of 101 permits met the target timeframe, with most permits completed in 28 days or less
- Average review time: 7.6 days
- Status: Exceeds the adopted performance target
- Comment/Action: No action required

Planning Division Review of Building Permits

Metric: 90% of Planning and Engineering reviews of building permits are completed with two (2) weeks of assignment.

- Performance: 89% of 54 permits met the two-week target
- Average review time: 5.9 days
- Status: Nominally met the adopted performance target
- Comment/Action: Continue to monitor, and review after first quarter of 2026.

Capital Engineering Review of Building Permits (Informational)

Metric: Not applicable

- 85% of 46 permits within two-weeks
- 8.1 days average review time

Public Works Review of Building Permits (Informational)

Metric: Not applicable

- 91% of 67 permits within two-weeks
- 5.1 days average review time

Building Metric 3: Fast-Track Residential Permits (Pilot Program)

Metric: 90% of qualifying residential permits (solar, decks, sheds) reviewed within three (3) business days of assignment.

- Performance: 90% of 10 permits met the three-day target
- Average review time: 1.8 days per permit
- Status: Meets the adopted performance target
- Comment/Action: Recommend continuing program but reset metric at 5 days based on feedback that expediting permits for smaller projects by moving them up in the queue could delay more significant projects such as commercial tenant improvements and new construction.

Building Permit Pre-Issuance Review (Informational)

Metric: Not applicable

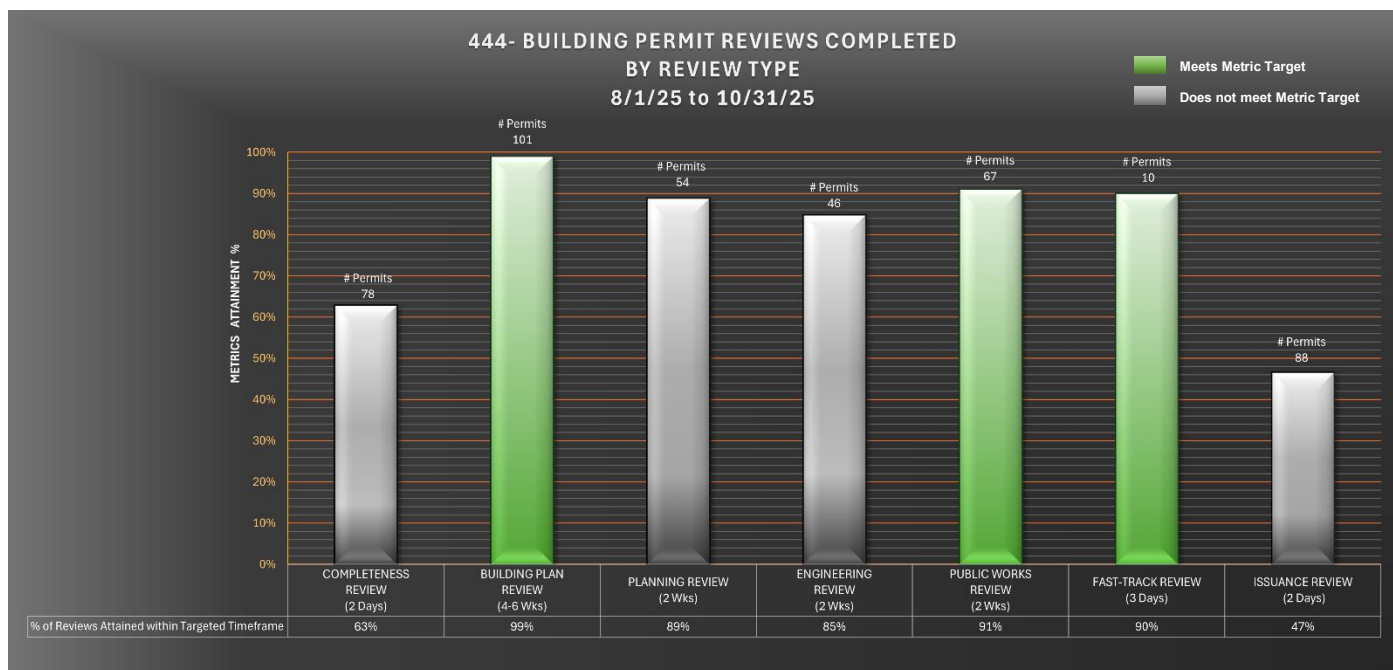
Building Permit Issuance reviews are the final step in the permit process and ensure that a permit is ready to issue. They include assessing fees, completing required forms, and stamping and highlighting plans, which can be labor intensive especially for large commercial projects. When this task takes more than a couple days it is typically when the plans examiner has several projects at once in this step.

This task is not included in the Customer Service Plan, but the department's informal goal aligns with the two-day timeframe for completeness reviews.

- Performance: 47% of 88 issuance reviews completed within 2 days
- Average review time: 3.5 days per permit
- Status: Below the internal target
- Comment/Action:

This step may pause when contractor information is missing and resume when the information is received. During the reporting period, staff had to manually update some fee data and calibrate OpenGov to reflect current fees and forms.

Explore further automation of tasks including invoicing of fees provided quality control standards will be met.



Metric 4: Building Permit Inspections

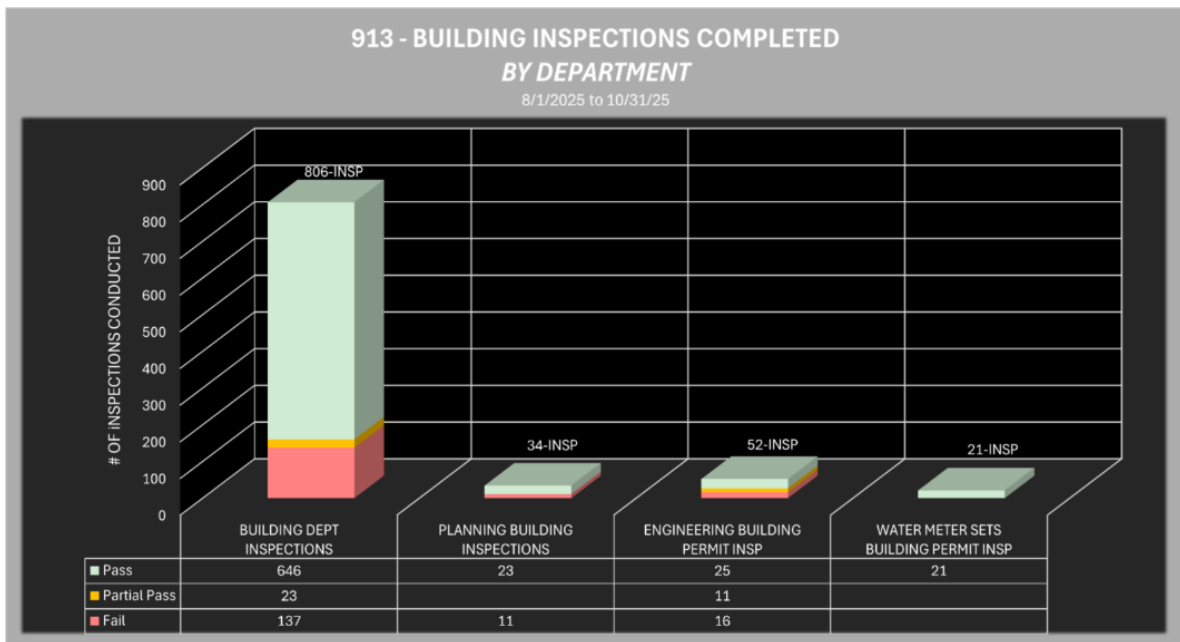
Metric: 90% of inspections be completed on the same day or within one (1) business day.

- Performance: Planning and Building met the target for 100% of inspections.*

* The inspection software does not capture the applicant's original inspection request date and reports only the scheduled inspection date. This limitation may affect the precision of the reported metric though it is not thought to be significant.

During the reporting period, a total of **913 building inspections** were conducted as follows:

- Building Division: 806 inspections
- Planning Division: 34 inspections
- Capital Engineering: 52 inspections
- Public Works (Water Meter Sets): 21 inspections



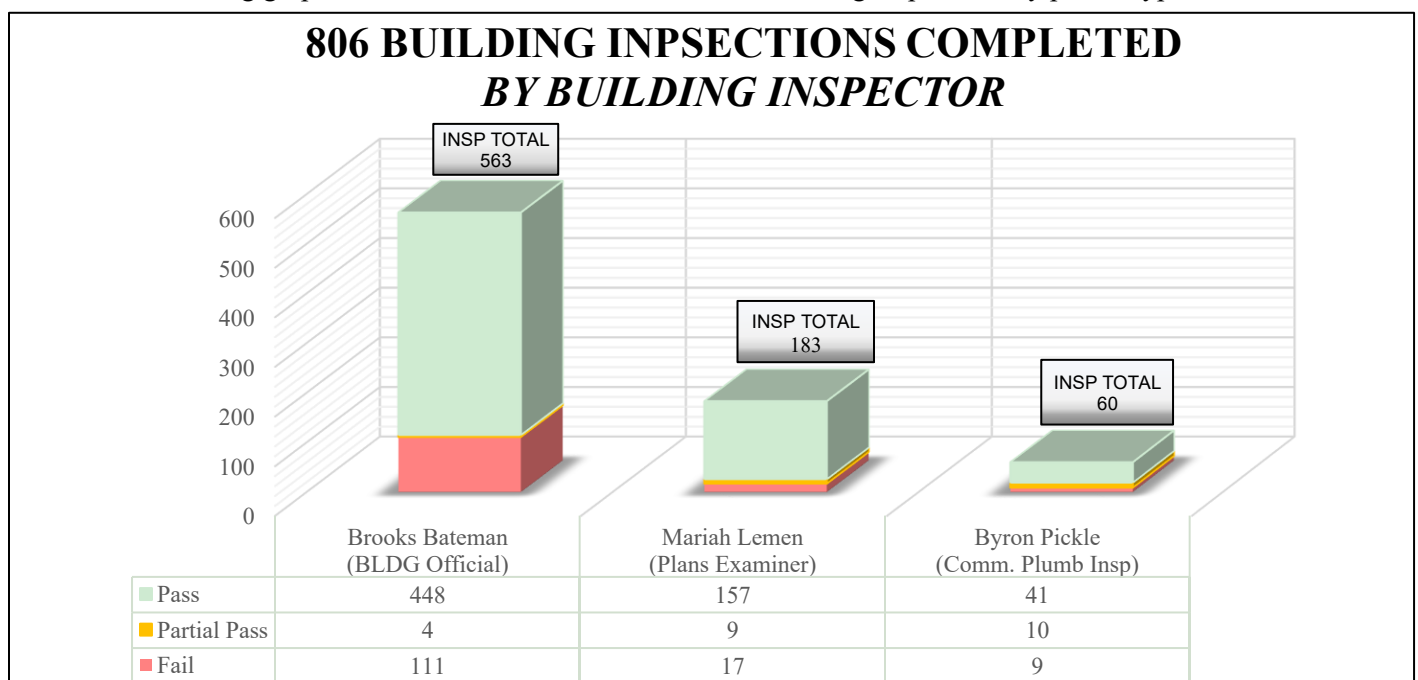
Inspection totals may vary slightly from historical reports due to differences in reporting methodology. The current permitting system reports inspections by count only, whereas prior reporting for the Building Division reflected a labor-based approach that accounted for inspection time. Other departments have historically reported inspections by count.

To ensure consistency and equity across departments, inspection activity will be reported uniformly by inspection count going forward. The variance between the legacy and current methods is minimal (August: +33 inspections, +1.6 average inspections/day; September: +20 inspections, +0.9 average inspections/day). Legacy comparison data for October was not available due to timing constraints.

Of the 806 building inspections

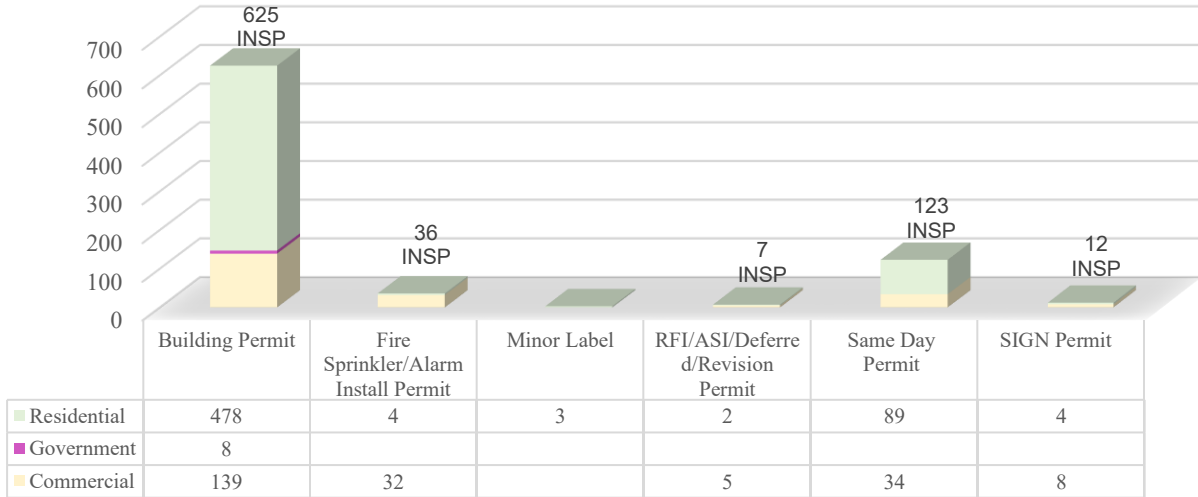
- **Brooks Bateman conducted: 563**
- **Mariah Lemen Conducted: 183**
- **Byron Pickle Conducted: 60**

The following graphs summarizes the distribution of 806 Building inspections by permit type.



806 PERMIT INSPECTIONS BY PERMIT & BUILDING TYPE

8/1/2025 TO 10/31/2025



Appendix A
Building Permit Metrics Data for August-November 2025

BUILDING PERMIT REVIEW METRICS

8/1/25 TO 10/31/25

1

BUILDING SAFETY SERVICES METRIC 1-Building Permit Completeness Review: Requires that 90% of permits be reviewed and deemed complete for first review by the Building Plan's examiner and other review departments within 2 business days of application submittal.

According to the Data gathered; 63% of the 78 permits submitted has attained the targeted 2 day time frame, averaging 2.3 days per permit

BUILDING PERMIT COMPLETENESS REVIEW BY BUILDING PERMIT TYPE METRIC 1. Completeness (90% of 2 Business days)	# of Building Permit Completion Reviews	Average # of Days in Review	# Reviews that took over 2 Days	# Reviews Completed in 2 Days or Less
*Building Permit	69	2.3	25	44
*Fire Sprinkler/Alarm Install Permit	4	2.8	2	2
*RFI/ASI/Deferred/Revision Permit	5	1.6	2	3
Grand Total:	78	2.3	29	49

% of Attainment of Projected Due Date (2 days):

63%

BUILDING SAFETY SERVICES METRIC 2-First Review of Permits: Requires that 90% of the Building Permit reviews be completed within 4-6 weeks of assignment from Building Administrator.

According to the Data gathered:
99% of the 101 permits submitted has attained the targeted 4-6 week time frame, with the majority of the permits being completed in 28 days or less.
The average days in review was 7.6 per permit.

BUILDING PERMIT PLAN REVIEW BY BUILDING PERMIT TYPE METRIC 2. First Review of Permits (90% between 4-6 Weeks)	# of Building Permit Reviews	Average # of Days in Review	# of Reviews that took over 42 days	# of Reviews Completed in 28 Days or Less	# of Reviews Completed in 42 days or less
*Building Permit	70	9.1	1	62	69
*Dundee Permits	20	4.1	0	20	20
*Fire Sprinkler/Alarm Install Permit	5	5.2	0	5	5
*RFI/ASI/Deferred/Revision Permit	6	3	0	6	6
Grand Total:	101	7.6	1	93	100

278

% of Attainment of Projected Due Date (Projected 4-6 Weeks):

99%

BUILDING SAFETY SERVICES METRIC 3-Fast-Track for Residential Solar, Deck, Sheds: as part of the pilot program it requires that 90% of these types of Building Permits have reviews completed within 3 days of assignment from Building Administrator.

According to the Data gathered; 90% of the 10 permits submitted has attained the targeted 3 day time frame, averaging 1.8 days per permit.

FAST-TRACK PERMIT REVIEWS BY BUILDING PERMIT TYPE Metric 3. Fast-Track for Res Solar, Deck, Sheds (90% of 3 days)	Count of Record #	Average # of Days to Review	# Reviews that took over 3 days	# Reviews Completed in 3 Days or Less
Solar Permits	10	1.8	1	9
Grand Total:	10	1.8	1	9

% of Attainment of Projected Due Date (3 days):

90%

BUILDING PERMIT REVIEW METRICS

8/1/25 TO 10/31/25

2

PLANNING SERVICES METRIC 3-Planning and Engineering Review of Building Permits: requires that 90% of Planning and Engineering reviews be completed within 2 weeks of assignment from Building Administrator.

According to the Data gathered:

PLANNING REVIEWS: 89% of the 54 permits reviewed has attained the targeted 2 week time frame, averaging 5.9 days for review per permit

ENGINEERING REVIEWS: 85% of the 46 permits reviewed has attained the targeted 2 week time frame, averaging 8.1 days for review per permit

PLANNING REVIEW BY BUILDING PERMIT TYPE Metric 3. PLNG Review of BLDG Perm (90% of 2 weeks)	# of Building Permit Planning Reviews	Average # of Days to Review	# Reviews that took over 14 Days	# Reviews Completed in 14 Days or Less
*Building Permit	48	6.1	6	42
*RFI/ASI/Deferred/Revision Permit	2	3	0	2
*SIGN Permit	4	4	0	4
Grand Total:	54	5.9	6	48
% of Attainment of Projected Due Date (14 days):				89%

ENGINEERING REVIEW BY BUILDING PERMIT TYPE	# of Building Permit Engineering Reviews	Average # of Days to Review	# Reviews that took over 14 Days	# Reviews Completed in 14 Days or Less
*Building Permit	45	8.3	7	38
*RFI/ASI/Deferred/Revision Permit	1	1	0	1
Grand Total:	46	8.1	7	39
% of Attainment of Projected Due Date (14 days):				85%

The Public Works Reviews of the Building permits are not part of the Community Development Department Customer Service Plan Metrics but has the same Review timeline as the Engineering and Planning reviews. This is done to maintain the established Metrics for Building Permit Review and Issuance.

According to the Data gathered: 91% of the 67 reviews done by the various Public Works departments has attained the targeted 2 week time frame, averaging 5.1 days per permit.

PUBLIC WORKS REVIEW BY REVIEW TYPE	# of Building Permit Engineering Reviews	Average # of Days to Review	# Reviews that took over 14 Days	# Reviews Completed in 14 Days or Less
*Building Permit	64	4.9	5	59
PW Maintenance Conveyance Review	2	3.0	0	2
PW Maintenance Review	14	12.5	5	9
PW Operations Industrial WasteWater Review	7	4.3	0	7
PW Operations Review	41	2.5	0	41
*Fire Sprinkler/Suppression/Alarm Installation Permit	3	10.0	1	2
PW Operations Review	3	10.0	1	2
Grand Total:	67	5.1	6	61
% of Attainment of Projected Due Date (14 days):				91%

The Building Permit Issuance Review is not part of the Community Development Department Customer Service Plan Metrics but has the same Review timeline as the Completeness reviews of 2 days. This is done to support attainment of the performance Metrics for Building Permit Review and Issuance.

According to the Data gathered: 47% of the 88 issuance reviews has attained the targeted 2 day time frame, averaging 3.5 days per permit.

BUILDING PERMIT ISSUANCE REVIEW BY BUILDING PERMIT TYPE	# of Building Permit Issuance Reviews	Average # of Days to Review	# Reviews that took over 2 Days	# Reviews Completed in 2 Days or Less
*Building Permit	74	3.5	41	33
*Fire Sprinkler/Alarm Install Permit	6	3.3	3	3
*RFI/ASI/Deferred/Revision Permit	4	2.3	2	2
*SIGN Permit	4	3.3	1	3
Grand Total:	88	3.5	47	41
% of Attainment of Projected Due Date (2 days):				47%

BUILDING PERMIT INSPECTION METRIC

8/1/25 TO 10/31/25

Per the Community Development Department Customer Service Plan, Metric 4 requires that 90% of inspections be completed the same day or within one business day.

Planning and Building exceeded this requirement, achieving 100% *

** The software does not provide a method to capture the applicant's original inspection request date. Instead, it reports only the scheduled inspection date, which may impact the reliability of the metric.*

NEWBERG BUILDING DEPT INSPECTIONS BY PERMIT & BUILDING TYPE				
	Fail	Partial Pass	Pass	Grand Total
*Building Permit	105	21	499	625
Commercial	27	14	98	139
Government	4		4	8
Residential	74	7	397	478
*Fire Sprinkler/Alarm Install Permit	5		31	36
Commercial	3		29	32
Residential	2		2	4
*Minor Label			3	3
Residential			3	3
*RFI/ASI/Deferred/Revision Permit			7	7
Commercial			5	5
Residential			2	2
*Same Day Permit	25	2	96	123
Commercial	7	2	25	34
Residential	18		71	89
*SIGN Permit	2		10	12
Commercial	1		7	8
Residential	1		3	4
Grand Total	137	23	646	806

BUILDING PERMIT INSPECTION METRIC

8/1/25 TO 10/31/25

PLANNING BUILDING INSPECTIONS			
	Fail	Pass	Grand Total
*Building Permit	10	19	29
*SIGN Permit	1	4	5
Grand Total	11	23	34

ENGINEERING BUILDING PERMIT INSP				
	Fail	Partial Pass	Pass	Grand Total
*Building Permit	16	11	25	52
Grand Total	16	11	25	52

WATER METER SETS BUILDING PERMIT INSP		
	Pass	Grand Total
*Building Permit	21	21
METER SET	21	21
Grand Total	21	21

BUILDING INSPECTIONS BY INSPECTOR				
	Fail	Partial Pass	Pass	Grand Total
Brooks Bateman(BLDG Official)	111	4	448	563
Mariah Lemen(Plans Examiner)	17	9	157	183
Byron Pickle(Comm. Plumb Insp)	9	10	41	60
Grand Total	137	23	646	806

BUILDING PERMIT INSPECTION METRIC

8/1/25 TO 10/31/25

BUILDING INSPECTIONS BY MO. Daily Average		
Aug	228	10.9
Sep	268	12.8
Oct	310	13.5
Grand Total	806	12.4

CURRENT INSPECTION REPORTING #			insp count	Insp Average
	Count	Average	Diff	Diff
AUG	261	12.43	33	1.6
SEPT	288	13.71	20	0.9
OCT	Not completed yet			

**INTERGOVERNMENTAL AGREEMENT BETWEEN CITY OF NEWBERG
AND THE NEWBERG SCHOOL DISTRICT
FOR SCHOOL RESOURCE OFFICER SERVICES, AND FUELING**

THIS AGREEMENT (the "**Agreement**") is entered into and between the City of Newberg (the "**City**"), an Oregon municipal corporation, and the Newberg School District (the "**District**"), a public school district in the State of Oregon, collectively referred to as the "**Parties**" and each a "**Party**."

RECITALS

Oregon Revised Statutes Chapter 190.010 confers authority upon local governments to enter into agreements for the performance of any and all functions and activities that a party to the agreement, its officers, or agencies have authority to perform.

The City has historically provided the District with one (1) Newberg-Dundee Police Department ("**NDPD**") officer to act as a school resource officer ("**SRO**") pursuant to that School Resource Officer Program Intergovernmental Agreement between the city and District executed on August 9, 2018 and renewed in 2023. Both parties agree that SROs fulfill a vital role in promoting communication and cooperation between the school district and law enforcement to support safe school communities and contribute to the learning process.

The District and the City seek to enter into a new agreement wherein the City will provide two (2) NDPD officers who will act as SROs starting July 1, 2025.

In consideration of the mutual promises set forth below and other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the Parties hereby agree as follows:

TERMS

1. **Term.** This Agreement shall be effective as of July 1, 2025 (the "Effective Date") and shall expire June 30, 2030, unless the Agreement is renewed by the parties. The Parties can renew this Agreement in 2029.

2. **City Responsibilities.**

A. **Services to be Provided.** The City agrees to select, train, assign to duty and supervise two full-time law enforcement personnel and adequate supervisory personnel as may be needed to provide the SRO services further identified in the Scope of SRO Duties attached hereto as **Exhibit A** and incorporated herein (the "Work"). Parties will meet prior to the start of each school year to discuss anticipated needs, within the Scope of Work, in the upcoming school year. During the school year, assigned personnel will devote all of their work time providing services to the District, on District premises unless a safety emergency or court assignment requires City to deploy their services elsewhere, the SRO is attending trainings at a non-District location, or the District and City have agreed in writing otherwise.

B. **Training.** The assigned SROs, at a minimum, shall be trained in school-based policing and certified in the Basic SRO course through NASRO or an equivalent, prior to being assigned or if not practical, then within one year of beginning the assignment. The SRO shall attend at least 40 hours of annual training related to school-safety topics.

C. **Vehicles.** The City will provide marked law enforcement vehicles to be used by the assigned SROs and will maintain and fuel the upkeep of the vehicles.

3. **Consideration and Compensation.**

A. The District agrees to pay City the amount set forth on the schedule attached hereto as **Exhibit B** for accomplishing the Work required by this Agreement.

B. In addition to the Work, the City agrees to the consideration set forth below:

i. The City will issue access and fueling cards to personnel or contractors identified by the District in writing, and allow authorized District personnel and contractors in possession of the cards to access the City's fueling station for the sole purpose of fueling District buses in accordance with the requirements and schedule provided in **Exhibit C**.

4. **District Responsibilities.** In addition to the payment obligations under **Exhibit B**, the District shall satisfy the following requirements when working with the SROs:

A. District shall furnish SROs with materials commonly available within the district and reasonably requested by SROs to perform their duties, including a desk, chair, office space and office supplies.

B. School officials shall communicate frequently with SROs to identify safety concerns within District's facilities.

C. District shall cooperate with NDPD investigations and other actions in response to crime or criminal activity on or near any District facility.

D. School officials shall allow SROs to inspect and copy any public records maintained by the school to the extent allowed by federal or state law.

E. If information in a student's record is needed in an emergency to protect the health or safety of the student or other individuals, then school officials shall disclose to the SROs the information necessary to address the emergency.

5. **Representations and Warranties.**

A. District Representations and Warranties. District represents and warrants to City that District has the power and authority to enter into and perform this Agreement, and this Agreement, when executed and delivered, shall be a valid and binding obligation of District enforceable in accordance with its terms.

B. City Representations and Warranties. City represents and warrants to District that the City has the power and authority to enter into and perform this Agreement, and this Agreement, when executed and delivered, shall be a valid and binding obligation of the City enforceable in accordance with its terms.

6. Termination.

A. Either the City or the District may terminate this Agreement for any reason at any time upon one hundred and twenty (120) days' written notice to the other party.

B. Either the City or the District may terminate this Agreement in the event of a breach of the Agreement by the other. Prior to such termination however, the Party seeking termination shall give the other Party written notice of the breach and of the Party's intent to terminate. If, in the non-breaching Party's sole discretion, the breaching Party has not entirely cured the breach within fifteen (15) days of delivery of the notice to the breaching Party, then the Party giving notice may terminate the Agreement at any time thereafter by giving written notice of termination stating the effective date of the termination.

C. The City and the District shall not be deemed to have waived any breach of this Agreement by the other Party except by an express waiver in writing. An express written waiver as to one breach shall not be deemed a waiver of any other breach not expressly identified, even though the other breach is of the same nature as that waived.

D. Either Party may terminate this Agreement in the event it fails to receive expenditure authority sufficient to allow the Party, in the exercise of its reasonable administrative discretion, to continue to make payments for performance of this Agreement, or if federal or state laws, regulations or guidelines are modified or interpreted in such a way that either the Work to be performed under this Agreement is prohibited or the Party is prohibited from paying for such Work from the planned funding source.

E. Any termination of this Agreement shall not prejudice any rights or obligations accrued to the Parties prior to termination.

F. Upon termination of this Agreement, the District will return all access and fuel cards to the City within three (3) business days of the termination date.

7. **Indemnification.** Subject to the limits of the Oregon Constitution and the Oregon Tort Claims Act or successor statute, the City agrees to indemnify, hold harmless and defend the District, its officers, elected officials, agents, representatives, and employees from and against all costs, losses, damages, claims or actions, and all expenses incidental to the investigation and defense thereof arising out of or based upon damages or injuries to persons or property arising out of or related to the performance of the Work by the City or its officers, elected officials, representatives, employees, agents, or its contractors or anyone over which the City has a right to control.

Subject to the limits of the Oregon Constitution and the Oregon Tort Claims Act or successor statute, the District agrees to indemnify, hold harmless and defend the City, its officers, elected officials, agents, representatives, and employees from and against all costs, losses, damages, claims or actions, and all expenses incidental to the investigation and defense thereof arising out of or related to damages or injuries to persons or property caused by the negligent or willful acts of the District or its officers, elected officials, owners, employees, agents, or its contractors or anyone over which the District controls.

However, neither party nor any attorney engaged by that party shall defend any claim in the name of other party or any department thereof. Neither party may purport to act as legal representative of the other party or any of its departments, without first receiving authorization from, for the City, the Newberg City Attorney's Office, and for the District, from the District's attorney. Neither party has the authority to settle any claim on behalf of the other without the approval of the attorney for that party. Either party may, at its election and expense, assume its own defense and settlement.

8. **Insurance.** Each party shall maintain the following insurance coverage(s) (or equivalent self-insurance coverage), as applicable, for the term of the Agreement:

A. Workers' Compensation. As required by ORS 656.017, subject employers shall provide workers' compensation coverage in accordance with ORS Chapter 656 for all subject workers.

B. General Liability. Each party shall maintain general liability insurance coverage of at least \$1,000,000 for each claim, incident, or occurrence, and at least \$2,000,000 annual aggregate coverage.

C. Motor Vehicle Liability. Each party shall maintain motor vehicle liability insurance of at least \$1,000,000 for each claim, incident, or occurrence.

D. Certificate of Insurance. Upon request of a party, the other party shall furnish to a current certificate of insurance for each of the above coverages within 48 hours of the request. Each certificate must provide that there shall be no cancellation, termination, material change, or reduction of limits of the insurance coverage without 30 days prior written notice from the party or their insurer, to the other party. Each certificate shall also state the relevant deductible or retention level.

9. Contractor's Insurance. The District will ensure that all of its contractors hired to transport students or staff, or who otherwise operate transportation vehicles on behalf of the District, maintain insurance in accordance with the requirements of Section 8.

10. Notices. Legal notice provided under this Agreement shall be written and delivered personally, by email or by certified mail to the individuals identified below. Any communication or notice so addressed and mailed shall be deemed to be given upon receipt.

For the City:

For the District:

Will Worthey City Manager
414 E. First Street Newberg, OR 97132
will.worthey@newbergoregon.gov

David Parker Interim-Superintendent
714 E. Sixth Street Newberg, Oregon 97132
parkerd@newberg.k12.or.us

11. Control of Personnel.

A. The City is each SRO's sole employer. Control of personnel, supervision, standards of performance, discipline, and all other aspects of performance shall be governed entirely by the City. Allegations of misconduct shall be investigated in accordance with City's Policy and Procedures. All liabilities for salaries, wages, any other compensation or benefits, injury, or sickness arising from performance of the law enforcement services provided by the SRO shall be that of the City.

B. The District is responsible for the supervision, management and control of all personnel and contractors operating vehicles, or equipment used for the transport of students, faculty, staff, and other persons for the District. The District is responsible for ensuring that appropriately authorized personnel use and maintain all access and fueling cards provided by the City (See Exhibit C below).

C. Prior to the City providing the District with access to the fueling station, the District will ensure that all individuals who will operate buses or other transportation vehicles on behalf of the District have completed the City's fueling and safety training.

12. General Provisions.

A. **Oregon Law and Forum.** This Agreement, and all rights, obligations, and disputes arising out of it will be governed by and construed in accordance with the laws of the State of Oregon, the policies of the District, and the ordinances of City of Newberg without giving effect to the conflict of law provisions thereof. Any claim between City and District that arises from or relates to this Agreement shall be brought and conducted solely and exclusively within the Circuit Court of Yamhill County for the State of Oregon, or the United States District Court for the District of Oregon.

B. **Access to Records.** Each party shall retain, maintain, and keep accessible all records relevant to this Agreement ("Records") for a minimum of six years, following Agreement termination or full performance or any longer period as may be required by applicable law, or until the conclusion of an audit, controversy or litigation arising out of or related to this

Agreement, whichever is later. Each party shall maintain all financial records in accordance with generally accepted accounting principles. All other Records shall be maintained to the extent necessary to clearly reflect actions taken. During this record retention period, a party shall permit the other party's authorized representatives' access to the Records at reasonable times and places for purposes of examining and copying.

C. Debt Limitation. This Agreement is expressly subject to the limitations of the Oregon Constitution and Oregon Tort Claims Act, and is contingent upon appropriation of funds. Any provisions herein that conflict with the above referenced laws are deemed inoperative to that extent.

D. Severability. If any term or provision of this Agreement is determined to be unconstitutional, illegal, void, or unenforceable, the remaining terms and conditions of this Agreement shall remain in full force and effect if the remaining terms and conditions are valid, binding, and enforceable.

E. Termination of the Previous IGA. This Agreement replaces the previous 2023 SRO IGA. By executing this Agreement, the City and District agree to mutually terminate the previous SRO IGA. The City and District waive their rights to receive 15 days advance written notice from each other to terminate the Previous IGA.

F. Integration, Amendment and Waiver. Except as otherwise set forth herein, this Agreement constitutes the entire agreement between the Parties. There are no understandings, agreements, or representations, oral or written, not specified herein regarding this Agreement. No waiver, consent, modification or change of terms of this Agreement shall bind either Party unless in writing and signed by both Parties and all necessary approvals have been obtained. The failure of either Party to enforce any provision of this Agreement shall not constitute a waiver by such Party of that or any other provision.

G. Interpretation. The titles of the sections of this Agreement are inserted for convenience of reference only and shall be disregarded in construing or interpreting any of its provisions.

H. Independent Contractor. Nothing herein is intended, nor shall it be construed, to create between the Parties any relationship of principal and agent, partnership, joint venture, joint employer or any similar relationship, and each Party hereby specifically disclaims any such relationship.

I. Counterparts. This Agreement may be executed in several counterparts (electronic or otherwise), each of which shall be an original, all of which shall constitute the same instrument.

J. Force Majeure. Neither District nor City shall be held responsible for delay or default caused by events outside of the District or City's reasonable control including, but not limited to, fire, terrorism, riot, acts of God, or war. However, District and City shall make all reasonable efforts to remove or eliminate such a cause of delay or default and shall upon the cessation of the cause, diligently pursue performance of its obligations under this Agreement.

K. Confidentiality. No reports, information, and/or data given to or prepared or assembled by the Parties under this Agreement shall be made accessible to any individual or organization by either Party without the prior written approval of the other Party.

L. FERPA. The parties shall fully comply with the Family Educational Rights and Privacy Act (FERPA) and all other laws relating to the confidentiality of student information, as well as district policies JO/IGBAB, JOA and JOB. The release of student records is governed by ORS 336.187 and ORS 326.565 - 326.580, and the Family Education Rights and Privacy Act ("FERPA"), 20 U.S.C. § 1232g, and its implementing regulations, and district policies JO/IGBAB, JO/IGBAB-AR, JOA and JOB. In accordance with FERPA, "school officials" may access and disclose student records only as authorized by FERPA. The City will ensure assigned personnel become familiar with and comply with all state and federal student confidentiality laws applicable to the K-12 school environment.

i. School Resource Officer

For purposes of access to student records, the SRO is considered a "school official" and may be provided students' personally identifiable information ("PII") on an as-needed basis to carry out SRO duties for legitimate educational purposes. In addition, the SRO and any SRO supervisory personnel may only use PII for the purpose for which the disclosure was made; and to promote school safety and the physical security of students.

The SRO and SRO supervisory personnel, acting as school officials, may not disclose PII obtained from student records, without prior written consent, to others, including other officers who are not acting in the capacity as school officials, unless the disclosure fits within one of the exceptions to consent in FERPA. The District in its sole discretion may provide SRO access to student names and directory information through District's student information system. The SRO may request other student records from a District administrator for legitimate educational purposes.

ii. Directory Information

Information that is designated as "directory information" is published in School Board Policy JOA. The information regarding students whose parents have opted-out of disclosure of such student information will be withheld. The information items designated as "directory information" are subject to change. The SRO or other law enforcement officials seeking access to directory information may request such information from the building principal.

M. Exhibits. The Exhibits identified in this Agreement are incorporated herein by reference and made a part of this Agreement.

O. No Attorney Fees. In the event any arbitration, action or proceeding, including any bankruptcy proceeding, is instituted to enforce any term of this Agreement, each party shall be responsible for its own attorney fees and expenses.

IN WITNESS HEREOF, the Parties have executed this Agreement by the date indicated below.

For the City:

Will Worthey City Manager

414 E. First Street Newberg, OR 97132

will.worthey@newbergoregon.gov

For the District:



David Parker Interim-Superintendent

714 E. Sixth Street Newberg, Oregon 97132

parkerd@newberg.k12.or.us

EXHIBIT A
SCOPE OF SRO DUTIES

SROs' duties include, but are not limited to, the following:

- To be a visible, active law enforcement figure on campus who works on law enforcement matters.
- To refer violations of the student conduct code or board policy to the school administrator. The SRO shall not be involved with the enforcement of school rules or disciplinary infractions that are not violations of criminal laws. School administrators and teachers are solely responsible for school discipline.
- To assist in providing a safe environment by using crime prevention strategies and law enforcement measures, assisting school and district administrators with school emergencies and threats, and by providing campus security acting as a designee of the campus administrator. For purposes of this Agreement, a school campus includes buildings, grounds, parking lots, lockers, and other School District property.
- To assist in the proper collection and disposal of illegal substances recovered by the school that are not needed for criminal prosecution.
- To be a classroom resource for law education by using approved materials.
- To be a resource for students by providing them with a law enforcement figure and role model in a student environment.
- To be a resource for teachers, parents, and students for conferences on an individual basis to deal with individual problems or questions, especially in the area of substance abuse.
- To appear before site councils, parent groups, and other groups associated with the School District and speak on a variety of requested topics, including safety, crime prevention, and drug/alcohol abuse.
- To be involved in discipline if it involves preventing a disruption that would, if ignored, place students, faculty, and staff at risk of harm. The SRO will work to resolve the problem to preserve the school climate.

- To promptly share information with the school administrator about any public safety threat or significant enforcement event and about persons and conditions that pertain to campus safety concerns.
- To ensure that the school administrator remains aware of material interactions and information involving the SROs work.
- To be familiar with helpful community agencies, including mental health clinics and drug treatment centers, which offer assistance to dependency - and delinquency - prone youths and their families, and to refer them to the youths or families when necessary.
- To coordinate their activities with the principal and concerned staff members and seek permission, guidance and advice from them prior to enacting any programs in the school.
- To be an extension of the principal's office for assignments consistent with this Agreement.
- To be familiar and comply with applicable District Board policies and administrative regulations including:
 1. Policy AC Nondiscrimination
 2. Policy JO/IGBBA Education Records
 3. Regulation JO/IGBAB-AR Management of Education records
 4. Policy JOA Directory Information
 5. Policy JOB Personally Identifiable Information
 6. Policy JFG Student Searches
 7. Policy JFG-AR Student Searches
 8. Policy JHFF Suspected Sexual Conduct with Students and Reporting Requirements
 9. Policy KN Relations with Law Enforcement Agencies
 10. Regulation KN-AR Relations with Law Enforcement Agencies

Search and Seizure

The SRO shall not become involved in administrative (school-related) searches unless specifically requested by the school to provide security, protection, or for handling of weapon(s) or contraband. Administrative searches must be at the direction and control of the school official. At no time shall the SRO request that an administrative search be conducted for law enforcement

purposes or have the administrator act as his or her agent. Any law enforcement searches or interviewing of students for law enforcement purposes shall be limited to and performed in accordance with Newberg school board policies and regulations JFG, KN, and KN-AR.

Duty Hours of SROs.

- City shall determine each SRO's duty hours in collaboration with the school administrator. The SRO's duty hours shall reasonably conform, to the school day, and may be modified provided it is mutually beneficial for both parties. An SRO may perform after-hour duties, including providing police coverage at sporting and school events for the District.
- Notwithstanding any other provision of this Agreement, SROs shall be available to City for other duty assignments at any time, including spending time in court and attending interagency meetings. During holidays or other non-school days, the SRO shall report to City for regular duty. When the SRO reports to City for regular duty, City may nevertheless assign the SRO to District for duty assignments consistent with this Agreement.

Employment of SROs.

- SROs shall be employees of City and City shall administer, train, supervise and control the SROs.
- SROs are subject to all personnel policies and practices of City except as such policies or practices that may be modified by the terms and conditions of this Agreement.
- City, in its sole discretion, shall have the power and authority to hire, discharge, and discipline SROs.
- City's Chief of Police shall determine which officers to assign as SROs.
- An SRO shall be a certified, sworn police officer and a full-time, regular employee of City.
- SROs will wear approved department uniforms, formal business attire, or business casual with appropriate logos and name badges depending on the time of school year, the type of school activity or program, and the requests of the school or City.

- SROs will wear their department-authorized duty weapons in accordance with department policy.

Transport of Students

- SROs shall not transport students in City vehicles unless the student is a victim of a crime, under arrest, or involved in an emergency.
- SROs shall not transport students in their personally owned vehicles.
- SROs shall notify school personnel upon removing a student from campus.

EXHIBIT B
COMPENSATION SCHEDULE

The District agrees to pay the City in accordance with the following Compensation Schedule;

For Fiscal Year 25/26:

The District will pay the City:

A payment of \$200,000.00 no later than July 31, 2025.

For Fiscal Year 26/27:

The District will pay the City:

A payment of \$208,000.00 no later than July 31, 2026.

For Fiscal Year 27/28:

The District will pay the City:

A payment of \$216,320.00 no later than July 31, 2027.

For Fiscal Year 28/29:

The District will pay the City:

A payment of \$216,320.00 plus an additional amount covering that financial years COLA adjustment. This will be negotiated between the City and District in 2028 to cover fiscal year 28/29 and 29/30. The negotiated payment will be made no later than July 31, 2028.

For Fiscal Year 29/30:

The District will pay the City:

A payment of \$216,320.00 plus an additional amount covering the COLA adjustments for fiscal years 28/29 and 29/30 as negotiated in 2028. The negotiated payment will be made no later than July 31, 2029.

EXHIBIT C
FUELING STATION SCHEDULE AND REQUIREMENTS

(1) The District and its personnel and consultants will conduct fueling only during scheduled dates and times included in a quarterly schedule agreed to by authorized District personnel and the City's City Manager or Public Works Director. The City and District must agree to the first quarterly schedule prior to the initiation of the first fueling event. The City will allow the District to fuel at the maintenance yard before or after Newberg Public Works' yard operational hours. Any other times must be expressly included in the quarterly schedule or otherwise agreed to in advance and in writing by the City's City Manager or Public Works Director.

Public Works yard operations hours:

April-October	Monday – Thursday	6:30 AM - 4:00 PM
October-April	Monday – Friday	8:00 AM - 4:00 PM

(2) The Operational hours may change at the City's sole discretion. If this occurs, the City will notify the District in writing 30 days before the scheduling changes, so a new fueling schedule can be developed.

(3) All personnel and contractors hired, employed, or otherwise engaged by the District to fuel up at the City's fueling station must complete the City's fueling training. The District or its contractor must retain the training records for their personnel and contractors.

(4) All buses fueling up at the City's fuel station must have an identifiable number marked outside the vehicle.

(5) Vehicle windshield badges will be issued based on the above vehicle numbers. These badges allow vehicles into the facilities during off hours. The District is responsible for removing and returning badges as buses are sold or replaced.

(6) The District shall be responsible for keeping track of windshield badges and maintaining a database of the badge assigned to each bus. The District will pay the City for any costs or expenses incurred as a result of lost or missing badges, including costs the City deems necessary to reestablish the security of the City's maintenance yard.

(7) The City is not responsible for any damages arising from or caused by District personnel or contractors filling vehicles or equipment with incorrect fuel.

(8) The District will hold the City harmless from all damage the fuel may cause to the District's or its contractor's equipment.

(9) The District is responsible for notifying all vehicle and equipment operators that they are under video surveillance while on City property.

Newberg City Council, Board, Committee & Commission Guidelines 2025

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CHAPTER 1 – General Governance

I. Rules of Procedure

- A. These rules are intended to govern City Council and all boards, committees, and commissions (hereafter referred to as standing committees) of the city.
- B. Unless otherwise provided by charter or ordinance, Council meetings, and the meetings of any board, commission, or committee of city council, shall be guided by Robert's Rules of Order for Small Boards.¹ These rules are adopted according to NMC, Charter, Ch III, Section 11.
- C. Members of the council or governing body are encouraged to avoid invoking the finer points of parliamentary procedure found within Robert's Rules of Order when such points will obscure the issues before the council and confuse members of the public.
- D. Whenever these rules and Robert's Rules of Order conflict, these rules shall govern.

II. Quorum

- A. A quorum is required to conduct official city business.²
- B. The members of the council are the city councilors and mayor. The members of a standing committee are as defined at their creation. Fifty percent plus one of the members of the council or a standing committee shall constitute a quorum. Vacancies in office do not count towards determining a quorum.
- C. In the event a quorum is not present, the members of the governing body present shall adjourn the meeting, or a smaller number may meet and compel attendance of absent members as outlined in Rule II D.
- D. When a quorum is not present at the time set for a meeting or when a quorum has been present and a meeting has commenced, but a quorum is no longer present, any member may move for a call of the house.
 - 1. The motion will be put in the following form: "I move for a call of the house." That motion will take precedence over all other business. The motion need not be seconded, but it is subject to discussion. At least two members present must concur for the call of the house motion to pass. If the motion is passed, then all unexcused absent members will be requested to attend or return to the meeting. The city manager will provide the administrative staff assistance necessary to compel the attendance of the unexcused absent members at the meeting. The presiding officer is authorized to recess the meeting to a

¹ Robert's Rules of Order Newly Revised, 12th edition, section 49:21.

² NMC Charter, CH 3, Section 13.

certain time while attendance is being compelled.

III. Presiding Officer

A. City Council:

1. The mayor shall preside over all meetings. The mayor shall retain all rights and privileges of the office of the mayor as set out in the city charter when acting in this capacity.³
2. If the mayor is absent or otherwise unable to preside, the president of the council shall preside over the meeting. The president of the council shall retain all rights and privileges of the office of the mayor as set out in the city charter when acting in this capacity.⁴
3. If both the mayor and the president of the council are absent from the meeting or otherwise unable to preside, the following procedure shall be utilized to determine who is the presiding officer:
 - a. The city recorder shall call the council to order and call the roll of the members.
 - b. Those members of council present shall elect, by majority vote, a temporary presiding officer for the meeting.
 - c. Should either the mayor or the president of the council arrive, the temporary presiding officer shall relinquish control of the meeting immediately upon the conclusion of the item presently being discussed.
 - d. The presiding officer shall retain all rights and privileges of a member of council when acting in this capacity.
 - e. This process may be used to elect a presiding officer for a portion of a meeting if the mayor or council president is unable to preside over a single item.

B. Standing and Ad-Hoc Committees:

1. The chair shall preside over all meetings.
2. In the chair's absence the vice chair shall preside over the meeting.
3. If both the chair and vice chair are absent from the meeting or otherwise unable to preside, the following procedure shall be utilized to determine who is the presiding officer:
 - a. The staff liaison shall call the meeting to order and call the roll of the

³ (NMC, Charter, Ch III, Section 9)

⁴ (NMC, Charter, Ch III, Section 10).

members.

- b. Those members present shall elect, by majority vote, a temporary presiding officer for the meeting.
- c. Should either the chair or vice chair arrive, the temporary presiding officer shall relinquish control of the meeting immediately upon the conclusion of the item presently being discussed.
- d. The presiding officer shall retain all rights and privileges of a member when acting in this capacity.
- e. This process may be used to elect a presiding officer for a portion of a meeting if the chair or vice chair is unable to preside over a single item.

IV. Other Elected and Appointed Officers

- A. City Manager. The city manager is required to attend all meetings of the council, unless excused by council, and is permitted to participate in any discussion; however, the city manager has no authority to cast a vote on any decision rendered by the council.⁵
- B. City Attorney. The city attorney may attend any meeting of the council, and will, upon request, give an opinion on legal questions, either written or oral.
- C. City Recorder. The city recorder or designee shall be the parliamentarian and shall advise the presiding officer on any questions of order. Additionally, the city recorder shall keep the official minutes of the council.

V. Agendas

- A. The city recorder or designee shall prepare an agenda for every regular meeting, and for every special meeting. Staff liaisons serve as the designee for all standing committee meetings.
- B. Agendas and informational material for meetings shall be distributed to the council at least 7 days preceding the meeting. Supplemental items will be distributed at least 2 days prior to the meeting. Agendas and informational materials for standing committees should be distributed at least 7 days prior to the meeting and are required to be distributed more than 48 hours in advance of the meeting.⁶
- C. The mayor's approval shall be required for the publication of an agenda of any council meeting.
- D. With the consent of the mayor, the city manager may remove any items on the council agenda at any time prior to a meeting convening. The presiding officer

⁵ (NMC, Charter, Ch VIII, Section 34, e, 1.)

⁶ Note: Some actions taken by council and or standing committees may require even more notice. All legal requirements for notice shall be followed.

shall announce such removal under announcements/proclamations.

- E. A member of the council who wishes to have an item placed on the agenda shall advise the city manager and get the approval of the mayor at least 10 days prior to the meeting. A member of a standing committee who wishes to have an item placed on the agenda shall advise their staff liaison and get the approval of the chair at least 10 days prior to the meeting.
- F. If a request to include an agenda item is denied, written explanation shall be provided by the presiding officer to the requesting council member at least seven days prior to the meeting. If denied, the requesting council member may request, during the meeting and in open session, that the item be placed on the agenda. If the requesting council member obtains the support of at least one other council member, the item will be included on the agenda.
- G. Notwithstanding anything to the contrary above, the council may consider items which are not listed on a published agenda.
- H. Written Communications to Council
 - 1. Unsolicited communications to the mayor and/or council concerning matters that are not on an agenda shall be forwarded to the mayor and/or council but shall not be included in the agenda packet.
 - 2. The city manager may, under their discretion, bring any matter raised by unsolicited communication to the attention of the council as an agenda item, provided that such communication is accompanied by a staff report which sets forth the reason the matter should be considered by the council, and making a recommendation for council action.
- I. All items submitted to the council packet will require an executive summary of the decision before the council, and items over 100 pages in length will require an index, or hyperlinks, to the specific sections and attachments.
- J. Items that are legislative in nature, or that are deemed complex, will have a work session before the hearing, resolution, or main decision point is brought before the council. This may be waived by a majority of council.

VI. Order of Business

The order of business for all regular meetings of City Council shall be as follows. However, when it appears to be in the best interest of the public, the order of business may be changed for any single meeting with the approval of the mayor. Agendas for special meetings may follow this order or be adjusted according to the purpose of the meeting. Committees may follow this order or set their own agenda order as desired.

- A. **Call to order**
- B. **Roll call**

- C. **Pledge of Allegiance**
 - D. **Announcements**
 - E. **Proclamations and Awards**
 - F. **City Manager's Report**
 - G. **Public comment on items not on the agenda**
 - H. **Consent Agenda**
 - I. **Continued Business**
 - J. **New Business**
 - K. **Council Business**
 - L. **Adjournment**
-
- A. **Call to Order.** The presiding officer shall call all meetings of the council to order.
 - B. **Roll Call.** The city recorder or staff liaison shall conduct a roll call to determine which members of the body are present and which are absent.
 - 1. The attendance shall be properly reflected in the minutes.
 - 2. If roll call determines that a quorum is not present, this shall be addressed by Rule II.
 - C. **Pledge of Allegiance** This will be led by the presiding officer.
 - D. **Announcements.** Announcements are intended to be procedural in nature, such as an item being removed from the agenda, motions to reorder, insert or change agenda items. This also includes motions to remove items from the consent calendar.
 - E. **Proclamations and Awards.** Proclamations are awards or recognition of individuals by the council.
 - F. **City Manager's Report.** The City Manager will give a report at each regular council meeting with updates from all departments of the city. The first report of each month will include narrative information, the second report of each month will include statistical information. The council may ask questions of the city manager upon conclusion of the report being given. The city manager may call upon his staff to assist in answering questions.
 - G. **Public Comment - See Chapter 5, Section III.**
 - H. **Consent Agenda.** To expedite the council's business, routine agenda items shall be placed on the consent agenda.
 - 1. All items on the consent agenda shall be approved by a single motion, unless an item is pulled for further consideration.

2. Any item on the consent agenda may be removed for separate consideration by any member.
 3. For the purposes of this rule, separate consideration means any proposal to adopt a different course of action than that recommended in the request for council action, a determination that debate on a proposed course of action is deemed desirable, any questions to staff on an item, and any item where a member must declare a conflict of interest.
- I. Continued Business. This section of the agenda will include items that are being returned to council after previous introduction, work session, or consideration at a recent meeting.
 - J. New Business. This section of the agenda will include items that are being considered for the first time. This may include topics freshly presented to council after a period of more than six months.
 - K. Council Business. To include appointments, reports from councilors on standing committees, nominations and similar council business.
 - L. Adjournment. Meetings will be adjourned by the presiding officer.

CHAPTER 2 – Meeting Time, Location and Frequency

I. City Council

- A. Regular meetings
 1. The council shall meet every first and third Monday evening of each month, except for meetings falling on designated holidays, which will be held on the next business day. Regular meetings shall begin at 6 p.m. Should there be a lack of business, lack of quorum, or other conflict, the meeting may be cancelled, with consent of the mayor, providing at least one meeting occurs in the given month.⁷ Regular meetings will limited to 4 hours and will be adjourned by 10pm except by majority vote of the body.
- B. Special meetings
 1. Special meetings may be called by the presiding officer or by request of three members.
 2. Notice of a special meeting of council shall be given to all members of the council and the city manager via email. Should the meeting occur within 72 hours of the notice, all attempts will be made to reach the council and city manager by telephone.
 3. Special meetings shall be noticed in accordance with Oregon's public

⁷ NMC, Charter, Chapter 3, Section 12

meetings law, and, at a minimum, shall be noticed at least 24 hours prior to the meeting taking place. Notice of the special meeting shall be given to each member, the city manager or staff liaison, and each local newspaper, radio, and television station which has requested notice of special meetings.

C. Emergency meetings

1. Emergency meetings are those meetings called with less than 24 hours' notice and the council shall identify why the meeting could not be delayed 24 hours immediately after calling the meeting to order.
2. Emergency meetings may be called by the mayor by the request of three members of council, or by the city manager.
3. Emergency meetings may only be held by City Council.
4. Notice of the emergency meeting shall be given to each member of the council, the city manager, and all reasonable attempts will be made to inform each local newspaper, radio, and television station which has requested notice of meetings.
5. Notice of the emergency meeting shall be given to all members of council and the city manager via telephone and email.
6. The minutes for any emergency meeting shall specifically identify why the meeting constituted an emergency and was necessary.

D. Executive Sessions.

1. Executive sessions may only be held by City Council. Executive sessions may be called by the presiding officer, at the request of three members of council, by the city manager, or by the city attorney.
2. Only members of the council, the city manager and persons specifically invited by the city manager or the council shall be allowed to attend executive sessions. Generally, the city recorder will be present to take minutes, if excused, another minute taker will be identified.
3. Representatives of recognized news media may attend executive sessions, other than those sessions during which the council conducts deliberations with persons designated to carry on labor negotiations, or where the matter involves litigation, and the news media is a party to the litigation.
4. Cameras, tape recorders, and other recording devices may not be used in executive sessions, except for any official executive session recording made by city staff.
5. All executive sessions will be held in person only, without a virtual attendance option, unless a virtual option is approved by a majority vote in open session.

E. Work Sessions

1. Work sessions are permitted to present information in preparation for regular or special meetings.
2. All work sessions are subject to Oregon's public meetings law and must be noticed accordingly.
3. Work sessions are intended to allow for preliminary discussions, and the council or committee is not permitted to take formal or final action on any matter at a work session.
4. Work sessions may be called by the presiding officer, at the request of three members of Council, by the city manager, or by the city attorney.
5. The city manager is to invite any relevant staff to work sessions so that the sessions are as productive as possible.

II. Board, Commission, and Committee Meetings

- A. Shall meet according to the schedule produced by the city recorder's office each year. This will be developed in accordance with the code, resolution, law, and necessity. Committees may add additional meetings or reschedule meetings if necessary.
- B. Must be properly noticed in accordance with Oregon Public Meetings Law.
- C. Meetings may be canceled due to lack of quorum or lack of business by the presiding officer.

III. Location

- A. Council meetings shall be held in the Denise Bacon Room in the Public Safety Building and simultaneously through Zoom or other virtual meeting platforms. Board, commission, and committee meetings will be held in various locations as appropriate, as noticed on the meeting agenda, and simultaneously through Zoom or another virtual meeting platform.
- B. In the event the regular meeting room is not available for a meeting, the meeting shall occur at a venue open to the public which is located within the jurisdictional limits of the city. All meeting locations shall meet the requirements of Oregon's Public Meeting Law.
- C. At the direction of the presiding officer, the meeting may also move to a fully virtual format. (For example: In the case of inclement weather.)
- D. Training sessions may be held outside of the city's jurisdictional limits, provided no deliberations toward a decision are made.
- E. Interjurisdictional meetings may be held outside of the city's jurisdictional limits but

should be held as close as practical to the city, and such meetings shall be located within the jurisdictional boundaries of the other government entity.

IV. Notice

- A. The city recorder or designee shall provide notice of all meetings in accordance with Oregon's public meeting law.

V. Attendance

- A. Members of council or committees shall advise the presiding officer and city manager/city recorder/staff liaison if they will be unable to attend any meetings.
- B. Under Article VII, Section 32 of the charter, a council position becomes vacant upon declaration of the council if the member of council is absent from the city for 30 days or more without council consent, or from all meetings of the council within a 60-day period without council consent.
- C. Committee members may be excused from their position if they are not present for at least 75% of meetings in a year in accordance with Title II, Chapter 2.15.005 (D.) of the Newberg Municipal Code.
- D. Members may attend meetings in person or virtually by phone or video conferencing.

CHAPTER 3 – Ordinances and Resolutions

I. Ordinances

- A. All ordinances considered by and voted upon by the council shall adhere to the rules outlined herein. Sections 16 and 17 of city charter provide that the council exercises its legislative authority by adoption of ordinances.
- B. Except as authorized by subsection (C), adoption of an ordinance shall, before being put upon its final passage, be fully and distinctly read in open council meeting.
- C. The reading may be by title only if no council member present at the meeting requests to have the ordinance read in full, provided the proposed ordinance is available in writing to the public at least one week before the meeting.
- D. Any substantive amendment to a proposed ordinance must be read aloud or made available in writing to the public before the council adopts that ordinance.
- E. Upon the final vote on an ordinance, the ayes and nays of the members shall be taken and entered in the record of proceedings. The concurrence of a majority of the entire membership of the council shall be required for the passage of an ordinance.
- F. After adoption of an ordinance, the city recorder must endorse it with the date of adoption and the city recorder's name and title.

- G. A script for the adoption of an ordinance will be followed to ensure compliance with these rules. See attachments.
- H. Effective Date: An ordinance shall take effect 30 days after adoption or at a later date to be specified in the ordinance.
 - 1. The following shall take effect immediately upon its passage:
 - a. Ordinances making appropriations and the annual tax levy; and
 - b. Emergency ordinances.

II. Resolutions

- A. Resolutions considered by and voted upon by the council or committee shall adhere to the rules outlined here.
- B. An affirmative vote of a majority of the council or committee present shall be necessary to pass a resolution.
- C. When a resolution is rejected, and is not reconsidered as provided by these rules, neither the resolution, nor any other resolution which contains substantially the same provisions, shall be considered for a period of not less than three months, unless at least three members petition for early consideration. Resolutions containing substantial amendments may return for consideration within the 3 month window.
- D. Reconsideration
 - 1. A motion to reconsider may only be made by a member of the prevailing side. Any member may second the motion.
 - 2. No motion shall be made more than once.
 - 3. The motion shall be made before the final adjournment of the meeting when the item goes out of possession of the body.
- E. Effective date. A resolution shall become effective upon adoption unless otherwise stated in the resolution.

CHAPTER 4 – Land Use Hearings

I. General Conduct of Hearings

- A. Any party may speak in person or through their attorney.
- B. A copy of any written testimony or physical evidence which a party desires to have introduced into the record at the time of hearing shall be submitted to the city recorder at the time the party makes his or her presentation. The party must also bring 10 copies of the written testimony for the council/commission and staff.

- C. If a party desires to make its testimony or evidence available as part of the meeting's agenda packet, it must be submitted to the city recorder or designated staff by noon the Friday before the meeting for council meetings, or 2 days ahead for all other meetings.⁸ If the testimony or evidence is not submitted to the city recorder or designated staff by this deadline, it still may be submitted to the city recorder or designated staff at the time of the hearing and included in the record, but it shall not be included in the meeting's agenda packet.
- D. No person may speak more than once without obtaining permission from the presiding officer.
- E. Upon being recognized by the presiding officer, any member may question any person who testifies.
- F. As directed by the presiding officer, staff may question any person who testifies.
- G. Testimony shall be directed towards the applicable standards and criteria which apply to the proposal before the council.
- H. To expedite hearings, the presiding officer may call for those in favor and those in opposition to rise, and the city recorder or staff liaison shall note the numbers of such persons for the record in the minutes. Persons testifying are asked to avoid repeating testimony already entered into the record and instead indicate support if they are in agreement with such testimony.
- I. The presiding officer may reduce time limits for testimony equally based on the number of people signed up to speak, respectively, "in favor" or "opposed", to ensure all parties have an opportunity to speak and to ensure compliance with statutory shot clocks for land use decision making.⁹

II. Quasi-Judicial Land Use Matters

A. Scope of Review

- 1. All appeals of quasi-judicial land use proceedings shall be conducted pursuant to NMC 15.100.160 through 5.100.190, Appeals.

B. Conflicts of Interest, Abstention, Recusal, Ex Parte Communications

- 1. A member of the council or commission shall not participate in a discussion or vote in a quasi-judicial land use proceeding if:
 - a. The member has an actual conflict of interest, as defined by the Oregon Revised Statutes or the city charter/rules and must recuse from participation. The disclosure and recusal must be noted in the minutes.

⁸ (see Chapter 5, Section 3

⁹ (See also, Part II, Quasi-Judicial Land Use Matters - Hearing Procedures)

- b. The member was not present during the public hearing and must abstain from participation. However, the member may participate if they reviewed. The evidence, including recordings of the hearing, and declared such fact for the record.
 - c. The member has a bias, as determined by applicable law, that prevents them from considering evidence and applying applicable criteria in making an impartial decision on the application.
 2. Members shall disclose all ex parte contacts regarding the proceeding at the commencement of any quasi-judicial land use proceeding. If the disclosed ex parte communication results in bias and/or a conflict of interest, the member shall recuse from participation as stated in (II)(B)(1)(a) and (c) above.
 1. “Ex parte contact” means contact from one side of an issue affecting a land use proceeding without the benefit of hearing the other point of view.

C. Burden of Proof

1. The proponent has the burden of proof on all elements of the proposal, and the proposal must be supported by proof that it conforms to all applicable standards and criteria.
2. The decision shall be based on the applicable standards and criteria as set forth in the city’s municipal code, including if applicable the city’s comprehensive plan and any other land use standards imposed by state law or administrative rule.
3. Proponents, any opponents, and those who are neutral on the proposal may submit written findings or statements of factual information which are intended to demonstrate the proposal complies or fails to comply with any or all applicable standards and criteria.
4. City staff may submit supplemental written findings in response to testimony and as requested by the hearing body to address questions raised during the hearing.

D. Hearing Procedures

The order of hearings in quasi-judicial land use matters shall be:

1. *Land Use Hearing Disclosure Statement*

The city attorney, presiding officer, or their designee, shall read the land use hearing disclosure statement, which shall include:

- a. A list of the applicable criteria;
- b. A statement that testimony, arguments and evidence must be directed toward the applicable criteria or other criteria in the plan or land use

regulation which the person believes to apply to the decision;

- c. A statement that failure to raise an issue accompanied by statements or evidence sufficient to afford the council or other hearing body and the parties an opportunity to respond to the issue precludes appeal to the Land Use Board of Appeals based on that issue; and
- d. If applicable, a statement that a failure to raise constitutional issues relating to proposed conditions of approval precludes an action for damages in circuit court.

2. *Call for ex-parte contacts*

- a. The presiding officer shall inquire whether any member has had ex-parte contacts. Any member announcing an ex parte contact shall state for the record the nature and content of the contact.
- b. “Ex parte contact” means contact from one side of an issue affecting a land use proceeding without the benefit of hearing the other point of view. Ex parte contact can also be access to evidence or information that is not available to the public or the hearing body, which may include visiting the site of a land use application.

2. *Call for recusals*

- a. The presiding officer shall inquire whether any member must recuse from participating in the hearing due to a conflict of interest.
- b. Actual Conflict of Interest: If a member announces an actual conflict of interest, as outlined by Oregon Revised Statutes or the city charter/rules, that member must recuse themselves and leave the hearing. The recusal is recorded in the minutes.
- c. Potential Conflict of Interest: If a member has a potential conflict of interest, they can declare the potential conflict and continue participation in the matter. The declared potential conflict is recorded in the minutes.
- d. Any member announcing a conflict of interest shall state the nature of the conflict, and if the conflict requires recusal, shall not participate in the proceeding unless the person’s vote is necessary to meet a requirement of a minimum number of votes necessary to take official action; provided, however, that the member shall not participate in any discussion or debate on the issue of which the conflict arises.

3. *Staff summary*

- a. Planning staff shall present a summary and recommendation concerning the proposal.

4. *Presentation of the Case*

- a. Proponent’s case. Twenty minutes total.

- b. Persons in favor. Five minutes per person.
- c. Persons opposed. Five minutes per person.
- d. Other interested persons. Five minutes per person.
- e. Rebuttal. Ten minutes total. Rebuttal may be presented by the proponent. The scope of rebuttal is limited to matters which were introduced during the hearing.

5. *Close of hearing*

- a. No further information shall be received after the close of the hearing, except for specific questions directed to staff. If the response to any such questions requires the introduction of additional factual evidence, all parties shall be afforded an opportunity for simultaneous written rebuttal.

6. *Deliberations*

- a. Deliberations shall immediately follow the hearing. The body may delay deliberations to a subsequent time to be specified.

7. *Findings and Order*

- a. The body may approve or reject the proposal.
- b. The body shall adopt findings to support its decision.
- c. The body may incorporate findings proposed by the proponent, the opponent or staff in its decision.

B. Continuances

- 1. A party can request either a hearing continuance or an open record period as provided by Oregon Revised Statutes. However, nothing in this section shall restrict the council, in its discretion, from granting additional continuances.
- d. There is a 120-day time limitation for the city to make a final land use decision, imposed by the Oregon Revised Statutes, and this 120-day period is not extended unless the applicant requested the continuance or if the applicant otherwise agrees to the extension of the time limitation.¹⁰

III. Legislative Land Use Matters

A. Hearings Procedures

- 1. The order of procedures for hearings on legislative land use matters shall be:
- 2. *Call for abstentions*
 - a. Inquire whether any member wishes to abstain from participation in the

¹⁰ See ORS 227.178.

hearing. Any member announcing an abstention shall identify the reason therefore and shall not participate in the proceedings. The City Recorder or designated staff shall record the abstention in the minutes.

3. *Staff summary*

- a. Staff shall present a summary of the proposal, statement of the applicable criteria, and recommendations concerning the proposal.

4. *Presentation of the Case*

- a. Staff Presentation or Proponent's case. As approved by the presiding officer.
- b. Persons in favor. Five minutes per person.
- c. Persons opposed. Five minutes per person.
- d. Other interested persons. Five minutes per person.

5. *Close of hearing*

- a. No further information shall be received after the close of the hearing, except for responses to specific questions directed to staff.

6. *Deliberations*

- a. Deliberations shall immediately follow the hearing. The body may delay deliberations to a subsequent time to be specified.

7. *Reopening Hearing*

- a. Prior to second reading of an ordinance relating to a legislative land use matter, and upon majority vote of the body, a hearing may be reopened to receive additional testimony, evidence or argument. The same notice requirements shall be met for the reopened hearing as were required for the original hearing.

CHAPTER 5 – Motions, Debate, Public Comment and Voting

I. Motions

A. The following rules shall apply to motions:

1. All motions shall be distinctly worded using plain language.
2. If a motion does not receive a second, it dies.
3. The body will discuss a motion only after the motion has been moved and seconded. Nothing in this section prevents general discussion or expression of opinions before a motion is made.
4. Any motion shall be reduced to writing if requested by a member.
5. A motion to amend can be made to a motion that is on the floor and has been seconded.
6. Amendments are voted on first, then the main motion if voted on as amended.

7. No motion shall be received when a question is under debate except for the following:
 - a. To lay the matter on the table; (Put the issue on indefinite hold.)
 - b. To call for the previous question; (End debate and immediately vote.)
 - c. To postpone; (Delay until a specified time.)
 - d. To refer; or (Send the matter to another committee or person for more information or a recommendation.)
 - e. To amend. (To change the motion on the table.)
8. A motion may be withdrawn by the mover at any time without the consent of the body.
9. A member may have a motion which contains several elements divided, but the mover shall have the right to designate which element will be voted on first.
10. A call for the question is intended to close the debate on the main motion; does not require a second and is not debatable.
 - a. A call for the question fails without a majority vote.
 - b. Debate on the main subject resumes if the motion fails.
11. A motion that receives a tie vote fails.
12. The presiding officer shall cause the motion to be stated before the vote.
13. A motion to adjourn cannot be amended.

B. Motion to Reconsider

1. A motion to reconsider may only be made by a member of the prevailing side. Any member may second the motion.
2. No motion shall be made more than once.
3. The motion shall be made before the final adjournment of the meeting when the item goes out of possession of the body.

II. Debate

- A. The following rules shall govern the debate of any item being discussed by the council or committee:
1. Every member desiring to speak shall address the presiding officer, and, upon recognition by the presiding officer, shall confine him/herself to the question under debate, at all times acting and speaking in a respectful manner.
 2. A member, once recognized, shall not be interrupted when speaking unless it is to be called to order, or as herein otherwise provided.

III. Public Comment

A. Public Comment

1. Public comment may be received at regular council meetings, standing committee meetings, and certain ad hoc committee meetings. The public shall have the right to comment at City Council meetings on all items that require a vote by the City Council, and the City Council will accept public comment unrelated to agenda items. Because of the limited role, purpose, and authority of standing committees and ad hoc committees, and in order to promote efficiency and maintain order, standing committees will only receive public comment related to the subject of the committee or topics at that meeting, while ad hoc committees will receive public comment only to the extent it is specifically included in their directives. .
2. When an interested person addresses the council or gives oral comments, that person should state their name and indicate if they are a resident of the city.
3. Public comment is a time for comment; it is not a time for debate, nor is it a time for members of the public to ask questions of and receive answers from the council or city staff.

B. Public Comment Registration

1. Those giving public comment are required to register on the city website (by noon on the day of the meeting) or in person at the public meeting before making comments and/or providing input at the meeting.
2. Registration is due before the meeting is called to order, except in the case of public hearings. An interested person shall register separately for each subject under which they wish to provide comment.
 - a. For public hearings, public comment registration will close when the public testimony portion of the hearing is closed.
 - b. The public comment registration forms will be made part of the meeting records in accordance with OPML. The registration forms will contain a provision by which a person may indicate that they do not wish for their address, phone number, and email address to be released in any public records request.
 - c. A form complying with this rule will be available at all meetings. The city recorder is delegated the authority to draft, revise, and produce the necessary form that complies with this rule.
3. Those desiring to give public comment over the phone or through the virtual meeting option (Zoom or other virtual meeting platforms) are required to register by noon the day of the meeting.
 - a. Should the meeting take place before 3pm, registration will be required by noon the day before the meeting, should this registration deadline fall on a weekend, registration will be due the Friday prior to the meeting. No Zoom

or other virtual meeting platforms or phone comments will be received without prior registration.

C. Non-Agenda Items and Consent Calendar

1. Persons speaking to the council from the floor concerning items not on the agenda or items that are on the consent calendar will speak under general public comments. Those people will be given the opportunity to speak for no more than five 5 minutes. Speakers may share their time at the discretion of the mayor.
2. The maximum time allowed for public comments, including all speakers, is thirty 30 minutes. The mayor has the discretion to extend these time limits. Speakers may address the council for less than their allotted time.

D. Agenda Item other than Consent Calendar

1. Except as required by state statute, the following procedure will apply to comments on agenda items, other than those on the consent calendar. People will be given the opportunity to speak no more than five (5) minutes following the introduction of the item. Speakers may share their time at the discretion of the mayor. The mayor has the discretion to extend these time limits. Speakers may address the council for less than their allotted time.

E. Written Materials

1. Comments including any attachments (written comment, images, etc.), can be emailed to the City Recorder or dropped off at City Hall by 12:00 p.m. (noon) the Friday before the meeting. Materials more than 10 pages long should be submitted as early as possible to ensure sufficient time for council review. Written comment must be accompanied by a public comment registration form.
2. If written comment cannot be provided prior to the deadline, members of the public are to bring 10 printed copies of the item to the meeting and provide one copy to the City Recorder or staff member taking public comment registrations.
3. Written comments will not be read into the record.

F. Electronic Materials

1. Speakers may submit electronic audio or visual material to be played during the time permitted for their comment.
2. Speakers must provide the materials in a format compatible with city software to the City Recorder on the Friday prior to the council meeting by 12:00 p.m. so that it may be installed on the city's equipment to avoid delays or disruption of the meeting. All items will be virus screened and will not be used should a threat be detected.

G. Multiple Speakers

1. Should there be more speakers than can be heard during the 30 minutes allowed for public comment, the presiding officer may reduce the time allotted to each speaker or may extend the comment period.

H. Council or Member Inquiries

1. Councilors or committee members may, upon recognition by the presiding officer, ask questions of speakers during public comment. Members shall use restraint when exercising this option and shall limit questions to no more than three minutes. The presiding officer may intervene if a member is violating the spirit of this guideline.

IV. Voting

The following rules shall apply to voting on matters before the council. The express approval of a majority of a quorum of the council is necessary for any council decision, except as otherwise set forth in these rules or when the charter requires approval by a majority of the council. For standing committees, the express approval of a majority of the quorum is necessary for any decision.

A. Consent Agenda

A majority of quorum present is required to approve the matters on a consent agenda.

B. Resolutions

A majority of quorum present shall be required to pass a resolution.

C. An Ordinance

A majority of all council members is required to pass an ordinance.

D. Emergency Ordinance

An emergency ordinance shall require the majority of quorum present.

E. Budget

The budget shall require majority of quorum present to pass.

F. Suspension of Rules

A majority of quorum present shall be required to suspend or rescind a rule contained in these rules of procedure, however, rules which also appear in the city's charter shall not be suspended or rescinded.

G. All votes shall be recorded in the minutes and may not be by secret ballot.

H. Ties

Tie votes shall indicate a denial of the proposal. If the tie is a matter that has

been appealed from a lower city body or commission, a tie shall render the lower body's decision approved.

CHAPTER 6 – Minutes

I. Generally

- A. All minutes shall be in written form, in addition, an electronic copy of the meeting recording will be maintained by the city recorder in accordance with the appropriate record retention schedule.
- B. The minutes shall be action minutes and contain the following information:
 - 1. The date, time and place of the meeting;
 - 2. The members present and absent;
 - 3. The motions, proposals, resolutions, orders, ordinances, and measures proposed and their disposition;
 - 4. The results of all votes and the vote of each member by name; and
 - 5. The substance of any discussion.

CHAPTER 7 – Appointments

I. Appointments of City Staff

- A. The council appoints and can remove those positions identified in the city's charter. This includes City Attorney and Municipal Judge.
- B. Appointments and Removals

All appointments and removals require a majority vote of the entire council.
- C. Interference

If the council appoints a municipal judge, the council may meet with the judge, but in no instance shall the council be permitted to interfere with the judge's exercise of judicial authority or discretion.

II. Appointments of Members to Boards, Commissions and Committees

- A. Unless otherwise mandated by applicable law, the mayor shall appoint the members of any standing board, commission, or committee with the consent of the council in accordance with the code, resolution, or law that governs them.
 - 1. Standing boards, commissions or committees are those established by the municipal code, resolution, or state law, intended to be permanent or long-term, to fulfill an ongoing need of the city. (ex. Budget Committee, Historic Preservation Commission, Planning Commission)

B. Ad-Hoc Committees

1. The mayor may form ad-hoc committees to deal with specific tasks within specific timeframes and make recommendations to the council. Ad-hoc committees are intended to be temporary.
2. The mayor will establish the membership criteria for the ad-hoc committees. Residency does not have to be a required criterion. The mayor will appoint members of the ad-hoc committees, subject to council ratification.
3. The mayor may remove any member of the ad-hoc committee at any time. Members of the committee will be removed if the member fails to attend two 2 consecutive meetings of the committee without being excused prior to the meeting.
4. The mayor has the authority to grant an excused absence, and in the mayor's absence, the committee chair has the authority.
5. The mayor will designate the chairperson and the vice chair. Members will continue to serve until their mission is accomplished, replacement or reappointment.
6. Each member of the ad-hoc committee will have an equal vote on the committee. The reports of the ad-hoc committee will have only the authority of recommendations to the council.
7. The meeting time and place of the committee will be decided by the chair with the consent of the committee. The meeting time and place may be changed provided there is adequate notice. The chair will have the authority to cancel any meeting of the committee for lack of business or necessity to meet.
8. A majority of the committee may request a meeting. All meetings are public meetings and will be conducted in accordance with the OPML.
9. The city manager will have the responsibility to furnish the necessary staff support for each ad-hoc committee.
10. The committee will not have the authority to assign specific tasks to any staff person of the city but will work through the city manager.

C. Removals

Except as otherwise required by applicable law, all appointed board, committee, or commission persons may be removed by the mayor with the consent of council.

CHAPTER 8 – Ethics, Decorum, Outside Statements

I. Ethics

- A. All members of the council and committees shall review and observe the requirements of state ethics law. In addition to complying with state ethics law, all members of the council shall refrain from:
 - 1. Disclosing confidential information.
 - 2. Taking action which benefits special interest groups or persons at the expense of the city as a whole.
 - 3. Expressing an opinion contrary to the official position of the council or committee without so saying.
 - 4. Conducting themselves in a manner so as to bring discredit upon the government of the city.

II. Decorum

- A. The presiding officer shall preserve decorum during meetings and shall decide all points of order, subject to appeal of the council or committee.
- B. Members shall preserve decorum during meetings, and shall not, by conversation or action, delay or interrupt the proceedings or refuse to obey the orders of the presiding officer or these rules.
- C. Members of the city staff and all other persons attending meetings shall observe the council's rules of proceedings and adhere to the same standards of decorum as members.

III. Statements to the Media and Other Organizations

A. Representing the City

If a member of the council or committee, including the mayor, appears as a representative of the city before another governmental agency, the media (including social media) or an organization to give a statement on an issue, the member may only state the official position of the city, as approved by a majority of the council or committee.

B. Personal Opinions

If a member of the council or committee, including the mayor, appears in their personal capacity before another governmental agency, the media (including social media) or an organization to give a statement on an issue, the member must state they are expressing their own opinion and not that of the city before giving their statement.

C. Suggested Language

Councilors and committee members are encouraged to use statements such as “This is my personal opinion and not the official opinion of the Newberg City Council (or relevant body).”

CHAPTER 9 – Interactions with Staff & City Attorney

I. Staff

- A. All members of the council and committees shall respect the separation between their role and the city’s manager’s responsibility by:
1. Not interfering with the day-to-day administration of city business, which is the responsibility of the city manager.
 2. Refraining from actions that would undermine the authority of the city manager or a department head.
 3. Refraining from contacting the City Manager or Department Heads from 6pm Friday- 6am Monday, except in the case of an emergency.
 4. Limiting individual inquiries and requests for information from staff to those questions that may be answered readily as part of staff’s day-to-day responsibilities. Questions of a more complex nature shall be directed to the city manager.
 - a. Questions from individual members of the council requiring significant time or resources (2 hours or more) shall require the approval of the council.
 - b. Members of the council shall share any information obtained from staff with the entire council.
 - c. This section is not intended to apply to questions by members of the council acting in their individual capacity. Inquiries of a personal nature (i.e. utility billing issues, personal permits) shall be handled through the avenues available to all citizens.
 - d. This section is not intended to apply to questions regarding conflict of interest or similar issues particular to a member of the council.

II. City Attorney

- A. Council members may make requests to the City Attorney for information and advice in relation to council business.
1. Council members should understand that the City Attorney must prioritize the city’s legal issues and may not be able to respond immediately to Council requests.
 2. Requests for legal advice that require greater than two hours of attorney time

will require the concurrence of the majority of the Council.

CHAPTER 10 – Censure

I. Rules Violations

- A. The council may enforce these rules and ensure compliance with city ordinances, charter, and state laws applicable to governing bodies.
- B. If a member of council violates these rules, city ordinances, the city charter, or state laws applicable to governing bodies, the council may take action to protect the integrity of the council and discipline the member via:
 - 1. Public reprimand;
 - 2. Removal from committee assignments; and/or
 - 3. The removal from the position of council president.

II. Investigating Violations

- A. The council may investigate the actions of any member of council and meet in executive session under ORS 192.660(2)(b) in order to discuss any finding that reasonable grounds exist that a violation of these rules, local ordinance, the city charter, or state laws applicable to governing bodies has occurred.
- B. Sufficient notice must be given to the affected member to afford them the opportunity to request an open hearing under ORS 192.660(2)(b).

CHAPTER 11 – Amendment and Repeal

I. Amendment

- A. These rules of procedure are subject to amendment by the council in accordance with the rules noted herein.
- B. Any proposed amendment to these rules shall be noted on an agenda for a regular meeting, wherein the same shall be discussed and open for comment by the public.
- C. All amendments to these rules require a majority vote.
- D. Amended rules shall not go into effect until the meeting after the rule is approved.

II. Repeal

- A. These rules of procedure are subject to repeal and replacement by the council in accordance with the rules noted herein.
- B. Any proposed repeal of these rules shall be accompanied by a proposed replacement.
- C. Any proposed repeal and replacement of these rules shall be done by resolution, noted on an agenda for a regular meeting, wherein the same shall be discussed, and open for comment by the public.
- D. Any repeal and replacement of these rules requires a majority of the full council vote.
- E. Any repeal and replacement of these rules shall not go into effect until 30 days after the replacement rule was approved unless otherwise noted in the resolution.

OUTLINE FOR PUBLIC HEARINGS

Newberg City Council

► LEGISLATIVE HEARING ◄◄

1. CALL TO ORDER

Open the public hearing, announce the purpose, discuss testimony, procedure, and time allotments	Script
	Presiding Officer: This hearing is to consider [topic of hearing]. At this time, I will open the public hearing. Citizens will be able to testify on this issue by first submitting a public comment registration at the back table should they wish to speak.

2. DECLARATION OF CONFLICTS OF INTEREST OR ABSTENTIONS

	Script
	Presiding Officer: Do any members of this [council, board, committee, or commission] need to declare a conflict of interest, abstention, or ex-parte contact? (If yes, a member should be acknowledged by the presiding officer and state their declaration.)

3. STAFF REPORTS

	Script
	Presiding Officer: Now we will hear a report from our staff on this item.

4. PUBLIC TESTIMONY

The presiding officer announces time limits Generally, five minutes is allowed for each individual. The presiding officer can make changes to this should there be a large number of testimonies.	Script
	Presiding Officer: I will now open public testimony. Written testimony has been entered into the record and provided to members of the council and staff. We will hear from those in favor first, then opponents, and finally those who are undecided. Each person will be given 5 minutes to speak. I will call you to the table to speak. Please first turn on the microphone and state your name.

5. CLOSE OF PUBLIC TESTIMONY

	Script
	Presiding Officer: Public testimony is called to a close.

6. RECOMMENDATIONS FROM STAFF

	Script
	Presiding Officer: Could we please hear the recommendation from staff on this issue?

7. COUNCIL DELIBERATION

Councilors should seek acknowledgement and then speak on the issue	Script
	Presiding Officer: Now I'll open the floor for council deliberation. Would anyone like to speak on this matter?

8. ORDINANCE DECISIONS

Ordinances - Action usually requires passage of an ordinance; the relevant motions are listed in the Ordinance Action Guide.

ORDINANCE ACTION GUIDE

First action: Waive the second reading.

If this is the first meeting in which this ordinance is considered, council should waive the second reading through the following motion.

Script

Presiding Officer: I move to waive the second reading of Ordinance [#####].

Second action can be one of 4 steps:

1. Motion for Approval

Script

Presiding Officer: I move to approve Ordinance [#####], [Title]

2. Motion to Read in Full

Script

Presiding Officer: I move to approve Ordinance [#####], [Title] and ask that it be read in full.

3. Motion to Approve Amended Ordinance

Amended ordinance must be read in full if approved in the same meeting as amendments are made.

Script

Presiding Officer: I move to approve Ordinance [#####], [Title] with amendments and ask that amendments be read in full.

4. Motion to Table the Ordinance Motion:

Script

Presiding Officer: I move to table this ordinance to be considered at our next meeting.

Third Action: Roll Call Vote

Script

Presiding Officer: A motion has been made to (repeat the motion).

Presiding Officer to the city recorder or meeting clerk: Please take a roll call vote. (The city recorder or meeting clerk calls the roll and announces the number of ayes and nos.)

Presiding officer: The motion [passes **or** passes unanimously **or** fails]

Majority of Entire Membership

Ordinances require majority of the entire membership for passage, this means a majority of all of the councilors, not of the quorum present.

7 members

4 votes required for passage

6 members

4 votes required for passage

5 members

3 votes required for passage

4 members

3 votes required for passage

OUTLINE FOR PUBLIC HEARINGS

Newberg City Council

► ADMINISTRATIVE HEARING ◀

1. CALL TO ORDER

Open the public hearing, announce the purpose, discuss testimony, procedure, and time allotments	Script
	Presiding Officer: This hearing is to consider [topic of hearing]. At this time, I will open the public hearing. Citizens will be able to testify on this issue by first submitting a public comment registration at the back table should they wish to speak.

2. DECLARATION OF CONFLICTS OF INTEREST OR ABSTENTIONS

	Script
	Presiding Officer: Do any members of this [council, board, committee, or commission] need to declare a conflict of interest, abstention, or ex-parte contact? (If yes, a member should be acknowledged by the presiding officer and state their declaration.)

3. STAFF REPORTS

	Script
	Presiding Officer: Now we will hear a report from our staff on this item.

4. PUBLIC TESTIMONY

The presiding officer announces time limits Generally, five minutes is allowed for each individual. The presiding officer can make changes to this should there be a large number of testimonies.	Script
	Presiding Officer: I will now open public testimony. Written testimony has been entered into the record and provided to members of the council and staff. We will hear from those in favor first, then opponents, and finally those who are undecided. Each person will be given 5 minutes to speak. I will call you to the table to speak. Please first turn on the microphone and state your name.

5. CLOSE OF PUBLIC TESTIMONY

	Script
	Presiding Officer: Public testimony is called to a close.

6. RECOMMENDATIONS FROM STAFF

	Script
	Presiding Officer: Could we please hear the recommendation from staff on this issue?

7. COUNCIL DELIBERATION

Councilors should seek acknowledgement and then speak on the issue.	Script
	Presiding Officer: Now I'll open the floor for council deliberation. Would anyone like to speak on this matter?

8. DECISIONS

Resolutions - Action usually requires passage of a resolution; the relevant motion should be:

	Script
Vote: voice vote is permitted	Motion: I make a motion to approve Resolution [####], [Title]. Presiding Officer: A motion has been made to (repeat motion). Is there any further discussion? (Pause for discussion.) I'll now take a vote on the motion to (repeat motion). All those in favor please say aye. (Pause) Those opposed please say no. (Pause) The motion [passes unanimously or passes or fails.]
Majority of Quorum	
Resolutions require majority of the quorum for passage.	
7 members present	4 votes required for passage
6 members present	4 votes required for passage
5 members present	3 votes required for passage
4 members present	3 votes required for passage

OUTLINE FOR PUBLIC HEARINGS

Newberg City Council

► QUASI-JUDICIAL LAND-USE & NON-LAND-USE ◀

1. CALL TO ORDER

Open the public hearing, announce the purpose, discuss testimony, procedure, and time allotments	Script
	Presiding Officer: This hearing is to consider (topic of hearing). At this time, I will open the public hearing. Citizens will be able to testify on this issue and should submit a public comment registration at the back table should they wish to speak.

2. CALL FOR ABSTENTIONS, BIAS, EX-PARTE CONTACT, AND OBJECTIONS TO JURISDICTION

City Attorney Legal Announcements: Read “quasi-judicial announcements” sheet	Script
	Presiding Officer: Do any members of this [council board, committee or commission] need to declare a conflict of interest, abstention, or ex-parte contact or an objection to the jurisdiction? (If yes, a member should be acknowledged by the presiding officer and state their declaration.)

3. STAFF REPORTS

	Script
	Presiding Officer: Now we will hear a report from our staff on this item.

4. PUBLIC TESTIMONY

The presiding officer announces time limits Generally, five minutes is allowed for each individual. The presiding officer can make changes to this should there be a large number of testimonies.	Script
	Presiding Officer: I will now open public testimony. Written testimony has been entered into the record and provided to members of the council and staff. We will hear from those in favor first, then opponents, and finally those who are undecided. At the end the principal proponent will have a chance to offer a rebuttal. Each person will be given 5 minutes to speak. I will call you to the table to speak. Please first turn on the microphone and state your name.

5. QUESTIONS OF PROPONENTS AND OPPONENTS FROM THE FLOOR OR THE CITY COUNCIL DIRECTED THROUGH THE CHAIR

	Script
	Presiding Officer: Do any members of the council have questions for those who have given testimony?

6. PUBLIC AGENCY LETTERS OR COMMENTS

	Script
	Presiding Officer: Now we will receive testimony from any public agencies. Written testimony has been entered into the record and provided to members of the Council and staff.

7. CLOSE OF PUBLIC TESTIMONY

	Script
	Presiding Officer: Public testimony is called to a close. City Attorney Legal Announcements

8. FINAL COMMENTS FROM STAFF AND RECOMMENDATION

	Script
	Presiding Officer: Could we please hear the recommendation from staff on this issue?

9. DELIBERATION OF COMMISSION INCLUDING DISCUSSION OF CRITERIA WITH FINDINGS OF FACT

Councilors should seek acknowledgement and then speak on the issue.	Script
	Presiding Officer: Now I'll open the floor for council deliberation. Would anyone like to speak on this matter?

10. ACTION BY THE COUNCIL

Orders - Action usually requires passage of an order; the relevant motion should be:

Vote: voice vote is permitted	Script
	Motion: I make a motion to approve Order [#####], [Title].
	Presiding officer: A motion has been made to (repeat motion). Is there any further discussion? (Pause for discussion.) I'll now take a vote on the motion to (repeat motion). All those in favor please say aye. (Pause) Those opposed please say no
	Presiding officer: The motions [passes or passes unanimously or fails]
Majority of Quorum	
Orders require majority of the quorum for passage.	
7 members present	4 votes required for passage
6 members present	4 votes required for passage
5 members present	3 votes required for passage
4 members present	3 votes required for passage

REQUEST FOR COUNCIL ACTION



Date Action Requested: February 17, 2026

Order ☐ Ordinance ☐ Resolution ☒ Motion ☐ Information ☐ Proclamation ☐	
No. 2026-4014	
Subject: Council and Committee Technology Device Responsibility Agreement	Staff: Rachel Thomas, Dave Brooks Department: City Recorder/ IT
Business Session	Order On Agenda: New Business
Hearing Type: Administrative	

Is this item state mandated? Yes ☐ No ☒

If yes, please cite the state house bill or order that necessitated this action:

Recommendation: Consider the Council and Committee Technology agreement in Exhibit A.
Motion to approve Resolution 2026-4014 directing staff to adopt the Council and Committee Technology Agreement.

Executive Summary: From time to time, the city provides technology such as tablets, cell phones, and laptops to elected and appointed officials serving on city council and the various boards, committees, and commissions of the city. These devices are provided to ensure that members can conduct the work they have volunteered to do and ensure the cybersecurity of the city. Unfortunately, these items are occasionally damaged, lost, or not returned at the end of a term of office. This puts a replacement burden on the city, which can be thousands of dollars for each occurrence. Currently, there is no policy in place that allows the city to recuperate this cost.

The City Records Office and IT Department have been discussing solutions to this challenge and would like to implement an agreement that protects the interests of the city and resident's tax dollars. This agreement would be required by all non-employees that are issued technology by the city. In it, individuals assume responsibility for the technology they are issued and agree to cover replacement and repair costs for any damage beyond normal wear and tear. The agreement also gives an option to decline city provided technology and assume liability for the records on an individual's personal device.

Staff believe that this agreement will be a benefit to the city and ask council to consider approval.

Fiscal Impact: Up to \$12,000 a year

Council Goals: This relates directly to Goal 5: Implement a careful and prudent fiscal policy.



RESOLUTION NO. 2026-4014

A Resolution adopting the Council and Committee Technology Device Responsibility Agreement.

Recitals:

1. The City provides technology such as tablets, cell phones, and laptop computers to non-employees serving in elected and appointed official roles.
2. It is essential to ensure that these items are properly cared for and returned.
3. The city desires to have an agreement reducing its liability for the costs to replace damaged or lost technology.

The City of Newberg Resolves as Follows:

1. Adopt the Council and Committee Technology Device Responsibility agreement as seen in Exhibit A.

Effective Date of this resolution is the day after the adoption date, which is: _____, 2026.

Adopted by the City Council of Newberg, Oregon, this _____ day of _____, 2025.

Rachel Thomas, City Recorder

Attest by the Mayor this _____ day of _____, 2026.

Bill Rosacker, Mayor

TECHNOLOGY DEVICE RESPONSIBILITY AGREEMENT

This Technology Device Responsibility Agreement (“Agreement”) is entered into by and between City of Newberg (“City”) and the undersigned Committee Member / Commission Member / Elected Official (“Recipient”).

1. Purpose

The City provides technology devices to certain officials to support the performance of official duties. This Agreement establishes the Recipient’s responsibility for the care, use, and return of such devices during the Recipient’s term of service.

2. Covered Devices

This Agreement applies to any technology device issued by the City, including but not limited to laptops, tablets, mobile phones, accessories, chargers, and related equipment (“Device(s)”).

3. Term of Responsibility

The Recipient’s responsibility for the Device(s) begins on the date the Device(s) are issued and continues until the return of all Device(s) to the City in acceptable condition which must occur within 14 days following:

- The end of the Recipient’s term of office or appointment;
- The Recipient’s resignation or removal from office.

4. Ownership

All Device(s) remain the sole property of the City at all times. This Agreement does not convey ownership or any ownership rights to the Recipient.

5. Use of Devices

The Recipient agrees to:

- Use the Device(s) only for official City-related business;
- Comply with all applicable City policies, including technology, cybersecurity, records, and acceptable use policies;
- Not loan, transfer, sell, or permit unauthorized individuals to use the Device(s).

6. Care and Safekeeping

The Recipient shall:

- Exercise reasonable care in protecting the Device(s) from loss, theft, damage, or misuse;
- Keep the Device(s) secure and protected from unauthorized access;
- Regularly bring the Device(s) in to the City for maintenance or repairs as requested;
- Promptly report any loss, theft, or damage to the City.

7. Loss, Theft, or Damage

If a Device is lost, stolen, or damaged due to negligence, misuse, or failure to follow City policies, the Recipient may be held financially responsible for the cost of repair or replacement, as permitted by law and City policy.

8. Data and Security

All data created, stored, or transmitted on the Device(s) related to City business is the property of the City. The Recipient agrees to:

- Protect confidential and sensitive information;
- Not circumvent security measures;
- Allow the City to access, monitor, or remove data as necessary for legal, security, or operational reasons.

9. Return of Devices

Upon the conclusion of the Recipient's term or upon request by the City, the Recipient shall:

- Return all Device(s) and accessories in good working condition, normal wear and tear excepted;
- Ensure no City data is intentionally deleted prior to return unless authorized.

Failure to return Device(s) may result in recovery actions, including financial reimbursement up to and including the full replacement cost of the device as permitted by law.

10. No Expectation of Privacy

The Recipient acknowledges that use of City -owned Device(s) may be subject to monitoring, public records requests, audits, or legal disclosure, in accordance with applicable law.

11. Governing Law

This Agreement shall be governed by and construed in accordance with the laws of the State of Oregon.

12. Entire Agreement

This Agreement represents the entire understanding between the parties regarding responsibility for the Device(s) and may be amended only in writing by the City.

ACKNOWLEDGMENT AND SIGNATURE

By signing below, the Recipient acknowledges receipt of the Device(s), understands this Agreement, and agrees to comply with its terms.

Recipient Name: _____

Title / Position: _____

Signature: _____

Date: _____

City of Newberg Representative: _____

Title: _____

Signature: _____

Date: _____

Please use the following to decline the loan of City owned equipment.

If a city device has been offered to an elected or appointed official and that official declines in favor of their own device, they agree to the following:

1. The City will not provide any tech support or repair services for personal devices beyond general assistance accessing City Emails.
2. Data on your device may be subject to public records disclosure. The City advises not maintaining any City data on a personal device.
3. All City data must be surrendered to the City Recorder (notes, records, emails, etc) at the termination of your time in office.
4. The City recommends only using the device to access City data that is hosted externally.



ACKNOWLEDGMENT AND SIGNATURE

By signing below, the Recipient acknowledges the conditions of using their own device, understands this Agreement, and agrees to comply with its terms.

Recipient Name: _____

Title / Position: _____

Signature: _____

Date: _____

City of Newberg Representative: _____

Title: _____

Signature: _____

Date: _____

REQUEST FOR COUNCIL ACTION



Date Action Requested: (February 17, 2026)

Order ☐ Ordinance ☐ Resolution ☒ Motion ☐ Information ☐ Proclamation ☐

No. 2026-4013

Subject: Authorizing the City Manager to approve and sign the necessary documents or contacts for the replacement of leaking and failed water main valves at the intersection of North Edwards Street and East First Street

Staff: Russ Thomas
Department: Public Works

Business Session

Order On Agenda: New Business

Hearing Type: Administrative

Is this item state mandated? Yes ☐ No ☒

If yes, please cite the state house bill or order that necessitated this action:

Recommendation: Approve Resolution # 2026-4013 authorizing the City Manager to approve and sign the necessary documents or contacts for the replacement of leaking and failed water main valves at the intersection of North Edwards Street and East First Street.

Executive Summary: During the investigation of potential grade and utility conflicts in preparation for the ODOT ADA ramp projects, it was discovered that the existing 18-inch water valve located on N Edwards Street near the intersection of E First Street was leaking. Upon excavation and inspection, it was determined that the leaking valve was not repairable and required replacement. Further investigation found that the eighty (80) year old 12-inch water valve located on S. Edwards Street could not be closed, which would be required to replace the leaking 18-inch valve.

Both valves are on major water supply mains of the city and downtown core area, Operation and functioning valves are critical to being able to isolate the water mains in the event of a line failure. Without replacement, the leaking 18-inch water valve will experience a catastrophic failure in the future, and the inoperable 12-inch water valve will not be able to isolate or shut down the local water mains in the event of a failure. Due to the location on and adjacent to ODOT Right of Way, this will require ODOT permitting, coordinated night work, and traffic control on state highway 99W (E First Street)

Fiscal Impact: Due to the size of the valves and the complexity of their replacement, the estimated cost for the replacement of the 18-inch water valve and 12-inch water valve, including all necessary materials and traffic control may be in the region of \$120,000.00. Funds for this unanticipated project are available in the current approved 2025-2027 BY budget in the pipe replacement fund. We are making this request in case the project crosses the \$100,000 line, in reality it may not do so.

Council Goals:

Continuous Goal A – Ensure Newberg Infrastructure is in good repair and supply.

Timely replacement of the leaking and failed water line valves will prevent a catastrophic failure of the 18” water, potential property damage, and preserve the integrity of the city potable water system.

RESOLUTION No. 2026-4013

A Resolution Authorizing the City Manager to approve and sign the necessary documents and work orders for the replacement of leaking and failed water main valves at the intersection of North Edwards Street and East First Street

Recitals:

1. During investigations of potential utility conflicts for the ODOT ADA ramp projects, it was discovered that the existing 18-inch water valve located on N. Edwards Street near the intersection of E First Street is leaking.
2. Excavation and inspection of the leaking 18-inch water valve determined that it is not repairable and must be replaced to prevent a catastrophic failure
3. The 80 (eighty)year old 12-inch water valve located on S. Edwards Street that would be required to be shut down for replacement of the 18-inch valve was found to be inoperable, is not repairable, and must be replaced
4. Replacement of these water valves will prevent the catastrophic failure of the leaking 18-inch water valve, maintain the integrity of the city's potable water system, and restore operational valves required for water system isolation in the event of a water line failure.
5. Cost of the replacement of the leaking and failed water valves is estimated to be up to \$120,000.00 due to the size of the water valves and the complexity of their replacement.

The City of Newberg Resolves as Follows:

1. The 18-inch and 12-inch water valves located at the intersection of East First Street and North Edwards Street are leaking, inoperable, and must be replaced to maintain water system integrity.
2. To conduct these repairs, the City Manager is authorized to approve and sign the necessary documents or contacts for the replacement of the leaking and failed water main valves at the intersection of North Edwards Street and East First Street.

Effective Date of this resolution is the day after the adoption date, which is: February 18th, 2025.
Adopted by the City Council of Newberg, Oregon, this 17th day of February, 2025.

Rachel Thomas, City Recorder

Attest by the Mayor this 17th day of February, 2025.

Bill Rosacker, Mayor