

# *City of Coral Gables* COMMUNITY RECREATION

## RISK MANAGEMENT PLAN



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## **FORWARD**

A risk is any unintended event or situation that leads to injury or damage. Risk has an element of chance to it, but risk management is foresight and control. Foresight is essential to risk management because being proactive has a greater influence on risk than being reactive. Control means action; for only through thoughtful actions can any organization reduce the probability of a risk event or its consequences. Risk management consists of identifying and analyzing the risk or loss exposure involved in programs and facilities and then considering ways to reduce those losses.

City of Coral Gables Parks and Recreation is committed to providing a safe environment for employees, participants, park users, and citizens where they can enjoy a positive experience at our parks and facilities. It is to this end that this Risk Management Plan is prepared, updated as needed, and implemented. This document is designed to generally cover the parks and recreation operations.

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**Fred Couceyro**  
**Director of Parks and Recreation**

June 23, 2016

**Date**

## STATEMENTS

### Purpose/Goal

The purpose of this plan is to identify facilities and/or operating procedures that pose possible risks and present a reasonable course of action for their resolution. The goal is to preserve and protect the assets, resources and public service capacity of the City of Coral Gables.

### Philosophy

Coral Gables Parks and Recreation is committed to a philosophy that shall provide services at the highest level possible and to use only qualified and trained staff in accordance with the best and most reasonable standard of care possible. For this purpose, Parks and Recreation staff endorses the establishment and maintenance of an extensive program to manage risk within the Department. This plan is also a dynamic document which shall reflect the changing demands, needs, and capabilities of Coral Gables Parks and Recreation.

### Policy

The Risk Management policy states that the Department shall work to minimize and contain costs and consequences of incidents. Some points of emphasis found in the policy include ensuring that all staff assess the severity of all potential risks and develop an appropriate response to minimize adverse effects.

*Refer to the City-wide Risk Management Program Policy Manual for the Risk Management Policy for more specific information.*

## **STAFF RESPONSIBILITIES**

### All Parks and Recreation Staff

- Consider patron and employee safety in the planning and delivery of programs and design of facilities.
- Maintain a safe and healthy working environment.
- Maintain safety of equipment.
- Sustain an adequate level of education and awareness of safety procedures.
- Adhere to safety standards.
- Control the work area and direct work activities to prevent accidents and injuries.
- Assure that necessary personal protective equipment and machinery safeguards are used.
- Conduct work in a safe manner and bring unsafe conditions or potential hazards to the supervisor's attention.
- Become thoroughly familiar with the City of Coral Gables Safety and Health Procedure Manual and adhere to its contents in performing job tasks.
- Receive safety training on all equipment used in their area of responsibility.

### Supervisors and Managers

- Anticipate hazards and mishaps ahead of time and take reasonable steps to prevent these events.
- Allow and encourage employees to attend training courses related to safety and risk management.
- Hold staff accountable for following established rules, procedures, and policies.
- Provide training on equipment, procedures, leadership, and safety to employees.
- Encourage safe work practices.

### Parks and Recreation Director

- Grant authority to the Risk Management Division of Human Resources to carry out its purpose by careful consideration of all recommendations made by staff.
- Keep the Risk Management Division informed on matters dealing with risk management.
- Enforce all risk management policies and procedures.

## RISK EXPOSURE

### Types of Risks

Coral Gables Parks and Recreation has the potential to encounter a range of risks in its operations. They include, but are not limited to:

#### Injury

- to patrons, employees, volunteers, vendors and/or contracted instructors

#### Workers' Compensation

- illnesses and injuries to staff
- medical expenses
- wage replacement
- temporary or permanent replacement of worker
- loss of productivity

#### Reputation

- loss of good name and community trust

#### Financial

- loss to theft, vandalism, fire, flood, etc.,
- loss of temporary or on-going revenue

#### Legal Proceedings

- tort liability
- negotiated settlements
- attorney and court costs
- lost staff time

#### Facilities and/or Equipment

- loss of facilities due to bio-hazards, acts of God, human error or environmental damage
- loss of and damage to real and personal property and equipment



### Identifying Risks

Identifying risk is perhaps the most important step in the risk management process. Methods for identifying risks included:

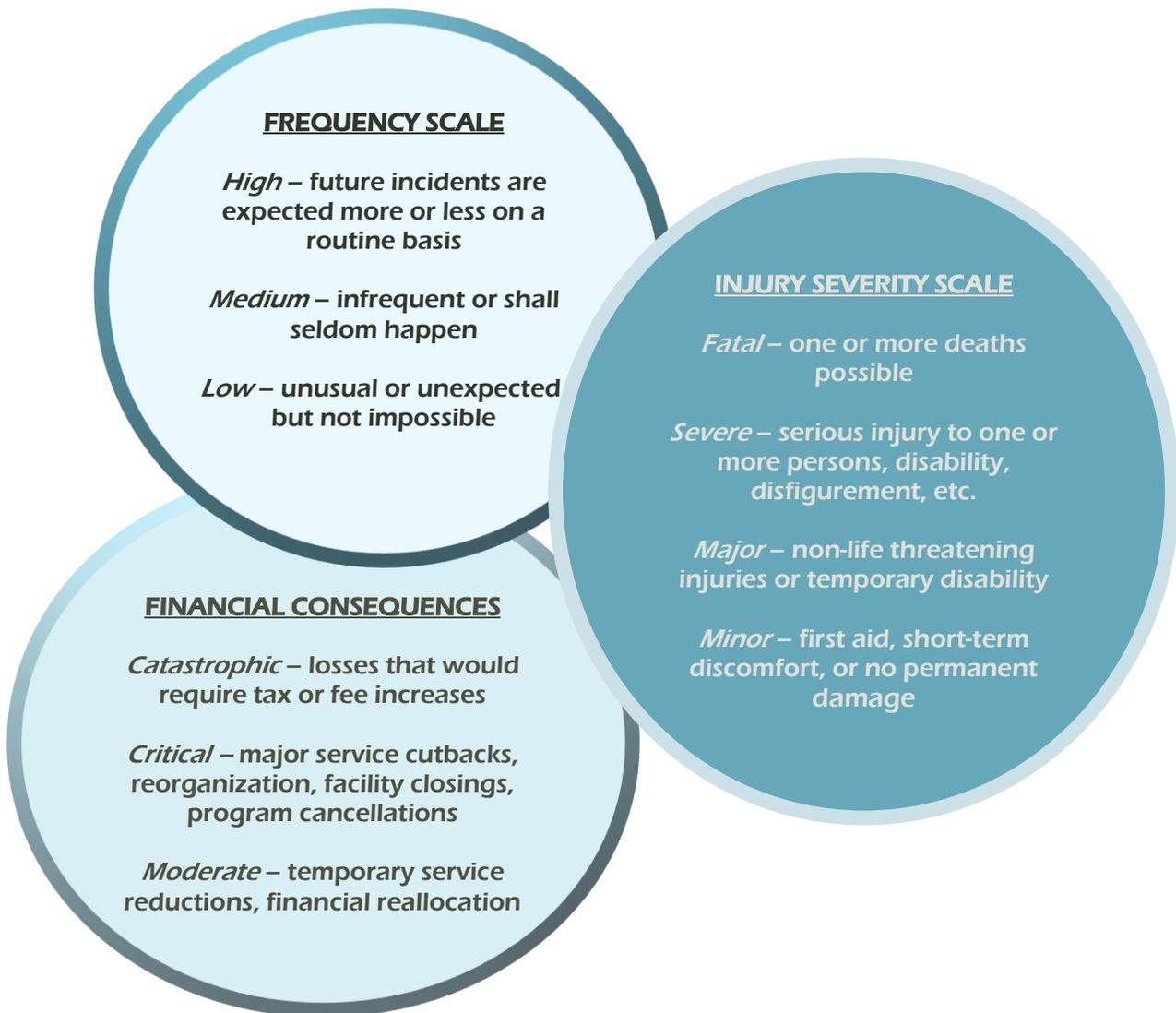
- Review of records (inspections, incident and accident reports, claims, meeting minutes, employee appraisal comments, program evaluations, etc.)

- Document processes – prepare flow charts and documents of reference
- Consultant or City Experts – use professional expertise or data of other organizations or individuals
- Investigations – follow investigations of accidents, incidents, and near misses

Analysis of Risks

Once a hazard has been identified, staff and the Risk Management Division should evaluate the probability and the severity of the risk. The probability is related to how frequently a risk occurs and can be rated as high, medium, or low. The severity should be considered by the extent of injury to the participant and its financial impact on the City.

*Refer to the City of Coral Gables Parks and recreation Safety Manual for additional information.*



## CONTROL APPROACHES

Coral Gables Parks and Recreation in cooperation with the City's Risk Management Division and Public Safety Director shall examine and select the best methods for dealing with exposure and potential loss. These methods include but are not limited to policies and procedures, training programs, and transferring risk to another party.

**The City's park and developed open space areas are designed with consideration of safety and reducing fear and incidence of crime. The installation of a new City Public Safety Director has provided the City with the foundation for further crime prevention and safety initiatives to be planned in the upcoming years.**

### **Internal Safety Procedures for Employees and the Workplace**

#### Floor Plans

1. Identify all buildings that require an evacuation plan with the assistance of the Henderson Fire Department.
2. A walkthrough of each identified building must be made and the locations of each floor plan posting site should be determined by the Coral Gables Fire Department.
3. Prepare floor plans showing all exits for posting in each identified building.
4. All escape routes must be kept clean of all obstructions and be well lit. Visual inspections should be done daily and an official written inspection done no less than twice a year according to the Emergency Action Plan.
5. Furnishings should not protrude into passageways nor have sharp corners, which would hinder employees or visitors.
6. Fire extinguishers and AED's shall be properly located and locations noted on the evacuation plan.

#### Housekeeping

1. Maintain machinery and equipment free of unnecessary material or hangings.
2. Maintain machinery and equipment free of unnecessary oil dripping or grease.
3. Ensure that all safety guards are provided and in good working condition.
4. Store materials according to the manufacturer's specifications when applicable, or in a neat and organized manner.

5. Safely load stock and material in vans, cars, and trucks according to safety policy.
6. Clean oil and grease off tools and store them properly. Verify that they are in good working condition by testing them.
7. Maintain clear and visually marked aisles around work stations, fire extinguishers, pull boxes, and exits.
8. Ensure surfaces are suitable for work.
9. Keep floors clean, dry, and clear of refuse, and unnecessary material.
10. Maintain an adequate number and appropriate type of receptacles for the facility's trash volume.
11. Maintain grounds in good order and free of refuse and unnecessary materials.
12. Report lighting systems that are not functional and clean.
13. Keep stairs well lit, clean, and clear of materials. Ensure handrails and treads are in good condition.
14. Keep windows and walls reasonably clean for operation and free of unnecessary hangings and postings.

Training (beyond HR courses)

1. Safety trainings provided for City of Coral Gables employees are to be taught by individuals qualified in the subject they are teaching.
2. Teaching materials appropriate to the safety course, such as videos and demonstrations, can be used in order to enhance learning and understanding.
3. Work with the Parks and recreation Administrative Assistant to schedule the course.
4. Supervisors shall review with all employees the Department's safety policies and procedures related to the employee's assignment and job classification. This shall be documented and placed in the employee's file.

**Occupational Safety and Health Administration (OSHA)**

**All rules, regulations, and standards developed by OSHA and Florida OSHA shall be observed by employees, volunteers, contractors, and vendors performing City business. Concerns should be reported to the supervisor on duty and/or the City Risk Management Division (Human Resources Department).**

### Building Security

1. Before closing a building, a thorough walkthrough should be made to verify that all doors and windows are closed and locked and that they are all intact. The alarm should be properly armed before the building is closed.
2. Some of the inside lighting should be programmed to stay on during all hours.
3. Outdoor lighting should be checked at least on a weekly basis to ensure it is working during the night hours. Report any issues through the work order process and notify Division Supervisor.
4. During operating hours all restricted access doors should be closed and locked unless authorized personnel are present.
5. If there is evidence of a forced entry situation the police should be immediately notified, and the integrity of the crime scene should be preserved. That is, no one should be allowed in or out unless at the direction of a police officer, nor should anything be altered in any way except in the event that a public danger exists.
6. Keys and access badges shall to be distributed and managed by authorized personnel only. If a key and/or badge is lost, it should be reported immediately to the supervisor on duty. No access should be given to unauthorized personnel.

### Office Work Stations

Lighting, furniture, posture, and other work conditions may affect the way an employee feels and how well they work. Be sure the work area is free from any cords or materials, which may cause a hazard. Adapt the work environment and personal practices to minimize fatigue and discomfort and reduce the risk of resulting strains.

## **Facility Safety Procedure**

Facility supervisor or designee shall be responsible for the following:

1. Inspect buildings, equipment, facilities, and practices to identify and eliminate actual or potential unsafe practice(s) and condition(s).
2. Use work orders to resolve any unsafe conditions. Notify manager if work order goes unresolved or if there is an immediate threat to the safety of patrons and staff.
3. Building walkthroughs should be done regularly at each facility with monthly inspection forms completed and filed. The person performing the daily walkthrough should inspect for each category on the inspection sheet and record their findings on the sheet.
  - a. The employee performing the walkthrough should look for furniture, debris, liquids, or any foreign object on walkways and hallways. Also, the employee should look for holes, cracks, and impassible terrain in the walkways. Foreign objects, cracks and other hazards should be marked as a hazard.
  - b. Ensure doors and locks are operating properly. Doorknobs should be turned both ways and all mechanisms observed. Locks should lock and unlock with the proper key(s), and any malfunction of the locking apparatus should be noted and reported. Ensure the doors are sturdy and verify that they open and close freely when the knobs, handles, or latches are turned and locks unlocked. Also verify that handicap accessible doors are working properly.
  - c. Check to ensure all emergency exit signs are lit, operational, and intact.
  - d. Inspect restrooms for signs of water leakage, breakage in the tile or baseboard stripping surfaces, proper functioning of stall doors and other hardware, and all other necessary mechanisms. Remove any hazards from the area.
  - e. Check for liquids and other slipping hazards on the floors of public and restricted areas. Remove all such hazards according to established codes. (If unsure, secure area then check with supervisor.)
  - f. Check the condition of all ceiling tiles. Look for water damage or other damage or deformation. Report any damage and submit a work order as needed.
  - g. Ensure all janitorial supplies are properly stored and not accessible to the public.



*Refer to the Coral Gables Parks and Recreation Safety Manual, Security Plans, and Administrative policies and Procedures for more specific information.*

### **Data Sheets**

**Data Sheets are to be on file and posted at the site of chemical storage for public information in the event of emergency situations.**

**Data sheets contain pertinent information concerning first aid procedures, fire/explosion hazard data, effects of over exposure, and any other important health and safety related information.**

### **Accident Prevention**

- Personal Protective Equipment (PPE) – Staff and volunteers shall be familiar with and follow all Personal Protective Equipment regulations in the City of Coral Gables Risk and Safety Manuals.
- Safety Equipment - Patrons should be required to wear safety equipment such as helmets, shin guards, etc. for high risk or high contact activities.
- Modifications – When a possible hazard is suspected for an activity or event, staff shall make appropriate changes which should eliminate or reduce such hazard. These changes should be reported to the supervisor so that other sections may make accommodations as well.

### **Safety Inspections**

Coral Gables Parks and Recreation shall comply with all local, state, and federal regulations related to the operations of its facilities. All licenses and recent inspection reports are kept on record on site per these regulations, City and Department policy, or procedures notes in division operational manuals.

### **OSHA**

OSHA inspects safety conditions in the workplace including housekeeping, the use of personal safety equipment, and safety procedures at City of Coral Gables facilities.

*\*\*If an OSHA representative arrives on site to conduct an inspection, please contact the Division Supervisor and/or Risk Management Division. Also notify the Department's Assistant Director or Director on-call.*

Response to infractions and other violations as documented by OSHA are corrected by the City of Coral Gables. Re-inspections shall be done to follow-up violations.

### Facilities and Pools

As outlined in the Parks and Recreation Administrative Policies and Procedures and Safety Manual and the various Division Policies and Procedures, Supervisors conduct monthly inspections at all recreation centers, aquatic complexes, and senior facilities. This includes the regular inspection of equipment used by staff, volunteers, and program participants.

### Parks Inspections

After an inspection is made and recorded on the Park Inspection Form, it should be forwarded to the Assistant Parks Superintendent and Director for follow up with the appropriate crew. This form is to be kept on file in the Parks and Recreation office.

*Refer to the Safety Manual for specific procedures.*

- Playgrounds  
Staff Inspectors make inspection of playgrounds in the parks on a regular basis but not less than once a month.
- Site Furnishings  
Inspection of site furnishings in the parks is made under the general supervision of the Parks Maintenance crew on a regular basis but not less than once a month.
- Signage  
An inspection of park signage is made under the general supervision of the Parks Maintenance crew on a regular basis, but not less than once a month.
- Structures  
Inspection of park structures is made under the general supervision of the Parks Maintenance staff on a regular basis, but not less than once a month.
- Open Space  
An inspection of open space in parks is made under the general supervision of the Landscape Maintenance staff on a regular basis but not less than once a month.
- Assessment of Trees  
An assessment of trees in the parks, medians, and street rights-of-way is made under the general supervision of the Landscape Maintenance staff on a regular basis, but not less than once a month.

## Boilers and Elevators

Boilers and elevators are inspected by Public Works Facilities Maintenance per their operational procedures.

## **Storage of Hazardous Materials, Flammable Materials, and Compressed Gases**

*Always wear protective goggles and gloves when handling any of the above as per the manufacturer's recommendations.*

### Storage of Compressed Gases

Do not store compressed gas (such as helium) containers in any location that could tip or roll the container. Tanks should be properly chained to the wall.

Storage of the compressed gases should not be near open flame or a heat source sufficient to cause explosion or expansion of the compressed gas.

If a hiss or any other sign of leakage is detected, the area should be immediately evacuated. Do not attempt to move the tank or storage container. If the container ruptures, serious injury or death may occur.

Do not place a compressed gas in a non-approved container or vessel. Approved containers should be identified as to their contents.

When it is necessary to transport containers of compressed gases (such as helium tanks) the container must be properly secured to the dolly or vehicle.

No less than two staff people should move or transport a large container of compressed gas.

### Storage of Chemicals

All dangerous chemicals must be clearly identified by proper signage in plain view. In case of an emergency, the signage must be visible for all departments to read, including but not limited to the Fire Department.

Chemicals are not to be stored near open flame or any source of heat that could cause a reaction.

Under no circumstances shall any amount of chemicals be mixed in the same storage container.

All hazardous chemicals capable of causing injury on human contact must be marked by posted warning signs and must be placed in a sealed storage container (a small locker or cabinet).

### Flammable Materials

Good housekeeping rules should apply, which includes not allowing the accumulation of combustible materials such as dirty rags, paper towels, or clothes.

Flammable materials should not be stored near open flame or any heat source capable of causing combustion of the material.

Possible flammable materials should be stored in an airtight container to reduce the risk of spontaneous combustion.

## **Emergency Procedures for Facilities**

### General Provisions

1. In every building means of egress (exit) shall be maintained in accordance with the following provisions:
  - i. Egress shall consist of continuous and unobstructed paths of travel to the exterior of a building at all times. Means of egress shall not be through kitchens, closets, and similar areas.
  - ii. No building shall be altered to reduce the capacity of means of egress, to less than required by the building code; or shall any changes of occupancy be made, unless such building conforms to the requirements of such code.
2. All means of egress shall be maintained to provide free and unobstructed egress from all parts of the building or structure; so that in the event of an emergency, full access is available.
3. Exit enclosures shall be maintained free of building utilities, which could interfere with use as an exit, such as piping for flammable liquids or gases.
4. Do not place any interior decorations such as draperies, tapestries, or mirrors that may obscure, conceal, or confuse exit doors/signs or exit pathways.
5. Exit access and exit discharge areas shall be maintained to provide a permanent, reasonably straight path of travel unimpeded by railing, barriers, or gates dividing such areas into sections ancillary to adjoining individual rooms or spaces.

## Facility Emergency Plans

Parks and Recreation Department facility and park shall have a Facility Emergency Plan that is site specific. This is not a step-by-step guide for dealing with specific emergencies, rather a document that provides broad guidance for responding effectively to emergencies. Procedures include:

- Chemical spills/toxic emissions
- Hurricanes
- Power outages
- Robbery
- Shelter-in-place
- Terrorist incidents/hostage situations
- Suspicious packages
- Guest emergencies

Procedure elements include:

1. Evacuation procedures
2. Shutdown procedures
3. Employee accounting
4. Rescue and medical duties
5. Reporting

*Refer to the City of Coral Gables Safety Manual and Emergency Administrative Policies and Procedures for additional information.*

## Fire Drills

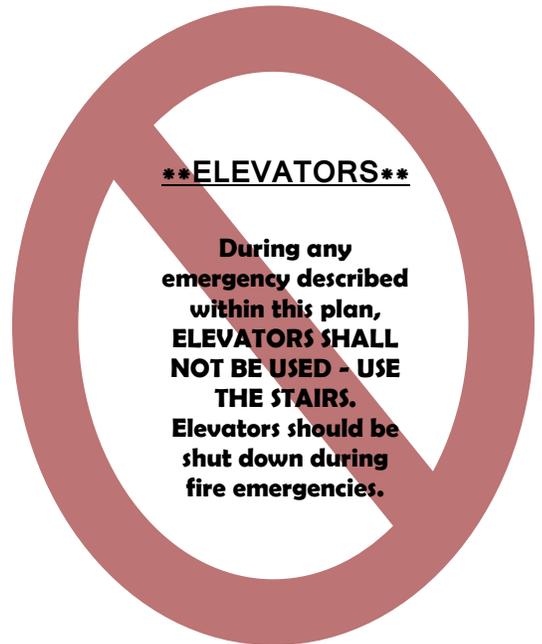
Fire exit drills shall be held in buildings and parts thereof **annually** where the general public occupies space on a daily basis.

Fire drills include the complete evacuation of all persons unless otherwise approved by the City's Safety Office.

Facility patrons shall be given notification of the drill, no less than one week prior to the drill.

## Visitor Safety

*Immediately contact the Coral Gables Police Department for assistance with law enforcement situations. Refer to Police Authority Department Policy.*



It is the goal of the City of Coral Gables Parks and Recreation to ensure visitor safety in its facilities and parks.

### Traffic Control

The Coral Gables Police Department is responsible for traffic control for the City of Henderson.

### Medication Policy for Youth Enrichment Participants

If a child has any illness or condition that necessitates the taking of medication during program hours, a Form must be entirely completed by the parent/guardian. All medication must be checked-in with program staff at the beginning of the day and be properly and safely secured. Medication must be in its original container with the pharmacist's label. Only a daily dose should be in the medical container and parents must pick up the empty container each day.

*Refer to Department's Program Handbooks and Administrative Policies for further Information.*

### Injuries to Patrons

City of Coral Gables Parks and Recreation makes an effort to have personnel trained in first aid, CPR and AED. Supervisors should always be aware of which employees in their division are certified in such training. The Supervisors shall have an up-to-date list of trained personnel. This list shall be updated annually as employees receive training.

If in staff's opinion, a patron needs emergency treatment or medical transportation but the patron refuses to have the Emergency Medical Services contacted, a note is made on the Patron's Accident/Incident Form. If the patron is a minor, and you feel it is necessary, do not hesitate to call Emergency Medical Services.

If a staff person is not currently certified, they should not attempt to treat a victim of injury. Seek help from an employee or bystander who is certified and/or call the emergency personnel.

## **First Aid and Injury Procedures**

### Administering First Aid

1. If an employee is the first person on the scene of an accident then he/she is the first person in a link of those who help injured persons in emergencies. Whether or not the employee

knows first aid, he/she is a vital link in the emergency medical service and knowing the correct plan of action is necessary. Each employee should be aware of proper procedures in first aid emergency situations.

2. *Do not attempt to give first aid to an adult victim if they do not wish it, and do not exceed your training or expertise in a situation.* Legally, a conscious victim must give consent to an offer for help before a person trained in first aid begins to help him/her. The law assumes that an unconscious person should give consent. If a victim is conscious ask permission before helping him/her. Also make a reasonable attempt to get consent from a parent or guardian of a victim who is a minor or who is mentally or emotionally disturbed. If a parent or guardian is not available, give first aid without consent. Consent is also implied for a person who is so badly injured or ill that he/she cannot respond. Emergency Medical Services should be notified as soon as possible.

### Kits and Supplies

All City of Coral Gables Parks and Recreation Facilities where programming takes place on a regular basis shall be supplied with first aid kits. It is the responsibility of the person to whom the vehicle is assigned to make sure the first aid kit is kept fully supplied. The supervisor shall make monthly checks of first aid kits to be sure all first aid kits are in proper order. Parks and Recreation Department does not administer aspirin, non-aspirin analgesic medications, anti-acids, antibiotics creams or wipes, or any other medications to others.

### Automated External Defibrillator (AED)



AED.

Volunteer Responders possess various amounts of training in emergency medical response and their training may be supplied by sources outside of the City of Henderson. Volunteer responders can assist in emergencies, but must only participate to the extent allowed by their training. Volunteer responders may have training adequate to administer first aid, CPR and use the Automated External Defibrillators (AEDs) deployed throughout the City. Any volunteer wishing to use one of the AEDs deployed in City facilities must follow the instructions provided by the

### Bloodborne Pathogens/Infection Control Plan

An employee who has been or thinks that they may have been exposed to another person's body fluid shall complete an Incident Report and report incident to Risk Administration Division and notify his/her supervisor immediately.

*Refer to the City of Coral Gables' Bloodborne Pathogens Policy for more information.*

## **Equipment Safety Procedures**

*Refer to the Parks Operation Standards or Division Manuals for procedures and additional information.*

### Mowing

To obtain the maximum service life and to ensure that all equipment is safe, both for operators and those in the general area, the following guidelines have been established for nightly operations of storing equipment:

1. Check engine oil and fuel
2. Grease all fittings
3. Replace mowing blade
4. Clean air filters
5. Check coolant levels
6. Check tire pressure
7. Check cooling fan or radiator screen on tractors
8. Report any repairs which may be necessary to mechanic
9. Equipment should be thoroughly cleaned upon completion of the day

Furthermore, all equipment shall be operated in a safe manner, both for the benefit of the employee and others in the general areas. No mowing shall be done in areas that have a high population of park users or would in any way endanger park users by the mowing apparatus itself or any item or object that may be thrown from the mowing apparatus.

In the case of mowing on rights-of-way, the proper cones, flashing equipment, and/or flagmen, if necessary, shall be used.

### Motor Vehicle Driving

All employees driving motor vehicles shall have proper licensing--whether it is a commercial driver's license or regular state driver's license. Operators of vehicles shall be responsible for following all City and Department policies and procedures when driving a vehicle. Furthermore, vehicles shall always be operated in a safe manner to prevent any injury or threat to staff and others.

### Power Equipment Operation

All power equipment operated by Parks and Recreation employees while on duty shall be done in accordance to the policies and procedures set forth in division operating manuals. Furthermore, operation of any equipment shall be done in a manner not to endanger or injure any park user or citizen. Necessary precautions shall be taken whether it be coning, roping, or barricading off an area to prevent any injury or endangerment from occurring.

### Training on Equipment

All employees hired by Parks and Recreation shall go through a complete training program that shall include all safety procedures necessary to prevent any risk to staff and patrons. Furthermore, an in-service training for such procedures shall be done no less than once a year and more often when necessary.



## **Program Supervision**

### Certification

All employees shall have certification necessary for that job according to their job description. No employee shall be allowed to perform his/her job without necessary certifications. The general supervision of certifications is the responsibility of the employee's supervisor.

### Ratios

All programs under the supervision of Parks and Recreation shall have ratios according to program policy. No class or program shall be held unless that ratio is met. The general supervision of such ratios are the responsibility of the assigned Division Supervisors.

### Attendance Sheets

Accurate completion of attendance sheets is important. Contracted instructors should be encouraged to take the time at the beginning or the end of the class to check the attendance of students. Not doing so could prove costly in the event of an injury or liability claim. Updated computer rosters and attendance sheets shall be provided after the second week or class or upon request of the instructor.

## RISK TRANSFER

Risk transfer is the shifting risk from one party to another. The Department uses contracts, insurance certificates, and participant waivers to manage the liability of its activities.

### Agreements/Contracts

Agreements are used to define the relationship between the City of Coral Gables and another party. They are used to protect the City's assets so it is imperative that they are as detailed as possible. All contracts must have the City Attorney's approval.

A contract should be completed when there is a service or services provided or conducted by an individual, business (must be a registered business entity with a state and in good standing), agency or organization on City property. This includes but is not limited to extended media events, high risk activities, programs, sponsorships/partnerships, and installation of equipment.

The Director or their designee shall sign all agreements on behalf of Parks and Recreation. Their signature authority shall be accompanied by the City Manager's signature.

All terms and conditions of contract must be typed into the contract. No handwritten changes shall be accepted.

Events and/or service should not be held unless a contract is fully executed (signed by all parties) and proof of insurance is provided if required in the agreement.

### Required Terms and Conditions of Agreements

- **Indemnity** - All agreements shall require the other party(ies) to indemnify, defend and hold harmless the CITY, its officers, officials, employees and agents from and against any liability, loss, damage, expense and cost (including without limitation costs and attorney fees of litigation) of every nature arising out of or in connection with work, activity and or operation performed under the agreement, except such loss or damage which was caused by the sole negligence or willful misconduct of the CITY.
- **State and Applicable Laws** - All contracts shall be interpreted in accordance with the laws of the State of Nevada. The contracted party shall be required to comply with all applicable laws, rules and regulations of all governmental authorities having jurisdiction over the performance that agreement, including the Federal Occupational Health and Safety Act and all state and federal laws prohibiting and/or related to discrimination by reason of race, sex, age, religion, national origin, or sexual orientation.
- **Insurance** - Every agreement entered into on behalf of the City shall have an insurance requirement unless waived by the City's Risk Management Division and City Attorney.

- The City of Coral Gables shall be listed as an Additional Insured on each general liability policy.
- An original certificate of insurance shall be provided as evidence of coverage. The certificate of insurance must identify the contractor as the insured party (name must be the same as listed in the agreement) and insurance coverage must meet or exceed the levels specified in the contract. The certificates of insurance are to be signed by a person authorized by that insurer to bind coverage on its behalf.
- Endorsements and Waivers of Subrogation as specified in the agreement identifying the City of Coral Gables as an Additional Insured must accompany the insurance certificate.

### Self-Insurance

The City of Coral Gables has established Self-Insurance for the expressed purpose of financing the cost of liability claim exposures to the City. This self-insurance is funded through premium payments made by participating departments. Eligible expenses from that fund include premiums payments for the selective purchase of commercial insurance, claim payments, defense costs and loss control services.

### Special Event Insurance

The Parks and Recreation Department annually completes a program and event assessment with the Risk Management Division to determine additional coverage to be purchased for events and programs. The Risk Management Division makes the final decision on the coverage needed.

### Employees and Volunteers – Liability Coverage

The City provides liability coverage for all employees and volunteers working within their scope of duties.

### Employees and Volunteers – Workers’ Compensation Coverage

Employees and volunteers acting within the course and scope of their specified duties are covered under the City’s self-insured Workers’ Compensation Program. The City may elect to use a third party volunteer organizations to transfer the risk of employee and volunteer activities over which it does not have operational control, or wherever it is fiscally responsible to do so.

## Waivers

A waiver is a written contract between a service provider, such as the City of Coral Gables, and the participant wherein the participant agrees to absolve the provider of any fault or liability for injuries resulting from the ordinary negligence of the provider, its employees or its agents.

It is the duty of all Department staff to assure the completion of any release, waiver or agreement to participate required of a participant. All waivers shall be reviewed and approved by the Department's City Attorney.

## **Employee and Volunteer Training**

### Training Programs

The City of Coral Gables has a myriad of training programs for their employees. There is orientation training when an employee is hired as well as follow-up orientation by their supervisor. Furthermore, in-service training appropriate to the employee shall be held on a regular basis as well as off-site training when appropriate and necessary.

Training Resources include:

- ◆ Parks and Recreation Manuals
- ◆ Request for specialized trainings (either by the Human Resources or Parks and Recreation)
- ◆ Request to attend conferences or workshops
- ◆ The City's Tuition Assistance Policy (Tuition Reimbursement) for further educational assistance.

### Training Procedure

All programming personnel under the direction of Parks and Recreation shall go through a training procedure before implementing his/her job. Different positions shall require different training as set forth by policy and shall be under the direction of the Assistant Director.

### Volunteers

All volunteers under the general supervision of Parks and Recreation shall be trained in the job or tasks they are assigned to perform. If necessary, a training program shall be held before such event. If not necessary, the training shall take place the day of the event but before the event occurs.

## **Reporting and Investigating Accidents, Incidents, and Vehicle Damage**

Proper investigation of all accidents is necessary to determine potential causes. Preventing future accidents is the focus of the investigation. In addition it is the policy of the City of Coral Gables to comply with all Workers' Compensation laws and regulations.

Accident reports shall be completed in the event of personal injury to a full-time or part-time employee, volunteers, or program participant.

### **Accident Investigation Procedures**

The following steps shall be taken when investigating and reporting accidents involving personal injury. Even minor employee and participant accidents should be investigated and reported.

1. Employees injured on the job are to report the injury to their supervisor as soon as possible after the accident or within 24 hours.
2. The supervisor is to complete the accident report with the employee, any witnesses, and other relevant people as soon as possible after the accident is reported.
3. The supervisor is to provide completed copy(ies) of the Accident Report to the Director as soon as possible after the accident.
4. Any employee witnessing an accident at work is to call for emergency help or whatever assistance appears to be necessary. The employee is immediately to report the accident to his/her supervisor and take part in answering questions related to the Incident/Accident Report and accident investigation.

Thorough accident investigations shall help determine why accidents occur, where they happen, and any trends that might be developing. Such identification is critical to preventing and controlling hazards. The investigation should be conducted with assistance from the Risk Management Division

- a. Conduct the accident investigation at the scene of the injury as soon and as safely as possible.
- b. Ask the employee involved in the accident, and any witnesses in separate interviews, to tell you in their own words exactly what happened. Do not interrupt or ask for more details at this time. Just let them describe the situation in their own style.
- c. Repeat the employee's version of the event back to him/her and allow him/her to make any corrections or additions.

- d. After the employee has given his/her description of the event, ask appropriate questions that focus on causes.
- e. When you are finished, remind the employee the investigation was to determine the cause and possible corrective action that can eliminate the cause(s) of the accident. Utilizing these steps shall provide you with the information you need to complete the necessary reports.
- f. Photographs, sketches, and all written statements are helpful during accident investigations.
- g. Accident investigation is to assist in:
  - (1) Tracking and reporting injuries on a monthly basis.
  - (2) Grouping injuries by type, cause, body part affected, time of day, and process involved.
  - (3) Determining if any trends in injury occurrence exist and graph those trends, if possible.
  - (4) Identifying any equipment, materials, or environmental factors that seem to be commonly involved in injury accidents.
  - (5) Proceeding with improvements to reduce the likelihood of future injuries.

*Refer to the City of Coral Gables Human Resources Department's Risk Management Program Guide for further information.*

### Patron/Participant Injuries

The reporting and accident investigation procedures for patrons and/or participants are essentially the same but employees should avoid certain subjects when investigating patron's and/or participant's injuries. An Accident Report must be completed.

- Do not discuss insurance coverage or potential department liability.
- Do not discuss any negligence on the part of the agency involving personnel or equipment.
- Do not discuss corrective action that should or might be taken to prevent future reoccurrence.

None of the areas above should be discussed until an accident investigation has been completed. Any employee negligence, equipment failure, or other liability situation shall be handled by the Department Director, Human Resources Director, and the Risk Management Division (Human Resources Department).

### Incident Reporting Procedures

1. Proper investigation and reporting of incidents shall help recover lost property, regain expenditures due to vandalism, and hold responsible parties accountable, prevent similar losses, and aid in keeping track of property losses and damage to another's property. The difference in an Accident and Incident Report is incidents do not result in personal injury. Incidents consist of, but are not limited to:
  - Damage to or destruction of property
  - Vehicle/equipment damage or loss
  - Damage to another's property
  - Theft of property belonging to Parks and Recreation or patron if taken from a Parks and Recreation facility.
  - Observation of suspicious activity on or around Parks and Recreation facilities.
2. The investigation of an incident is to be handled in the same manner as an accident.
  - Find out exactly what happened
  - Who was involved
  - Obtain personal statements
  - Personal information

### Vehicle Accident Reports

Staff should follow Accident/Incident Report procedures for vehicles accidents. In the case of vehicle accidents, the Police department should be notified immediately and the Staff Supervisor notified immediately. Staff is to fill out the Accident/Incident Report Form, but Police will conduct the investigation and complete the police report.

### Occupational Injury or Illness

*Refer to City of Coral Gables Safety Manual.*

### Accident/Injury Reporting - Disciplinary Action

- The procedure for accidents or incidents is for staff to notify his/her supervisor immediately, but no later than the end of the work day.
- Any staff not following the established guidelines may be subject to disciplinary action, with the severity depending on the situation.
- It is the responsibility of the supervisor to ensure that the City's incident or accident form is completed and forwarded to the Division Supervisor.