

Hazard Communication Program

Safety Book

Pisgah Inn

The Safety Officer for the 2024 season is Benjamin Kershner

Signature

Date

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Introduction:

The Pisgah Inn is committed to providing a safe and healthy workplace for all employees, guests, and visitors. As part of this commitment, we have established a recordkeeping binder to help maintain compliance with OSHA and National Park Service requirements.

In this binder, you will find important information related to workplace safety, including Safety Forms, Information about Safety Data Sheets (SDS or ~~MSDS~~), Training Procedures and location of training records, Safety policies and procedures, Information about our Safety committee inspections, Location of Incident reports, and the Location of safety committee meeting minutes.

We understand the importance of workplace safety and strive to create a culture of safety on the mountain. We encourage all employees to actively participate in our safety committee program, and to report any workplace hazards or safety concerns immediately..

Forms:

This section includes forms required by NPS and OSHA for recordkeeping purposes, such as Incident and Accident forms.

Blank forms are kept in the Human Resources office. Incident report forms can also be found at the front desk and in each department supervisor's office.

Most forms can be found at <https://www.osha.gov/sites/default/files/OSHA-RK-Forms-Package.pdf>

CUSTOMER ACCIDENT/INCIDENT REPORT

Instruction: This form must be completed by the store manager whenever an accident/incident occurs. The assistant manager or authorized designate for the store will be responsible for completing this form in the absence of the store manager. The store manager must ensure a copy of the completed report is forwarded to the Human Resources Manager.

Date of Report: _____

Store Location: _____

Date of Accident: _____ Exact Time of Accident: _____ A.M./P.M.

Name of Manager on duty at time of accident:

Name of Store Employee who completed this report:

1. Did you witness accident/incident? Yes No

2. If not, who informed you of the accident?

Outside weather conditions: (circle all that apply): Clear, Cloudy, Raining, Snowing,
Windy, Light, Dark

Other _____

Exact location of accident/incident at store

Description of Accident or Incident:

Did you inspect location immediately after accident/incident? Yes No

Exact Time of inspection: _____ Number of photographs taken of location:

Was location clean? Yes No Dry? Yes No

Any signs Posted? _____

When was the last time the area was cleaned? _____ By whom?

When was the last time the area was checked? _____ By whom?

Describe lighting conditions:

INJURED PERSON INFORMATION

Name of person injured: _____

Home Address: _____

Home Phone #: _____

Work Phone #: _____

Age or Date of Birth: _____

Was injured person wearing glasses? _____

Type of footwear injured person was wearing: _____

Describe Injury: _____
_____Describe medical care at scene (if any) & name of doctor, hospital or clinic: _____

Name of injured person's companion, if any: _____

Address: _____

Home Phone #: _____

Witnesses, if any:

Name: _____ Name: _____

Address: _____ Address: _____

Phone #: _____ Phone #: _____

Signed by Supervisor _____ Supervisor's Name _____

Signed by Person Involved: _____ Signed by HR: _____

Signed by Store

Manager: _____ Date: _____

PISGAH INN EMPLOYEE ACCIDENT REPORTING FORM

THE FOLLOWING FORM IS TO BE FILLED OUT FOR ALL ACCIDENTS WHICH HAVE OCCURRED WITHIN THE PREMISES OF THE PISGAH INN. ONCE COMPLETED, THIS FORM IS TO BE GIVEN TO THE SAFETY OFFICER.

NAME OF THE INJURED PARTY: _____

DATE/TIME OF ACCIDENT: ____/____/____ _____ A.M. OR P.M.

PHONE NUMBER: _____ EMAIL: _____

TYPE OF ACCIDENT:

CAUSE OF INJURY:

CORRECTIVE ACTION TAKEN OR ABATEMENT PLAN:

FIRST AID GIVEN: YES OR NO TYPE: _____

MEDICAL CALLED: YES OR NO

MEDICAL REFUSED: YES OR NO

EMPLOYEE SIGNATURE: _____

WITNESS SIGNATURE: _____

HR DIRECTOR SIGNATURE: _____

Safety Data Sheets (SDSs):

This section includes information regarding all hazardous chemicals used in the workplace.

SDS Books (formerly known as MSDS books), are located in the office of each department at the Pisgah Inn. It is the employee's responsibility to know where the nearest SDS book is located, once they have completed safety training.

The following inventory lists all hazardous chemicals found or expected to be found on property during the current year. SDS and MSDS records from previous years are stored on site.

- AIRLIFT SMOKE & ODOR ELIMINATOR (AEROSOL)
- CITRO SHIELD FURNITURE POLISH
- CLOTHESLINE FRESH CHLORINE BLEACH [4]
- CLOTHESLINE FRESH COLOR SAFE BLEACH [5]
- CLOTHESLINE FRESH DETERGENT EP [18]
- CLOTHESLINE FRESH ENZYME SPOTTER [S4]
- CLOTHESLINE FRESH SOFTENER EP [19]
- FAST & EASY
- Glisten Heavy Duty Solid Mechanical Detergent
- KLEENEX® Luxury Foam Skin Cleanser with Moisturisers
- KLEENEX® Moisturizing Foam Hand Sanitizer
- No Spot Concentrated Warewash Drying Agent
- OVEN & GRILL CLEANER (AEROSOL)
- Regular Bleach
- Reward Liquid Flatware Presoak and Silver Detarnisher
- SANI-TYZE
- SNB-130
- SPARCLEAN SUPER SUDS DISH DETERGENT [48]
- Soft Scrub Cream Cleanser
- TB-CIDE QUAT
- X-EFFECT
- XCELENTE MULTI-PURPOSE CLEANER

Each Safety Data Sheet is divided into 16 sections, as follows:

1. **Identification:** This section includes the product name, manufacturer information, supplier information, and recommended use.
2. **Hazard(s) identification:** This section describes the hazards associated with the product, such as physical, health, and environmental hazards.
3. **Composition/information on ingredients:** This section lists the chemical substances in the product, including their CAS numbers and concentration.
4. **First-aid measures:** This section describes the appropriate first-aid measures to be taken in case of exposure, including symptoms and treatment.
5. **Fire-fighting measures:** This section provides information on fire hazards and appropriate fire-fighting measures, such as extinguishing agents and protective equipment.
6. **Accidental release measures:** This section describes procedures for containing and cleaning up spills or releases of the product.
7. **Handling and storage:** This section provides information on safe handling and storage practices, including appropriate personal protective equipment (PPE) and storage conditions.
8. **Exposure controls/personal protection:** This section describes recommended exposure limits, engineering controls, and PPE for safe handling of the product.
9. **Physical and chemical properties:** This section includes information on the physical and chemical properties of the product, such as appearance, odor, boiling point, and flash point.
10. **Stability and reactivity:** This section describes the stability and reactivity of the product, including conditions to avoid and incompatible materials.
11. **Toxicological information:** This section provides information on the toxicological effects of the product, including acute and chronic health effects and routes of exposure.
12. **Ecological information:** This section describes the environmental hazards associated with the product, including aquatic toxicity, biodegradability, and persistence.
13. **Disposal considerations:** This section provides information on safe disposal practices for the product, including waste codes and disposal methods.
14. **Transport information:** This section describes the transport hazards and requirements for the product, including packaging and labeling requirements.
15. **Regulatory information:** This section includes information on regulatory requirements and restrictions related to the product, including OSHA, EPA, and other agencies.
16. **Other information:** This section includes any additional information relevant to the product, such as product codes, revision date, and contact information for the manufacturer or supplier.

Training Procedures:

This section includes our methods and policies related to employee training for workplace safety, including initial and refresher training.

Returning employees as well as employees starting work with us at the beginning of the season receive safety training at the initial Employee Orientation Meeting in late March. General (horizontal) training is given to the group as a whole, followed by department specific (vertical) training in breakout groups after the main orientation event. Employees joining us later in the season are safety trained by their direct supervisors and department heads as part of their job-duties training.

All employees must be safety trained before they can begin work. Year-round and returning employees receive safety training annually, at the Employee Orientation even. Every employee's file must contain a signed document stating that they have been safety trained, and that they understand their rights and responsibilities. These employee files are located in the Human Resources office.

The following topics are included in safety training

1. Chemicals/SDS (Safety Data Sheets)
 - a. These binders are throughout the property and in each dept.
 - b. Chemicals are listed in alphabetical order
 - c. This includes how to properly use chemicals and what to do if you get it in your eyes, for example
 - i. Don't ever mix chemicals
 - ii. Always must be in a labeled bottle
 - iii. Don't store with food
 - iv. Know where the binder is in your department
2. First Aid
 - a. First Aid kits are in each department
 - b. First Aid is self-administered
 - c. If we are running low on an item, or you take the last one, let a manager know so we can restock it.
 - d. Call 911 for emergencies, and inform a supervisor (who will notify the Park Service and the General Manager)
 - e. Eye wash station in kitchen and in housekeeping – know where it is.
3. Fires
 - a. We have a sprinkler system that contains **water**.
 - b. Fire extinguishers – can be used if you feel comfortable with it.
 - i. Take the pin out and spray 2 to 3 feet away.
 - ii. Give it to a manager – don't place it back – even if only partially used.
 - c. Evacuation Plan – know congregation point –
 - i. picnic table on the grassy area behind the back of the restaurant. There is a map on the wall across from the kitchen office.
 - ii. Housekeeping meets in the parking lot. The map is in the Housekeeping office.
 - iii. Manager to roll call to make sure everyone is out of the building.
4. Workplace Hazards

- a. Examples: water on floor, hot grease or cut, coffee can scald someone, bend at knees when lifting something heavy.
 - b. Being aware of how one can get hurt can assist preventing one from injuring themselves or others.
 - c. PPE – Personal Protective Equipment – if there is any for the position.
5. Pathogens, Hygiene, and cleaning:
- a. Common touch surfaces should be cleaned regularly with an appropriate disinfectant.
 - b. Wash your hands throughout your shift, as well as when you arrive and after each trip to the restroom
 - c. Do not come to work sick. Your supervisor will tell you the proper way to call out. If you suspect you may be getting sick, wear a mask.
 - d. If you are experiencing any potential COVID symptoms, you must take a test.
6. Driving on the Parkway
- a. Please drive carefully and slowly on the parkway. You do not want to get a ticket. The consequences of an accident on the parkway are much more severe due to sudden drop-offs.

Safety Policies and Procedures:

This section includes written policies and procedures related to workplace safety, such as the company's Hazard Communication Program, Emergency Action Plan, and Injury and Illness Prevention Program, as well as Evacuation and Shelter in Place procedures.

Overall Safety Policies

We are committed to providing a safe and healthy work environment for all employees. To achieve this goal, we have established the following general safety policies:

- All employees are responsible for complying with safety policies and procedures.
- Management will provide the necessary resources to ensure a safe workplace, including training, equipment, and supplies.
- Employees are encouraged to report any safety hazards or concerns to their supervisor.
- Any accidents or injuries must be reported to management immediately.
- Employees are encouraged to participate in the safety committee, and are paid for their time.

General Emergency Action Plan

An emergency action plan to guide employer and worker actions during workplace emergencies.

This plan applies to all potential natural or man-made emergencies that could disrupt the workplace. If an emergency requires closing the property, Department Managers are responsible for contacting their own staff, and keeping track of who is onsite and offsite. The manager on duty is responsible for making sure that all employees and guests on-site are notified of the evacuation.

Key Personnel, Contact Information, and Emergency Responders.

Contact information for all employees, as well as employee vehicle information and residency status is available from the Human Resources Director, the General Manager, or the Assistant General Managers. Each Department Head has the same information available for employees within their department. Contact information for the entire leadership team is posted at the front desk, and in every department.

In case of emergency, dial 911. You do not need to dial any other numbers to get an outside line. After calling 911, notify Park Service Dispatch that 911 has been called. Lastly, notify the General Manager that 911 has been called. In case of injury, first aid kits are located in every department, and are to be “Self-administered” by the guest. Incident report forms are at the front desk, and contain pertinent questions to observe and to ask the guest.

Evacuations

Certain emergencies may require an evacuation, such as a structural- or wild-fire, gas leak, natural disaster, violence, or epidemic. During an evacuation, the normal managerial chain of command remains in effect during the emergency. The highest person on this chain that can be contacted in a reasonable amount of time is authorized to order an evacuation. Obviously, the decision to evacuate during a structural fire is more time-sensitive than the decision to shut down operations due to an approaching wildfire or epidemic. These decisions should be made by the manager on duty. Every employee and guest is encouraged to pull a fire-alarm panel when they believe it is necessary. The manager on duty will verify that everyone is safely evacuated, and ensure that those who require assistance receive it.

Evacuation Routes

Evacuation routes are posted prominently. There are two gathering places for on-site evacuations. Managers at each location will communicate via radio or cellphone to everyone is accounted for. The manager on duty will delegate one person as the point of contact for each location.

The East End of the Parking Lot

Employees living in on-site housing, Guests and employees at the country store, Housekeeping staff, and guests in the hotel are to gather in the parking lot, on the grassy island in the center, at the end furthest from the restaurant building.

Employee Picnic area

All staff and guests in the Kalmia commercial building (Restaurant, Gift-shop, Cafe, & Front Desk) will exit through the back of the building to the employee picnic tables across from the Maintenance shed.

Shelter in Place

For emergencies that require sheltering in place, such as tornados or active shooters, the manager or highest ranking employee will lock the doors to the building, and direct everyone to shelter in the kitchen, a hotel room, or in a manager's office away from windows.

General Safety Training

We provide safety training to our employees in the following categories

- Chemicals/SDS (Safety Data Sheets)
- First Aid
- Fires
- Workplace Hazards
- Pathogens, Hygiene, and cleaning:
- Driving on the Parkway

See the section on Training Procedures for more information.

Incident Reporting and Investigation

We require all employees to report any accidents, injuries, or near-misses to their supervisor immediately. All incidents are investigated to determine the root cause and prevent future occurrences. Blank forms can be found in the Forms section of this book.

Safety Audits and Inspections

We conduct regular safety audits and inspections to ensure compliance with OSHA and NPS regulations and to identify potential hazards. Safety audits and inspections are conducted by trained employees in conjunction with employees from each department. See the sections on Inspections and on the Safety Committee for more details.

Inspections and Audits:

This section includes a description of audit policies and document locations.

Safety audits are conducted by the safety committee quarterly. Each safety committee meeting begins with a discussion on risk assessment as a factor of Severity x Probability x Exposure. We review what we will be looking for during our inspections.

We inspect for general hazards, and ask employees currently working in that department for their input. We also inspect for ADA accessibility issues and opportunities, and for Environmental Conservation (“greening”) opportunities. Any findings are documented and included in the minutes. Immediate or extreme hazards are reported to the facilities manager immediately. The minutes are then typed and emailed to the facilities manager, to each department head, and to the Management team, who will approve and follow up on recommendations made by the committee.

Incident Reports:

This section includes a description of incident report policies and where the reports can be found.

Incident and accident reports are filed in the Human Resources office. We require all employees to report any accidents, injuries, or near-misses to their supervisor immediately. All incidents are investigated to determine the root cause and prevent future occurrences. Blank forms are available in every department manager's office, and in the Forms section of this binder..

Safety Committee Meetings:

This section includes information about safety committee meetings.

The safety committee is comprised of the current safety officer, the human resources director, and a collection of employee representatives from each department. The committee meets quarterly. The minutes from each meeting are on file in the Human Resources office.

Certifications:

This section includes safety-related certifications held by staff members.

(see following pages)



CERTIFICATE OF COMPLETION

This certifies that

Benjamin Kershner

is awarded this certificate for

OSHA 10 Hour Outreach Training Program - General Industry



CEUs
1.0



Credit Hours
10.00



Completion Date
02/20/2023

A handwritten signature in black ink, appearing to read "Curtis Chambers".

Curtis Chambers, Trainer C 26-0110333 and G 26-0082322



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