GENERAL ADMINISTRATION
EMPLOYEE

043 GENERAL OFFICE POLICIES

043.1 Safety, Loss Prevention and Control Policy

043.1.1 Purpose

The Human Services Department (HSD) is committed to provide a safe working environment for its employees. The purpose of this policy is to put in place practices that prevent or mitigate loss. The policy complies with 1.6.4 NMAC in order to reduce costs and to provide a safe workplace by identifying, preventing, and reducing or eliminating exposure to risks that may result in bodily injury, property damage, or other types of liability. Under the guidance of the HSD Loss Prevention and Control Coordinator (Coordinator), the local offices shall develop specific guidelines tailored to their needs in alignment with this policy.

The Coordinator shall ensure regular self-inspections of HSD's safety and security needs, procedures, and policy, taking into account changes in the physical characteristics of each office. The Coordinator shall provide recommendations and develop the proposed budget required to carry out those recommendations.

043.1.2 Definition

A. "Loss prevention and control" means any managerial system or systems intended to identify potential or actual loss situations and the implementation of a strategy or strategies to prevent or manage losses. These systems work to reduce in the frequency and costs associated with losses and to eliminate the causes that allow losses to occur. Loss situations may be bodily injury, death, property damage, and employment-related civil rights violations, or other types of potential or actual liability covered under insurance or self-insurance programs.

043.1.3 Committees

A. HSD's Secretary shall appoint the Loss Prevention and Control Committee (Committee) duties at the Departmental level. The Committee composition and duties of the representatives are described in HSD's Loss Prevention and Control Plan. HSD's Loss Prevention and Control Committee shall perform specific duties as required by 1.6.4 NMAC (as may be amended).

B. Division Directors or designees shall appoint a Safety Lead from the management-appointed representatives on any Safety Committee established under a Collective Bargaining Agreement. The Safety Lead shall report health

and safety issues to the Coordinator on a regular basis.

043.1.4 Duties of the Loss Prevention and Control Coordinator

The Secretary shall appoint a Coordinator who is knowledgeable and experienced in loss prevention and control. The Coordinator shall have specific duties as detailed in the job description including but not limited to Committee representation, reporting to the Secretary on matters pertaining to the program, acting as liaison with the state loss control manager and other coordinators, reviewing HSD loss claims and making recommendations to prevent future losses, organizing self-inspection and audit procedures, and conducting training. The Coordinator will communicate with the Safety Committees established under any applicable Collective Bargaining Agreement.

043.1.5 Personnel Security

To ensure the security of employees, customers, and visitors, every effort will be made to provide adequate safety measures and mechanisms at each work site. HSD will not tolerate verbal threats or threatening or violent behavior, implied or actual, by any person, including members of the public, directed towards HSD personnel or property and made during official HSD business and shall take reasonable measures to protect HSD employees and property against such threats or behaviors. All such threats must be taken seriously and reported to one's immediate supervisor, through the chain of command of the division or to the HSD's Office of Human Resources (OHR).

043.1.6 Risk Management

To prevent or mitigate loss, HSD will identify potential and actual loss situations and will implement corrective action based on their findings. HSD shall ensure that:

1. Loss information is compiled, analyzed and evaluated, and recommendations for correction are developed to be forwarded to HSD's Loss Prevention and Control Coordinator, with additional action initiated as appropriate.

2. Self-inspections and audits are conducted at least semi-annually using HSD's checklist, supplemented locally as appropriate. Managers may consider recommendations from office staff and any certified collective bargaining representative.

3. A written self-inspection or audit report is made by management in each office of all noted conditions and copied to the Coordinator. For each noted condition, a written response and corrective action shall be taken or initiated no later than thirty (30) days after notice by the supervisory person most immediately responsible for the related operation.

043.1.7 Investigation of Losses

HSD shall establish and implement loss investigation procedures as described in the HSD most current Loss Prevention and Control Plan. Supervisors will conduct investigations of losses, in their areas of responsibility, as soon as possible after becoming aware of the incident. The investigation information gathered by the supervisor must be submitted to the Coordinator to ensure appropriate action can be taken.

043.1.8 Loss Prevention and Control Training

HSD shall implement Loss Prevention and Control training as described in HSD's most current Loss Prevention and Control Plan.

043.1.9 Incident Reporting

All safety and security incidents shall be reported to the office manager. The office manager will submit written incident reports to the Division Director, the Coordinator, the local Safety Committee, and HSD's Medical Issues Coordinator when appropriate.

043.1.10 Agency Response to Incidents

Local management, in collaboration with the local Safety Committee, is responsible to immediately investigate any reported incident.

043.1.11 Inter-Agency Coordination

A. In those buildings where HSD's offices are co-located with other state agencies, local office managers shall initiate the creation of a security plan for the entire building. Unresolved discrepancies concerning safety and security shall be documented by the local office managers and referred to the Coordinator.

B. Local office management shall seek interagency cooperation in sharing information about security incidents and persons with a history of violent, abusive or disruptive behavior, as documented in a police report.

043.1.12 Policy Violations and Discipline

Safety and security violations by any HSD employee may result in disciplinary action.

043.1.13 Policy Exemptions

Exemptions from any of the safety and security standards specified in this policy shall be justified in writing and approved by HSD's Cabinet Secretary upon recommendation of the HSD's Loss Prevention and Control Coordinator.

043.1.14 References

New Mexico Human Services Department's Loss Prevention and Control Plan dated January 25, 2015
NMAC 16.4 State Loss Prevention and Control Program
OSHA—Code of Federal Regulation (CFR) 29 CFR 1910 General Industry
NMAC 11.5.1 Occupational Health and Safety - General Provisions

APPROVED:

BRENT EARNEST, Secretary

DATE:

June 15, 2016