

Alturas Sewer Department,
Department of Public Works:

City of Alturas

Modoc County, CA

Sanitary Sewer Management Plan

Revised June 2019

Introduction

This introduction section provides background information on the purpose and organization of the Sanitary Sewer Management Plan (SSMP) and provides a brief overview of the Alturas sewer department and our sewer system.

SSMP Requirement Background

The SSMP had been prepared in compliance with the requirements of the Central Valley Regional Water Control Board (RWQCB) pursuant to the California Water Code. The RWQCB mandates the Alturas sewer department prepare an SSMP following the guidelines in the SSMP Development Guide. The Alturas sewer department must also comply with the Sanitary Sewer Overflow (SSO) electronic reporting requirements.

Document Organization

This SSMP is intended to meet the requirements of both the RWQCB and the statewide general wastewater discharge requirements (GWDR), the organization of the document is consistent with the RWQCB and SWRCB requirements. This SSMP includes twelve elements, as listed below. Each of these elements form a section of this document.

1. Goals
2. Organization
3. Legal Authority
4. Operations and Maintenance Program
5. Design and Construction Standards
6. Overflow Emergency Response Plan
7. Sewer System Evaluation and Capacity Assurance Plan
8. Fats, Oils, And Grease (FOG) Control Program
9. Monitoring, Measurement and Program Modifications
10. Internal Program Audits
11. Public Communication Program
12. SSMP Final Completion and Certification.

District Service Area and Sewer System

The City of Alturas Sewer Department is classified as an enterprise of the City. It is located in Modoc County. The Alturas sewer department provides sewer service only to the communities that lie within its sphere of influence, the population of the community is less than 3000 people.

The Alturas sewer department sewer system consists of approximately 22.9 miles of gravity pipe ranging from 6 inches to 15 inches in diameter, 1/10th of a mile of pressurized forced main pipe, three lift stations (12th St, 8th St, 4th St), the Alturas sewer department also accepts flows from the Daphnedale Community Services District which is outside the City limits. Flows from the Daphnedale CSD were accepted into the system under mandate from the Central Valley RWQCB in the 1970's in order to mitigate domestic well contamination.

The Alturas sewer department maintains its own sewer system, maintains a staff for cleaning and CCTV activities. The Alturas sewer department has prepared its own SSMP.

Section 1: Goals

This part of the SSMP identifies the goals the Alturas sewer department has set for the management, operation and maintenance of the sewer system.

Regulatory Requirements for the Goals Element SWRCB Requirements:

The collection system agency must develop goals to properly manage, operate and maintain all parts of its wastewater collections system in order to reduce Sanitary Sewer Overflows (SSO's) as well as to mitigate any SSO's that occur.

Goal Discussion

The mission of the Alturas sewer department is to provide safe, responsive and reliable sewer service to the community. In support of this mission, the Alturas sewer department has developed the following goals for the operation and maintenance of its sewer system.

1. To minimize sanitary sewer overflow (SSO)
2. To prevent public health hazards
3. Minimize inconveniences by responsibly handling interruptions in service
4. Protect the investment in the collection system by maintaining adequate capacities and extending the useful lifespan of the system
5. Prevent any unnecessary damage to public and private property
6. Use funds available for sewer operation in the most efficient manner and to establish a capital improvement fund for the computer system.
7. Convey wastewater to the Alturas Wastewater Treatment Plant with a minimum of infiltration, inflow, and exfiltration
8. Provide adequate capacity to convey peak flows
9. Perform all operations in a safe manner to avoid personal injury and property damage.

**City of Alturas Public Works Department
Sanitary Sewer Management Plan “Organization”**

SSO Incident Command- In the event that command personnel are absent the specific order of command is as follows:

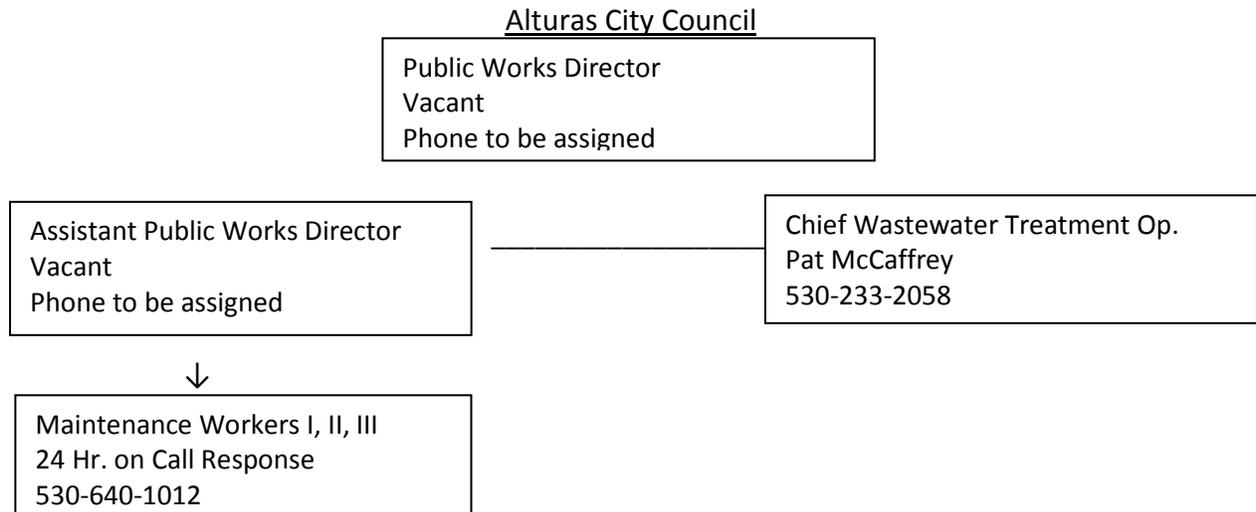
- Public Works Director
- Assistant Public Works Director
- Maintenance Worker personnel

Service Request Response: in the Alturas City Offices are open Monday-Friday 9AM to 5 PM. The phone numbers are:

Public Works Department: 530-233-2377

Water Department: 530-233-2512

All City Personnel can be dispatched by contacting the numbers above. Service calls are then given to the appropriate personnel. All after hour’s calls are received by the Modoc County Sheriff’s Office 530-233-4416 who then notifies the on call personnel directly. On call personnel are furnished with a maintenance truck and a cell phone to facilitate a timely response.



Alturas Council: Provides funding and grants budget requests by the Public Works Director to effectively meet the goals of the SSMP. Adopts ordinances pertaining to Legal Authority as required by Statewide General Discharge Requirements

Public Works Director: Is the City’s Legally Responsible Official (LRO) and is responsible for the overall development and implementation of the City’s SSMP, as well as reporting SSO’s to the appropriate agencies, also serves as the City Public Information Officer. Oversees planning and contacts engineers to ensure capacity and future development.

Assistant Public Works Director: Plans, Organizes and supervises the work of the Maintenance worker staff responsible for operating, cleaning, inspection, repair, and maintenance of the sewer collection

system. Leads emergency response and investigates SSO's. Investigates and appropriately reports all SSO's.

Section 2: Organization

This section of the SSMP identifies the City of Alturas staff that is responsible for implementing this SSMP, responding to SSO events, and meeting the SSO reporting requirements. This section also includes the designation of the Authorized Representative to meet SWRCB requirements for completing and certifying spill records.

Regulatory Requirements for Organization Element

SWRCB Requirement:

The collection system Agency's SSMP must identify:

1. The Name of the responsible or authorized representative
2. The names and telephone numbers for management, administrative, and maintenance positions responsible for implementing specific measures in the SSMP program, includes lines of authority as shown in in an organizational chart or similar document with a narrative of explanation.

The chain of communication for reporting SSO's, from receipt of a complaint or other information including the person responsible for reporting SSO's to the State and Regional

Water Board and other agencies if applicable. (Such as County Health Officer, County Environmental Health Agency, RWQCB, and/or State Office of Emergency Services (OES).

Organization Discussion:

This section discusses the organization and roles of sewer staff, the Authorized Representative to the SWRCB, and key staff responsible for implementing and maintaining the SSMP.

Description of General Responsibilities

Public Works Director/ Assistant Public Works Director

Plans, organizes, directs, performs and supervises all work activities of the Alturas sewer department. The Wastewater Operator and/or Maintenance Operator will advise the Board of Public Works Director for the Alturas sewer department of public works and/or of engineering matters. The Wastewater Operator and/or Maintenance Operator will prepare the budget while the City Council will approve the budget. The operators will prepare cost estimates and obtain approval of the Board of Directors for all impending public work other than normal repairs and maintenance, The Wastewater Operator and/or Maintenance Operator will aid contractors with plans and specifications for public work projects if approved by the Public Works Director.

Public Works Director and/or Assistant Public Works Director

Plans, organizes and supervises the maintenance and repairs of sewer infrastructure. Said operators will also make recommendations to the Board of Directors regarding maintenance, construction and

operations aspects. Said operators will also confer with contractors, engineers, and members of the general public on construction and maintenance problems and procedures.

Public Works Director and/or Assistant Public Works Director

The Assistant Public Works Director oversees the collection system maintenance and will supervise sewer maintenance workers. The Director and Assistant Director together schedule work assignments, maintains records of assigned projects, supplies and equipment, The Assistant Director also investigates sewer related complaints from the general public and estimates needed equipment and equipment maintenance.

Assistant Public Works Director and/or Maintenance Workers

Will work as a member of a field maintenance crew to clean, unplug, and repair sewer lines and inspect lift stations. The maintenance workers will also locate and raise manholes, and operate power equipment, the maintenance workers are responsible for scheduling sewer cleaning with the jet rodder, use of plugs, vac truck, and CCTV under supervision of the Assistant Public Works Director. Maintenance works will be first responders who will be responsible for underground service alerts.

Assistant Public Works Director and/or Chief Plant Operator

Are responsible for ensuring maintenance workers provide documentation and the overall maintaining of written records of all public works, records, maintenance schedules and regulatory reports.

Authorized Representative

The Alturas sewer departments authorized representative in all wastewater collection matters is the Director of Public Works. The Director of Public Works is authorized to certify electronic spill reports submitted to the SWRCB. The Assistant Director of Public Works is authorized to act in the certified Director of Public Works absence. The Director of Public Works is authorized to submit SSO reports to the appropriate governmental agencies.

SSO Reporting Chain of Communication with names and phone numbers

1. A. Director of Public Works

Vacant

Work

Cell

1. B. Assistant Director of Public Works

Vacant

Work

Cell

2. Pat McCaffrey- Chief Wastewater Treatment Plant Operator

A. 530-233-2058 office

B. 530-640-2239 Cell Phone

2. Modoc County Environmental Health Department

Warren Farnham 530-640-6521 Cell

530-233-6310 office

3. Modoc County Office of Emergency Services 530-233-4410

3. State Water Resources Control Board 530-224-4845

4. California Office of emergency Services 1-800-852-7550

See attached flow chart of SSO procedures

Overflow response procedures

The overflow response procedure presents a plan for Alturas sewer department to mobilize labor, materials, tools and equipment to correct or repair any condition that may cause or contribute to an unpermitted discharge.

1. Receipt of information regarding an SSO
An Employee or the Modoc County Sheriff's Office may receive information of and SSO Employees and the Sheriff's office receive after hours calls.
 - A. The person who receives the sewer call should obtain all relevant information available regarding the overflow including the following.
 1. Time and date call recieved
 2. Specific location
 3. Description of problem
 4. Time overflow was noticed by caller
 5. Callers name and phone number
 6. Observation of caller of any odors, duration and back or front of property or street
 7. Any information that will assist crews to locate and stop the overflow quickly
 - B. Person taking the call will then immediately dispatch information to the proper person to handle the situation. This will include the on-call maintenance worker within the department. The maintenance worker will then follow procedure as dictated in the reporting procedure.

Alturas sewer department Organizational Chart with names and Phone Numbers

Staff Members

Sewer Department

- A. 530-233-2512 Monday – Friday 9am-5pm
- B. 530-640-1012 Maintenance Worker on call cell
- C. 530-233-2181 Public works shop

Section 3: Legal Authority

Regulatory Requirements for Legal Authority Element

Each Waste Water Collection System Agency (Alturas sewer department) must demonstrate, through sanitary sewer system use ordinances, service agreements, or other legally binding procedure, that it possesses the legal authority to

- Prevent Illicit discharges into its sanitary sewer system (examples may include storm water, chemical dumping, unauthorized debris, cut roots, etc.);
- Control infiltration and in flow from satellite collection systems and laterals;
- Require that sewer and connections be properly designed and constructed including all new and rehabilitated systems and connections;
- Ensure access for maintenance, inspection, or repairs for portions of the lateral owned or maintained but the Alturas sewer department;
- Limit the discharge of fats, oils, and grease and other debris that may cause blockages;
- Enforce any violations of its sewer ordinances;

Appendix A: Chapter 21 of the Alturas City code; Sewers and Sewage Disposal

See attached appendix with Alturas City Code

Section 4: Operations and Maintenance

Section 4a: Collection System Map

Requirements: each wastewater facility shall describe routine maintain up to date maps of its wastewater collection system facilities, showing all gravity line segments and manholes, pumping facilities pressure pipes and valves, and applicable storm-water pumping systems.

Section 4B: Preventative Operations and Maintenance

Requirements: each wastewater facility shall describe routine preventative operations and maintenance activities by staff and contractors, including a system for scheduling regular maintenance and cleaning of the sanitary sewer with more frequent cleaning and maintenance targeted at known problem areas. The Preventative Maintenance Program should have a system to document scheduled and conductive activities, such as work orders.

Preventative Root Maintenance Program

The continual flow of nutrient-filled water found in sewer pipes attracts tree roots. Roots growing along the pipes can exert significant pressure on pipes, and roots pushing into and around gasket connection points expand in a radial manner and break seals.

Root infiltration can cause a blockage to the lateral, the sewer line servicing your home, resulting in sewage back up in your home and damage to your furnishings.

Homeowners are responsible for maintaining the lateral that services their home from the mainline to the structure.

The conventional method of removing roots by cutting or tearing is used to solve and immediate problem or stoppage, but this method does not retard the growth or destroy the roots outside the pipe. This is similar to pruning the bushes and shrubs surrounding your residence.

An annual chemical root control program can be an effective preventive maintenance measure. Products containing copper sulfate or metam sodium should be avoided, as both are harmful to the environment and to the natural bacterial, which normally decomposes dead roots.

A product that foams with the addition of water is the most effective means of coating the roots and pipe surfaces. The product approved for our type of systems is called RootX. RootX is a non-evasive chemical that retards root growth for a minimum of 12 months, and does not harm the tree or plant. This chemical treatment is a powder that turns to foam when contact with water is made; the product has a very low impact rate and will not affect the ability of the WWTP to function in any way.

The Alturas sewer staff will be implementing a semi-annual preventative maintenance program where they will clean trouble spots and treat the sewer mains. The staff will utilize root cutter attachment where deemed necessary, but will seek when possible to use a foaming root killer. Every year specific portions of the system will be treated along with any identified hot spots. The estimated cost per year to perform this maintenance will be approximately \$5000.00 and 60 labor hours.

Unfortunately they can't stop all roots from growing and from time to time will have to excavate and replace sewer pipe.

Fats, Oils and Grease (FOG) Program

Alturas sewer department does have commercial properties hooked into the sewer system. However, Approximately 87% of the hook-ups are residential in nature. Commercial and alternate use properties include restaurants, laundromats, hospital, schools with cafeterias. The department has identified key hot spots for FOG which includes select restaurants and the 12th St lift station which receives the bulk of its wastewater from an apartment complex.

Alturas sewer department has implemented the following FOG program. The City of Alturas has a water bill insert program which enables the city to supply customers with information on the disposal of FOG related items, and to be advised of the possible damage that can be caused if these items are improperly disposed of into the sewer system.

Alturas sewer department has a preventative maintenance program which quarterly introduces an environmentally friendly biological degreasing agent into the lift stations in order to prevent major FOG related blockages and SSO's. Alturas sewer department introduces these items by means of the lift

stations directly into the sewer system. Maintenance workers are regularly scheduled to open key manholes to watch for FOG. When FOG has been identified to have accumulated and broken loose, it is flushed from the system, and maintenance workers follow the fog through the collection system to the Wastewater Treatment Plant (WWTP). If fog that has accumulated somewhere in the collection system breaks loose and catches in the bar screen at the WWTP, the Chief Wastewater Treatment Operator is responsible for reporting it to the Assistant Director of Public Works.

Pipe Cleaning Program

Alturas sewer department performs routine maintenance on the sewer lines in the entire system. This includes a visual inspection and the use of an approved degreasing agent introduced into the pipeline for cleaning.

Alturas sewer department has a schedule map for four year rotation to ensure that the entire system is flushed.

Maintenance workers are required to document work for the records of all system repairs either emergency or scheduled at the office. These records are used to identify possible problem areas in the system, as well as potential problems. These records are also used in order to maintain compliance with regulatory agencies.

Camera Monitoring Program

Alturas sewer department is in the process of implementing a closed circuit camera program to inspect the pipelines within the entire system. This technology will help identify problems and allow them to be resolved. Due to the rural location of Alturas, the use of contract CCTV services for emergencies and more than annually were demonstrated to be cost prohibitive. In 2009 the City Council therefore approved the purchase of a state of the art CCTV system. The CCTV system is housed in a special truck. Maintenance workers have been trained in the operation of the CCTV system.

The Program will include the use of the CCTV system to perform evaluation in emergency events where the causal factors are unknown, and monitor and identify areas of the system in need of repair or replacement. The Camera will allow for preventive maintenance to be performed, this will lead to a reduced need for emergency maintenance and reduce possible SSO events. The current program plans include a rotating schedule of monitoring. The rotation will occur over a four year period with up to ¼ of the system will be monitored by the camera system, with the system being scheduled for the next camera session every four years. Any areas deemed a potential problem area or where a problem had been identified will be assigned a work order and Alturas sewer department staff will repair or replace the affected portion of the system. All records of this maintenance will then be documented and kept on file.

Chart to identify nature and quantity of debris removed

	Clear (no debris)	Light	Moderate	Heavy
removed during cleaning				
Sand, Grit, Rock	CLR	DL	DM	DH
Grease	CLR	GL	GM	GH
Roots	CLR	RL	RM	RH
Other Specify	CLR	OL	OL	OH

Lift Station Preventative Maintenance Program

Alturas sewer department performs annual preventive maintenance and cleaning of the three lift stations in the system. Inspections include quarterly amperage and voltage readings of the pump equipment, evaluation for moisture contamination within electrical panels, and testing of the auto dialer mechanisms. Maintenance includes pressure washing the hold tanks, use of vacuum truck if deemed necessary, visual inspections of the wet well and all equipment and documenting any potential problems or damage requiring repair or replacement. Alturas sewer department staff will repair or replace affected portions of the lift stations. All records of this maintenance will then be documented and kept on file.

System Blind Spots

In the Alturas sewer department system there are no true blind spots where and SSO would go unnoticed for any amount of time, long or otherwise. The area with the largest potential for a blind spot is the main line between the south side of the Pit River and the north side. In this location the main line runs underneath the Pit River and it unable to be evaluated with a CCTV. This section of line was evaluated in 2009 through flow comparisons. It also had repairs conducted along the top of the bank on south side of the river. This section is to be evaluated through biennial colored die testing, and flow comparison by the maintenance workers. In this section a small leak may be unnoticeable to Alturas sewer staff but a significant leak would likely be quickly identified due to siphoning of silt and sand in the system.

Work Order System

A work order system is being implemented to allow for documentation and the tracking of progress and potential hot spots within the system. A work order will be written for all repairs and maintenance done on the system prior to work being undertaken, with an exception existing in the case of a system emergency where a work order will be written after the initial emergency has concluded or all repairs have been completed.

Work order records will be used to determine how much of the system was cleaned, repaired, or replaced during a year. The records will also identify the exact location of all work completed on the system and will identify if any areas are affected more than others.

Customer Complaints

Alturas sewer department will take all complaints from customers very seriously. In case of a complaint, a work order will be issued to allow Alturas sewer department staff to investigate the nature of the complaint. The results of a positive investigation will remain documented at the office. In the case that there is no identifiable problem, this will be documented on the work order and kept on file. If a problem is identified Alturas sewer department will work to promptly resolve the problem. If the problem is identified in an area not property of the Alturas sewer department, the homeowner will be advised on the procedures to follow to resolve the problem. If a homeowner does not resolve the problem, Alturas sewer department will do so with all costs to include labor, materials, permits, and administration fees to be charged back to the homeowner. If the homeowner refuses to pay said costs legal action and possible termination of services provided by the Alturas sewer department may be pursued to resolve the debt incurred to the City.

Section 4c: Rehabilitation and Replacement Plan.

Requirements: develop a rehabilitation and replacement plan to identify and prioritize system deficiencies and implement short-term and long-term rehabilitation actions to address each deficiency. The program should include regular visual inspection and TV inspections of manholes and sewer pipes, and system for ranking the conditions of sewer pipes and scheduling rehabilitation. Rehabilitation and replacement should focus on sewer pipes that are at risk of collapse or prone to more frequent blockages due to pipe defects. Finally, the rehabilitation and replacement plan should include a capital improvement plan that addresses proper management and protection of the infrastructure. The plan shall include a time schedule for implementation of the short-term plans plus a schedule for developing the funds needed for the capital improvement.

Rehabilitation and Replacement Plan

The City of Alturas sewer infrastructure is a constant concern of the department. The Alturas sewer department is implementing a rehabilitation and replacement program to address the needs to update, repair, or replace infrastructure that is no longer working at the highest levels of efficiency .The plan will call for a three tier program that starts with system evaluation, then repair and rehabilitation, and finally follow-up. This program will set projects within two categories which are long-term and short-term projects. Short-term projects include the actual time to perform the evaluation of the system in determined areas to identify the extent of any needed repairs, replacement and rehabilitation. In cases where the evaluation shows no needed response the area will be documented as clear and the next designated area will then be addressed. Short-term projects will be determined by the financial impact on the City, if the yearly allotted budget will not allow for the cost of a determined repair it will be deemed a long-term project. As of 2019 the annual budget for repairs and maintenance from the Operation and Maintenance fund is \$26000.00. This budget is largely to assist in what are deemed short-term projects and at the WWTP.

Long-term projects will be deemed any project requiring funds more than the allotted amount in the yearly budget for repairs and maintenance. Long-term projects will include and rehabilitation or repair that will require the use of finances from the City of Alturas Sewer Reserve Fund (SR), an outside funding source which may include loans and grants, or from future revenues in the Operation and Maintenance fund (O&M) which are available to complete said project. To assist in distinguishing the collection system from the treatment facility, the WWTP also has a dedicated reserve fund for long-term capital replacement which is named the Wastewater Capital Reserve Fund (WCRF).

Capital improvements will be addressed as long-term projects. To assist in funding future long-term projects the Alturas Sewer Capital Improvement Plan (ACSIP) will be set up for each major long-term project to aid in financing future projects. The final step of the rehabilitation and replacement plan will be to continually re-evaluate areas after rehabilitation has been completed to get an estimate on time of service for all repaired or replaced materials to allot for proper maintenance, upkeep, and an estimated time that future repair or replacement may need to take place. This will allow the City to see from start to completion the time necessary to make such repairs or replacements, and will allow for better estimates for funds needed to continue such projects. It will also allow the City to evaluate the effectiveness of repairs and replacements in order to assure the efficiency of the system as a whole.

Recent progress was made to the collection system with the replacement of all three lift stations in 2008, and the beginning of a manhole rehabilitation program. The replacement lift stations were funded through a 20 years state SRF loan in which the repayment is funded through a significant rate payer increase that took effect in 2002 and again in 2008. Replacement of the lift stations was a key element in improving system efficiency, reducing O&M costs, increased employee safety and OSHA compliance, and reduction in SSO discharge risk. In 2009 a program was undertaken where select manholes have been and continue to be rehabilitated under a program overseen by the Assistant Director of Public Works, An incremental annual manhole rehabilitation program is necessary to improve traffic safety from catastrophic failure and to minimize inflow and infiltration. This long-term project program has been chosen as an alternative to a onetime comprehensive rehab project. This is because overall system funding needs currently prioritize the phase II treatment facility upgrades and collection system mainline repairs, and ratepayer capacity has been utilized to fund the phase I treatment facility upgrades and rehabilitation of the lift stations in the collection system that occurred in 2008.

Current long-term projects in the City largely include select replacement of clay pipe mainline sections which are beyond their useful life based on recent CCTV evaluation. Other long-term projects include the prioritized rehabilitation and replacement of select mainline sections to be synchronized with street rehabilitation projects, and an infiltration and inflow (I&I) reduction program. Worthy of mention among future long-term projects that are currently in process of being evaluated is a set aside for the long-term replacement of the Pit River sewer siphon which will require advance planning and permitting, and will entail significant costs to undertake.

Section 4d training

Requirements: provide training on a regular basis for staff in sanitary sewer operations and maintenance, and require contractors to be appropriately trained.

It is the policy of the Alturas sewer department to train employees on all equipment used according to manufactures recommendations. The City of Alturas conducts regular safety training through videos, continuing education (CEU's), and has a safety manual that is included in this portion of the SSMP. Each employee is required to read the manual within 24 hours of hire date and/or before use of any equipment. Each employee must complete the courses listed below prior to engaging in any of the activities.

Specific training classes are conducted by an outside agency and/or the use of training videos.

1. Confined space

2. Excavation/trenching
3. Lock-out/tag out
4. Wastewater/ Blood borne pathogens
5. Personal Protective Equipment
6. Hazardous Materials
7. Sewer Standards
8. Traffic Safety

Section 4 e: Contingency Equipment and Replacement Inventories

Requirements: Provide equipment and replacement part inventories, including identification of critical replacement parts.

The Alturas sewer department is considered a small system. Being as such, does not stock all replacement parts but can obtain needed parts from local vendors within a twenty four hour period.

Section 5: Design and Performance Provisions

Section 5a: Standards for installation, Rehabilitation, and Repair

Requirements: The SSMP must identify design and construction standards and specifications for the installation of new sanitary sewer systems, pump stations and other appurtenances, and for the rehabilitation and repair of existing sanitary sewer systems.

Introduction

The Alturas sewer department's design and construction standards are used by Alturas sewer department staff and are communicated to consulting engineers and/or developers at the start of a design process or proposed development.

Regulatory Requirements for the Design and Performance Provisions Section

The regulatory requirements for the design and performance provisions section are:

RWQCB Requirement (Design and Construction Standards):

- a. Standards for Installation, Rehabilitation and Repair

Each wastewater collection system agency shall identify minimum design and construction standards and specifications for the installation of new sewer systems and for the rehabilitation and repair of existing sewer systems.

- b. Standards for Inspection and Testing of New and Rehabilitated facilities

Each wastewater collection system agency shall identify procedures and standards for inspecting and testing the installation of new sewers, pump stations, and other appurtenances; and for rehabilitation and repair projects.

GWDR Requirement (Design and Performance Provisions):

- (a) Design and construction standards and specifications for the installation of new sanitary sewer systems, pump stations and other appurtenances; and for the rehabilitation and repair of existing sanitary sewer systems; and for the rehabilitation and repair of existing sanitary sewer systems ; and
- (b) Procedures and standards for inspecting and testing the installation of new sewers, pumps, and other appurtenances and for rehabilitation and repair projects.

Construction Standards

The Alturas sewer department's construction standards are specified in the Alturas City Code Chapter 21; Sewers and Sewage Disposal. The Alturas City Code also utilizes the APWA standards as a reference throughout the chapter.

Section 5b: Standards for Inspecting and testing of new, rehabilitated, and repaired facilities.

The processes for testing and inspecting of new, rehabilitated, or repaired facilities are available within the Alturas City Code. As written into the standards testing and inspection shall be performed by the contractor in compliance with the construction standards and will be monitored by the City or its contracted engineer to assure compliance has been achieved.

Section 6: Emergency Response Plan

6.1

Requirement: each enrollee shall develop and implement an overflow emergency response plan that includes measures to protect public health and the environment. At a minimum, this plan must include the following:

- A. Proper notification procedures so that the primary responders and regulatory agencies are informed of all SSO's in a timely manner;
- B. A program to ensure an appropriate response to all overflows;
- C. Procedures to ensure prompt notification to appropriate regulatory agencies and other potentially affected entities (e.g. , health agencies, Regional Water Boards, Water suppliers etc.) of all SSO's that potentially affect public health or reach water of the State in accordance with the MRP. All SSO's shall be reported in accordance with MRP, the California Water Code, other State Laws, and other applicable Regional Water Board WDR's or NPDES permit requirements. The SSMP should identify the officials who will receive immediate notification;
- D. Procedures to ensure that appropriate staff and contractor personnel are aware and follow the Emergency Response Plan and are appropriately trained;

- E. Procedures to address emergency operation, such as traffic and/or crowd control and other necessary response activities; and
- F. A program to ensure that all reasonable steps are taken to contain and prevent the discharge of untreated and partially treated wastewater to the waters of the United States and to minimize or correct any adverse impact on the environment resulting from the SSO's, including such accelerated or additional monitoring as may be necessary to determine the nature and impact of the discharge.

6.2

Procedure to handle reports of sewer overflow:

1. Receipt of information regarding an SSO:

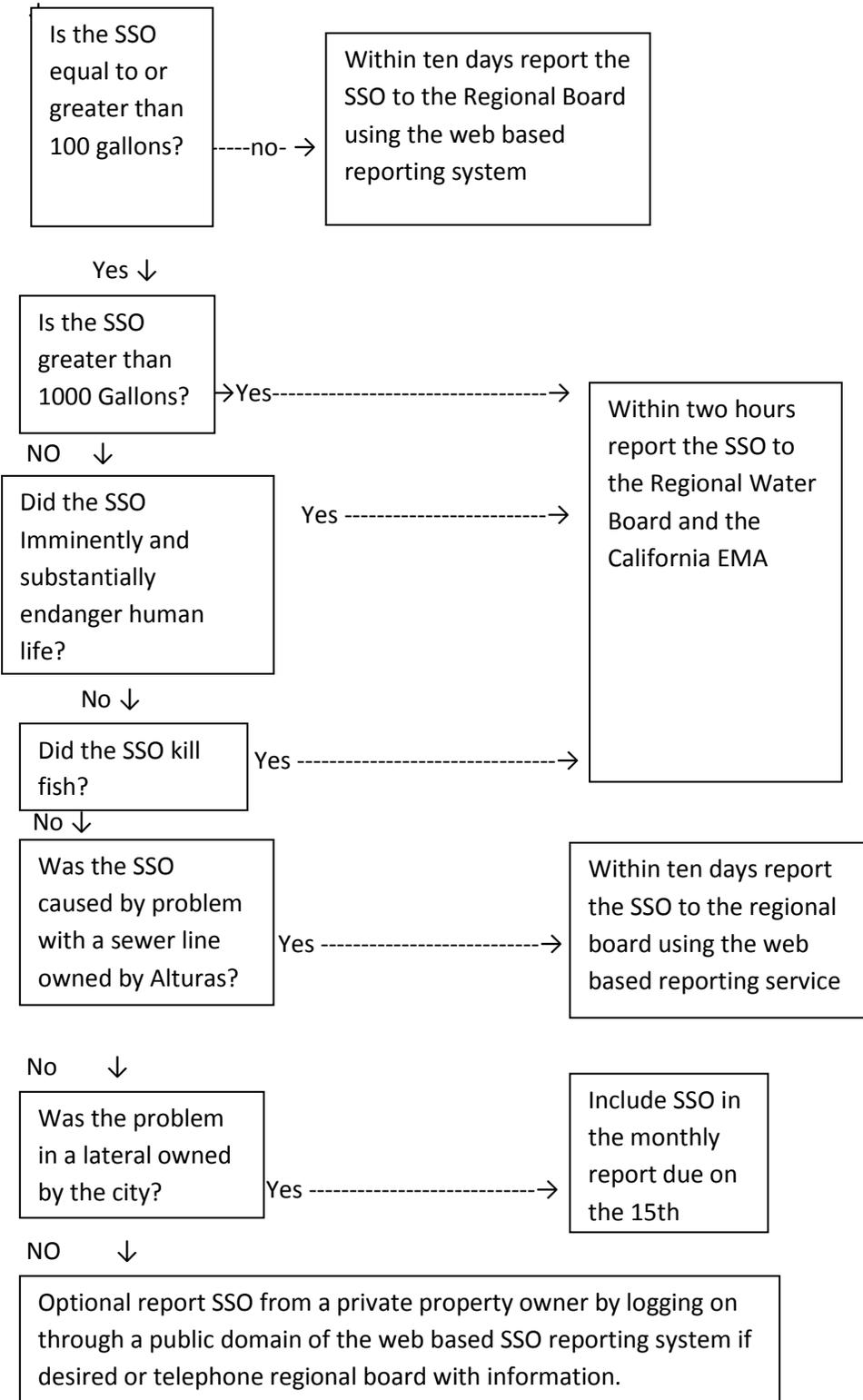
Any employee of the Alturas sewer department or City Council Member may receive the information of an SSO. Employees and Board Members may receive after hour calls.

- A. The person who receives the sewer call should obtain all relevant information available regarding the overflow including the following:
 1. Time and date call received
 2. Specific location
 3. Description of the problem
 4. Time overflow was noticed by caller
 5. Callers name and phone number
 6. Observation of caller; odors duration and back or front of property or street
 7. Any other information that will assist crews to locate and stop the overflow quickly.
- B. Person taking call will then immediately dispatch information to the proper person to handle the situation
- C. The person designated (immediate supervisor and/or Maintenance worker will then go through the following processes;
 - i. Determine cause and amount of overflow
 - A. If a pump malfunction is determined to be the cause at a lift station the designated person to call is the Assistant Director of Public Works (to be assigned)
 - B. Block storm drain if needed
 - C. Push as much of the spill back into the manhole or lift station as possible
 - D. If needed use trash pump to transfer spilled sewage back into the manhole or lift station.
 - E. As soon as possible pull sewage pump and repair or replace
 - F. Hose area down towards manhole or lift station and disinfect
 - G. If spill occurred because of blockage in the main line:
 1. Attempt to unclog line with a jet rodder, if not possible
 2. Expose main and replace pipe

3. Follow clean up instructions above
 - ii. Follow sanitary Sewer Overflow Reporting Process

Sanitary sewer Overflow Reporting Process

START



Requirements: each Enrollee shall evaluate its service area to determine whether a FOG control program is needed. If an enrollee determines that a FOG control program is not needed the enrollee

must provide justification as to why it is not needed. If Fog is found to be a problem, the enrollee must prepare and implement a FOG source control program to reduce the amount of these substances discharged into the sanitary sewer system. This program shall include the following as appropriate.

- a. An implementation plan and schedule for a public education outreach program that promotes proper disposal of FOG;
- b. A plan and schedule for the disposal of FOG generated within the sanitary sewer system service area. This may include a list of acceptable disposal facilities and/or additional facilities needed to adequately dispose of FOG generated within a sanitary sewer system service area;
- c. The legal authority to prohibit discharges to the system and identify measures to prevent SSO's and blockages caused by FOG;
- d. Requirements to install grease removal devices (such as traps, or interceptors) design standards for the removal devices, maintenance requirements, BMP requirements, record keeping and reporting requirements;
- e. Authority to inspect grease producing facilities, enforcement authorities, and whether the enrollee has sufficient staff to inspect and enforce the FOG program;
- f. An identification of sanitary sewer system sections subject to FOG blockages and establishment of a cleaning maintenance for each section, and
- g. Development and implementation of source control measures for all sources of FOG discharged into the sanitary sewer system for each section identified in (f) above.

Fats, Oils and grease (FOG) program

Alturas sewer department has a preventative maintenance program which quarterly introduces an environmentally friendly biological degreasing agent into the lift stations in order to prevent major FOG related blockages and SSO's. Alturas sewer department introduces these items by means of the lift stations directly into the sewer system. Maintenance workers are regularly scheduled to open key manholes to watch for FOG. When FOG has been identified to have accumulated and broken loose, it is flushed from the system, and maintenance workers follow the fog through the collection system to the Wastewater Treatment Plant (WWTP). If Fog that has accumulated somewhere in the collection system breaks loose and catches in the bar screen at the WWTP, the Chief Wastewater Treatment Operator is responsible for reporting it to the Assistant Director of Public Works.

Section 8: System Evaluation and Capacity Assurance Plan

Introduction:

This section of the SSMP outlines the District's programs and activities to provide adequate capacity.

Requirements:

The enrollee shall prepare and implement a capital improvement plan that will provide hydraulic capacity of key sanitary sewer elements for dry weather peak flow conditions, as well as the appropriate design storm or wet weather event. At a minimum, the plan must include:

- a. Evaluation: Actions needed to evaluate those portions of the sanitary sewer system that are experiencing or contributing to an SSO discharge caused by hydraulic deficiency. The evaluation must provide estimates of peak flows (including flows from SSO's that escape the system associated with conditions similar to those causing overflow events, estimates of the capacity of key system components, hydraulic deficiencies (including components of the system with limiting capacities) and the major sources that contribute to the peak flows associated with overflow events.
- b. Design criteria: Where design criteria do not exist or are deficient, undertake the evaluation identified in (a) above to establish appropriate design criteria; and
- c. Capacity Assurance Measures: The steps needed to establish short- and long-term CIP to address identified hydraulic deficiencies, including prioritization, alternative analysis, and schedules. The CIP may increase in pipe size, 1/1 reduction, increases and redundancy in pumping capacity, and storage facilities. The CIP shall include an implementation schedule and shall identify source of funding.
- d. Schedule: The enrollee shall develop a schedule of completion dates for all portions (a)-(c) above. This schedule shall be reviewed and updated consistent with the SSMP review and update requirements as described in section D. 14.

Evaluation-Collection System Master Plan

The Alturas sewer department has completed an assessment of the capacity of our current collection system infrastructure to show that it has adequate resources to handle the inflow and infiltration possible with the system as it is currently operating. The Alturas sewer department has made it part of our design criteria to be included in the requirements of any contractor wishing to build within the City's jurisdiction the need to increase the capacity of the infrastructure to maintain compliance with this SSMP and other state regulations.

Evaluation Hydraulic Model

The Alturas sewer department compiles data at the Wastewater Treatment Facility that records real time flow to the plant. This data is primary in assisting to create a hydraulic model for the collection system. The newly installed lift stations are able to track pumping time and number of cycles which will enable the City to perform more precise modeling in the future. The current lift station pumping sizing and design was undertaken in 2006, with no significant upstream or downstream of the lift station since, any increased development above these lift stations will have to be evaluated for flow capacity, and if pump upsizing becomes necessary, then a new hydraulic modeling of the system below the stations would have to occur.

The data compiled shows that the current system has certain areas that are subject to infiltration but has adequately handle the flow throughout the entire monitoring period. Other portions of the collection system have no known periods of increases or decreases that have been correlated with inflow and infiltration events.

Based on an Infiltration and inflow study conducted by Adkins engineering in 1999, the City has a shelf ready set of plans and specifications for slip lining work in select areas of the collection system. This project to date remains unfunded, and maintenance operators under the direction of the Director of Public Works perform monitoring of the collection systems by pulling lids in order to ascertain if there are significant changes in hydraulic flows or areas of concern as documented in the study.

The current limiting factor in total system peak hydraulic flow is the Wastewater Treatment facility itself and not the collection system. The treatment facility components vary widely in their capacities, but the Parshall Flume peaks at 650 gpm.

Design Criteria

The capacity-related design criteria are included in section 5 of the SSMP, design and performance provisions.

Capacity Enhancement Measures- Capital Improvement Program

The Alturas sewer department will include that contractors whom wish to build within the city's jurisdiction will be required to increase the capacity of the current infrastructure to maintain the standards of this SSMP and any other state regulations. There are no known deficiencies currently noted within the system. Future enhancements will be documented within the City's Alturas Sewer Capital Improvement Plan if a need is determined. At this time no increases in the system will be publicly funded as the system has proven itself adequate. The design criteria and requirements must be agreed up by any private contractor wishing to build in the community prior to their projects actually being approved by the Alturas sewer department.

Schedule

The Alturas sewer department will place any publicly funded enhancements to the infrastructure of the current system in the Alturas Sewer Capital Improvement Plan if a need is determined. At this point no known collection system deficiencies have been found to identify a need to be scheduled.

Section 9: Monitoring, Measurements, and Program Modifications

Introduction

This section of the SSMP outlines the process that the Alturas sewer department will follow to evaluate the effectiveness of the SSMP and to identify updates that may needed for a more effective program.

Requirements

The Enrollee Shall:

- a. Maintain relevant information that can be used to establish and prioritize appropriate SSMP activities;
- b. Monitor the implementation and, where appropriate, measure the effectiveness of each element of the SSMP;
- c. Assess the success of the preventive maintenance program;
- d. Update program elements, as appropriate, based on monitoring or performance evaluations; and
- e. Identify and Illustrate SSO trends, including frequency, location and volume.

Performance Measures

The indicators that the Alturas sewer department will use to measure the performance of its wastewater collection system and the effectiveness of its SSMP are:

- Total number of SSO's;
- Number of SSO's by each cause (roots, grease, debris, pipe failure, capacity, pump station failures, and other);
- Portion of sewage contained compared to total volume spilled;
- Volume of spilled sewage discharged to surface water; and
- Planned to actual performance for preventative maintenance

Baseline Performance

The Alturas sewer department has limited historical or baseline performance data for the selected performance measures: The data available is shown in the following charts. Trends will be added when the quantity of data is adequate.

Calendar Year	Gravity Sewer SSO's	Pump Station SSO's	Force Main SSO's
2007	1	0	0
2008	0	0	0

2009	0	0	0
2010	0	0	0
2011	0	0	0
2012	0	0	0
2013	0	0	0
2014	0	0	0
2015	0	0	0
2016	0	0	0
2017	0	0	0
2018	0	0	0

Performance Monitoring and Program Changes

The Alturas sewer department will evaluate the performance of its wastewater collection system at least annually using the performance measures indicated in Subsection C, Performance Measures, above. The Alturas sewer department will update the data and analysis in this section at the time of the evaluation.

The Alturas sewer department may use other performance measures in its evaluation. The Alturas sewer department will prioritize its actions and initiate changes to this SSMP and the related programs based on the results of the evaluation.

Section 10: SSMP Audits

Requirements: As part of the SSMP, the Enrollee shall conduct periodic internal audits, appropriate to the size of the system and the number of SSO's. At a minimum, these audits must occur every two years and a report must be prepared and kept on file. This audit shall focus on evaluating the effectiveness of the SSMP and the Enrollee's compliance with the SSMP requirements identified in this subsection. (D. 13.), including identification of any deficiencies in the SSMP and the steps to correct them.

The Alturas Sewer department has no overflows, for the periods stated since the implementation of the SSMP program, as such the SSMP has demonstrated to be adequate and no deficiencies have been found. If an overflow occurs the Alturas sewer department will revisit the SSMP to assure compliance with all requirements.

Section 11: Communication Program

A. Introduction

This portion of the SSMP outlines the process involved in communicating with interested members of the public regarding the development, implementation of and performance of this plan.

B. Requirements

The Enrollee shall communicate on a regular basis with the public on the development, implementation, and performance of its SSMP. The communications system shall provide the public the opportunity to provide input to the Enrollees as the program is developed and implemented.

The Enrollee shall also create a plan of communication with the systems that are tributary and/or satellite to the Enrollees sanitary sewer system.

C. Communications during the SSMP Development and Implementation

The announcement of the SSMP development was made at the regular City Council meeting in January 2008. Development and implementation began at that time with element approvals beginning at the June 2008 City Council meeting, and finalization occurred at the special City Council meeting on February 28, 2011.

D. Communicating Sanitary Sewer Performance

The city will make information on the performance of its sanitary system performance available for review. The performance information will include the performance indicators listed in section IX of the SSMP; Monitoring, Measurement, and Program Modifications and will be compiled annually. Notice that the performance information is available for review will be posted on the City's bulletin board. The notice is also on the city of Alturas website is as follows:

The most recent compilation of the City of Alturas sanitary sewer maintenance plan (SSMP) information is available for review at 200 W. North Street, Alturas CA during normal business hours of 9AM-5PM Mon-Fri. Interested parties can contact the Director of Public Works at (to be assigned) or request information in writing at Attn: SSMP Inquiry; Public Works Department, 200 W. North St, Alturas CA 96101.

The City reports SSO's electronically to the California Integrated Water Quality System (CIWQS). The electronic SSO data, as well as information regarding regulatory actions, is available at:

<http://www.waterboards.ca.gov/ciwqs/publicreports.html>.

The district will direct interested parties to the CIWQS public access website.

The Public Works Director will report the performance of its sanitary sewer maintenance plan to the Alturas City Council annually at a public meeting and the performance information will be included in the minutes of that public meeting. The performance information will include the performance indicators listed in Section IX of the SSMP; Monitoring, Measurement, and Program Modifications and will be compiled annually.

E. Agreements with Satellite Collection Systems

The Alturas sewer department does have a satellite collection system, the Daphnedale Community Services District (CSD). The current agreement needs to be renegotiated, and there has been little interest by the Daphnedale CSD to engage with the city. The City engaged the Daphnedale CSD in 2019 at the time of the prop 218 rate notices, and multiple times thereafter, with little response. The Modoc Local Area Formation Commission (LAFCO) has undertaken a draft Municipal Services Review of the Daphnedale CSD in 2020. Approval of the draft MSR is anticipated in 2021, and recommendations include that the CSD must engage with the City to renegotiate an agreement between the two entities in the event that a change occurs with the satellite collection system and agreement with terms will be kept on file with the City of Alturas Clerks office in compliance with all requirements set forth in the SSMP.

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Section 1: GENERAL SAFETY RULES

1. All newly hired employees will receive training on the safety manual within 10 days of employment.
2. Always follow directions DO NOT take short cuts.
3. If you don't know ask, safety first.
4. Keep all work areas clean and clear of obstructions at all times.
5. Report unsafe conditions or practices to your supervisor immediately, things cannot be addressed if they are unknown.
6. Whenever you are involved in an injury or accident, regardless of however minor it may seem, report it immediately.
7. Get first aid promptly when injured.
8. Use, adjust, and operate equipment only when authorized to do so.
9. Do not alter, or remove any safety devices.
10. Wear personal protective equipment (PPE) as directed
11. Read and follow all labels and directions in operational manuals.
12. If you use chemicals, cleaning agents, or solvents, you are required to know how to understand the safety data sheets (SDS) and where to find them.
13. Always obey signs and posted instructions, they are there for a reason.
14. Listen carefully to your supervisors instructions if you are not sure of something ask for help.
15. When working with another employee, make sure you know what they are doing as well as communicating what you are doing.
16. Notify everyone who may be in danger or and unsafe environment due to the work being performed.
17. Never use improper or broken tools or equipment. Obtain the correct tool or have the broken one repaired or replaced to complete the job.
18. DO NOT obstruct aisles, emergency exits, walkways, or traffic areas with cords, equipment, or materials. A minimum 24 inch walkway must be maintained at all times.
19. When moving an item through an active area, verbally warn those around you of your approach and caution them to be aware of your activity.
20. Know where the nearest fire extinguisher, exit, and hydrant are at all times.
21. DO NOT allow others to take short cuts in, around, or through dangerous work areas.
22. When operating power equipment of any kind, caution should be exercised and proper PPE should be used.
23. Contact your supervisor immediately if a hypodermic device is found. Never risk picking up the device without taking proper safe handling procedures, to include PPE and proper disposal containers.

24. Observe “Wet Floor” signage and safe practices in hallways, restrooms, and pump rooms and work areas in general.
25. Never enter a confined space without a minimum of 3 people present and always following proper permit procedures.
26. Never enter a potentially dangerous work area without notifying the office or your supervisor and continually check in to ensure your safety.
27. DO NOT work at the water’s edge without another person present.
28. DO NOT drive any vehicle if impaired or if the conditions are unsafe for proper use.
29. When driving any vehicle follow the laws and all safety procedures at all times.
30. Always return tools and equipment to their proper place after use.
31. Employees shall use proper lifting techniques as outlined in the Back Injury prevention Procedure portion of this manual (section 4)
32. Proper hygiene shall be used when leaving or returning to work areas for breaks or duties (I.E. hand washing)
33. Horseplay and running are forbidden
34. No Jewelry, long hair, or loose clothing shall be allowed while around any operating machinery.

Section 2: Electricity

1. Treat electricity with respect.
2. When plugging in an electrical cord make sure your hands are dry, to eliminate the possibility of shock.
3. Grasp the plug and not the cord when unplugging any electrical device.
4. Electrical equipment should be grounded with a 3-prong plug or a separate ground wire.
5. Electrical outlets near liquids (sinks, and other water sources) shall be equipped with a GFCI electrical outlet.
6. Never use electrical testing equipment if not properly trained to do so.
7. Use and follow proper Lock out/ Tag out procedure when working on electrical equipment.

Section 3: Floor Surfaces

1. Floors shall be kept clean and dry.
2. Floors and platforms shall be kept free of projections, obstructions, holes, and loose boards or other materials comprising of the floor covering.
3. Always clean the floor or work area surface after a spill, or a deposit of waste water or solids has been present.

4. When working on any surface always wear appropriate footwear.
5. When mopping floors always place a (wet floor) sign to alert others of possible slip hazards.
6. Always mark cords, hoses, or equipment lines by cones, tape, or holders to alert others of a potential trip hazard.
7. Always take extra precaution in work areas where conditions may change rapidly or are uncontrollable due to weather, or other circumstances.

Section 4: Lifting and Moving Objects

Improper lifting techniques are responsible for a large percentage of back injuries among workers.

Proper methods of lifting and handling protect against injury, and makes work easier.

You need to **“think”** about what you are going to do before bending to pick up an object. Over time safe lifting techniques should become a habit.

The following are the basic steps of safe lifting and handling.

1. Size up the load and check overalls conditions. Don't attempt to lift by yourself if the load appears to be too heavy or awkward. Check that there is enough space for movement, and that the footing is good. “Good Housekeeping” ensures that you won't trip or stumble over an object.
2. Make certain that your balance is good. Feet should be shoulder width apart, with one foot beside and the other foot behind the object to be lifted.
3. Bend at the knees. Don't stoop keep back straight but not vertical. (There is a difference. Tucking the chin straightens the back.)
4. Grip the load with the palms of hands and fingers. The palms grip is much more secure. Tuck in the chin again to make certain your back is straight before starting to lift.
5. Use your body weight to start the load moving, and then lift by pushing up with the legs. This makes full use of the strongest set of muscles.
6. Keep the arms and elbows close to the body while lifting.
7. Carry the load close to the body. Don't twist your body while carrying the load. To change directions, shift your foot position and turn your whole body.
8. Watch where you are going!
9. To lower the object, bend knees. Don't stoop. To deposit the load on a bench or a shelf, place it on the edge and push it into position. Make sure your hands and feet are clear when placing the load.

- Make it a habit to follow the above steps when lifting anything-even a relatively light object.
- Team lifting must be coordinated.
- If the weight, shape, or size of an object makes the job too much for one person, ask for help.
- Ideally, workers should be of approximately the same size for team lifting. One individual needs to be responsible for the control of the action to ensure proper coordination. If one worker lifts too soon, shifts the load, or lowers it improperly, either they or the person working with them may be injured.
- **Lifting heavy objects**
- Safe lifting of heavy items requires training and practice. For example we've probably all seen a small person move heavy sacks with relative ease. The secret of this lies in taking the proper stance and grip. When equipment is available, it should be used to lift and carry heavy objects. Loaders, forklifts, hoists, etc. are made for this purpose.

Finally some "Do's" and "Don'ts" of safe lifting and carrying.

Do

Tuck in the chin to keep the back as straight as possible while lifting.

Lift with the strong muscles.

Ask for help with heavy, awkward items.

When possible, use mechanical equipment to move heavy items.

Don't

Use your back muscles to do lifting.

Try to lift an item that is too heavy or awkward.

Twist your body while carrying an object.

Do not attempt team lifting without proper coordination.

Section 5: Machinery and Equipment safety procedures

General

1. Use all safeguards provided. These safety devices are designed for your protection.
2. Report and missing safety guards to your supervisor immediately.
3. Work only equipment that you have been assigned to and that you have been trained on.
4. Inspect your equipment and be sure that it is safe to use before commencing operation.
5. DO NOT operate any equipment that you think is unsafe; report it to your supervisor immediately.
6. DO NOT leave equipment unattended while it is in operation.
7. DO NOT oil, or repair the equipment or machinery unless you have been trained and are authorized to do so.
8. DO NOT make any electrical repairs unless qualified to perform these tasks.
9. DO NOT distract staff members while they are operating or repairing equipment.

Air Compressor Operation:

1. Never direct compressed air towards a person.
2. When compressed air is used for cleaning purposes, the pressure must be regulated to no more than 40 psi.
3. The psi must be reduces to a maximum of 10psi if an employee uses it to clean off clothing.
4. DO NOT use compressed air to clean ip or move combustibles that might be suspended in the air causing a fire or explosion hazard.
5. Change the air filters on the intake regularly and keep the compressor lubricated per the manufacturers recommendations if properly trained to do so.

Bench grinder, Belt Sander, and Abrasive Cut-off Saw Operation

1. Wear eye protection and as needed, use a face shield.
2. Wear a respirator during the buffing operation when dust is more prevalent.
3. Keep guards in place when using the grinder.

4. Keep the distance between the support rest and the face of the grinding at 1/8th of an inch maximum. Maintain guard coverage over the grinding wheel to 75%.
5. Always shut the power off the abrasive saw before placing the material to be cut under the saw.
6. Never hold material to be abrasive sawed with the hands, securely clamp the material to a bench or the saw table.

Custodial Duties:

1. Custodial closets or storage areas shall be kept clean and free of clutter.
2. Replace all container lids after use to prevent spills.
3. Use back injury prevention techniques when sweeping, mopping, or vacuuming.
4. DO NOT leave cleaning supplies and equipment out in an area that could cause accidents or injuries.
5. Use gloves when using cleaning chemicals.
6. SDS sheets must be on file for all cleaning chemicals used.
7. Never mix cleaning chemicals together as this can cause chemical reactions leadint to injuries or even death.

Vehicle Operation:

1. Seat belts shall be worn while operating any vehicle where they are provided,
2. Employees shall not exceed the speed limit or use excessive speed for prevailing conditions,
3. Employees will practice defensive driving techniques.
4. Alcoholic beverages and intoxicating substances are forbidden prior to or during operation of any vehicle.
5. Vehicles shall be parked in a will lighted area and locked to discourage criminal activities.
6. Employees will follow all laws while operating Company vehicles.
7. Only licensed drivers will be allowed to operate company vehicles.

Office work:

1. At computer workstation, background and screen lighting shall be adjustable.
2. Chairs shall be adjustable.
3. Computer screens shall be adjustable.
4. Keyboards shall be adjustable.
5. Workplaces should be kept free of debris, floor storage and electrical cords.
6. Adequate aisle space shall be maintained at all times.

7. Open file cabinets one drawer at a time to prevent tipping hazards.
8. Use care when opening and closing file cabinet drawers to avoid pinching fingers.
9. Use caution when carrying loads, avoiding overexertion and strains.
10. Avoid leaning backwards in chairs, preventing injuries from fall or spill.
11. Employees should seek eye care to determine if glasses are needed for safe screen viewing.
12. Use rest periods to relax eyes and body. These periods should be taken at a minimum of every hour while operating a computer station.

Copy Machine Operation:

1. Read all warning signs on machine before operating.
2. Be aware of pinch points on machine.
3. DO NOT smoke around duplicator, flammable liquids are used in the operation of this machine.
4. All guards must be in place before operating machine.
5. Use proper personal protective equipment when cleaning or servicing machine.
6. A SDS sheet for each hazardous chemical used in the machine must be on file.

Section 6: Guest Services

1. When coming out of doorways, always exit with caution to avoid collision with others.
2. Always be aware of your surroundings.
3. Never argue or raise your voice to a customer.
4. If a customer is being difficult, violent, or is harassing you, call for another employee or law enforcement for assistance.

Section 7: Hazardous Materials Emergencies/Chemical Spills

1. Despite all safety precautions, it is possible that an accident could create annoying, or hazardous conditions for those people in close proximity to a hazardous materials or chemical spill.
2. If there is a hazardous materials or chemical spill on City property follow these procedures:
 - a. Note the exact location of the spill
 - b. Do not leave this site unattended unless absolutely necessary
 - c. What is the nature of the emergency (Examples: sewer spill, fuel spill, unknown chemical spill, accidental mixing of two chemicals).
 - d. If possible identify what chemicals or hazardous materials are present.
 - e. Follow up precautions as found in the SDS sheets.
 - i. if spill is too large to handle or involves volatile substances like fuel you will need to contact the local fire department, poison control center, or both.
 - ii. if a spill of this nature the City Council will be notified immediately of the situation.
3. Keep the area of the spill/accident clear of bystanders.

4. Do not try to clean up a spill if you have no information from the SDS or local authorities as you could unknowingly cause more harm to yourself or others.
5. If the spill can cause harm to others an immediate notification of the persons affected area must be made, to include precautions they must take, evacuation orders if necessary, and how to obtain further information on the incident.
6. A record of any hazardous material or chemical spill must be kept on file no matter the size for 5 years as per OSHA regulations. OSHA must be notified of an incident if it causes harm to more than 2 persons or creates a need for quarantine or hospitalization of any persons.

Section 8: First Aid:

1. In case of a first aid emergency always know the location of the closest first aid kit.
2. A first aid kit will be kept with any company vehicle, office or building where an emergency may occur.
3. DO NOT administer first aid treatment unless you are qualified to do so.
4. In the event that an injury consists of head injuries, possible neck or back injuries, or circumstances where the person is found unconscious immediately notify EMS.
5. In case of any emergency where more than basic first aid is required immediately notify EMS.
6. If you must perform CPR follow your training and stop only if:
 - a. You are relieved by a person with the same qualification or above
 - b. The scene becomes too dangerous to continue in
 - c. You are the only responder and you become too tired to continue.
7. If you are not comfortable administering aid to a person keep them as comfortable as possible until further help can arrive.
8. In regards to seizures:
 - a. Never try to hold a person having a seizure down, as this can cause harm to them and you.
 - b. Never try to lace anything in a seizure patient's mouth.
 - c. Clear the area and try to keep subject from hurting themselves on objects that cannot be moved.
 - d. After a seizure has run its course, lay the victim on their side and check for signs of breathing. If none are present begin CPR if trained and comfortable.
 - e. If seizure patient does not regain consciousness after a few minutes, begins seizing again, has hit their head during the seizure, or has stopped breathing immediately notify EMS.

