

# Safety



**Awareness is Everyone's  
Responsibility**

## **SAFETY AWARENESS IS EVERYONE'S RESPONSIBILITY**

Throughout Disneyland, the safest conditions have been designed for our guests and employees. Our entire Cast must continually be on the alert to help protect our guests as well as fellow employees from possible accidents or mishaps. State and federal laws mandate training in accident prevention, safety, safe work practices and operating procedures. Opportunities for periodic review are likewise required to ensure all personnel are kept current with new developments and procedures. Detailed safety instruction for your specific role is provided on the job as it becomes necessary. Knowledge and application of the information contained in this booklet will benefit all cast members.

## **SAFETY AWARENESS PREVIEW**

All Disneyland Cast Members should be knowledgeable of how to respond when specific incidents occur. The following basic response procedures have been established.

**FIRE** — Call the Fire Department, extension 5500 or "0".

**MEDICAL EMERGENCIES** — Call First Aid, extension 4204.

**HAZARDOUS MATERIALS SPILL** — Call Fire Department, extension 5500.

**ON-THE-JOB INJURIES** — Notify Supervisor and go (report) to First Aid.

More detailed information on specific responsibilities, required of all Cast Members in any of the above mentioned situations, is contained in the following explanatory material.

## **I. ACCIDENT PREVENTION**

All Disneyland employees are expected to be actively involved in our Accident Prevention Program by practicing the following principles:

1. Do your part to eliminate accidents.
2. Maintain and use all necessary physical safeguards and personal protective measures and equipment.
3. Develop and constantly practice the maximum degree of individual safety consciousness.
4. Comply individually and collectively in the enforcement and continuous improvement of the program.

Have a "safety attitude" about things around you. Report any hazards — a loose board, a non-working light — anything which might cause a stumble, trip, cut or present a hazard. Happiness and safety go together. Practicing safety, as well as showmanship, will protect you, our guests, and your fellow workers.

## **II. MEDICAL EMERGENCIES**

A medical emergency is essentially a condition of extreme distress.

This condition is not always easy to define, or even perceive, due to the wide variety of symptoms ranging from visible bleeding injuries to grand mal seizures, to illnesses that have no specific, visible outward signs. There is one basic emergency rule to remember: When in doubt over whether an emergency is or has occurred and what to do about it, call Central First Aid — extension 4204. A Registered Nurse will respond.

While extreme chest pain may only be gas, it could mean a heart attack.

Since the proper steps to take in an emergency aren't always apparent, depending upon a number of factors, it is extremely wise to allow the Nurse to make any decision regarding medical treatment.

Our Registered Nurses have years of experience and specialized training, the training that is crucial to evaluating and handling situations involving extreme distress.

### III. ACCIDENT REPORTING

When an accident occurs, take the applicable steps from the following courses of action:

1. If an injury has occurred, make the injured person comfortable if possible. Please do not administer any first aid.
2. Notify First Aid . . . extension 4204. When you notify First Aid, give your name, the location of the injured person and the nature of the injury. You may request a wheelchair or stretcher, but should provide the nurse with sufficient information to assess and dispatch an appropriate response.
3. Stand by until the Nurse arrives.
4. When the Nurse and the Security Officer arrive, follow their instructions.
5. Do not make any statements or remarks; concentrate on the welfare of the injured person.
6. Notify your Lead and Supervisor and fill out any Investigation or Incident Reports and statements.
7. Be observant of guest safety at all times. If you are witness to any incident, offer the service of First Aid to the guest and *always* fill out a CONFIDENTIAL REPORT OF INCIDENT.(P-911 R-2) However, if the offer of First Aid is refused, it is advisable that you complete a "Jane or John Doe" report detailing the events as soon as possible. In certain instances, the guest will not realize the injury has occurred until several hours later when the facts are no longer clear. In such a situation, an eye witness report can be very important.
8. Equal concern should be given to the safety of our employees. In the case of an on-the-job accident, the Lead or Supervisor is expected to immediately complete a Supervisor's Accident Investigation Report. (D-406 R-4).

When completing a Supervisor's Accident Investigation Report, the following guidelines should be adhered to:

- a. Complete the report thoroughly and neatly. Do not hurry your write up. Think about your answers.
- b. Be sure that it is written as an "investigation of" rather than a "report of" (the narrative should always be written in the third person.)

- c. Incidents involving possible back injuries, strains and sprains require very careful investigating and a great deal of thought.
- d. When confronted with an apparent case of *carelessness* or *negligence*, use these words or similar phrases as a starting point for additional investigation, not as the finishing point. About carelessness or negligence, little can be done; about the *cause* of carelessness or negligence, much can be done.
- e. Be objective in your "analysis" and "prevention" comments. Note employee actions or behavior as observed, i.e., . . . talking with fellow employee, . . . ignored oncoming cars, . . . removed saw blade guard, . . . did not pay attention to position of saw blade, . . . distracted by scooter backfire, etc.

Quite often in probing for the real cause of a given accident, we find that several circumstances, reasons, or persons actually contributed toward the end result. Each one should be listed and acted upon individually. Every accident-cause factor uncovered in an investigation should be corrected if feasible. Who can predict that a specific item, regarded as a secondary or contributory cause of a minor accident today, might be the very thing that can prevent a major incident tomorrow.

#### IV. INJURY/ILLNESS REPORTING

If you get hurt on the job, report it *immediately* to your Lead and report to First Aid whether the injury is minor or major. As soon as possible, notify your Supervisor so that an Accident Investigation Report can be completed.

You are covered by Worker's Compensation if injured while on the job, but *First Aid must know about your injury as soon as it happens*. Employees are not to seek or procure their own treatment for on-the-job illness or injury (California Labor Code). Disneyland is required to provide treatment. If you encounter difficulties and/or increased discomfort from your occupational injury or illness, please return to Central First Aid to see the nurse or call Disneyland First Aid (714) 999-4204, or 4204 on any of Disneyland's telephone lines. A Nurse will advise you what to do and can make proper arrangements for your treatment.

If you become ill while on the job, notify your Lead or Supervisor and they will send you to First Aid. First Aid will then contact your department to let them know what actions they have taken. Please stay at home with any contagious diseases.

Generally, if you are off work for any illness or injury for five or more workdays (less time for some injuries or illnesses) you will need a written release, without restrictions, from your treating physician. After securing this release, call First Aid and inform the Nurse of your status and make an appointment to come into First Aid. Before you may be released to work, you must be seen in First Aid by the Company Physician.

## V. SICK PAY ENTITLEMENT

A Cast Member who has been released from shift through First Aid because of nonoccupational illness may, if eligible, file for reimbursement covering the authorized noncompleted portion of the schedule shift. Reimbursement will be made in units of one (1) hour but not to exceed the amount that would have been earned if the regularly scheduled shift has been worked. Eligible employees who are off on a nonoccupational or occupational medical leave of absence may use sick leave pay to supplement their State Disability or Workers Compensation Disability payments to approximate their take home pay. The Cast Member must complete a "Request for Sick Leave Pay" Form (P-531 R-2), which should be submitted to their supervisor who will forward it to Personnel Records. Supervisors should indicate on the form when sick pay is being used to augment Disability payments.

## VI. HAZARDOUS MATERIALS HANDLING

There are many new federal and state regulations concerning hazardous materials. Every Cast Member who uses or handles hazardous materials and waste on a regular basis will receive appropriate specific training regarding proper and safe handling of these materials.

Definitions:

*A Hazardous Material* is any material that is explosive, flammable, poisonous, corrosive, reactive, or toxic.

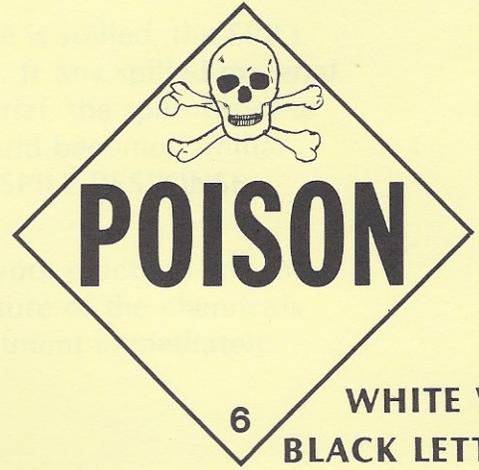
*A Hazardous Waste* is any contaminated hazardous material that is ready to be disposed of, or has served its intended use.

Hazardous materials will be properly labeled. Since Hazardous Materials are stored in many locations throughout the Park, spills may occur almost anywhere in the Park. All Cast Members are responsible for reporting spills of hazardous materials.

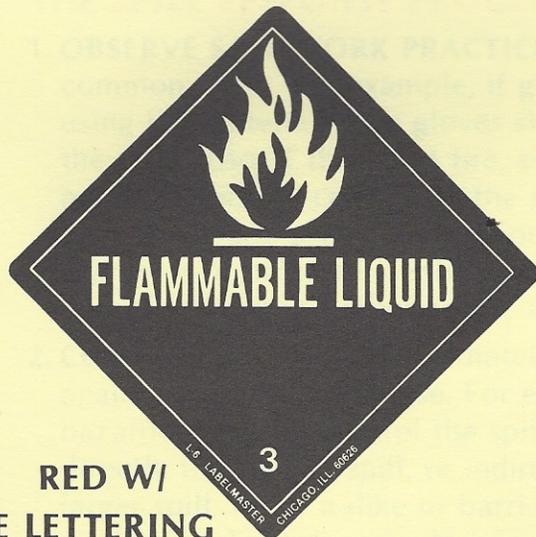
Some common labels present at Disneyland that you should be familiar with are the following:



RED W/  
WHITE LETTERING



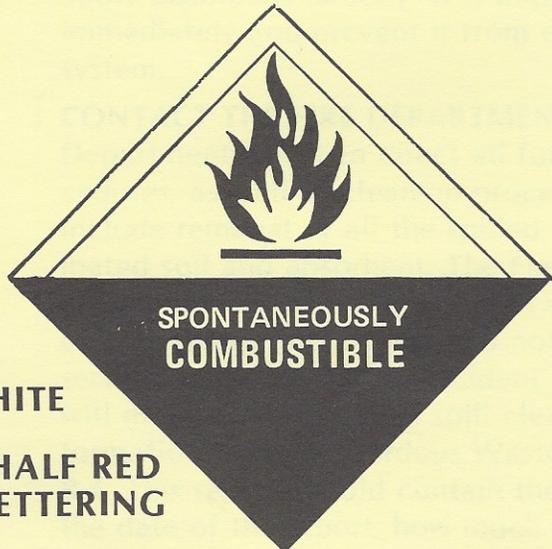
WHITE W/  
BLACK LETTERING



RED W/  
WHITE LETTERING

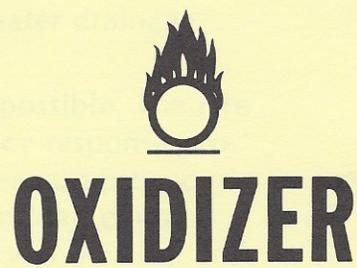


BLACK  
AND WHITE



UPPER  
HALF WHITE

LOWER HALF RED  
BLACK LETTERING



5 YELLOW WITH  
BLACK LETTERING

If any hazardous material or hazardous waste is spilled, the SPILL RESPONSE PROCEDURE should be followed. If any spilled material is even *suspected* of being a hazardous material, the spill response procedure should be followed. Everyone should become familiar with the following five steps involved in the SPILL RESPONSE PROCEDURE.

WARNING: If you are unsure of the safe work practices for containing a spill or if you are unsure of the chemicals spilled, contact the Fire Department immediately.

### THE SPILL RESPONSE PROCEDURE

1. **OBSERVE SAFE WORK PRACTICES** at all times. This means using common sense. For example, if gloves are normally worn when using the material, then gloves should be worn while containing the spill. Also, if there is a fire, extinguishing the fire may be necessary before containing the spill. Common sense means wearing appropriate protective equipment for the spill situation. Some examples of protective equipment are: a pair of rubber gloves, a pair of goggles, a rubber apron, and a breathing apparatus, etc.
2. **CONTAIN THE SPILL** immediately. This is accomplished best by again using common sense. For example, if there is a spill of a hazardous liquid, control the spill by applying absorbent, either directly for a small spill, or indirectly for a larger spill. On a larger spill, make a dike or barrier around the spill, and then apply absorbent directly. It is important to contain any spill immediately and prevent it from entering any water drainage system.
3. **CONTACT THE FIRE DEPARTMENT** as soon as possible. The Fire Department will then direct all further emergency response procedures, as well as clean-up procedures. The clean-up procedures include removal of all the spilled hazardous material, contaminated soil and absorbent. The Fire Department will develop and use an appropriate checklist that will ensure the accomplishment of all required procedures and notifications. This checklist can serve as a source for the incident report. The Fire Department will make a report of the spill clean-up and any other relevant information to the Hazardous Waste Coordinator using Form D-406 R-4. This report should contain the date and time of the incident, the date of the report, how much and what was spilled, where the incident took place, the names of those involved, the procedure

followed, the quantity in pounds or gallons of waste generated, as well as any problems encountered or variances from the standard procedure.

4. **OBTAIN FIRST AID FOR INJURED OR CONTAMINATED PERSONS** as soon as possible. Any contaminated individual should report to, or be transported to Central First Aid. The Nurse on duty will arrange appropriate treatment. It is hoped that the spilled substance will be identified at the scene, and that this information will be passed on to the Nurse so as to ensure proper treatment. The Nurse will be responsible for retaining all contaminated clothing, which must be treated as a hazardous waste. This may be accomplished by placing the clothing in a plastic bag, sealing, tagging, and delivering the bag to the Safety Supervisor, who will arrange with the Hazardous Waste Coordinator for proper disposal.
5. **COMPLETE STATEMENT FORMS AND INCIDENT REPORTS** in a timely fashion. Those individuals present at the time of a spill, or those who discover a suspected spill of a hazardous material, should make their report on a Statement Form (D-1426) and forward it immediately to the Hazardous Waste Coordinator. These statement forms should include all relevant information regarding the spill. This relevant data will include the person's name, the date and time of the incident, the location of the incident, the events leading up to the spill (if known), the name and nature of the material spilled or suspected spilled, and an explanation of the initial spill containment procedure.

There are many good reasons for this procedure. First, observing all safe work practices will reduce the possibility of injury while responding to the spill situation. Second, any spilled hazardous material and everything that is contaminated by the hazardous material become a hazardous waste. Hazardous wastes are strictly regulated by law. Containment of any spill will minimize the contamination caused by the spill. Third, the Fire Department will be able to respond immediately to a spill and will properly supervise any emergency procedure required by the situation created by the spill (including clean-up). Fourth, treatment of injuries (thermal and chemical burns, etc.) will be the most effective when treatment is begun as soon as possible after the exposure. The completion of Statement Forms by the individual(s) discover-

ing the spill will assist the Fire Department in completing the incident investigation report, will assist in complying with all regulations, and will assist in any subsequent investigations. Following the above procedure is necessary to minimize the impact of any hazardous material spill.

Adherence to these procedures will provide maximum protection to all Disneyland Cast Members, participants and guests.

## **VII. FIRE REPORTING**

In the event of a fire of any nature, or if there is an odor that may indicate a fire, take whatever action that is safely necessary, and *call the Fire Department immediately*, (ext. 5500 or "0").

Remember, even though a fire may appear to be extinguished, the possibility of re-flash or hidden projection of the fire is always a potential.

In addition, know the location of all fire equipment in your assigned work area. Putting out a fire rapidly could prevent injuries and/or excessive damage to Company or personal property.

## **VIII. ACCESS TO MEDICAL AND EXPOSURE RECORDS**

As a result of provisions of General Industry Safety Order 3204, all Cast Members have the right to see and copy

- \* Their medical records and records of exposure to toxic substances, or harmful physical agents.
- \* Records of exposure to toxic substances or harmful physical agents of other employees with other similar work conditions.
- \* Material Safety Data Sheets, or other information that exists for chemicals or substances used in the workplace, or to which employees may be exposed.

These records are available, by appointment, with a representative of the Safety Department at Central First Aid.

A copy of General Industry Safety Order 3204 is maintained, for reference purposes, at Central First Aid.