

Corrective Action Plan



1. General Information

Date CAP document prepared:	November 09, 2010
Department:	Chief Executive Office-Office of Emergency Management
Name of departmental contact person:	Michael Hooper
• title:	Program Specialist III
• phone number:	(323) 980-2255
• e-mail:	mhooper@ceooem.lacounty.gov

2. Incident/Event Specific Information

Date of incident/event:	September 3, 2009
Location of incident/event:	County Emergency Operations Center, 1275 N. Eastern Avenue, Los Angeles, CA 90063
Event contact person:	Michael Hooper
• phone:	(323) 980-2255
• e-mail:	mhooper@ceooem.lacounty.gov
Claim adjuster: <small>(Third Party Administrator or County Counsel)</small>	Sylvia Hernandez (Carl Warren)
• phone number:	(818) 247-2206
If claim is in litigation, please complete the following:	
County Counsel Attorney:	Richard K. Kudo
• phone number:	(213) 974-1879

3. Incident/Event Description:

Nature of incident/event:	Claimant fell on a "step down" section of the floor in the County Emergency Operations Center Situation Room.
Provide a brief description of the incident/event:	At approximately 5:00 p.m., claimant was dropping off items to Office of Emergency Management employee during a CEOC activation because employee was unable to leave facility to obtain items. While stepping off a tiered step in the CEOC Situation Room, claimant tripped falling forward on her left-side forearm which resulted in an injury to her left wrist and forearm.

- ☒ Include a copy of the supervisor's first report of incident (or related accident, event or incident investigation documentation).

4. Corrective Action Plan Problem Statement

Provide a written narrative of the incident/event problem statement:

The County Emergency Operations Center (CEOC) was activated at a low-level in support of the 2009 wildfires. During the activation, multiple OEM staff, and several outside agencies worked alongside each other in the Situation Room. At one point a small group of people, including the claimant, accompanied by an infant, converged in the Situation Room outside of Room 1004, adjacent to the step-down area. Claimant was part of the group. Another member of the group (relative) was holding the infant as claimant walked around the group and attempted to access the Situation Room. Her visibility of the immediate area was blocked by the group of people. Claimant did not notice the step-down area. Claimant misjudged the step area, lost her balance and fell forward on the ground. Claimant contends there was inadequate signage and floor lighting to warn of a potential step-down area. OEM contends claimant was

not paying attention to her surroundings due to her interaction with the group.

5. Root Cause Analysis

Root Cause Analysis tool used:	N/A
Incident/event root causes:	<ol style="list-style-type: none">1. The step was not discernible from the surrounding area.2. Claimant was not paying attention to her surroundings due to her interaction with the group.

- ☐ Include a copy of the Root Cause Analysis tool utilized (or related Root Cause Analysis documentation).

6. Corrective Action Plan Steps

Task number:	001
Task name:	Installation of floor lighting
System issue:	<p><input type="checkbox"/> Process/procedure</p> <p><input checked="" type="checkbox"/> Equipment</p> <p><input type="checkbox"/> Personnel</p>
Schedule start date:	July-2010
Schedule completion date:	November 3, 2010
Responsible person:	Craft Manager-Electrical Shop, Los Angeles County Internal Services Department (ISD).
Task description:	ISD repaired existing base lighting on Monday, November 1, 2010. Illuminated carpet/step trim were installed on Monday, November 8, 2010, on each step (where not already equipped) to clearly identify the edge and face of steps in the Situation Room.

Task number:	002
Task name:	Installation of Photoluminescent signs displaying "STEP DOWN"
System issue:	<input type="checkbox"/> Process/procedure <input checked="" type="checkbox"/> Equipment <input type="checkbox"/> Personnel
Schedule start date:	September-2010
Schedule completion date:	October 8, 2010
Responsible person:	Craft Manager-Electrical Shop, Los Angeles County Internal Services Department (ISD).
Task description:	Photoluminescent signs displaying "STEP DOWN" were installed on partition uprights to clearly identify the edge and face of steps in the Situation Room. Work completed on October 8, 2010.

Task number:	003
Task name:	Safety Instruction for working in the CEOC
System issue:	<input checked="" type="checkbox"/> Process/procedure <input type="checkbox"/> Equipment <input type="checkbox"/> Personnel
Schedule start date:	November 8, 2010
Schedule completion date:	Ongoing
Responsible person:	OEM Safety Officer-CEO/Office of Emergency Management
Task description:	The OEM Safety Officer, is conducting safety training sessions for

	<p>all CEOC employees directly involved in working in the CEOC to support operations in response to man-made and natural disasters and emergencies. Training was held on November 9, 2010. Training covered workplace safety, hazard identification, and safe work practices. This will be ongoing training administered by the Safety Officer once a year in November. New employees who are hired after this annual training session will receive the training from the OEM Safety Officer as part of their initial new-employee training.</p>
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Task number:	004
Task name:	Expanded Incident Investigation Procedures
System issue:	<input checked="" type="checkbox"/> Process/procedure <input type="checkbox"/> Equipment <input type="checkbox"/> Personnel
Schedule start date:	July 20, 2010
Schedule completion date:	Ongoing
Responsible person:	OEM Safety Officer
Task description:	As re-enforcement to an existing procedure, OEM Safety Officer will continue to instruct all OEM staff to immediately notify the OEM Safety Officer of any incident, and, to notify the immediate supervisor, no matter the time of the incident. To the extent an

	<p>incident occurs during his/her regular working hours, the Safety Officer will immediately go to the site of the incident to commence an incident investigation. During his/her days off, the Safety Officer will have 72 hours to commence the incident investigation, depending upon his/her judgment of the severity of the incident. Sheriff EOB Safety Officer will be responsible for performing an incident investigation for injuries occurring to their staff and visitors. This procedure is used to investigate injuries to visitors and OEM staff and was properly followed for the subject incident.</p>
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Task number:	005
Task name:	CEOC Visitor Access Requirements
System issue:	<p><input checked="" type="checkbox"/> Process/procedure</p> <p><input type="checkbox"/> Equipment</p> <p><input type="checkbox"/> Personnel</p>
Schedule start date:	June 28, 2010
Schedule completion date:	Ongoing
Responsible person:	Office of Emergency Management Administrator
Task description:	<p>CEOC security procedures require that non-work related visitors not be allowed in the CEOC work areas. Visitors are advised to remain in the lobby area while waiting for the requested staff member to arrive. Visitors are not allowed to return to the requested employees' work area with them. Non-work related visitors who do not request a specific person are directed to the OEM Duty Officer. The OEM Duty Officer comes to the lobby to ascertain visitor needs.</p>

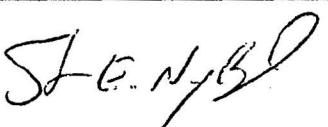
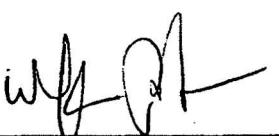
	<p>The procedure does not apply to work related visitors. Whenever possible, work related visitors should be escorted to the area of the building and/or the person to whom they are visiting. Visitors should be monitored at all times while at the CEOC.</p> <p>This is a uniform procedure followed by OEM and Sheriff Emergency Operations Bureau staff. OEM staff were notified by e-mail of this procedure regarding visitors on the CEOC premises. This procedure was implemented in response to the subject incident.</p>
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Task number:	006
Task name:	Redirection of means of egress
System issue:	<input type="checkbox"/> Process/procedure <input checked="" type="checkbox"/> Equipment <input type="checkbox"/> Personnel
Schedule start date:	March 2012
Schedule completion date:	June 2012
Responsible person:	CEO Administrative Services
Task description:	<p>Subject to final approval by the Fire Department (verbal approval has already been provided), the following improvements were agreed upon:</p> <ul style="list-style-type: none">• Install permanent railings where the fall occurred and in the similar area on the opposite side of the room to prevent future tripping accidents;• Remove an existing workstation to provide an additional means of egress along the center aisleway.

* If additional task sheets are needed; cut and paste the above table, as needed. If necessary, delete unused Corrective Action Plan Step tables.

7. Review and Authorization

The department has reviewed the incident/event investigation, Root Cause Analysis documentation and Corrective Action Plan and has taken all appropriate corrective actions required.

Review and authorization steps:	Signature:	Date:
Document reviewed by department Risk Management Coordinator:		2-28-12
Document reviewed by department head or designee.		

Case Name: Elizabeth O'Donnell



Summary Corrective Action Plan

The intent of this form is to assist departments in writing a corrective action plan summary for attachment to the settlement documents developed for the Board of Supervisors and/or the County of Los Angeles Claims Board. The summary should be a specific overview of the claims/lawsuits' identified root causes and corrective actions (status, time frame, and responsible party). This summary does not replace the Corrective Action Plan form. If there is a question related to confidentiality, please consult County Counsel.

Date of incident/event:	September 3, 2009
Briefly provide a description of the incident/event:	<p>The County Emergency Operations Center (CEOC) was activated at a low-level in support of the 2009 wildfires. During the activation, multiple OEM staff, and several outside agencies worked alongside each other in the Situation Room. At approximately 5:00 p.m., a small group of people converged in the Situation Room outside of Room 1004, adjacent to the Situation Room step-down area. Claimant, accompanied by an infant, was part of the group. Another member of the group (relative) was holding the infant as claimant walked around the group and attempted to access the Situation Room. Her visibility of the immediate area was blocked by the group of people. Claimant did not notice the step-down area. Claimant misjudged the step area, lost her balance and fell forward on the ground. Claimant contends there was inadequate signage and floor lighting to warn of a potential step-down area. OEM contends claimant was not paying attention to her surroundings due to her interaction with the group.</p>

1. Briefly describe the **root cause(s)** of the claim/lawsuit:

- (1) The step was not discernible from the surrounding area, and
- (2) Claimant was not paying attention to her surroundings due to her interaction with the group.

2. Briefly describe recommended corrective actions:
(Include each corrective action, due date, responsible party, and any disciplinary actions if appropriate)

Corrective Action Step # 001:

ISD repaired existing base lighting on Monday, November 1, 2010. Illuminated carpet/step trim were installed on Monday, November 8, 2010, on each step (where not already equipped) to clearly identify the edge and face of steps in the Situation Room.

Due Date: November 8, 2010

Responsible Party: Craft Manager-Electrical Shop, Los Angeles County Internal Services Department (ISD).

Corrective Action Step # 002:

Photoluminescent signs displaying "STEP DOWN" were installed on partition uprights to clearly identify the edge and face of steps in the Situation Room. Work was completed on October 8, 2010.

Due Date: October 8, 2010.

Responsible Party: Craft Manager-Electrical Shop, Los Angeles County Internal Services Department (ISD).

Corrective Action Step # 003

The Office of Emergency Management (OEM) Safety Officer is conducting safety training sessions for all CEOC employees directly involved in working in the CEOC to support operations in response to man-made and natural disasters and emergencies. Training was held on November 9, 2010. Training covered workplace safety, hazard identification, and safe work practices. This will be ongoing training administered by the OEM Safety Officer once a year in November. New employees who are hired after this annual training session will receive the training from the OEM Safety Officer as part of their initial new-employee training.

Due Date: November 2010-Ongoing

Responsible Party: OEM Safety Officer-CEO/Office of Emergency Management

Corrective Action Step # 004

As re-enforcement to an existing procedure, OEM Safety Officer will continue to instruct all OEM staff to immediately notify the OEM Safety Officer of any incident, or, if the Safety Officer is not available to notify the immediate supervisor, no matter the time of the incident.

To the extent an incident occurs during his/her regular working hours, the Safety Officer shall immediately go to the site of the incident to commence an incident investigation. During his/her days off, the Safety Officer shall have 72 hours to commence the incident investigation, depending upon his/her judgment of the severity of the incident. Sheriff EOB Safety Officer will be responsible for performing an incident investigation for injuries occurring to their staff and visitors. This procedure is used to investigate injuries to visitors and OEM staff and was properly followed for the subject incident.

Due Date: Ongoing

Responsible Party: OEM Safety Officer-CEO/Office of Emergency Management

Corrective Action Step # 005

CEOC security procedures require that non-work related visitors not be allowed in the CEOC work areas. Visitors are advised to remain in the lobby area while waiting for the requested staff member to arrive. Visitors are not allowed to return to the requested employees' work area with them. Non-work related visitors who do not request a specific person are directed to the OEM Duty Officer. The OEM Duty Officer comes to the lobby to ascertain visitor needs.

The procedure does not apply to work related visitors. Whenever possible, work related visitors should be escorted to the area of the building and/or the person to whom they are visiting. Visitors should be monitored at all times while at the CEOC.

This is a uniform procedure followed by OEM and Sheriff Emergency Operations Bureau staff. OEM staff were notified by e-mail of this change of procedure regarding visitors on the CEOC premises. This procedure was implemented in response to the subject incident.

Due Date: June 28, 2010-Ongoing

Responsible Party: Administrator/Office of Emergency Management

Corrective Action Step # 006

Subject to final approval by the Fire Department (verbal approval has already been provided), the following improvements were agreed upon:

- Install permanent railings where the fall occurred and in the similar area on the opposite side of the room to prevent future tripping accidents;
- Remove an existing workstation to provide an additional means of egress along the center aisleway.

Due Date: June 2012

Responsible Party: CEO Administrative Services

County of Los Angeles
Summary Corrective Action Plan

3. State if the corrective actions are applicable to only your department or other County departments:
(If unsure, please contact the Chief Executive Office Risk Management for assistance)

- ☒ Potentially has County-wide implications.
- ☐ Potentially has an implication to other departments (i.e., all human services, all safety departments, or one or more other departments).
- ☐ Does not appear to have County-wide or other department implications.

Name: (Risk Management Coordinator) Steven E. MyBlom	
Signature: St E. MyBlom	Date: 7-28-12

Name: (Department Head) WILLIAM FUJIOKA	
Signature: W. Fujioka	Date:

Chief Executive Office Risk Management

Name: LEO COSTANTINO	
Signature: Leo Costantino	Date: 2/28/2012