



# RISK MANAGEMENT GUIDEBOOK

Workers' Compensation and Property/Liability Programs



# About This Guide

The SDRMA Risk Management Guidebook serves as a tool to assist Members with their workplace safety and risk management program efforts. The guidebook consists of two sections: Workplace Safety/CalOSHA Requirements and Risk Management Best Practices.

- **Workplace Safety & Cal/OSHA Requirements** – Each topic includes an overview of the regulation requirements, guidance on how to determine if the regulation applies to your District, and available resources. The topics selected are based on common regulations that may apply to SDRMA members. To access a complete list of all regulations, refer to the [Cal/OSHA Title 8 Index](#).
- **Property/Liability Risk Reduction Best Practices** – Each topic contains regulatory references where applicable, best practices, and guidance. For coverage questions please contact SDRMA Member Services at [memberplus@sdrma.org](mailto:memberplus@sdrma.org).

This Guidebook will be updated periodically as new regulations and pertinent topics emerge.

Your SDRMA Risk Control team is available to assist with many of the requirements and best practices outlined in the Guidebook. In addition, we provide a variety of services, such as risk control evaluations, Cal/OSHA compliance questions, written program development, hazard inspections, ergonomic evaluations, training resources, and risk management guidance.

In addition, valuable resources are available to assist District's with the best practices outlined in this guide. Resources include model programs, risk & safety advisories, training resources, and more at [MemberPlus](#) on the Risk Control page.

For questions or assistance please email or give us a call at 800.537.7790.

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*Please note: This guidebook provides a general overview of the listed topics and best practices. It does not address all possible exposures, hazards, or requirements. Users are encouraged to review the actual regulations and consult with legal counsel when warranted. This information does not ensure compliance with federal, state, county, or local regulations.*

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## WORKPLACE SAFETY & CAL/OSHA REQUIREMENTS

### Aerosol Transmissible Diseases (ATD)

#### Does this regulation apply to your District?

The ATD Regulation [CRR 5199](#) applies to operations where employee(s) have an “occupational exposure” to aerosol transmissible diseases. Occupational exposure is defined as exposure from work activity/conditions that is anticipated to create an elevated risk of contracting any disease caused by aerosol transmissible pathogens if protective measures are not in place. (Examples include healthcare, first responders, emergency medical, and law enforcement operations).

Note: While COVID-19 is considered an ATD, there is a separate regulation that applies. Refer to the COVID-19 Prevention Program category.

#### What to do:

- Review Section (a) Scope & Application, to determine if the District’s operations are included in the requirements.
- If required, develop and implement a written program consistent with Cal/OSHA requirements.
- Offer applicable vaccinations & TB testing. If employees decline, they are required to sign a declination form.
- Conduct employee training before initial exposure and annually.

#### Resources:

- ✓ SDRMA [MemberPlus](#) Risk Control Page
  - Program Template
  - [Vector Solutions Courses](#)
- ✓ [Cal/OSHA Guide to ATDs](#)

#### Notes:




## Bloodborne Pathogens Exposure Control Plan (BBP ECP)

### Does this regulation apply to your District?

The BBP Regulation [CCR 5193](#) applies when employee(s) have an “occupational exposure” to blood or other potentially infectious materials. Occupational Exposure means reasonably anticipated skin, eye, mucous membrane, or parenteral contact with blood or other potentially infectious materials that may result from the performance of an employee's duties.

### What to do:

- Conduct a hazard assessment to determine if an “occupational exposure” is present.
- If required, develop and implement a written exposure control plan consistent with Cal/OSHA requirements.
- Identify engineering controls to reduce or eliminate exposures to BBPs (i.e.: safe work practices, PPE).
- Offer the hepatitis B vaccination series to all potentially exposed employees at hire or when first assigned to positions with occupational exposure. If employees decline, they are required to sign a declination form.
- Conduct training on the BBP ECP at hire, annually, and when hazards/exposures change.

### Resources:

- ✓ SDRMA [MemberPlus](#) Risk Control Page
  - Program Template
  - Safety Talk
  - [Vector Solutions Courses](#)
- ✓ [Cal/OSHA BBP ECP Guide](#)

### Notes:












## Ergonomics

### Does this regulation apply to your District?

The Ergonomics Repetitive Motion Injuries Regulation [CCR 5110](#) applies when a work-related repetitive motion injury (RMI) has occurred to more than one employee performing a job, process, or operation of identical work activity within the last 12 revolving months.

However, even if the above conditions do not apply, ergonomic injury management is still an important component of your safety program. We recommend a system where District encourages employee feedback for suggestions and reporting early ergonomic symptoms.

#### What to do:

- Regularly analyze ergonomic related injuries, if required, develop a written Ergonomics program consistent with Cal/OSHA requirements.
- Evaluate work activity to identify ergonomic related causes and develop measures to assist with reducing identified exposures. Seek feasible solutions (i.e.: engineering controls, workstation redesign, adjustable fixtures, tool redesign, job rotation, work pacing or work breaks, etc.).
- Ensure a system is in place to encourage employees to report ergonomic signs and symptoms.
- Conduct training on office and/or industrial ergonomics, ergonomic signs and symptoms, back safety, the benefits of early reporting, and how to report.

#### Resources:

- ✓ SDRMA [MemberPlus](#) Risk Control Page
  - Program Template
  - Safety Talk
  - [Vector Solutions Courses](#)
- ✓ [Cal/OSHA Easy Ergonomics](#)
- ✓ [Cal/OSHA Guide for Manual Material Handling](#)

#### Notes:




## Fire Prevention Plan

### Does this regulation apply to your District?

All CA employers are required to comply with the Fire Prevention Plan Regulation [CCR 3221](#). A written plan is required except for employers with 10 or fewer employees. In this case the plan may be communicated orally to employees and the employer is not required to maintain a written plan.

### What to do:

- Develop a written Fire Prevention Plan consistent with Cal/OSHA requirements.
- Designate a person responsible for the maintenance of fire prevention equipment and systems.
- Ensure a system is in place to control the accumulation of flammable or combustible waste materials.
- Conduct training on the fire prevention program at the time of hire, if changes occur, and periodically thereafter.

### Resources:

- ✓ SDRMA [MemberPlus](#) Risk Control Page
- Program Template

### Notes:

## Hazard Communication

### Does this regulation apply to your District?

The Hazard Communication Regulation [CCR 5194](#) applies when operations include the use of hazardous substances. If applicable, employers are required to provide information to their employees about the hazardous substances to which they are exposed.

#### What to do:

- Conduct an assessment to determine if the District utilizes hazardous substances in the workplace.
- If required, develop and implement a written hazard communication program consistent with the Cal/OSHA requirements.
- Maintain a current inventory of the District's hazardous substances.
- Ensure a system is in place to maintain current Safety Data Sheets (SDS) for all hazardous substances located at District facilities.
- Ensure all secondary containers are labeled when hazardous substances are transferred out of the original packaging.
- Conduct training before initial exposure, whenever a new substance is introduced to the workplace, and periodically thereafter.

#### Resources:

- ✓ SDRMA [MemberPlus](#) Risk Control Page
  - Program Template
  - Safety Talk
  - [Vector Solutions Courses](#)
- ✓ [Cal/OSHA HazCom Guide](#)

#### Notes:


## Hearing Conservation

### Does this regulation apply to your District?

All employers are required to determine if employee noise exposures equal or exceed an 8-hour time-weighted average sound level (TWA) of 85 decibels. [Article 105. Control of Noise Exposure](#) includes multiple regulations to determine employer requirements.

#### What to do:

- If required, develop and implement a written hearing conservation program and include the following:
- Provide a selection of hearing protectors, provided at no cost to employees, exposed to noise levels at or above 85 dBA averaged over an eight-hour period.
- Ensure a system is developed, utilizing engineering and/or administrative controls, where feasible, to reduce employee exposure.
- Conduct baseline and annual audiometric tests for exposed employees.
- Review the record retention requirements for employee exposure monitoring and audiometric test records.
- Conduct training for the exposure employees prior to exposure, annually, and when there is a change.

#### Resources:

- ✓ SDRMA [MemberPlus](#) Risk Control Page
- [Vector Solutions Courses](#)
- ✓ [OSHA Hearing Conservation Guide](#)
- ✓ [OSHA Protecting Yourself From Noise](#)

#### Notes:








## Injury & Illness Prevention Program Implementation (IIPP)

### Does this regulation apply to your District?

All California employers must develop, implement, and maintain an effective IIPP as outlined in Cal/OSHA Regulation [CCR 3203](#). A written plan is required; however, employers with 10 or fewer employees, are permitted to communicate to and instruct employees orally in general safe work practices with specific instructions with respect to hazards unique to their job assignments.

### What to do:

- Designate an IIPP Administrator and ensure they have the authority to implement the program.
- Conduct a hazard assessment to determine employee exposures and identify which Cal/OSHA regulations apply (refer to the Risk Assessment & Inspection Program category for additional guidance).
- Develop and implement a written IIPP consistent with the Cal/OSHA requirements. This includes:
  - A system to communicate safety information to employees.
  - Employee and management compliance procedures.
  - Documented inspections of the workplace with a system to identify and correct hazards in a timely manner.
  - Accident reporting and investigation procedures.
  - Identification of employee training requirements based on the results of the hazard assessment.
  - Recordkeeping procedures.

### Resources:

- ✓ SDRMA [MemberPlus](#) Risk Control Page
  - Program Template
  - Employee Training Matrix Template
- ✓ [Cal/OSHA IIPP Guide](#)

### Notes:




## Lockout/Tagout – Control of Hazardous Energy

### Does this regulation apply to your District?

Cal/OSHA Regulation [CCR 3314](#) applies to the cleaning, repairing, servicing, setting-up and adjusting of machines and equipment in which the unexpected energization or startup of the machines or equipment, or release of stored energy could cause injury to employees.

#### What to do:

- Conduct an assessment to determine if the regulation applies to the District.
- If required, develop and implement a written Lockout/Tag out (LOTO) program that addresses all sources of energy as required by Cal/OSHA.
- Ensure the necessary equipment has been provided to lockout, tagout, and/or blockout the types of hazardous energy encountered in District facilities and equipment.
- Conduct routine inspections to ensure employees are complying with the District's lockout/tagout procedures.
- When warranted, provide the District's LOTO procedures to outside contractors.
- Develop procedures for specific hazardous processes, machinery, and/or equipment to ensure employees are aware of how and where to apply lockout, tagout, and blockout devices to effectively control energy sources.
- Conduct training for applicable employees upon initial exposure, annually, and when conditions change.

#### Resources:

- ✓ SDRMA [MemberPlus](#) Risk Control Page
  - [Vector Solutions Courses](#)
- ✓ [Cal/OSHA LOTO Publications:](#)
  - Development Guide
  - Sample program & forms

#### Notes:


## Personal Protective Equipment (PPE) Hazard Assessment

### Does this regulation apply to your District?

The Cal/OSHA Regulation [CCR 3380](#) applies if employer operations may include hazards that may require the use of PPE for the eyes, face, head, hands, feet, and extremities (limbs).

### What to do:

- Conduct a written assessment to determine if hazards are present, or are likely to be present, which necessitates the use of personal protective equipment (PPE) for the eyes, face, head, hands, feet, and limbs. The Cal/OSHA Non-Mandatory Appendix A contains sample assessment procedures.
- If the use of PPE is required, the District must do the following:
  - Develop a process to select appropriate PPE based on the assessment results and the requirements.
  - Select PPE that properly fits each affected employee.
  - Conduct training upon initial exposure, when a change occurs, and periodically thereafter. Training must include the type of PPE required, when to wear the required PPE, how to put on, adjust, wear, and remove PPE, the limitations of the PPE, proper care and maintenance, and how to discard contaminated PPE.
  - Develop a system to ensure applicable employees use the required PPE. Employees must also demonstrate an ability to use the PPE properly.
  - Ensure defective PPE is taken out of service and replaced.

### Resources:

- ✓ SDRMA [MemberPlus](#) Risk Control Page
  - PPE Hazard Assessment Forms (contact Risk Control)
  - [Vector Solutions Courses](#)
- ✓ [Cal/OSHA Non-Mandatory Appendix A](#)

### Notes:


## Respiratory Protection

### Does this regulation apply to your District?

The Respiratory Protection Regulation [CCR 5144](#) applies when respirators are required to protect employees from breathing air contaminated with harmful dusts, fogs, fumes, mists, gases, smokes, sprays, or vapors.

Note: Respiratory protection during a wildfire is located in the Wildfire Section.

### What to do:

- Conduct an exposure assessment of the District's work environments and activities to identify if and when respiratory protection is required to prevent exposures to airborne contaminants.
- Develop and implement a written Respiratory Protection Program consistent with Cal/OSHA requirements.
- Ensure all employees who are required to wear a respirator are medically evaluated.
- Conduct annual fit tests for all the types of respiratory protection provided to employees.
- Develop respirator cleaning, disinfection, inspection, and storage procedures.
- Maintain records for exposure assessments, medical evaluations, fit testing, and training as outlined in the regulation.

### Resources:

- ✓ SDRMA [MemberPlus](#) Risk Control Page
  - [Vector Solutions Courses](#)
- ✓ [Cal/OSHA Respiratory Protection Publications:](#)
  - Development Guide
  - Sample program
  - Fact Sheet

### Notes:


## Tree Work

### Does this regulation apply to your District?

There are several regulations that apply to work performed and equipment used in tree and ornamental palm maintenance and removal. Refer to [Article 12](#) to search for specific regulations.

#### What to do:

- Conduct an assessment to determine if District operations require employees to do tree work.
- Review relevant regulation(s) and identify and implement the requirements.
- If required, develop written programs, safe operating procedures, and other required procedures.
- Conduct training as required through the regulation.

#### Resources:

✓ [Cal/OSHA Tree Work Safety Publications:](#)

- Safety Guide
- Fact Sheet
- Tree Work Checklist

#### Notes:


## Wildfire Smoke Employee Protection

### Does this regulation apply to your District?

The Protection from Wildfire Smoke Regulation [CCR 5144.1](#) applies when the Air Quality Index (AQI) is 151 or greater for employees working outdoors for more than one hour in locations where employee exposure to wildfire smoke can be reasonably anticipated.

Note: Firefighters engaged in wildland firefighting are exempt. Additional exemptions in section (a).

### What to do:

- Review the regulation and determine if the District is required to comply with the requirements. If required, develop a policy on the requirements outlined in the regulation.
- Designate person(s) to monitor the Air Quality Index (AQI) when wildfire smoke is present.
- Develop a system to communicate wildfire smoke hazards with employees.
- Conduct training that includes the information outlined in Appendix B of the regulation. In addition, review smoke hazards and how to control exposures including how to request an N-95 for voluntary use when the AQI is below 500. (Note: if the AQI is over 500, use of the N-95 is required while working outdoors).

### Resources:

- ✓ SDRMA [MemberPlus](#) Risk Control Page
  - Policy Template
  - Manager’s Advisory
- ✓ [Cal/OSHA Appendix B- Mandatory Training Requirements](#)
- ✓ [Cal/OSHA Wildfire Smoke Protection publications:](#)
  - Employer Requirements
  - Worker Protection Fact Sheet

### Notes:




## Workplace Violence Prevention Requirements (SB553)

### Does this regulation apply to your District?

[Senate Bill 553](#) Occupational Safety - Workplace Violence, Restraining Orders, and Workplace Violence Prevention Plan. In September 2023, SB533 was approved, creating new workplace violence prevention requirements that apply to most California employers. The requirements are effective on July 1, 2024. The following employers, employees, and places of employment are exempt from these requirements:

- Those who are required to comply with [CCR 3342](#), Violence Prevention in Healthcare. Includes firefighters and EMS.
- POST participating law enforcement agencies and the Department of Corrections.
- Employers with less than 10 employees and no public access.
- Employees teleworking from a location of the employee’s choice, which is not under the control of the employer.

### What to do:

- Review the SDRMA Manager’s Advisory for guidance.
- Conduct a hazard assessment to identify and evaluate job tasks to identify situations that may place employees at risk of workplace violence.
- Develop and implement a written Workplace Violence Prevention Plan. The Plan template includes the required elements and sample procedures.
- Develop a process to complete and record a Violent Incident Log for every workplace violence incident. Review the logs annually and retain for five years.
- Conduct employee training when the plan is first established and annually thereafter. The Plan template outlines the training requirements.
- Maintain records of violent incidents (Violent Incident Log), workplace violence hazard identification, evaluation and correction, and incident investigations for (5) five years. No records shall contain medical information. Training records must be maintained for a minimum of (1) year; however, we recommend at least (3) years.

### Resources will be available in March 2024

- ✓ SDRMA [MemberPlus](#) Risk Control Page
  - Manager’s Advisory
  - Workplace Violence Prevention Plan Template
  - Incident Log
  - Hazard Assessment & Correction form
- ✓ Cal/OSHA Resources:
  - WPV [Employer Factsheet](#)
  - WPV [Worker Factsheet](#)
  - All Cal/OSHA [Publications](#)

### Notes:



## Contractual Risk Transfer

### Does this apply to your District?

The use of risk transfer language in contracts is essential when utilizing contractors and suppliers. It’s also important for users of District facilities. This section provides a brief overview of the five basic steps of contractual risk transfer outlined in the Alliant Insurance Requirements in Contracts Manual. Refer to the manual for additional guidance.

### What to do:

- Develop a District-wide policy, reviewed by your legal counsel, to ensure the District’s contract requirements and procedures are followed throughout all departments. Train all applicable employees.
- Consider incorporating the following steps into the District’s policy:
  - Analyze the Risk and Relationships (*page 16*) - Develop a scope of work that includes the work to be performed, the critical steps in completing the objectives, and the risks involved.
  - Use a Hold Harmless (Indemnity) Agreement (*page 16-17*) - Hold Harmless agreements are meant to shift responsibility for loss or damage arising from the activities of a contract from the District to the contractor.
  - Select Appropriate Insurance Specifications (*page 17-20*) – Requiring insurance helps to ensure the contractor will have the ability to pay for claims caused by their actions.
  - Verify Insurance Coverage (*page 20-21*) - Review the documents verifying coverage (e.g.: Certificate of Insurance, Additional Insured (AI) Endorsement, copy of the applicable policy language confirming your AI status by written contract, etc.). Ensure they are complete, have been signed by the appropriate party, and no items have been crossed out or altered.

### Resources:

- ✓ SDRMA [MemberPlus](#) Risk Control Page
- Insurance Requirements In Contracts

### Notes:


## Cybersecurity Basics

### Does this apply to your District?

Cybersecurity is the practice of protecting systems, networks, and programs from digital attacks. Cyberattacks are usually aimed at accessing, changing, or destroying sensitive information, extorting money from users, or interrupting normal business processes. Refer to the SDRMA Cyber Risk Management Advisory, for additional guidance on the following best practices.

For Cyber coverage questions, contact SDRMA Member Services at 800-537-7790 or [memberplus@sdrma.org](mailto:memberplus@sdrma.org).

### What to do:

- Enable firewall protection for District networks. The firewall keeps intruders out of your website, emails, and other sources of information that may be accessed over the internet.
- Enable Multi-Factor Authentication (MFA). This is a tool for ensuring only authorized persons can access critical information.
- Back up data regularly and securely store files. Data that is well protected, encrypted, and regularly updated is critical to safeguard. If you can restore data from back-ups, it reduces the severity of a possible ransomware demand.
- Keep computer hardware up to date. Older hardware may be unable to execute security upgrades and may make it harder to react to cyber-attacks.
- Consider Mobile Device Management (MDM) solutions, which allows the District to maintain control of data on a mobile device in the event of theft or accidental loss.
- Monitor third-party controls if they have access to your data.
- Use a Virtual Private Network (VPN) to secure and privatize your network.
- Ensure your Wi-Fi networks are safe, encrypted, and hidden. Secure access to the router with a password.
- Employ best practices on payment cards by working with banks and processors to ensure validated tools and anti-fraud services are utilized.
- Employee training and awareness. Employees must be educated on cybersecurity threats to protect themselves and the District. Training should include, but is not limited to:
  - Requiring the use of strong passwords.
  - Identifying email vulnerabilities such as Phishing attempts. Avoiding pop-ups, unknown emails, and links.

### Resources:

- ✓ SDRMA [MemberPlus](#) Risk Control Page
  - Risk Advisory
  - [Vector Solutions Courses](#)



**Cybersecurity Basics - Continued**

- Reporting suspicious activity.
- Prohibiting employees to install software on their computers without authorization.
- Avoiding the use of public Wi-Fi.

If a cyber breach occurs or if a ransomware demand is received, immediately report the incident to your coverage provider. Report any ransomware demand to the FBI's Internet Crime Complaint Center at [IC3.gov](https://www.ic3.gov) within 48 hours of the event (required for all public entities).

**Notes:**


## Driver Safety & Vehicle Use

### Does this apply to your District?

The following best practices focus on District operations for non-commercial District drivers. For commercial driver operations refer to the FMCSA [Commercial Motor Vehicle Operations](#) for guidance.

### What to do:

- Develop a policy that establishes protocols for District vehicle use and use of personal vehicles during District business. The policy should also include eligible driver requirements, acceptable driver criteria, and defensive driver training requirements.
- Establish vehicle accident procedures. If the District has scheduled vehicles with SDRMA, refer to Property/Liability Claims Manual in [MemberPlus](#) under the Report a Claim page for additional information.
- Consider enrolling employees, who are required to drive in the course of their employment, in the DMV Employee [Pull Notice Program](#).
- Ensure all employees, who are required to drive in the course of their employment, possess a California drivers’ license of the class required for the vehicle to be operated by the driver.
- Ensure all employees, who are authorized to drive their personal vehicles during District business, maintain auto liability and property damage insurance coverage in accordance with the State of California’s [minimum insurance requirements](#) of \$15,000/\$30,000 bodily injury coverage and \$5,000 property damage coverage.
- Conduct periodic defensive driver training for applicable employees.

### Resources:

- ✓ SDRMA [MemberPlus](#) Risk Control Page
  - Policy Template
  - Risk Advisory
  - Safety Talk
  - [Vector Solutions Courses](#)

### Notes:


## Employment Practices Liability

### Does this apply to your District?

Employment practices liability exposures include, but are not limited to, wrongful termination, sexual harassment, discrimination, invasion of privacy, false imprisonment, breach of contract, emotional distress, and wage and hour law violations.

### What to do:

- Develop a written personnel policy manual and ensure it is reviewed by an employment practice liability legal professional. Provide a copy of the District's personnel policies at hire and whenever changes are made.
- Ensure employees receive Sexual Harassment Prevention training (managers, supervisors, and all employees) as required by [California Law](#).
- Develop written procedures for reporting and investigating alleged workplace wrongdoing.
- Ensure the District has taken steps to comply with [HIPAA](#), monitor its continued compliance, and to protect sensitive personnel information.
- Ensure the District complies with all posting requirements (including those mandated by the Department of Industrial Relations and Department of Labor posting requirements).
- Develop written job descriptions for all positions.
- Conduct written performance evaluations for all employees, recommended annually.

### Resources:

- ✓ SDRMA [MemberPlus](#)
  - Sample Employee Handbook
  - [Vector Solutions HR/EPL Courses](#)
- ✓ [California Posting Requirements](#)

### Notes:


## Wildfire Risk Management – CAL FIRE Defensible Space Program

### Does this apply to your District?

What steps can the District take to help mitigate the effects of wildfire on your properties? The following best practices are based on CAL FIRE’s guidelines.

#### What to do:

- Create Defensible Space – Assess your properties using CAL FIRE’s Zone criteria to help create a buffer between your buildings/landscape and the wildland area surrounding it. CAL FIRE provides instructions on what to do for each of the zones 0,1, and 2.
- Harden Your Buildings – Inspect roofs, vents, and windows to identify ways your buildings can be exposed to wildfire. The most common ways are direct flames from a wildfire or other neighboring burning buildings, radiant heat from nearby burning plants or structures; or flying embers.
- Conduct An Asset Inventory – Document your interior and exterior assets, preferably with photos and/or videos. Document building and content values, GPS coordinates, descriptions, serial numbers, etc. Make duplicates and store in a secure location.
- Develop Emergency Procedures – Include wildfire response in the District’s written Emergency Action Plan.

#### Resources:

- ✓ SDRMA [MemberPlus](#)
  - Risk Advisory
- ✓ [CAL FIRE Ready for Wildfire](#)

#### Notes:
