Article 9

Health, Safety and Wellness

Section 1. General

A. The Administration shall provide a safe and healthy work environment in accordance with Executive Order 12196 and the Department of Labor implementing regulations.

1. The Administration and the Union agree to cooperate in a continuing effort to avoid and reduce the possibility of and/or eliminate accidents, injuries and health hazards in all areas under the Employer's control. The parties recognize that accurate reporting of incidents is essential to the health and safety of employees in SSA.

Deviations from either the OSHA Standards or the Special SSA Standards will be granted only in accordance with AIMS 13.04.06. At the time a deviation is requested, the Union will be notified at the appropriate level and will receive a copy of the request for deviation. The Union, at the appropriate level, will be kept informed of the status of the request.

The Administration will semi-annually (normally June and December) provide all incident and accident figures required by SSA and OSHA to the appropriate Union component Health and Safety committee. These figures will be provided at the component level and will identify components and facilities. The Administration will also provide Agency-level workers compensation figures required by SSA and OSHA to the General Committee. The Administration will make available, uponrequest, raw data (incident reports, workers' compensation claims, etc.) at the regional office and headquarters component level.

C. OSHA fire standards, National Fire Codes, and the National Building Codewill be used throughout SSA and shall be considered minimum requirements. Special SSA Standards will be recognized as recommended standards for SSA facilities.

If it is necessary to alter AIMS Chapter 13, and there is a duty to bargain under 5 U.S.C. 71, notice and such opportunity to bargain will be provided to the Union by SSA consistent with the procedures in Article 4.

D. Management agrees to inform the appropriate union representative of all construction activities occurring during normal work hours. When the activity occurs in space immediately occupied by employees, management will take appropriate safety measures. When management determines that exposure to unsafe or unhealthy working conditions which cannot be immediately corrected may result in the likelihood of illness or injury, employees will either be assigned work in a safe and healthy area in the same office or deployed to another installation. The Agency will provide notice and, upon request, bargain with the Union to the extent required by 5 USC 71.

1. All ~~official time~~ **taxpayer-funded union time** authorized for activities under this Article will be in accordance with Article 30 of the National Agreement.

Section 2. Committees

A*.* The parties agree to continue as presently constituted, the health and safety committee in headquarters, each PSC, ODAR headquarters, in the WBDOC and the Auburn and Albuquerque TSCs.

B. The parties agree to continue the three national component level committees for the FO, ROQP and ODAR field components. These committees will be composed of Union representatives and management officials. The Union may appoint up to three members.

All National Health and Safety Committees will meet three (3) times a year for two work days, extensions will be by mutual agreement. ~~SSA will pay for all authorized travel and per diem expenses incurred by Union members of National health and safety committees when attending the national health and safety committee meeting.~~ Either party may submit agenda items for discussion at these meetings. **The Agency will not incur any travel/per diem costs related to this committee.**

C. Any stand-alone TSC with over 250 AFGE bargaining unit employees may establish a health and safety committee. The health and safety committee will meet three times per year for one work day. The Union may appoint up to three committee members. The Agency will not incur any travel/per diem costs related to these committees.

D. When SSA houses multiple components in a facility with a health and safety committee, each component in the facility will participate in the functioning of the committee. All Union components in the facility will be afforded the opportunity to appoint at least one representative to the facility committee.

E. The committee functions will include those activities set forth in Section 3A of this article, unless mutually agreed to by the parties.

1. In accordance with applicable laws and regulations, the Agency will provide available information which is necessary to the duties of the committee upon request.

Section 3. Installation Health and Safety Structure

A. In each installation, other than those identified in Section 2, the Administration shall designate a health and safety official and the Union shall designate an onsite health and safety representative to carry out the following functions:

1. Accompany management on SSA-controlled safety inspections.

2. Conduct joint semi annual health and safety inspections. The onsite health and safety representative may provide comments orally or in writing to the management official who is preparing the 5510. The completed 5510 will include these comments as well as the contact information for the representative and will note any disagreement between the parties related to the inspection. The designated representative will receive a copy of the completed Form SSA-5510-BK (Report of Safety Hazard).

3. Accompany management, as appropriate, on health and safety inspections conducted by other governmental authorities.

1. Receive employee reports of unsafe or unhealthy conditions. Employees may submit such reports to either the Union or management representative, who will discuss the submission. The official in charge of the installation will decide what, if any, action to take.

Should the union representative be dissatisfied with the installation manager's disposition of the matter, he/she may raise the matter with a union representative of the applicable council for further review. Such council designee may further raise the matter at appropriate management levels.

5. Inform management of any alleged unsafe or unhealthy condition, for appropriate action if necessary*.*

6. Referral of matters to OSHA and/or NIOSH as appropriate.

7. Receive copies of any written notice referred by an agency official in response to an employee report of an unsafe or unhealthful condition.

8. Receive all reports of security incidents involving threats to employees, their offices and property in accordance with AIMS GAM 12.07.03. Such reports may be sanitized as appropriate.

9. When a facility is closed as a result of weather or other event, which has caused damage to the building, including but not limited to, earthquake, volcanic eruption, fire, tornado, hurricane, tsunami, flood, cyclone, landslide/mudslide, cave-in, etc. and an inspection is performed by the agency, the agency will, invite the designated health and safety representative to accompany management on the inspection. The agency has no obligation to delay the inspection after reasonable advance notification is given.

10. Inform local representative of any recalls of products or materials used within the office or facility such as headsets, chemical products, etc.

11. Upon request management will provide copies of those Material Safety Data Sheet (MSDS) prepared by the agency regarding chemicals introduced into the workplace.

B. If no onsite health and safety representative is available, the Union will designate a health and safety representative from a nearby facility.

1. The Agency will not pay for travel and per diem for any health and safety activities described under this Section.

Section 4. Abatement of Unsafe and Unhealthy Working Conditions

A. The Employer shall make every reasonable effort to promptly abate unsafe or unhealthy working conditions.

B. If there is an emergency situation in an office, the first concern is for the employees and the public. Should it become necessary to evacuate a building, management will take precautions to protect the safety of employees and visitors to the facility. Individuals will not be readmitted until management determines that there is no longer danger to the evacuated personnel. When the potential for danger escalates to a level that requires emergency response team, e.g., police/fire department, they will determine when the facility is safe to reoccupy. The designated Union health and safety representative will be notified as soon possible regarding an emergency situation.

C. An abatement plan will be prepared if the abatement of an unsafe or unhealthy working condition will not be possible within 30 calendar days. Such plan shall contain an explanation of the circumstances of the delay in abatement, a proposed timetable for the abatement, and a summary of steps, being taken in the interim to protect employees from being injured as a result of the unsafe or unhealthy working conditions. Form 127 may be used and a copy of the form will be given to AFGE.

1. When a hazard cannot be abated without assistance of the General Service Administration or other Federal lessor agency, the Employer shall act with the lessor agency in its attempts to secure abatement.

Section 5. Health and Safety Training

A. Union health and safety committee members will be offered equivalent training as given to management’s committee members on the same committee. Each designated on site health and safety representative will receive 4 hours per year of health and safety training, with no carryover. ~~Official time~~ **Taxpayer-funded union time** authorized for such training will be in accordance with Article 30 of the National Agreement. **The Agency will not incur any costs related to this training.**

B. If determined appropriate by Management, the Agency may offer additional health and safety training.

1. The Employer will continue to provide employees with the appropriate orientation and/or training that the Employer deems necessary to perform their jobs safely. Such training shall include instructions in the proper work methods to be used and proper use of required equipment.

Section 6. Identification of Local Health Service Needs

1. Administration and the Union recognize the need and agree to cooperate in identification of local health service needs, such as emergency treatment of illness or injury on the job, periodic testing for early detection of chronic diseases or disorders, immunization programs, periodic medical examination programs and health education.

The Administration will*,* at a minimum, continue to provide emergency treatment and physical exams where presently provided.

The Administration will attempt to locate low cost/no cost local medical providers for services such as cholesterol, blood pressure and dental screenings, mammograms and will make such information available to employees. The Administration will also provide/pay for flu shots, when reasonably available.

A reasonable amount of administrative leave will be granted to employees who avail themselves of these services.

B. The Employer will make appropriate arrangements for employees interviewing individuals with known serious communicable diseases.

1. Management will take appropriate precautions when there is contact with a person who may have tuberculosis (TB). If an employee is exposed to someone at the worksite with active TB, the employee will be offered a TB screening test during work hours at no cost to the employee.

2. The Employer will keep records of employees' exposure to active TB at the worksite.

3. The Employer will provide the employee with information, forms, and assistance in filing a claim for Workers Compensation.

1. Management will take appropriate precautions against the spread of infectious disease. Such precautions will include, but are not limited to providing tissues and hand sanitizers on all interviewing desks and work stations as well as liquid soap dispensers and paper towels in bathroom and kitchen areas.
2. Management will provide timely testing for those who reasonably believe that they were exposed in the conduct of their official duties to a person who may have a serious infectious disease. There will be no cost to the employees for leave or the exam.
3. Evacuation chairs will be provided in accordance with agency policy.

Section 7. Inspections and Notification

A. Management will assure that the designated Union representative is notified and invited to accompany management on all SSA-controlled inspections of agency work places, except when that would pose a hazard to the representative. If the onsite health and safety representative attends the inspection they may provide comments electronically to the management official who conducted the inspection.

B. Management willassure response to employee reports of hazardous conditions and will investigate within twenty-four (24) hours for imminent dangers, three (3) working days for potentially serious conditions, and normally twenty (20) working days for other conditions; assure the anonymity of those making reports. However, an investigation may not be necessary if through normal management action and with prompt notification to employees, the hazardous condition identified can be abated immediately.

C. The parties agree that each worksite facility will be inspected at least twice each calendar year using form SSA-5510. In large facilities, such as headquarters, PSCs, and the DOC the second inspection will be a follow up inspection conducted within 90 days after completion of the original inspection.

D. When the Employer receives a report that a dangerous, unhealthful or potentially dangerous or unhealthful condition is present at a particular worksite, the Employer shall timely notify the Health and Safety Committee or the local Union Health and Safety representative, as appropriate, of the alleged dangerous unsafe or unhealthful condition.

1. Health and safety committees will be empowered to review or recommend procedures which will be considered for application in appropriate facilities to cover issues such as bomb threats, possible shootings, temperature conditions, conditions of evacuation and similar office health and safety problems.
2. In accordance with agency policy, the agency will periodically test duress alarms.

Section 8. Temperature Conditions

The parties recognize that temperature conditions in and around work areas can have a direct bearing on employees' health. The parties agree that the problemof temperature extremes, either hot or cold, and appropriate measures to reduce the risk of exposed employees are appropriate matters for referral to established health and safety committees or to the local health and safety representatives, as appropriate.

Section 9. Reporting Unsafe and Unhealthy Conditions

The Administration shall assure that no employee is subject to restraint, interference, coercion, discrimination, or reprisal for filing a report of an unsafe or unhealthy working condition, or other participation in agency occupational safety and health program activities.

Section 10. Asbestos

A. The Agency shall conduct an inspection in each facility built prior to 1990, that has not previously been inspected, to determine the existence of asbestos.

B. If asbestos is found to exist in any inspected building, subsequent inspections and testing will be conducted in conformance with applicable Government-wide law and regulations.

C. The Agency will review all construction and/or space modification contracts and/or work orders to determine if asbestos is present and if so, how to proceed with the construction and/or space modification work, in compliance with applicable Government-wide law and regulations.

D. If air sampling indicates that airborne concentrations of asbestos fibers exceed the Permissible Exposure Level (PEL), exposed employees will be notified in writing of the exposure within five (5) days after discovery of the excessive asbestos concentration.

E. If the airborne asbestos concentration exceeds the PEL, the Agency will insure abatement of the asbestos hazard pursuant to applicable Government-wide law and regulations.

F. Where friable asbestos is present, the Agency will conduct sampling at intervals of no greater than six (6) months to monitor employee exposure levels.

G. Designated Union health and safety representatives will be notified of all asbestos monitoring.

H. Union health and safety representatives will be given a copy of all tests monitoring asbestos levels.

I. Asbestos abatement plans may include the discontinuance of work or the shifting of employee work location. Notice of such abatement action will be provided to the Union in advance, except in an emergency situation.

J*.* The Agency shall record all measurements taken to monitor employee exposure to asbestos. Such records shall be maintained for at least thirty (30) years. The records will include information such as the date of measurement, the operation which caused exposure, the sampling method employed by SSA, the number, duration and results of the samples, type of protective devices worn, and name of the employee exposed.

K. SSA will initiate a maintenance program in all facilities that contain asbestos. Such a maintenance program will include:

1. Inventory of all asbestos containing materials in a facility;

2. Periodic examinations of asbestos containing materials to detect deterioration. This may be in conjunction with the biannual health and safety inspections;

3. Written procedures for handling asbestos materials;

4. Written procedures for asbestos disposal;

5. Written procedures for dealing with asbestos related emergencies;

6. Training of those required to handle asbestos containing material in safe handling procedures;

7. Training of all personnel in prohibited activities which would enhance dangerous exposure;

8. The Employer must inform all employees regarding the standards contained within this section regarding asbestos.

Such information must be provided to each employee on a yearly basis. Such information must include instructions regarding safe asbestos handling.

1. AFGE designated Health and Safety representatives will receive copies of all asbestos inspection reports when finalized.
2. Notice will be displayed where asbestos abatement activity is being conducted.

Section 11. Indoor Air Quality

A. The Agency will provide safe, healthful indoor air quality in compliance with applicable laws and industry standards.

B. To the extent the employer has control, there will be no applications of insecticides during work hours in leased space. In SSA-controlled buildings, there will be no application of insecticides during work hours. Whenever pesticides are used in a large scale application, the designated health and safety representative, as well as the employees, will receive advance notice. Individuals with special health needs will be reasonably accommodated.

C. To the extent the employer has control, there will normally be no applications of construction/renovation/maintenance/cleaning chemicals during work hours in leased space. In SSA-controlled buildings, there will normally be no application of construction/renovation/maintenance/cleaning chemicals during work hours. Such chemicals include paint, carpet glue, HVAC cleaning agents and similar construction like chemicals. However, there may be situations where chemical applications or painting may be done during the workday in isolated areas without disruption to the work environment. In this situation, the designated health and safety representative, as well as the employees, will receive advance notice. Individuals with special needs will be reasonably accommodated.

Section 12. Onsite Security

A. The Employer will make reasonable efforts to protect employees from abusive and threatening clients and will take reasonable precautions to ensure such protections.

When management becomes aware of threats received by phone or is alerted to a threat through the Visitor Intake Process (VIP), appropriate action will be taken in accordance with agency policy.

Employees witnessing an incident are encouraged to alert Management. Reportable incidents include threats or potential threats that affect the security and safety of SSA employees, guards, visitors, facilities and records.

B. The Employerwill arrange for emergency protective assistance at each installation to enable employees to receive assistance if the situation requires it.

C. If management or an employee becomes aware that a visitor to the office is a fugitive felon, management will take appropriate action to protect the health and safety of employees.

Employees will not be expected to participate in any sting activities e.g., arrest, detain, etc. regarding fugitive felons. If a law enforcement authority enters SSA space to arrest or question a fugitive felon or someone suspected of illegal activity, management will take appropriate action to protect the health and safety of employees.

D. Whenever an employee is faced with a physically threatening situation, the Employer will provide appropriate assistance.

E. Employees will not be required to divulge personally identifiable information to the public in individual circumstances where the employee reasonably believes harassment or physical abuse may result. In such cases, the employee should timely inform the supervisor. If an employee prefers not to use his/her name on written correspondence to the public, the employee will use a pseudonym or other identifier approved by management.

F. Consistent with its right to determine internal security practices:

1. Where conditions warrant, the Employer will provide equipped security guards at SSA facilities.

2. SSA will equip office areas with appropriate security devices, to ensure, to the maximum extent possible, employee safety.

1. All telephones in offices will be labeled with appropriate emergency numbers.
2. In accordance with agency policy, Management will make every reasonable effort to document disruptive conduct by non-SSA employees.
3. Employees will be informed annually of the Identity Protection Program (IPP).

Recognizing the privacy of the individuals involved, upon request, the AFGE General Committee will be provided annually with the number of employees participating in the IPP.

Section 13. Leases

A. SSA-maintained leases of spaces will be provided to the Union upon request.

1. The parties recognize the potential impact of solicitations of offers from GSA. The Union will be notified timely of these situations. This provision is not a waiver of the Union's right to request additional information, consultation and bargaining.

C. To the extent of its discretion, and throughout the term of the lease, Management will take appropriate action to ensure compliance with provisions of leases impacting on conditions of employment through timely notification and follow-up with appropriate parties.

Section 14. Emergency Preparedness

A. Each facility shall have an emergency preparedness plan. This plan will publish the chain of command, which will identify a member of SSA management or designee who will be physically present for employee direction during all scheduled work hours in each permanent installation. The plan will also cover employee procedures in the event of fire, earthquake, bomb threat, tornado, flood, or similar emergency. Evacuation drills will be conducted semiannually.

B. The Employer agrees that the first concern when an employee is injured on the job is to make certain that he/she gets prompt emergency medical aid. Doubts over whether medical attention is necessary will be resolved in favor of arranging medical aid.

C. When it is necessary to assist an employee to return home because of illness or incapacitation or to provide transportation to a medical facility, the Employer will assist the employee in arranging for such transportation.

D. The Employer agrees to maintain adequate first aid supplies at each permanent installation. All employees will have reasonable access to these supplies.

E. The December 9, 2003, Shelter In place MOU is incorporated into this Agreement.

Section 15. Stress

The parties agree that recognizing, minimizing and coping with stress are essential parts of employee wellness. Management will make every effort to provide annual training on stress reduction and will make information available on the agency website regarding stress reduction. This will be a part of the SSA Wellness Program.

The designated health and safety representative may initiate an annual discussion with local management on reducing stress in the workplace. The Agency will not pay for travel and per diem for these discussions.

Employees who feel they are experiencing harmful levels of job related stress may contact employee counseling services.

The issue of stress reduction will be an appropriate agenda item for health and safety committees.

Section 16. Smoke Free Environment

A. In keeping with the parties' concern for the health, safety and well-being of all SSA employees, there shall be “no smoking” inany SSA controlled facility. In addition, there will be “no smoking” on any SSA controlled property or premises

B. The parties agree that they will intensify efforts to assist those employees who are interested in participating in the smoking cessation program. We are committed to making cessation programs available to each and every employee who wishes to participate in them. The cost of SSA-sponsored or approved programs will be paid by SSA, not by the employees. SSA-sponsored programs will be offered on the clock unless not available during duty hours. Programs approved by or sponsored by SSA will include or be similar to programs conducted by the American Lung Association or the American Heart Association. The parties recognize that these programs will be more easily developed in the large installations, e.g., PSCs, Headquarters and theDOC.

Employees who wish to stop smoking but who are unable to successfully complete a smoking cessation program, or who have quit smoking but are experiencing related difficulties, may seek additional assistance through the Employee Counseling Service. Employee participation in counseling or cessation programs related to smoking is strictly voluntary.

C. If there are changes to the agency smoking policy generated by Executive Order, government wide laws, rules or regulations, and there is a duty to bargain under 5 USC 71, notice and such opportunity to bargain will be provided consistent with Article 4.

Section 17. Job Safety Analysis

A. In situations where information indicates that employees in a particular occupation are suffering from a pattern of accidents, disabling injuries and/or illnesses, management will conduct a Job Safety Analysis (JSA).

B. JSA may consist of but not be limited to the following:

1. General conditions under which the job is performed.

2. An explanation of the job steps.

3. An explanation to determine the hazards that exist or might occur.

4. Recommendations to eliminate any of the hazards identified.

C. Who shall receive a copy:

1. Copies of all available studies and all completed JSA's will be provided to the Union within 30 days.

2. Each employee covered by a particular JSA will receive a copy within 30 days after completion of the JSA which covers his/her position.

1. When a new employee reports to duty or is reassigned to a new position and a JSA has been completed, he/she will receive a copy within 30 days after reporting to duty in that new job.

Section 18. Vision Program

This section concerns video display terminals (VDT), eye examinations and eyeglasses/contacts (including disposable lenses) and is entered into by and between SSA and the AFGE General Committee. This Agreement covers all employees in the AFGE bargaining unit that use a VDT as part of their normal work.

A. Employees shall only be eligible for VDT-related eye exams and eyeglasses/contacts (including disposable lenses) based upon supervisory certification that the employee does use a VDT in the course of their official duties.

1. If an eligible employee obtains a prescription from a licensed optical practitioner (e.g., optometrist or ophthalmologist) indicating that the employee needs special eyeglasses/contacts (including disposable lenses) in order to operate a VDT without eyestrain or because of other optical-related problems, the Agency shall reimburse the employee for 100% of the eye examination in an amount not to exceed $65. In this process the employee must present the practitioner with a form, obtained from management, which will indicate that any prescription should only be for VDT use. The practitioner must certify on the form that the eyeglasses/contacts (including disposable lenses) are for VDT use. This form must be returned to management.

C. An employee who has met the conditions listed in A and B above will be entitled to a pair of eyeglasses/contacts (including disposable lenses) for VDT operation at Agency expense. The Agency will bear the cost up to $200. The Agency will either procure the eyeglasses/contacts (including disposable lenses) of the employee’s choice, or will reimburse the employee upon the presentation of proper documentation. The option will be left to the Agency.

D. Employees shall be entitled to a reasonable amount of excused absence to obtain eyeglasses/contacts (including disposable lenses), and VDT eyeglass/contact examination and fitting, provided that the employee in fact has an authorized VDT eyeglass/contact (including disposable lenses) prescription. Normally this will not exceed 2 hours total time for all matters.

E. If an eligible employee who has already received an Agency provided pair of VDT glasses/contacts (including disposable lenses) believes that he/she needs a new VDT-related prescription, he/she shall be eligible to re-participate in the program, consistent with each of the steps identified above.

F. Eyeglasses/contacts (including disposable lenses) provided for under the terms of this Agreement remain Government property, and as such, the employee may be requested to surrender them when the employee separates from the Agency.

G. Employees are ineligible for participation in the Agency’s vision program while on OWCP, LWOP or extended sick leave, and not at least working part time.

Section 19. Work space

The agency will make every reasonable effort to provide work space that comports with OSHA and ANSI standards and, in doing so, may consider other generally acceptable standards, to the extent that such standards do not conflict with OSHA and ANSI standards or with each other. Should the Agency decide to change employee workspace including ergonomic furniture, the Agency will provide notice and bargain to the extent required by 5 USC 71.

Section 20. Moves, Openings, Expansions, Relocations and Renovations

1. The Agency will provide the Union with notice of any moves, openings, expansions, relocations or renovations including a copy of any proposed floor plan.

If there is a duty to bargain under 5 USC 71, the parties will proceed consistent with Article 4. At the election of the union, bargaining will include non security related window coverings (e.g. decorative shades/blinds).

1. Employees will select their seats within designated units based on service computation dates (SCD).
2. Should the Agency choose to detail employees to other offices during the relocation, management will first determine the numbers, types and grades of employees to be detailed to each available office and the qualifications. Employees will then select from among available offices. Management will select based on SCD.
3. Should the Agency choose to retain a skeleton staff at the office during relocation, management will first determine the numbers, types and grades of employees and qualifications. Employees will be given an opportunity to volunteer. Management will select based on SCD. Should there be insufficient volunteers, management will use inverse seniority to assign qualified employees to the skeleton staff.
4. There will be a general orientation meeting with employees, prior to occupying the new space, to review the procedures, dates, times, and other aspects of the office opening, move, relocation, expansion, or renovation. The union will be notified of this orientation meeting and invited to attend in accordance 5 USC 71 and Article 3 of this Agreement.
5. If an employee’s personal materials and/or files will be moved due to an office opening, move, relocation, expansion, or renovation, employees may receive a reasonable amount of duty time to pack and unpack those items.
6. ~~If the union bulletin board is moved to a new location as a result of an office opening, move, relocation, expansion, or renovation, employees will be briefed on the new location of the Union bulletin board. Location of Union bulletin board will be in an area which is reasonably accessible to bargaining unit employees.~~
7. **G.** If the applicable Physical Security Action Plan is changed as a result of an office opening, move, relocation, expansion, or renovation, employees will be briefed on the updated Physical Security Action Plan within 30 days. The Union will be notified of this briefing and invited to attend in accordance with 5 USC 71. The Union will be provided an opportunity for a briefing prior to the briefing with employees.
8. **H.**  Following the completion of the office opening, move, relocation, expansion, or renovation, Management agrees to conduct an evacuation drill, shelter in place drill, and a health and safety inspection in accordance with the Physical Security Action Plan and Article 9 of the National Agreement.

Section 21. Workplace Violence

The prevention of violence in the workplace by non-employees is a mutual concern to both the Agency and the Union. As determined by management the Agency will take appropriate action to abate unacceptable forms of conduct by non-employees to ensure a safe work environment. When members of the public demonstrate disruptive, violent, or threatening actions or behavior, SSA will take the necessary measures, including banning that individual from appearing in person at any of our offices, to ensure the safety of everyone involved.

Section 22. Wellness

SSA will provide wellness-related information such as stress, smoking cessation, health, nutrition, weight management and control, dental health, respiratory and cardiac health, and fitness, on an Agency-wide website. The information on this website may be supplemented, as applicable, on regional wellness websites.

Agency wellness coordinators will be listed on the agency intranet.