

ST. PATRICK'S CENTRE, KELLS ROAD, KILKENNY

Policy Document

POLICY TITLE:

Health & Safety Statement policy

Prepared by: Anna-Maria Das Chaudhury Health & Safety Coordinator	Approval Date: 1 st May 2017	Review Date: 1 st May 2019
Policy Number	Approval By Signed: <u>David Kieran</u> Operations Manager	

Mission Statement

To enable people to live a good life, in their own home, with supports and opportunities to become active, valued and inclusive members of their local communities.

To enable a supported self-directed living (SSDL) model of provision which is underpinned by our beliefs, values and vision.

Review Date: <hr/>	Amendments Required <hr/>	New Revision Status <hr/>
Revision No: <hr/>		
Reviewed By:	Approved By: Signed: _____ Operations Manager	

Table of Contents

1. Policy Statement	4
2. Scope	4
3. Introduction	4
3.1. Safety Legislation	4
3.2. The Safety Statement.....	4
3.3. Statement of Intent.....	4
3.4. Safety Policy Statement	5
4. Assignment of Responsibilities.....	6
4.1. Operations Manager	6
4.2. Operations/ Sector Managers.....	6
4.3. Individual Employees	7
5. Organisational Measures for Health & Safety	8
5.1. Statutory Requirements.....	8
5.2. Standards	8
5.3. Co-operation	8
5.4. Budgets.....	8
6. Arrangements for Dealing with Fire and Other Emergencies.....	10
6.1. Fire Safety Features of the Buildings.....	10
6.2. Fire Alarm / Detection System	10
6.3. Fire Fighting Equipment	11
6.4. Fire Training	11
6.5. Emergency Lighting / Emergency Exit Routes.....	11
6.6. Fire Doors	11
6.7. Fire Action Notices	11
6.8. Fire Wardens	11
6.9. Fire Drills / Assembly Points	12
6.10. Action in the Event of Fire.....	12
6.11. Fire Evacuation Procedure	13
6.12. Bomb Scares.....	14
7. General Provisions for Health and Safety	15
7.1. Policy Statement	15
7.2. Anti-Bullying Policy.....	16
7.3. Contractors' Procedures	17
7.4. Safety for Visitors.....	18
7.5. Food Preparation Facilities.....	18

7.6.	First Aid	19
7.7.	Co-operation by Employees	19
7.8.	General Health and Safety Rules.....	20
7.9.	Accident and Near Miss Investigation.....	21
7.10.	Disciplinary Action.....	21
8.	Specific Measures for Control of Health and Safety	21
8.1.	Fire.....	21
8.2.	Electricity.....	22
8.3.	VDU Workstation Equipment.....	22
8.4.	Office Equipment	23
8.5.	Kitchens / Canteen	24
8.6.	Manual Handling	26
8.7.	Knife and Burns Safety	29
8.8.	Violence to Staff	30
8.9.	Stress in the Workplace	31
8.10.	Radon Hazard	32
8.11.	Leptospirosis Jaundice (Weil's Disease).....	32
8.12.	Vehicles on Company Business	33
8.13.	Machinery	34
8.14.	Ladders, Trestles & Steps	35
8.15.	Portable Electric Power Tools	37
8.16.	Electrical Power Tools Safety	38
8.17.	Hand Tools.....	39
8.18.	Stanley Type Knives.....	40
8.19.	Strimmer and Lawn Mower Safety	40
8.20.	Policy on Communication	41
8.21.	Guidelines on the Management of Violence and Aggression.....	47
8.22.	Policy on Risk Assessment and Management	54
8.23.	Carers in the Workplace	61
9.	Risk Assessment	62

1. Policy Statement

2. Scope

3. Introduction

3.1.Safety Legislation

Safety and health in the workplace is governed by the Safety Health and Welfare at Work Act, 2005. The company management must ensure, so far as reasonably practicable, that the workplace is safe, that the equipment provided is safe, that staff are properly trained and that they work under a system of work which will help to ensure their health and safety. Employees must co-operate with the systems and the arrangements that are provided for health and safety reasons.

The company must consult with employees on health and safety issues and is entitled to their co-operation in the development of safe systems and safe arrangements for the workplace.

The Fire Services Act, 1981 and the Building Regulations, 1991 set out the fire safety standards which must be met by occupiers of buildings. The Act and the Regulations are concerned with the fabric of buildings and the provisions for emergencies in the event of fire.

The Safety Health and Welfare at Work (General Application) Regulations 2007 set out some of the specific standards to be met by the workplace, including standards in relation to electricity, manual handling, work equipment, e.g., VDU equipment, and workplace design.

3.2.The Safety Statement

A provision of the 2005 Safety Health and Welfare at Work Act requires that employers prepare a Safety Statement. This Safety Statement must describe the organisational and physical arrangements for safety, including the assignment of responsibilities to individuals and a statement of the co-operation required from employees to maintain those standards.

The Statement must refer to the particular hazards in the workplace concerned and must indicate the risks associated with those hazards and the arrangements for control of the particular hazard. This document has been prepared to comply with the company's duty under this provision of the Act.

3.3.Statement of Intent

To each Employee, Contractor, and Visitor:

This document sets out the safety policy of ST PATRICK'S CENTRE Kilkenny. for all its operation at and specifies the means provided to achieve that policy. Our objective is to endeavour to provide a safe and healthy working environment for all our employees and to meet our duties to contractors and members of the public who may be affected by our operations. The success of the policy will depend on your co-operation.

It is therefore important that you read the document carefully and understand your role and the overall arrangements for health and safety at ST PATRICK'S CENTRE Kilkenny. It is our intention to review this statement in the light of experience and developments at the company. Staff and others are encouraged to put forward suggestions for improvement to the statement.

3.4. Safety Policy Statement

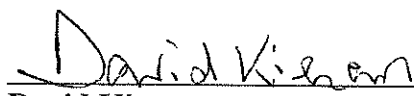
We at ST PATRICK'S CENTRE Kilkenny. are committed to "create and maintain, as far as is reasonably practicable, an environment which is not hazardous to the health, safety and welfare of workers, contractors, visitors, general public and the environment".

To achieve this safe environment, we are committed to continuous improvements in the following areas:


- A safe place of work.
- Safe plant and machinery.
- Safe systems of work.
- Proper and adequate training and supervision.
- Correct emergency planning and procedures.
- Consultation with the work-force and others concerned with health and safety within the company.
- Where appropriate, the provision of Personal Protective Equipment and equipment with proper training in its' use, where hazards are unavoidable.
- Safe access and egress to and from the building / sites of work.
- The identification of hazards and assessment of risks involved, and the introduction of control measures against these.
- The provision of a safety officer to advise and assist in the securing the safety, health and welfare to employees, outside contractor and the general public.

Full co-operation at all levels of management and staff is necessary if we are to successfully implement this policy.

Signed:


David Kieran,
Operations Manager

Date:


 21st 2017

4. Assignment of Responsibilities

4.1. Operations Manager

The **Operations Manager, David Kieran** has overall responsibility, insofar as is reasonably practicable, for ensuring the safety, health and welfare of all the employees of ST PATRICK'S CENTRE Kilkenny. He is responsible for ensuring that personnel, finance and physical facilities are adequate to meet the commitments of the general policy statement and the detailed commitments in relation to control of hazards that are made later in this statement. He is also responsible for reviewing the occupational health and safety performance of the company on an annual basis. The general manager responsibilities include:

- Taking a direct interest in the Safety Statement and positively supporting any person whose function it is to carry it out.
- Allocating resources within the constraints of the company's budget to implement safety policies within the Safety Statement.
- Periodically reviewing their responsibilities and that of all other persons concerned with implementing policies and procedures outlined in the Safety Statement.
- Ensuring that all staff under his control is held accountable for their performance in relation to Occupational Safety and Health.
- Ensuring resources are available to provide training, as required, for management, supervisors and employees.

Day-to-day implementation is delegated as follows:

4.2. Operations/ Sector Managers

Managers are responsible, insofar as is reasonably practicable for health and safety in their area of work and communicating the various components of the safety statement to their employees. They have a responsibility to ensure that their employees adhere to safe systems of work and to ensure that any equipment they are using is kept in safe condition and is reported for repair when necessary. These duties include:

- Monitoring work activities and assisting the OPERATIONS MANAGER in developing a safe workplace.
- Ensuring that an analysis of the hazards and assessment of the risks associated with the daily work has been carried out and arrangements made to ensure that all work is carried out safely.
- Ensuring adequate first aid and firefighting facilities and equipment are available, checked and documented.
- Conducting safety inspections on a weekly basis and maintaining records of these inspections. Copy all necessary documentation to the safety department.
- Ensuring all staff obey established safety rules and immediately corrects any violations of these rules.

- Verifying that all employees on site have received proper induction training to include a review of the workplace safety rules, the use of personal protective equipment, emergency procedures, first aid, accident reporting and any other relevant safety issues.
- Ensuring that all staff under their immediate control are aware of actions to be taken in case of emergency and that properly maintained firefighting equipment is available.
- Ensuring that safety standards laid down in the Safety Statement are understood and adhered to at all times.
- Being aware of all identified hazards in their area of responsibility and specific measures to reduce the risks associated with these hazards.
- Providing appropriate safety training to employees under their supervision.
- Ensuring that good housekeeping standards are maintained.
- Monitoring the activities of visitors and contractors on site to ensure their safety.
- Notifying the Operations Manager of any situations, which may present a safety hazard to staff, contractors or the public.
- Maintaining the general workplace safety file to include copies of all equipment certificates, vehicle safety inspections, training records, MSD Sheets and other relevant health and safety information.
- Ensuring all pertinent safety information is communicated to all staff as appropriate.
- Obtaining and file accident investigation reports in the general workplace safety file and, when necessary, ensures accident reports have been filed with the Authority. This must be copied to the safety department.
- Maintaining a complete and up to date copy of the Safety Statement and ensure they are available to all staff, contractors, visitors and inspectors of the Authority for review.
- Implementation of a safety management system into the organisation.
- To prevent improper conduct e.g. Violence, bullying, horseplay etc. at work.
- Preparation and, where necessary, the revision of adequate plans and procedures to be followed and measures to be taken in the case of an emergency or the presence of serious or imminent danger

4.3.Individual Employees

All staff are obliged to adhere to safe systems of work as outlined in this safety statement and to the instructions provided by their managers / team leaders in relation to health and safety. There is also an obligation to use any protective equipment provided and information gained in training courses to protect one's own health and safety and that of colleagues.

All staff are obliged to report to their managers / team leaders, without delay, all accidents and near misses and to ensure that managers / team leaders are made aware of any hazardous equipment or conditions in their work areas. Serious incidents must be notified to the Safety Officer or immediate manager / supervisor without delay. Incident / accident report forms must be completed in consultation with their manager.

Staff must not come to work under the influence of drugs or alcohol. Not to engage in improper conduct or other behaviour such as violence, bullying or horseplay, which could endanger another person at work or his or her safety, health and welfare

Where safety and health training related to a particular task is required by the employer or by safety and health legislation, attend and undergo, as appropriate, any reasonable assessment required by his or her employer or as may be prescribed in Regulations.

Take account of the training and instructions given by the employer, correctly use any article or substance and protective clothing and equipment provided for use at work or for his or her protection.

5. Organisational Measures for Health & Safety

5.1. Statutory Requirements

The intention of the company is to apply the statutory provisions of the Safety, Health and Welfare at Work Act, 2005 as our minimum standard. All possible co-operation will be afforded to inspectors and others concerned with safety and health standards.

5.2. Standards

The company, in providing for health and safety, applies the most appropriate technical standards available, including national standards, fire safety codes and guidelines of the Health and Safety Authority.

5.3. Co-operation

The company is committed to co-operating with the local authorities such as the Fire and Emergency Services, Gardaí and the Health and Safety Authority.

5.4. Budgets

In arriving at annual budgets, company management will ensure that sufficient resources are made available to support the safety arrangements detailed in this Safety Statement.

5.5. Consultation

The company is committed to meeting its obligations under Section 26 of the Safety, Health and Welfare at Work Act, 2005. This includes full and early consultation with staff on all health and safety matters, including any alterations or changes which could potentially affect the health and safety of employees, contractors and visitors to the company. The Operations Manager has responsibility for consultation arrangements. The effectiveness of the consultation arrangements will be reviewed from time to time. Staff can communicate all hazards identified within the workplace to their Sector Managers/Health & Safety CO-ordinator.

5.6. Safety Representatives

The company acknowledges all the legal rights of the staff Safety Representatives and is committed to co-operating with the Safety Representatives to ensure that they can carry out the audits and investigations permitted under the Safety Health and Welfare at Work Act,

2005. All staff are encouraged to participate in the consultative process through direct contact with the Safety Representatives.

5.7.Safety Committee

The company has a safety committee, which meets 4 times per year. The committee's role is strategic and among other topics, it reviews accident statistics and trends, the effectiveness of fire drills and health and safety training needs. It also investigates general health and safety issues and advises on and recommends any improvements required. Minutes of each meeting will be filed with the Facilities department.

The safety committee membership list is kept up to date by the Facilities Manager and it is posted on company notice boards.

5.8.Safety Audits

The Safety Representatives carry out safety audits every six months. These audits, which are recorded, include systems of work, vehicle safety checks, fire and emergency arrangements and the safety training needs of staff.

The Safety Representatives, in consultation with the Operations Manager, prioritises any action needed arising out of the findings of such safety audits.

5.9.Staff Training

The company is committed to training staff for all appropriate aspects of the company operation including health and safety matters. Safety training commences at induction. New employees are given training and / or handouts on Housekeeping, Manual Handling, General safety, Rules of the road, Fire evacuation etc.

Managers, in consultation with the Safety Consultant, will review the need for training in health and safety from time to time. Recommendations will be made to the Operations Managers appropriate.

The HR Dept maintains signed records of all training.

5.10. Personal Protective Equipment (PPE)

There are very few areas where Personal Protective Equipment is required, e.g., hazardous chemicals, broken glass, changing wheels etc. The company will provide PPE to minimise the risk involved and to provide the degree of safety necessary. Each employee is responsible for ensuring that he/she wears PPE correctly and as appropriate. The Operations Manager has responsibility for ensuring that the correct types of PPE are provided as specified in Material Safety Data Sheets (MSDS). Staff are required to co-operate with any PPE arrangements required.

Personal Protective Equipment includes:

Protective gloves and eye/face protection (as required) for handling hazardous chemicals, cleaning the vehicle, or replacing a puncture.

Contractors must provide their own PPE for any work they carry out.

5.11. Maintenance Work and Building Services

Maintenance work includes a wide range of routine servicing and repairs to vehicles and equipment. Statutory inspections of plant and equipment are also carried out as required.

5.12. Communications with Contractors

Communications take place with contractors prior to them carrying out work for **ST PATRICK'S CENTRE Kilkenny** to ensure adherence to safety procedures and to the Safety, Health and Welfare at Work Act, 2005 and relevant statutory procedures. All necessary information is given to ensure that contractors comply with the above. Contractors' Procedures can be found in Section 5.3 of this Statement. The Operations Manager has responsibility for dealing with contractors.

5.13. Fire and Emergencies

The company's Fire and Emergency arrangements cover such areas as, roles and responsibilities, emergency procedures, firefighting equipment etc. The plan is reviewed regularly and updated in the light of changing circumstances.

5.14. Smoking Policy

Smoking is prohibited in all internal areas. '*No Smoking*' signs are displayed on vehicle doors. Smoking is only permitted outside the Campus.

5.15. Welfare Facilities

Staff on the road can avail of welfare facilities provided at filling stations and catering facilities. There is no restriction placed on staff in relation to the use of public welfare facilities.

6. Arrangements for Dealing with Fire and Other Emergencies

6.1. Fire Safety Features of the Buildings

The buildings occupied by **ST PATRICK'S CENTRE Kilkenny** are single and two storey properties. Walls and floors are constructed of fire resisting material to inhibit the spread of fire. There are adequate means of escape (emergency exits) from all areas. These escape routes are highlighted by illuminated exit signs and include self-closing / self-sealing fire doors.

6.2. Fire Alarm / Detection System

An automatic fire alarm system comprising of break glass units and detectors (smoke or heat) has been installed in these buildings. If a fire is discovered and the break glass system or a smoke/heat detector is activated, the fire alarm bell sounds. This is the signal to evacuate the premises. When activated the alarm bells can be clearly heard throughout the building.

The fire alarm panel is zoned and located at the reception or main entrance area. When the fire alarm is activated, whether by break glass unit or smoke / heat detector, the zone in which it was activated will be indicated on the panel.

The fire alarm panel will be checked daily and alarm bells will be tested weekly and records are maintained. The alarm system will be serviced quarterly by competent contractors. A maintenance contract will be in place.

6.3.Fire Fighting Equipment

Adequate numbers of portable fire extinguishers are provided throughout the premises. A range of extinguishers are provided based on the conditions i.e. carbon dioxide for electrical equipment etc. Specialised operators will inspect and test fire-fighting equipment annually.

The Facilities Manager files all fire equipment test certificates.

6.4.Fire Training

All staff will be trained to tackle incipient fires using fire extinguishers where appropriate. All staff will receive training on evacuation procedures.

6.5.Emergency Lighting / Emergency Exit Routes

Emergency lighting, which remains lighted when the mains supply has failed, will be installed throughout the building.

Illuminated emergency exit signs, which also remain lighted when the mains supply has failed, are located above emergency exit doors. These lights enable people to escape to emergency exits in the event of fire or a power failure.

Emergency lighting is tested monthly. It is serviced annually by competent contractors. The Facilities Manager maintains records of tests and services.

All emergency exit routes are adequately signposted indicating the exit route. Emergency exit routes are kept clear at all times.

Emergency exit doors are posted with signs, both inside and outside indicating that they must be kept closed and clear at all times. Emergency exit doors are tested on a monthly basis and serviced and maintained as required. The Facilities Manager maintains records of tests.

6.6.Fire Doors

Fire doors are provided as appropriate throughout all buildings. Many of these doors have self-closing devices fitted and they are kept closed. All have sealing strips, which expand at high temperatures thus helping prevent the ingress or egress of smoke in the event of fire.

A break glass unit is also provided to enable the doors to be readily opened in the event of an emergency. Signs, indicating that the fire doors should be kept closed at all times, are clearly posted.

6.7.Fire Action Notices

Fire Action Notices and escape route plans are strategically posted throughout the building, including company notice boards. These advise personnel what to do in the event of a fire.

6.8.Fire Wardens

Fire Wardens are responsible for ensuring that all residents/personnel leave the scene of the emergency safely including contractors and visitors, and taking any steps necessary, without undue risk to their own or anyone else's safety, to minimise potential damage.

Carry out an inspection on fire extinguishers, fire exits, fire doors and smoke detectors within your area for signs of tampering or damage. This should be done weekly and should be kept in a signed register.

Ensure all fire notices are in place and effective. Report any problems or defects to their Sector Manager/Health & Safety Co-ordinator. Advise staff on all matters relating to firefighting, fire prevention and fire safety. Especially new staff members. Establish the location of all water hydrants within your area and valves/taps for gas, diesel etc.

Control the crowd during an evacuation and offer direction and authority to accelerate the process. Direct the firefighting operation prior to the arrival of the local Fire services/brigade. Offer the fire services whatever assistance is necessary to accelerate their response once on site. Ensure that all assembly points are intact and visible at all times. Advise all staff on the location of their assembly point within the campus.

Have a clear knowledge of how to acquire a list of residents/staff within the company in case of an emergency evacuation. Inform the fire authorities of the fire on site. Roll-call at the assembly point. Crowd calming at the assembly point. Assessing the situation as it progresses and if needed, relocate the assembled crowd to a safer location.

6.9.Fire Drills / Assembly Points

Fire Evacuation Drills are carried out every 6 weeks. The time for each drill is recorded, as are any observations on the effectiveness of the drill. Assembly Points are clearly identified at each property. The suitability of this area will be kept under review. The Management Team review the effectiveness of each drill and implement recommendations as appropriate.

6.10. Action in the Event of Fire

Fire Warden Procedure

- If you discover a fire or one is reported to you, immediately sound the alarm by using a break glass unit. Alternatively, your first knowledge of a fire may be the continuous sounding of the fire bell.
- In either case using an authoritative voice, direct personnel (staff members, clients, members of the public, contractors etc.) to the emergency exit route by calling –

“THIS WAY OUT PLEASE”

- As far as is practicable, i.e., without risk to yourself or others, make sure that all areas in your zone, e.g., toilets, stores, kitchen / kitchen areas etc., are searched for stragglers.
- Report the status of your zone to the Chief Fire Warden at the Assembly Point, or in his/her absence, to the Deputy Chief Fire Warden.

Employee Procedure

- If you discover a fire or one is reported to you, immediately sound the alarm by using a break glass unit.
- If you discover the fire yourself and if it is safe to do so, attack the fire with suitable extinguishers, e.g., do NOT use water on electrical fires, use a CO2 extinguisher. When attacking a fire be sure to keep an emergency exit at your back.

- Whatever the status of the fire be sure to secure your own safe evacuation by leaving the building if the fire is beyond your capacity to deal with or on the instruction of the Fire Warden in your zone. Follow the Fire Evacuation Procedure – See Section 6.11.

The Chief Fire Warden will ensure that the fire brigade has been called and any other emergency services deemed necessary. In the event that the fire brigade has to be called by **ST PATRICK'S CENTRE Kilkenny**, the following procedure will be used:

Calling the Fire Brigade

Dial 112

Give the operator your telephone number and ask for 'FIRE'.

When Fire Brigade replies, give the call distinctly:

**"FIRE AT –
(Identify Location)???? Kilkenny.**

**PLEASE STATE THAT IT IS AN INSTITUTION FIRE AND THEN 2 FIRE
BRIGADES WILL AUTOMATICALLY BE DESPATCHED.**

Do not hang up until the Fire Brigade has repeated the address.

Evacuate the premises as per the Fire Evacuation Procedure.

Note: The receptionist has 'direct' phone numbers of other Emergency Services, e.g., local Gardaí, An Bórd Gáis, ESB etc

6.11. Fire Evacuation Procedure

- On hearing the continuous sounding of the alarm prepare to evacuate immediately.
- Close windows and switch off electrical equipment if it safe to do so.
- Put away valuable documents if it safe to do so.
- Do not attempt to carry anything from the building that could hinder your escape or that of other staff members.
- Close the doors of empty offices/rooms as you go if it is safe to do so.

As you make your escape:

- Walk quickly, do not run
- Do not stop to collect personal belongings
- Do not return to the building
- Assist fellow residents/staff members who may be in difficulty without putting yourself at undue risk
- Go to the Assembly Point at the front of the property.
- In the case of a bomb scare, assemble at another area well away from the building or at any other area advised by the emergency services.

- At the Assembly Point pass on any relevant information to the Chief Fire Warden or Deputy or to the Senior Manager in their absence.
- Do not leave the Assembly Point until the Chief Fire Warden / Deputy or one of the other Fire Wardens gives the 'all clear'.
- The Chief Fire Warden, or the Senior Manager in her/his absence, liaises with the emergency services when they arrive.

6.12. Bomb Scares

All bomb scares are treated seriously and a search of the premises is always carried out. The Gardaí are always alerted and, in consultation with them, a decision is taken as to whether the premises should be evacuated or not.

If the decision is to evacuate, the **EVACUATION PROCEDURE** is implemented.

Staff members who receive a telephoned bomb warning should do the following:

- Remain calm
- Try to ascertain details of the bomb, e.g.,
- Exact location
- Time due to detonate
- Note details about the caller, e.g.,
- Sex
- Accent
- Approx. age group (young or old)
- Speech (measured, drunken etc.)
- Try to get as much information as possible
- Note the main points of the call
- Inform your manager
- Remain calm and do not spread panic
- If the warning is given by other means, inform your manager or team leader immediately

Note: In the normal course of work if you notice anything out of place or out of the ordinary, e.g., suspicious packages etc., report it your manager immediately.

Do not move or touch suspicious packages or objects.

7. General Provisions for Health and Safety

7.1. Policy Statement

The company is conscious of its obligations under the Safety, Health and Welfare Pregnant Employees etc., Regulations 1994 (SI 446), which relate to women who are pregnant, have recently given birth or are breast-feeding.

Some hazards in the workplace may increase the risk to the health of the woman or her developing child for any of the above categories. The Pregnancy Regulations provide specific protection during this period. In order to comply with the Regulations, the company must carry out a risk assessment of the areas in which the employee works. In order to do this, the company needs to be notified of the condition.

As with other aspects of health and safety, the company is obliged to ensure there is no damage to the health and safety of either the mother or the developing child. Specific agents/working conditions, which potentially may increase the risk at ST PATRICK'S CENTRE Kilkenny are:

- Manual handling of loads where there is a risk of injury. Pregnant workers have reduced capacity as the pregnancy progresses and those who have recently given birth may also have limitations (breast-feeding workers are at no greater risk than other workers).
- Excessive physical or mental pressure may cause stress and give rise to anxiety and raise blood pressure.
- Shocks, vibrations or movement, for example, a sudden blow to the body.

A maternity employee who feels she may be at risk should ensure that her manager / team leader is informed so that the appropriate precautions can be taken.

Maternity Employee Definition:

An employee who has informed her employer of her condition – that she is pregnant or that she has given birth within the past 14 weeks or that she is breast-feeding and has given birth within the past 26 weeks.

ST PATRICK'S CENTRE acknowledges its role in protecting the safety, health and welfare of all people employed in ST PATRICK'S CENTRE and affected in any way by the workplace.

ST PATRICK'S CENTRE will ensure any employees, service users and volunteers who are pregnant, will have access to a risk assessment, as required by the Safety Health and Welfare at Work (General Applications) Regulations, 2007.

Management will put in place arrangements for this assessment, on being informed that an employee, volunteer or service user informs them that they are pregnant.

Employees, Service Users and Volunteers

Any employee, service user or volunteer who is pregnant, has recently given birth or who is breastfeeding, should inform ST PATRICK'S CENTRE as soon as possible and submit all necessary medical certificates.

Disclosures of pregnancy at the early stages is important, as this is the most vulnerable period for the pregnant employee, service user and volunteer.

Procedures

ST PATRICK'S CENTRE will assess the risk to the health and safety of employees, service users and volunteers and any potential effect on a pregnancy and/or on breastfeeding by employees, service users and volunteers, including any risk involving hazardous agents, functions and/or responsibilities and working conditions.

ST PATRICK'S CENTRE is responsible for determining the degree, nature and duration of the employees, service users and volunteers' exposure to any risk and will take any preventative and protective action necessary to ensure the health and safety of employees, service users and volunteers and to avoid any possible effects on a pregnancy or on breastfeeding.

Following such a risk assessment, if it is found that there is a risk to employees, service users and volunteer's health and safety, or any possible effect on pregnancy or breastfeeding, **ST PATRICK'S CENTRE** will temporarily adjust the working conditions/functions/role of the employees, service users and volunteers, in order to avoid exposure to any such risk.

If it is not possible to make the necessary adjustments to working conditions/roles/functions, **ST PATRICK'S CENTRE** will provide suitable alternative work/role/functions, which do not pose a risk to the health and safety of, or any possible effect on, the pregnancy or of breastfeeding by employees, service users and volunteers.

If suitable alternative working conditions/roles/functions are not possible, the employee, service user and volunteer must be given health and safety leave under Section 18 of the Maternity Act, 1994.

If an employee, service user and volunteer is involved in night work (i.e. works for at least 3 hours between 11pm and 6am or 25% of her monthly work is conducted during these hours) produces a medical certificate stating the she should not work during night time hours during her pregnancy, or for 14 weeks following childbirth, **ST PATRICK'S CENTRE** will either: transfer the individual to daytime work or grant the individual leave or extend maternity leave.

ST PATRICK'S CENTRE will provide information to employees, service users and volunteers concerning the risk assessment and the measures being taken to meet the requirements of the Regulations.

7.2.Anti-Bullying Policy

Policy Statement

Fundamental to the concept of equality and respect for individuals in the workplace is that the work environment should be free from activities that are likely to adversely affect the dignity of the individual. ST PATRICK'S CENTRE Kilkenny are committed to ensuring that its entire staff are free from bullying, intimidation and sexual harassment in the workplace. The company will not tolerate bullying and this policy and complaint procedure will be applied to reported incidents of bullying. Where a complaint is upheld, following a full investigation, the person or persons responsible will be subject to company disciplinary procedures up to and including dismissal.

Definition

Bullying in the workplace is repeated aggression, verbal, psychological or physical, conducted by an individual or group against another person or persons. Therefore, systematic and ongoing aggressive behaviour in the workplace is regarded as bullying for the purposes of this policy.

Complaint Procedure

A staff member, who believes that he/she is being bullied, should initially confront the individual responsible and request that the bullying ceases. If confronting the individual directly would cause excessive anxiety, an approach through a colleague, manager or team leader should be considered.

If the complaint cannot be processed in this manner for whatever reason, it should be processed through the company's formal grievance procedures.

Every effort will be made to maintain confidentiality; however, it may be necessary to interview witnesses among staff members. If this is necessary, the importance of confidentiality will be stressed to the interviewees. Counselling and support is available for victims of bullying through the Employee Assistance Programme. Rehabilitation training can be provided to employees identified as 'bullies' who are willing to accept such training, provided they are still in employment with the company.

7.3. Contractors' Procedures

In order to meet our obligations for the safety and health of our staff and of contractors working, the following arrangements are in place:

- Contractors must liaise with the Operations Manager or designated deputy.
- The contractors' vehicles and systems of work must meet the standards required by the Safety, Health & Welfare at Work Act, 2005.
- Contractors must have appropriate insurance cover throughout the terms of the contract.
- Contractors may not use the company's equipment or seek the assistance of staff without the approval of the ST PATRICK'S CENTRE Kilkenny liaison person.
- Contractors must take all due care of their own safety and the safety of others affected by their work. The instructions of the ST PATRICK'S CENTRE Kilkenny liaison person must be complied with.

- Contractors must not leave work areas or equipment unattended in a hazardous condition particularly where staff or members of the public may be present.
- Contractors must report any accidents or near miss incidents to the liaison person without delay and must co-operate in any subsequent investigation of the accident or incident.

7.4.Safety for Visitors

In order to meet our obligations for the safety and health of our staff and of visitors to our premises, the following arrangements are in place:

- Visitors must communicate with the manager on arrival.
- Smoking is forbidden on site.
- Visitors must not do anything likely to put themselves or others at risk.
- Visitors must comply with all security measures in operation on site.
- Should an evacuation take place, visitors must leave the property at once by the nearest Emergency Exit and report to Assembly Point. Visitors, residents & staff should remain there until instructed otherwise.

7.5.Food Preparation Facilities

Food preparation and tea/coffee making facilities are provided in the kitchens of each property.

The main equipment provided is as follows:

Microwave oven

Electric kettles

The main hazards associated with electric kettles are scalds from hot/boiling water.

The main hazards associated with toasters are burns from hot surfaces.

The main hazards with microwave ovens and precautions to be taken when using them are set out below. Staff are aware of these hazards and exercise caution when using this equipment.

Detergents are used in the kitchen from time to time, which is an irritant or corrosive. Staff are aware of the hazards of handling these detergents and exercise caution. Protective equipment is provided, e.g., gloves.

Appropriate fire-fighting equipment and fire detection systems are provided in the kitchen area.

Microwave Oven

Main Hazards

The main hazards associated with using Microwave Ovens are burns or scalds caused when sealed containers containing hot food burst open. Hot food containers and steam also cause burns. Microwave ovens can cause fire if they are not used properly or if their contents overheat.

Safety Precautions

- Do not put metal decorated dishes in the Microwave.

- Do not put metal dishes in the Microwave.
- Do not cook eggs in their shells in the Microwave.
- Always pierce cling film covering food in dishes before cooking.
- Remove lids from jars and take away food containers.
- Do not cook food in a sealed container unless it has been specially manufactured for use in a Microwave Oven.
- Keep the inside surfaces of the oven and door clean.
- Do not use the oven if the door does not close properly.
- Take care when setting the time switch.
- Do not use the oven if it does not switch off automatically when the door is opened.
- Food containers can be very hot - use an oven cloth or oven gloves.
- Remove cling film carefully and keep out of the way of the steam.
- Never switch the oven on if it is empty.

7.6.First Aid

Well-stocked First Aid boxes are provided by the company and located in the office in each property. The persons responsible for stocking the First-Aid boxes are the First-Aiders. The normal contents of these boxes are listed in Appendix II to the Safety Statement. Every 2 years' members of staff will be asked to attend first aid training and staff are requested to co-operate with this arrangement.

First Aid Training

Training will be carried out by an organisation competent to do so. Refresher training will be provided at intervals not greater than 2 years. A list of first aiders and their work location is available in Appendix II (a) Each first aider will be responsible for the maintenance of appropriate first aid supplies. Wherever first aid is given a record of the injury and the First Aider must maintain details of treatment given.

7.7.Co-operation by Employees

All employees are required to co-operate with Section 13 of the Safety, Health and Welfare at Work Act, 2005.

It shall be the duty of every employee while at work:

- To take reasonable care of his own safety, health and welfare and that of any other person who may be affected by his acts while at work;
- To co-operate with his employer and to comply with any of the relevant statutory provisions;
- To use in such a manner so as to provide the protection intended, any suitable appliance, protective clothing, convenience, equipment or other means or thing provided (whether for his use alone or for use by him in common with others), for securing their safety and welfare while at work;

- To report to his employer, without unreasonable delay, any defects in plant, equipment, place of work or system of work which might endanger safety, health or welfare of which he becomes aware;
- No person shall intentionally or recklessly interfere with or misuse any appliance, protective clothing, convenience or equipment or other means or thing provided in pursuance of any of the relevant statutory provisions or otherwise for securing the safety, health or welfare of persons arising out of work activities.
- Not to arrive at work under the influence of drugs or alcohol.

7.8. General Health and Safety Rules

- All accidents and dangerous occurrences must be reported to the immediate manager or team leader without delay.
- No running is permitted for obvious safety reasons.
- No unauthorised person may attempt to carry out any electrical or mechanical repair work.
- Never interfere with any safety device (machine guard, limit switch etc.)
- Always check your vehicle before starting work; and leave the vehicle safe after use.
- Always lift, carry, put down, pull and push safely. Never overexert yourself – ask for help.
- Always treat electricity with respect. Never carry out any electrical work unless you have been trained to do so. Electricity can kill.
- Any Personal Protective Equipment prescribed must be worn.
- Employees must report any defects in equipment or in systems of doing work, which they feel gives rise to danger to the safety or health of themselves or others. The Safety Officer must be informed of any defects.
- The workplace generally must not be left in an unsafe condition.
- Always drive carefully, in your company car or in the car park. Look out for other vehicles and pedestrians. Obey the speed limits.
- Always climb safely, using appropriate steps/ladder etc. Never climb on a chair or jump.
- All employees are obliged to co-operate with the safety training / instruction programmes.
- No one may work whilst under the influence of alcohol or drugs to an extent to which could impair their judgment or effect their safety or that of others.
- Never engage in any form of horseplay or misbehave in any way. What might seem like harmless fun may result in a serious injury.
- Smoking is prohibited in all parts of the building.
- Employees must use the systems of work provided and designed to ensure safe and healthy working conditions.

7.9. Accident and Near Miss Investigation

Accidents and near misses are reported to the Facilities Manager who also investigates them. They are recorded on a company accident form.

Employees are obliged to co-operate with accident / near miss investigation, and to provide any information, which may help to establish the circumstances surrounding the incident.

The Facilities Manager is responsible for maintaining accident records and communicating with insurers, solicitors, and regulatory bodies as appropriate.

Accidents, which result in medical attention, or time off work (in the case of employees), are recorded on a detailed accident form. Attachments, such as photographs (if taken), medical reports, witness reports, copies of Social Welfare Certificates etc., are filed with this form for use in any follow-up action, e.g., with insurers or engineers' reports.

IR1 forms, and IR3 forms where appropriate, are completed as required and forwarded to the HSA as soon as possible.

Accidents are recorded and investigated in exactly the same way whether they involve, employees, suppliers, contractors or members of the general public.

7.10. Disciplinary Action

Where advice and persuasion fails to achieve compliance with safety rules and systems of work. It is the policy of the company to pursue the matter through the disciplinary procedure.

There are 4 levels of disciplinary:

1. Verbal warning.
2. First written warning.
3. Final written warning.
4. Dismissal.

8. Specific Measures for Control of Health and Safety

8.1.Fire

Hazard / Risk Assessment

The houses/premises occupied by ST PATRICK'S CENTRE Kilkenny are single or two storey properties. The offices contain the normal range of office furniture, equipment and stationery.

Risks associated with fire are smoke inhalation/respiratory damage/serious burns, death and property damage.

Risk Control Measures

- An automatic fire alarm system, consisting of detectors (smoke/heat), has been installed in all properties along with a maintenance contract. The fire detector must be tested weekly. The Facilities Manager will maintain records of the tests.
- Fire extinguishers are provided throughout. A maintenance contract is in place to service all firefighting equipment on an annual basis. The Facilities Manager maintains copies of the test certificates.
- Timed fire drills are carried out every six weeks and the Facilities Manager maintains records of the drills and any follow-up action taken.
- Appointed Fire Wardens and Deputies will ensure the evacuation of all people.
- Emergency Evacuation Procedures are in place and they are reviewed annually.
- Smoking is prohibited in all buildings.
- Staff are obliged to keep their work areas clear of accumulations of waste paper and other waste, and to ensure that no unauthorised flammable liquids are brought into the building.
- Open bar electric fires are not permitted in any buildings.

8.2. Electricity

Hazard / Risk Assessment

All buildings are wired to modern standards but there is always potential for fire or electric shock if precautions are not taken.

Risk Control Measures

- All socket outlets 220vAC or more are protected by residual current devices (RCDs) with 30mA/30mSec sensitivity. This precaution virtually ensures that no fatal shock can be suffered by anyone using plug-in equipment. RCDs are tested regularly and records are maintained. All earth leakage circuit breakers, mini circuit breakers and fuses should be marked at switchboards.
- All electrical work which involves more than fuse, bulb or plug changing is attended to by qualified personnel only.
- Multi-adaptors may only be used for low power equipment such as VDU screens etc. Photocopiers etc. must be plugged directly into sockets - these precautions are necessary to prevent overloading of cables. Extension reels of cable must be rolled out fully when being used.
- Damaged power leads are shortened to remove the damaged section or are replaced – they are never repaired.
- Staff are advised to report any loose electrical connections, any electric shock, any burning smell or blackening of leads or plug pins etc.
- A regular inspection of all electrical apparatus must be carried out and any faults found e.g., damaged socket outlets, are reported immediately and remedial action taken, i.e. replacement. Unauthorised repairs and use of unauthorised electrical apparatus are not permitted.

8.3. VDU Workstation Equipment

Hazard / Risk Assessment

With VDUs, particularly for significant and habitual users (daily use for continuous periods of 1 hour or more), there is the potential for muscular strain of the eyes, shoulders, neck, back and arms. In addition, there is the potential for fatigue and stress. These problems usually arise due to the inability of the operator to focus on the screen and/or a badly designed workstation causing the operator to adopt incorrect/uncomfortable postures.

The risks are considered significant.

Risk Control Measures

All habitual users of VDUs are provided with suitable chairs. These chairs have the following features:

- Five-point base for stability and castors for ease of movement
- Swivel features with adjustable back (tilt and up/down) and seat (up/down)
- Lumbar support.
- Display screens are moveable and can be adjusted to minimise glare.
- Computer screens have anti-glare facilities built-in.
- Suitable work desks are provided. Adequate leg-room is provided at each workstation.
- Adjustable blinds are provided to control natural light.
- Good artificial lighting is provided i.e. phase shifted fluorescent light fittings fitted with diffusers.
- Document holders and footrests are available on request.
- Eye / eyesight tests are available to all significant and habitual users of VDUs and corrective appliances for VDUs are provided as necessary.
- Guidelines on good working practices at VDU workstations are made available to all appropriate staff.
- VDU users are trained in the software systems they use, thus minimising stress.

8.4. Office Equipment

Hazard / Risk Assessment

In office areas, a small number of potentially hazardous machines are used. This includes photocopiers where there is a risk of hand injury from moving parts and hot elements inside the protective covers.

There is also a shredder which presents a risk of injury to fingers from shredding knives on high-speed rollers, also loose clothing could become entangled.

Equipment such as laser printers and photocopiers produce small amounts of ozone and dry-heat which can contaminate the office air, and may cause respiratory and skin irritation.

There is a potential hazard from tripping over trailing and loose cables from office equipment or from loose carpets. There is a potential fire hazard from accumulations of waste paper.

Risk Control Measures

- Photocopier covers are interlocked so that the machine stops when they are opened.

- The hot elements are clearly marked to warn of the dangers (they need time to cool).
- Shredders have limited openings to allow access for paper but not fingers.
- Side openings are interlocked and isolate the power supply upon opening, thus stopping moving parts before access is gained.
- Office windows can be opened to assist ventilation. Fans are provided if required.
- Office carpet is close fitting and all office floors are maintained to a high standard.
- There are no trailing or loose cables on office floors to cause trips.
- Paper is not stored next to photocopiers. Waste paper is removed on a daily basis.
- Lighting is installed to a high standard in all offices.

8.5.Kitchens / Canteen

Hazards in a kitchen and when using kitchen equipment.

- Slip, trips and falls
- Lacerations
- Entanglement
- Chemicals
- Burns and scalds
- Asphyxiation, explosion and fires

Control Measures

Ensure all staff are trained on correct manual handling techniques and slip, trip and fall safety. Trolleys are provided for the safe movement of stock. All staff must wear safety footwear. Heavy or hot items should be moved on a trolley of with two persons for stability.

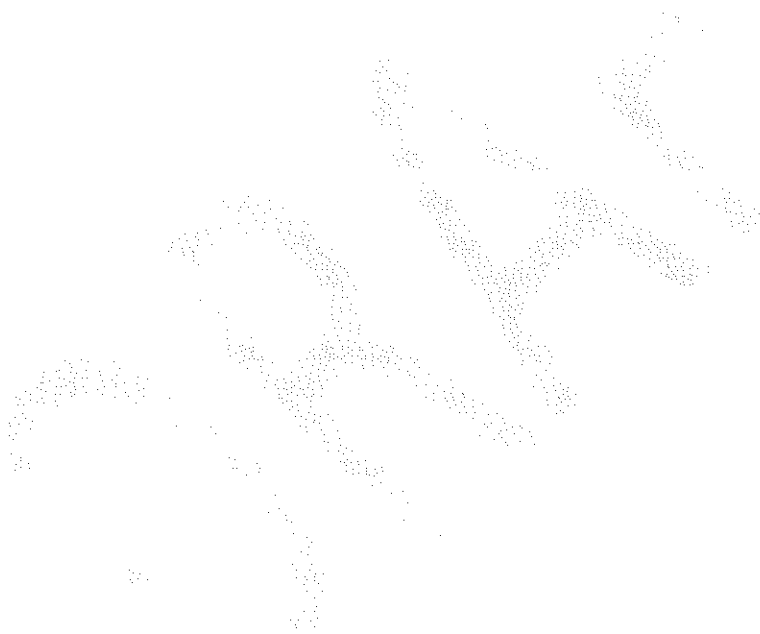
Ensure that all staff are trained on cleaning glass wear and the different techniques for drying and shining delicate glasses without breaking them. Ensure all glass wear is inspected for cracks before drying, shining or serving drinks. All broken glass must be lifted using cloths and a dust pan and brush. Broken glass must be disposed of correctly in a labelled box "caution sharps disposal".

All guards must be in place and working correctly. Only a trained person should operate the oven. Always ensure that the oven and fan are switched to the off position before opening the oven door. Hands must be protected from burning when taking anything out of the oven (i.e.) oven gloves. Always allow the steam pressure to drop before opening the door.

Caution must be taken when opening the dishwasher to ensure persons are not burned with rising steam. Let the washer cool after a cycle before opening it. Staff must wear gloves before emptying the hot racks. A T-towel or mitten should cover one's hands when holding a cup or pot up to a coffee machine, steamer or hot water Boiler/tap. Coffee machines and

boilers should be located in areas where passing traffic is to a minimum and the risk of collision is reduced significantly. Ensure the coffee machine is not brewing before replacing coffee grains or starting cleaning.

Kitchens must be equipped with foam & Co2 extinguishers. They must also have a fire blanket on the near wall. A gas shut off switch must be available at the kitchen exit door and all staff must be made aware of its function (if applicable).



8.6.Manual Handling

Introduction

ST PATRICK'S CENTRE Kilkenny recognises that manual handling activities pose a risk to individuals and can be a source of injury to staff and service users. ST PATRICK'S CENTRE is committed to encouraging best practice in relation to Manual Handling.

We are committed to safe approaches to preventing and managing incidents of injury to staff and service users. We are also committed to an approach to manual handling, which maintains dignity of and respect to service users, staff and others.

Policy Aim/Purpose

This section aims to reduce, in so far as is reasonably practicable, the risks involved in manual handling activities. The purpose of this section is to direct people on appropriate and safe principles to follow in relation to manual handling and lifting within ST PATRICK'S CENTRE.

cope of Policy

This section applies to all staff, paid and voluntary, students and agency staff who carry out manual handling activities as part of their work.

Definitions

For the purpose of this document, Manual Handling is "any transporting or supporting of a load by one or more employees, and includes lifting, putting down, pushing, pulling carrying or moving a load, which by reason of its characteristics, or of unfavourable ergonomic conditions, involves risk, particularly of back injuries, to employees" (Regulation 7, Manual Handling of Loads Regulations, 1993).

A load is defined as anything of a moveable nature and includes people, boxes, bags, furniture, work equipment, and animals.

A risk is defined as the probability that a hazard will result in an accident with definite consequences.

Risk Management is a means of reducing the risk of adverse events occurring in the service by systematically assessing, reviewing and then seeking ways to prevent their occurrence.

Responsibilities of the Organisation

ST PATRICK'S CENTRE is responsible for ensuring that all staff are trained in relation to manual handling, by appropriately qualified and suitable trainers. Senior managers are responsible for ensuring that staff have completed this mandatory training in advance of engaging in manual handling activities. ST PATRICK'S CENTRE is responsible for ensuring that training is adapted to take into account new or changed risks such as the introduction of new or changed equipment, or the introduction of new technology. ST PATRICK'S CENTRE is responsible for taking into account the capabilities of staff to engage in manual handling. ST PATRICK'S CENTRE is responsible for ensuring that they provide the correct equipment required for manual handling. ST PATRICK'S CENTRE is responsible for conducting risk assessments where necessary.

Responsibilities of Staff

Staff are responsible for:

- adhering strictly to manual handling techniques and to this policy.
- ensuring that they do not risk their own health and safety when conducting manual handling activities.
- utilising any equipment provided (in line with the manufacturer's guidance) to reduce manual handling activities.
- reporting any difficulty or problem associated with manual handling to their line manager.
- attending any manual handling training offered (every 3 years), and staff that miss mandatory training have a responsibility to inform their line manager of this immediately.

Good Practice Principles

Staff should avoid manual handling where possible, particularly where this is not necessary. Where possible, safer systems of work should be introduced in relation to manual handling. Examples of safer systems of work, include (but are not restricted to), as far as is reasonably practical:

- Matching the carer in terms of height, dimension, experience and skills to the task
- Operating a task rotation system to prevent muscular fatigue
- Using safe techniques, positioning and work routine
- Ensuring the correct staff: service user ratios

All risks with regard to manual handling within ST PATRICK'S CENTRE should be assessed. Risk assessment should aim to reduce the risk of injury to the lowest level reasonably practical. All risk assessments carried out should be documented, and should be subject to regular review.

Manual Handling Assessment Procedure

It is a legal requirement that manual handling assessments are carried out and consideration must be given to the following:

- **The characteristics of the load**
 - Ask / determine if the load is too heavy, too bulky or wieldy, difficult to grasp, unstable or with contents likely to shift, sharp, hot or otherwise potentially dangerous. (This list is not exhaustive but highlights some of the key issues that require assessing)
- **The task** (including the physical effort involved, the physical actions and postures associated with the work).
 - Does the task involve holding or manipulating loads at a distance from the trunk?
 - Is the physical effort involved likely to be too strenuous?
 - Will there be twisting of the trunk?
 - Is the effort required likely to be made with the body in an unstable posture?
 - Will there be excessive lifting and lowering?
 - Will there be carrying of excessive distances involved?
 - Will there be excessive pulling or pushing?
 - Will there be a risk of sudden movement?

- Will there be insufficient rest or recovery periods?
- (This list is not exhaustive but highlights some of the key issues that require assessing)

- **The individual**

- Does the activity require unusual strength and or height?
- Could the task affect a pregnant woman or a staff member with known physical (or other) problems?
- Is special training, information or equipment needed for the safe performance of the manual handling procedure?

(This list is not exhaustive but highlights some of the key issues that require assessing)

- **The environment**

- Is there sufficient room (particularly horizontally) and space to carry out the manual handling procedure?
- Could the floor be uneven, or could there be tripping or slipping hazards?
- Could the temperature and lighting pose a risk?
- Could any equipment, work surfaces etc. pose a risk?

(This list is not exhaustive but highlights some of the key issues that require assessing).

In some situations, it may be possible to rely on generic assessments, however it will be necessary to carry out specific assessments in some situations, where there are significant risks involved.

Individual Care Plans/Manual Handling Plans

The use of individual care plans or manual handling plans will greatly assist in providing consistency of approach and in reducing injury. Each resident/service user who requires support in relation to manual handling should have an individual care plan / manual handling plan, which is based on a suitable assessment, which identifies problems and which details the handling strategy and equipment that they require.

It is also good practice to have a similar manual handling plan in place for lifts that do not involve residents/service users. The care plan / manual handling plan should be subject to regular review and evaluation.

Staff should also practice the following good practice principles unless specifically contraindicated:

- Assess the area and also the load to be handled
- Bend your knees
- Ensure that you are on a broad stable base
- Ensure that your back is straight, though not necessarily erect
- Ensure that when gripping the load, that you use the palm of the hand and also tips the base of your fingers
- Ensure that your arms are kept as close as possible to the trunk
- Keep the weight as close to your centre of gravity as possible

- Point or move your feet in the direction that you are going

8.7.Knife and Burns Safety

- Always carry a knife with its point towards the floor.
- Never attempt to catch a falling knife.
- Always cut or chop on a board. Never in the hand.
- Always hold food for chopping with retracted fingers.
- Always wear a steel glove when chopping and slicing food.
- Do not leave metal spoons in boiling liquids.
- Do not leave handles of cooking pans over the gas flame, pointing towards you or over the out over the edge of a cooker.
- Never use a damp cloth for lifting or carrying hot utensils.
- Always clean up any spilled water, grease or fat from the floor immediately.
- Always wear safety shoes in a kitchen.
- Long hair must be “put up” and covered with a clean cap or similar means of protection.
- Always take special precaution when working near hot surfaces, never take them for granted.
- Avoid having an uncovered naked flame.
- Remove all slip and trip hazards from the kitchen work area.
- Ensure that stacked goods are stable and safely stacked for storage and future access.
- Take added care when using the kitchen steam cleaner as steam gives a bad burn.

Burns:

PPE: - Always wear long-sleeved cotton shirts and pants when cooking. A clean, dry, properly worn apron or uniform can protect you from burns and hot splashes and must be worn in a cooking environment.

- Use dry mittens or a tong when catching hot items or when removing items from a steamer.
- Open ovens or steamers by standing to the side, keeping the door between you and the open steamer.
- If steamers are stacked – open the top steamer first to prevent being burned from the rising steam.
- Do not open cookers or steamers when they are under pressure.
- Assume that pots, pot handles, and utensils in pots are hot and use oven mittens or a thick dry towel when handling them.
- Ask for help when moving or carrying a heavy pot of hot liquid.
- Do not allow pot handles to stick out over the stove or over a naked flame.

- Avoid over filling pots and pans.
- Do not use metal containers, foil or utensils in a microwave oven.
- Do not use a wet cloth to handle any hot items.
- Never put your hand near a steaming coffee machine.
- When emptying a tea pot, lift the lid and pour out of the top. Do not splash the contents off the lid.
- When filling soup bowls, leave the bowl on a table/bench or hold it using a mitten.

8.8. Violence to Staff

Hazard / Risk Assessment

Violence at work occurs where persons are verbally abused, threatened, or assaulted (including sexual assault) in circumstances related to their work. At **ST PATRICK'S CENTRE Kilkenny**, there is a small risk of a hold up during a robbery. Please see **ST PATRICK'S CENTRE Kilkenny Policy on Behaviour Support**.

Risk Control Measures

- Staff should monitor visitors. If suspicious, staff will call security or the Gardaí. Staff are instructed in emergency procedures, e.g., alerting the Gardaí, etc.
- Staff are not encouraged to protect cash during a robbery.
- Staff are not encouraged to make any physical contact with the intruder.
- Stand back and try to diffuse the situation through conversation.

In situations where you have to communicate with the individual, it is important that your non-verbal behaviour, listening technique, rational detachment and physical behaviour is controlled and calming. The following points should be used: -

- Use an empathic non-judgmental approach.
- Attempt to alleviate anxiety.
- Remain objective and open minded.
- Stand at least 3 feet from the individual and give them personal space.
- Have a clear escape route behind you. Avoid corners.
- Always stand in a supportive stand where you are side and front is visible to the individual. This reduces the size target for them to attack. It positions you in a stance which allows for an immediate escape and is less threatening.
- When standing ensure your arms are open, generally down by your side and hands relaxed. Avoid folding arms.
- Avoid gestures like pointing fingers and similar threatening moves.
- Maintain a neutral facial expression and smile when it is appropriate and not offensive.
- Ensure your para verbal communication is also positive and maintain a neutral tone throughout.

- Avoid being condescending and patronizing and ensure you pay attention to what the person is saying if you have decided to engage in conversation.
- Try to establish a rapport and maintain communication in the interest of buying time while help is on the way.
- Re-establish communication with individuals if necessary once you are in a stage of tension reduction and help is on the way.
- Take control of a potentially escalating situation by setting limits in a non-threaten fashion.

8.9. Stress in the Workplace

Stress has been identified as one of the many hazards that exist within the workplace. All too often people mistake stress with pressure. There is a difference between stress and pressure. We all experience pressure on a daily basis, and need it to motivate us and enable us to perform at our best. It's when we experience too much pressure without the opportunity to recover that we start to experience stress. The HSE definition of stress is "the adverse reaction a person has to excessive pressure or other types of demand placed upon them".

We can all feel stressed at times when we feel as though everything becomes too much, when things get on top of us, or when we feel as though we are unable to cope. It affects us in different ways at different times and is often the result of a combination of factors in our personal and working lives. Work-related stress can be tackled by working with your employer to identify issues at source and agreeing realistic and workable ways to tackle these.

Try to identify the causes and what you can do to make things better. Ideally, tell your manager at an early stage. If your stress is work-related, this will give them the chance to help and prevent the situation getting worse, while even if it isn't work-related, they may be able to do something to reduce some of your pressure. If the source of pressure is your line manager, find out what procedures are in place to deal with this. If there aren't any, talk to your employee representative or HR department.

To help employers understand how to do a risk assessment for work-related stress, HSE has identified six key areas (or "risk factors") that can be causes of work-related stress. These are:

- the **demands** of your job
- your **control** over your work
- the **support** you receive from managers and colleagues
- your **relationships** at work with others at all levels
- your **role** in the organization
- **change** and how it's managed by you and your department.

Here at **ST PATRICK'S CENTRE** Kilkenny we are committed to ensuring that you are not affected by stress in the workplace. Once this hazard is identified we are committed to reducing its risk to the point where it is reduced to pressure once again. Your employer needs to gain a detailed understanding of what these risk factors look like where you work, identify which areas may be presenting problems, and work with employees and their representatives to take action to reduce these problems. Don't keep stress to your self – talk to someone at **ST PATRICK'S CENTRE** Kilkenny today.

8.10. Radon Hazard

Radon gas from the ground can accumulate within a building. This gas is known to cause cancer.

Under the Radiological Protection Act 1991 all premises must be tested for Radon Gas. This test will be carried out in two different locations on each floor and within the basement. Samplers will be analysed and result obtained. Further consultation with the relevant authorities will take place if the results are high and control measure will be put in place.

8.11. Leptospirosis Jaundice (Weil's Disease).

The nature of your work may take you into places that could have been visited by RATS before you. The rat uncontrollably urinates during its existence and therefore you could be exposed to the organism which lives in the bladder of rats. (This organism can also be found in other such animals).

The organism can pass through broken skin and even penetrate very thin skin linings such as: the eye, ear, nose, throat, anal, and vaginal areas.

After working in an area where you could have been in contact with rats or handled anything that might have been contaminated by them, wash your hands and forearms with hot water and soap. If clothing has become contaminated, have it bagged and washed. **NB. The organism can survive sometime after contamination has taken place.**

If you have cuts or abrasions, cover them before work starts. If you cut yourself during work, have the cuts treated and covered by your doctor/nurse.

The symptoms of the disease are very similar to Flu symptoms but last longer. The skin and the whites of the eye could turn yellow; inform your Health Centre/Doctor that you could have been exposed to Leptospirosis. A simple blood test will confirm it; and will save your life if treated early enough.

Operatives engaged in work that might bring him into contact with sewage or water that may contain leptospiral should be issued with a card by his employer giving information on Weil's Disease and information for his doctor.

Rodent control measures are in place throughout these premises.

8.12. Vehicles on Company Business

Hazards

Driving can take up a large proportion of some employee's working hours, to and from customer premises and will occasionally place employees in potentially dangerous situations. It deserves special consideration and treatment.

Any mechanically propelled vehicle has the potential to cause serious damage to property and persons if misused/mishandled. Complacency about driving standards has resulted in innumerable accidents.

Control Measures

All persons who drive on the public road are subject to the provisions of the Road Traffic Act 1961 and where relevant the European Communities (Road Transport) Regulations 1986 and the European Communities (Recording Equipment) Regulations 1986, where applicable.

ST PATRICK'S CENTRE Kilkenny Limited expects its employees, at all times, to drive in a manner that is safe both to themselves and other road users and at all times to observe the basic "Rules of the Road".

ST PATRICK'S CENTRE Kilkenny Limited expects all operators of company vehicles not alone to fulfil their obligations under the Road Traffic Act 1961 and subsequent regulations, but coupled with the Safety, Health and Welfare at Work Act 2005 and associated regulations, to observe the following basic guidelines:

- Do not drink alcohol or take medication, which could affect driving or operating ability.
- Remember it is an offence for you or your passengers to drive without your seat belt fastened.
- Check lights, tyres, oil, water, windscreen wipers and washer reservoir, etc. at regular intervals.
- Ensure your vehicle is serviced in accordance with the manufacturers' requirements/instructions.
- Report all accidents or damage, however minor, to your Supervisor.
- Ensure traffic violations, which result in prosecutions, are reported immediately to the Company.
- Ensure before reversing that no obstructions or people are behind the vehicle.
- Make regular inspections of your vehicle for obvious defects and ensure any defects noticed are rectified without delay.
- Do not carry unauthorised passengers or unauthorised loads.
- Do not use company vehicles for unauthorised purposes.
- Do not drive or operate any company vehicle for which you do not hold the appropriate driving license or permit.

Defensive driving training is recognised as a significant contributor to motor vehicle accident prevention and driver and passenger safety on the road. Guidance on defensive driving is available to any staff member interested in same.

8.13. Machinery

Entanglement in rotating parts/shafts, laceration, noise, maintenance hazards.

- Ensure all guards are in place before operating such machinery.
- All interlocking switches must be working and cannot be interfered with.
- Isolate all power sources prior to opening guards and making adjustment to the machine.
- Ensure all staff wear tight fitting clothes when operating machinery.
- All staff must be trained on the correct use of machinery and equipment.
- Ensure sharp blades are lowered before cleaning a machine.
- Use gloves during cleaning.
- Use ear protection if noise levels exceed 80 d(B).
- Only qualified person should engage in machine maintenance and repair.
- Always isolate the power source prior to maintenance.

Compressors, pressurized equipment, lifts, hoists, lifting equipment, chains, straps, harnesses and ladders should be frequently inspected, serviced and tested in accordance with statutory regulations and manufactures recommendations.

Other Machinery & Grounds Keeping

Perspex guards must be fitted to a bench grinder. When in use, this guard must always be in place. If damaged or missing inform your Supervisors immediately.

Eye protection must be worn at all times. When using a grass trimmer, face guard must be worn at all times. One must isolate the power on any machine before maintenance and repair of the machine.

Maintenance at Work

Specialised Safety Rules – Maintenance Work

- Always consider carefully whether the job is within your capability and whether you have the appropriate tools. Always use an outside contractor if the job is too big for your own resources.
- Always lift, carry, put down, pull and push safely, i.e. in accordance with manual handling training. Never overreach – always ask for help. Always use a mechanical aid in preference, where needed (e.g. fork-lift, stacker truck, powered pallet truck, hand (pallet) truck, crow bar, etc.). Always call clear signals where two or more persons are involved in manual handling operations. Always wear a bump cap if working underneath or close to obstructions such as pipes, girders, etc.

- Always wear appropriate protective clothing for the job in hand. All jobs need safety footwear and overalls. In addition, other items of personal protective equipment (PPE) are required as per PPE rules (refer to matrix specifying PPE for specific tasks). Always wear chemical resistant PPE when exposed to chemicals.
- Always climb ladders safely. Always use the correct ladder. Set the ladder at the correct angle (four up: one out). Have the ladder either footed/butted or lashed in place to avoid sliding. Carry light materials only up step ladders. Pull objects by rope rather than carry up a straight ladder. Never work from a ladder, unless unavoidable (a ladder is for access only). Ensure the ladder extends 30 inches at the top above the alighting point (getting onto platforms/roofs).
- Always climb platforms/roofs etc. safely. Always close platform gates when working aloft (or secure yourself safely otherwise). Always wear body harness/life-line where the risk warrants it.
- Always use the safety cage with extreme care. Use the double-key. Do not go forwards or in reverse while aloft (except when unavoidable and then only at crawl speed over very short distances). Close the gate and secure its catch. Always connect the securing chain to the mast before being raised. Always use the main safety cage in preference to the low-rail cage (use only when main cage is impossible). Always kneel or crouch when being elevated in the low-rail cage. Always work only with careful, experienced drivers. Always use a safety cage on even ground only, never on rough ground.

8.14. Ladders, Trestles & Steps

Ladders, step ladders & trestles (or lightweight staging) are among the most common used pieces of access equipment on site and perhaps the most misused. Any surface on which a ladder rests must be stable, level and firm, strong enough to support the ladder and any load that may be placed upon it. A ladder must be of sufficient strength and suitable for the purpose or the job which is to be done, and be so erected that it does not become displaced.

- Ladders should be set on a firm, level base, and there should be no makeshift use of bricks, blocks or timber packing etc. to gain extra height or to level up the stiles.
- Ladders should be clear of any excavation, and in such a position that they are not causing a hazard, or placed anywhere where they may be struck or dislodged. Barriers should be placed around the foot as added protection where necessary.
- Ladders should not be placed on or leant against any fragile surface or fitting
- Bracing boards should be used where the ladder is required to rest adjacent to windows and other openings.
- Ladders should be set, as near as possible, at an angle of 75° (1m out to 4m up).
- Ladders must not be secured by their rungs; lashings should be around the stiles.
- Lashing or clamping ladders, at the midpoint of a ladder, will make them safer and help to prevent sway, particularly with ladders that are over 6m in height.
- If the vertical height of a ladder is over 9m, an intermediate landing with toe boards and guard rails must be provided, wherever practicable.
- Only one person should be on the ladder at any one time.

- Always face the ladder when climbing it or descending it and use both hands.
- Tools and materials required for work can be carried in a shoulder bag, on a special belt, or be hoisted up or lowered afterwards.
- When a ladder must be left standing after working hours, a board should be lashed between the rungs to prevent unauthorised access.
- Over reaching leads to over balancing. The most satisfactory method for working safely on a ladder is for both thighs and hips to be kept between the stiles. The working position should be not less than five rungs from the top of the ladder.
- Ladders must be properly maintained, of sound construction and materials, free from any defects and kept in good repair. If a rung is missing or damaged, the ladder must not be used.
- All ladders should, in the interest of safety, be securely fixed or lashed to prevent slipping, either near the top or, if this is not possible, at the bottom.
- Where the length of a ladder used exceeds 3m it must be secured. Where this is not possible a person must be at the foot of the ladder to prevent, it slipping.
- Ladders must extend at least 1m above the landing place, unless some other suitable handhold is available, and must be placed so that there is adequate space behind each rung for a proper foothold.

During an inspection of a ladder one should not find the following:

- Damaged or worn stiles, particularly at the head or foot of the ladder.
 - Broken, missing, loose or worn rungs
 - Mud or grease on the rungs
 - Rungs supported solely by nails, screw or spikes, etc.
 - Movement in the rungs or stiles
 - Decayed timber, or the corrosion of fittings
 - Insecure tie-rods
 - Warping, sagging or distortion; check that the ladder stands firmly.
- Ladders should be stored on racks, supported on the stiles only, with enough supports to prevent them from sagging. They must not be hung from the rungs or stiles.
 - Aluminium ladders should be kept away from wet lime or cement which may corrode them.

Step Ladders

Many of the general rules for the safe use of ladders also apply to step ladders. In addition, the following points should be considered.

- The treads (steps), hinges, bolts, screws and fixings must all be sound and secure.
- Retaining cords or hinges should be of equal length and in good condition.
- The step ladder must be stable when open and standing on a level base.
- They should be at right angles to the work, whenever possible.
- When step ladders are used, the knees of the person using the step ladder should be kept below the top of the steps.

- The top tread of a step should not be used as a working platform, unless it has been constructed as a platform with a secure handhold.

8.15. Portable Electric Power Tools

Hazards

Various portable electric power tools are likely to be utilised in particular maintenance projects by contractors at various times, e.g. power drills, grinders, jig-saws, nibbler, etc.

Associated hazards arising from the presence and use of portable tools will include:

- Ejection of sparks and debris which may enter eyes; - Potential to Impale;
- Laceration or other injuries to hands or other parts of the body;
- Trip;
- Fire;
- Electric Shock;
- Manual handling.

Control Measures

- Only formally trained, qualified/competent and authorised employees may operate portable power tools at any time.
- Suitably assessed PPE (e.g. safety goggles) are provided and must be worn when utilising portable tools.
- If possible only 110V power tools or battery powered tools are permitted. Use of portable tools with a 220V/110V transformer may be allowed in certain limited circumstances and only following a formal Risk Assessment review.
- Extension leads must be capable of being rewound and be fitted with a 30mA residual current circuit breaker, which should be formally checked regularly.
- The use of extension leads should be minimised where possible with clear warning signs in place, relating to the presence of the trailing cables and associated trip hazards.
- Portable electric power tools must be earthed or double insulated.
- Electrical supply cables must be maintained in good condition.
- Temporary repairs with tape, etc. are not permissible at any time.
- Cables must be fitted with suitable secure plugs in good condition.
- Power tools must be kept clean and dry, if at all possible.
- If portable electric tools are required for use under adverse wet conditions, they should be selected accordingly with regard to the inherent wear and tear and electrocution risks.
- Formal checks on the condition of the portable power tools should be carried out to a specific schedule. Written records of all visual and test checks should be retained on a suitable file.

All such work will involve maintenance or construction work by external contractor under contract.

8.16. Electrical Power Tools Safety

Hazards

- Electric Shock from improper use of 110V equipment or lack of residual current devices or earth leakage current breakers
- Burns
- Fire/Explosion
- Tripping and falling over cables

Control Measures

- The Managing Director and all employees will ensure that power tools provided for use are in accordance with the relevant applicable safety standards and are maintained in good safe condition at all times.
- No power tools or electrical equipment of greater voltage than 110V shall be used on the premises unless special safety and risk assessment arrangements have been made.
- Lower voltage tools, lighting, etc. may also be required in damp or confined situations. Most of the tools in use are now battery powered.
- Where power tools have to be used off the mains electricity supply, the source of this supply must be fitted with residual current devices (R.C.B./E.L.C.B.) rated at 30 Amps at 30m.sec.
- All external contractors must be informed of the Company Policy on the use of electricity and electrical equipment and will be expected to comply with these requirements at all times. Contractors must describe the electrical safety requirements for their operations, where and when applicable, in the formal Method Statement they are required to prepare for all projects.
- Only authorised persons are permitted to repair or alter electrical equipment. All defects noted in electrical equipment must be reported to the Managing Director without delay so that immediate steps can be taken to have defects remedied by competent electricians. All cable connections must be properly made.
- Under no circumstances is insulation tape to be used for any repairs or joints.
- Power tools must be maintained in good condition with casings intact and labels fitted showing voltage and other information.
- Regular inspections of all electrical equipment (fixed and portable) on work premises will be carried out by a competent electrician in accordance with the requirements of the Safety, Health & Welfare at Work (General Application) Regulations 2007 and the E.T.C.I. Code of Practice E.T. 206 – The Management of Electrical Safety at Work.
- All electrical equipment on these premises will be supplied, installed, maintained and used in accordance with the above standards.

- Only competent electrical personnel are permitted to carry out any work on electrical equipment or tools or maintain/repair switchboards.
- Areas at and about electrical switchboards cannot be used as storage or as work areas by anyone. These are critical installations and the areas about must be maintained tidy.
- Each switchboard/panel has a sign on the access door to warn of high-voltage.
- Faulty electrical instruments/plant, tools and bare wires, defects, faults, etc. must be reported immediately to the Managing Director.
- Water leaks in any area must be reported immediately to the Managing Director and all staff should realise the danger of electrocution when water comes into contact with a live power source.
- Water-based fire extinguishers must never be used for electrical fires.

Danger with Static Electricity:

A build-up of static electricity (positive or negative electrostatic charge) can occur in a non-conducting body. The following are common sources of static and may arise from time to time:

- unearthed metallic machine parts or other non-conductive materials;
- non-conductive powders or liquids being dispensed, pumped or collected;
- moving parts which produce friction;
- a significant source of static electricity accumulates on people and this charge is released if the person touches an object such as a vessel, or machine part. This can cause static ignition and must be absolutely minimised where flammable solvents or explosive powders are in use.

8.17. Hand Tools

Hazards

- Potential to impale
- Cuts to hands and body
- Bruises to hands and body

Control Measures

- Extensions or levers must not be fixed to spanners or Allen keys.
- Every file must have a properly fitting handle and must not be used as a lever.
- Chisels and punches with mushroom heads (from use) should be redressed or replaced as necessary.
- Knives, scrapers and other sharp edges must be protected when in tool kit or being carried.
- Sharp tools should not be carried in pockets.
- Wooden handles should be renewed/replaced when split or damaged in any way.

- Hammer heads must be tightly secured to their shafts with suitable wedges.
- The edges of cutting tools should be kept sharp at all times.
- The hand holding the cutting tool should be kept behind the cutting edges when in use.
- Screwdrivers should not ever be used as chisels.
- Tools worn beyond repair should be scrapped.
- Condition of tools should be regularly and formally checked. Written records of the checks should be retained on file.

8.18. Stanley Type Knives

Hazards

'Stanley' type knives with replaceable industrial blades are used by employees for the removal of packaging as appropriate, e.g. the removal of banding and packaging from deliveries, removing shrink-wrapping and for opening boxes, etc.

Due to the hazards with using very sharp blades, such as Stanley-type knives, the issue and use of them is limited to trained employees. The Managing Director and/or Transport Director control the issue thereof.

Associated hazards include:

- The main obvious hazard with industrial blades is the potential for a deep cut or laceration of the hand or another part of the body.
- If the blade was dirty, secondary complications could arise, e.g. severe infection, following receipt of a cut.

Control Measures

The best way of preventing accidents with the use, or misuse, of industrial blades is by training the users properly. The key to safe use of Stanley-type blades is to cut the material in a safe direction **away from the body** only so that if the user's hand slips, the blade will not come into direct contact with the body.

Untrained users of industrial blades must use alternative safety cutters for their own safety as designated by their supervisors.

8.19. Strimmer and Lawn Mower Safety

The following are guidelines to follow when using strimmer's and lawn mowers:

- Ensure that staff are properly trained in using both strimmer's and lawn mowers and have read the appliance manual.
- Keep the machines in good working order, therefore reducing danger or mishaps.
- Strimmer's will have an obvious shutoff button, and sometimes an emergency stop button. Ensure you are familiar with each of these and make sure they are functioning correctly.
- Wear the appropriate clothing necessary when using the equipment.
- Ensure that everyone around you realises how to behave when you are using the strimmer's and lawn mowers and that they are aware you will not be able to hear

them. Agree on a hand-signal for stop beforehand, so that they can ask you to shut the machine off without stepping too close.

- Ensure you have enough cord to comfortably guide the machine around the area you are working on, but do not allow it to trail or loop.
- To avoid the machine spluttering and failing, ensure that there is an adequate amount of petrol in the machine before commencing. You must not refuel a hot or active tank.
- Do not use the trimmer above ground level, and do not overreach.
- Before commencing, walk over the area you will be working on to remove any pieces of rock or plastic items that would damage the blades and be thrown back at you while working.
- Adjust the harness before you turn the trimmer on, get it into the right position for your working stance.
- Disconnect the spark plug when the equipment is left unattended. Check the manual for more instructions relating to this.
- Ensure that when you're transporting the equipment that you have secured it in a sensible position in your car or truck, to avoid the possibility of petrol leakage.

8.20. Policy on Communication

Introduction

This section must be seen as a "work in progress" which will be revisited and updated by the organisation, to ensure ongoing high standards in service provision and best practice. The overall objective of this communication policy is to strengthen the effectiveness and the efficiency of **ST PATRICK'S CENTRE** by improving the way that we communicate internally between staff, to our partner organisations, to the rest of the voluntary sector, and to the local people.

ST PATRICK'S CENTRE recognises that maintaining regular, positive and effective communication is an ongoing challenge and is difficult to achieve at all times. Nevertheless, in recognising this challenge, we can work together to constantly try to maintain and improve communication between everyone involved with **ST PATRICK'S CENTRE**. **ST PATRICK'S CENTRE** is committed to supporting service users to fulfil their needs with regard to communication. **ST PATRICK'S CENTRE** is committed to ensuring that staff are appropriately trained and educated to enable them to support service users' communication.

Purpose of this Section

This section aims to assist and support staff to develop and implement an appropriate system of communication within **ST PATRICK'S CENTRE**. It aims to ensure that:

- staff and service users are equitably informed and that they are valued and supported.
- staff and service users well informed about decisions made by the board, their policies and objectives, and to enable them in turn to communicate to service users and co-workers.

- ST PATRICK'S CENTRE provides the right culture and opportunities to encourage staff and service users to contribute to policy-making as well as internal management, and to air problems.
- staff and service users involved in different parts of the organisation understand what their colleagues do and what the overall aims of ST PATRICK'S CENTRE are.
- good principles of communication are set out between staff, service users and others.

Scope of the Section

This section applies to all staff within ST PATRICK'S CENTRE including all service users within ST PATRICK'S CENTRE. It applies to communications between staff and others, including families of service users, who are associated with ST PATRICK'S CENTRE.

Definitions

Communication is "the most intimate of all experiences: it expresses and defines for others who we really are" (Light 1998).

In general terms, communication is the transmission of information between people either verbally, non-verbally, on paper or by electronic means.

Communication in this document includes face-to-face, written or telephone contact. It involves both the verbal and non-verbal aspects of communication.

Assistive Technology refers to "A broad range of devices, services, strategies and practices that are conceived and applied to ameliorate the problems faced by individuals who have disabilities" (Cook and Hussey 2002).

Augmentative or alternative communication is any communication system that uses something other than the person's body to communicate with.

Responsibilities

Organisational

ST PATRICK'S CENTRE will ensure that this document is made available to all staff. It is the responsibility of the organisation to ensure that relevant training in communication is made available to all staff.

It is the responsibility of ST PATRICK'S CENTRE to issue staff with job descriptions, with explicit definitions as to how they fit into their team, and their areas of responsibility.

Staff shall receive information on service users that is necessary and essential to their level of responsibility to the individual service user.

Staff shall be given clear information on the range of policy, procedure and guidelines relating to their work.

Information will be circulated to staff concerning service and policy developments across ST PATRICK'S CENTRE.

The organisation shall convey information to staff and service users as quickly as possible, taking into consideration time constraints, confidentiality, issues of practicality and the relevancy of the information to the staff group.

The organisation is responsible for promoting and supporting the establishment of forums for service users (for example advocacy forums and service user meetings).

The Operations Manager is responsible for communication relevant information to and from the Board of Directors.

Line Managers/Sector Managers/Operational Managers

It is the responsibility of the line managers to ensure that staff have access to this document. The line manager must ensure that staff are notified of the availability of training in communication, whenever it takes place. Staff shall be given information about educational courses, seminars and conferences that are relevant to their work. The line managers shall ensure that staff have access to client information that is necessary and essential to their level of responsibility to the individual client. It is the responsibility of line managers to hold regular staff meetings with their team and to have other necessary communication processes to support communication within their service area, including regular communication processes for service users. Line managers are responsible for bringing forward issues of concern, ideas and proposals to senior management maintaining a 2-way communication process.

Staff

Staff are responsible for:

- ensuring that they are familiar with the contents of this section
- availing of the training in communication, when it is offered.
- following the good practice principles outlined in the document.
- Taking responsibility to bring relevant information to the attention of managers, in line with maintaining a 2-way communication process.
- facilitating positive, respectful and meaningful communication with service users, families and people in the organisation.
- communicating relevant information to and from line managers and service users.

Service Users

Service users are responsible for communicating relevant information from service user meetings and from advocacy forums, in enabling 2-way communication.

Effective Communication Processes

All communications should be handled with sensitivity and should convey respect. Each staff member shall assume responsibility for creating a positive experience of communication throughout ST PATRICK'S CENTRE, using language that conveys such experience and recognising positive aspects of colleagues' work and service users' lives.

All staff and management should be mindful of the benefits of conveying positive feedback to their colleagues, with the focus being on specific actions rather than on personality.

Staff and management shall attempt to be as clear and direct as possible in their communications.

Staff should be aware of possible barriers to communicating with service users, including reduced opportunities to communicate, environmental barriers to communication, lack of awareness of communication and lack of understanding of service user's communication methods.

Staff should attempt to identify meaningful and appropriate opportunities for communication for and with service users.

Staff should prepare for these opportunities by giving the person appropriate instruction, and through creating a positive communication environment, with as little distraction as possible.

Staff should be aware that service users often have to use approaches to communicate that are different, in order to get their message across. For example, presenting a challenging behaviour can often be a way of communicating pain, distress or discomfort.

It is important therefore that staff do not take issues such as behaviour that challenges for granted and continually look at what the service user is trying to communicate.

Staff have a responsibility to ensure they are vigilant and aware of any new technologies that may assist service users towards increased independence.

When staff are trying to support a service user with their communication, they should:

- Recognise communication patterns used by self and others.
- Be conscious of their own verbal and non-verbal communication skills.
- Explore how emotions are displayed in relationships: - including warmth, respect, genuineness, empathy.
- Identify the best possible interaction style.
- Analyse everyday routines & their communication potential.
- Share information on how the person communicates with others so that there is a shared understanding of how the service user communicates.
- Identify any specific methods of communicating that the service user has and record these in the person's records, so that other staff are familiar with them.
- Continually assess the way that service users communicate.
- Identify confrontational communication and consider how this might be managed in partnership with the service user, and relevant others
- use appropriate assistive and augmentative means of communication as appropriate to each service user's communication needs. This may include (but is not restricted to) LAMH, PECS or TEACCH methods of communication. It may also include using

large screen computers for people with visual challenges, using hearing aids and other amplification devices for people with hearing challenges and using high tech speech synthesisers.

- refer service users to a Speech and Language Therapist when the service user either chooses or requires this.

Confidentiality and Communication

All staff must uphold the confidentiality clause, which is written into staff contracts, both in relation to confidentiality about the service users they work with and their work colleagues.

Staff must informally approach other staff members if they become aware of the latter breaching confidentiality, and should inform management should they continue to do so.

If a member of staff is found to be in repetitive breach of confidentiality within the organisation they will be subject to staff disciplinary procedures. Therefore, all staff must encourage an adherence to confidential practices and ensure: -

No discussion about service users' names, details or family circumstances takes place with other staff members unless this is appropriate to the service user's needs.

No discussion with members of the public about service users takes place unless those individuals have supported service users in the community and are making informal general progress inquiries. In this instant, the staff member should confirm whether the release of this information is appropriate, with their manager. Consent should also be considered in such instances in line with the organisation's guidelines on seeking consent.

References

Barrett, J., Herriots, P. (1995) Communication and access to computer technology. Oxford: Disability Information Trust.

Berko, R.M, Wolvin A.D & Wolvin D.R. (2001) Communicating: a social and career focus. Boston: Houghton-Mifflin.

Braithwaite, D.O & Wood, J.T. (2000) Case studies in interpersonal communication. Belmont: Wadsworth.

Cook, A., Hussey, S. (2002). Assistive Technologies Principles and Practice (2nd Edition) London: Mosby.

Egan, G. (1991) The Skilled Helper: A Systematic Approach to Effective Helping, 4th Edition. Brooks/Cole: Pacific Grove.

Fitzgerald, R.G. & Parkes, C. M. (1998) Blindness and loss of other sensory and cognitive functions. British Medical Journal, 316:1160-1163

Grove, N. (2000) See what I mean. Kidderminster: BILD

Hewett, D. and Nind, M. (2001) Interaction in Action: Reflections in the use of intensive interaction. London: Fulton.

Light, J.C. Roberts, B. Dimarco, R. Greiner, N. (1998). Augmentative and alternative communication to support receptive and expressive communication for people with autism. Journal of Communication Disorders. 31(2):153-80, 197-200, Mar-Apr.

Littlejohn SW. (1999) Theories of human communication. Belmont: Wadsworth.

Moulster, G.,1998, Improving Access to Counselling for People with Learning Disabilities, Learning Disability Practice, Vol. 1, No. 2, p 10- 13.

Nind, N. and Hewett, D. (2000) Access to Communication. London: Fulton

Oliver, M. (1998) Theories of disability in health practice and research, British Medical Journal, 317:1446-1449.

Remland M. (2000) Nonverbal communication in everyday life. Boston: Houghton.

Redmond M. (2000) Communication: theories and applications. Boston: Houghton-Mifflin

Syder, D. (1992) An Introduction to communication disorders. London: Chapman and Hall.

The National Disability Authority (2002) Ask me – Guidelines for Effective Consultation with People with Disabilities. Dublin.

8.21. Guidelines on the Management of Violence and Aggression

ST PATRICK'S CENTRE is committed to encouraging best practice in the Management of aggression and violence within the service. We are committed to safe approaches to preventing and managing incidents of potential or actual aggression and violence. We are also committed to an approach to managing aggression and violence, which maintains dignity of and respect to service users, staff and others. We are committed to supporting service users, staff, and relevant others in preventing, responding to and managing potential or actual incidents of aggression and violence. We are committed to valuing people who have incidents of aggression and violence, and to working towards improving their reputations.

Guideline Aim / Purpose

The purpose of this section is to guide people on appropriate and safe principles to follow in recognising and responding to incidents of aggression and violence in the service. This section also aims to guide people on best practice with regard to the use of Physical Interventions. This guideline applies to all staff working in the service, both paid and voluntary and all service users currently attending the service.

This document is provided to staff as a guide to practice. It is acceptable for staff to deviate from this guideline, if based on their professional judgment, a different approach is in the interest of the service user and or others.

Definitions

For the purpose of this document,

- Aggression is behaviour that shows intent to or a possibility of an impending violent act. It may include a person becoming agitated and or threatening, either to themselves or others.
 - Aggression can involve;
 - The intention to hurt or emerge superior to others
 - It does not necessarily involve physical injury. (Siann 1985)

Violence is behaviour which involves the infliction of physical harm on oneself, others and or property. Violence often involves the use of great force or physical intensity. (Siann 1985)

Factors that may Trigger Aggression or Violence

People often fail to anticipate aggressive or violent behaviour. This may be because judgment is impaired by the emotion stirred by the situation, or because the triggers are not obvious at the time (Kidd and Stark 1995).

To this regard people should be aware of potential triggers that precipitate aggression or violence. Some of these are:

- Your response including: negative response, an inappropriate response to the person, authoritarian, controlling or patronising attitude
- Lack of experience and poor listening and communication skills
- Reacting in an equally aggressive manner.

Prevention of Aggression and Violence

The ultimate aim in managing aggression or violence is to prevent or minimise this from occurring in the first place. The key principles of this approach are:

- Valuing people and caring for people as individuals. It is widely recognised that by practicing certain values, we reduce the possible levels of aggression and violence in people (O'Brien 1990). The key values that underpin our practice are:
- Respect and working with partnership with people
- Dignity
- Caring approach
- Fairness and equity
- Individuality
- Choice

Staff should try to get have as much relevant knowledge as possible concerning the individual including:

- Any knowledge of known causes of why an individual may become aggressive or violent
- Any known factors that may trigger aggression or violence in that individual
- Any known approaches that work in de-escalating aggressive or violent behaviour.

Education

All staff will receive training on the management of Violence and Aggression. All relevant people should receive an induction into the organisation's Guidelines on Managing Violence and Aggression.

De-escalation Techniques

Some of the approaches that may be useful in de-escalating a situation include:

- Adhering to the principle of trying to maintain safety at all times.
- Assessing the situation in a calm manner.
- Trying to understand / explore what the person's difficulty is.
- Trying to take into account what has been happening prior to the aggression.

- Attempting to remain calm yourself by:
 - Keeping your tone of voice down
 - Taking a deep breath
 - Not crossing your arms, pointing or using exaggerated body movements
 - Not clenching your fists or gritting your teeth
 - Being aware of your own body language and response
 - Trying not to show fear
- Maintaining eye contact with the person but not staring.
- Talk to the person in a calm, clear, slow voice.
- Not shouting.
- Listening to the person's viewpoint, especially if they are angry.
- Reassuring if necessary.
- Not interrupt or aggressively disputing the person's viewpoint.
- Not approaching a person from behind.
- Being conscious of whether it is more appropriate to keep your distance from the person or to remain in close proximity.
- Avoiding confrontation if possible.
- Leaving the situation, if this is the safest option at the time.

Management of Violent and Aggressive Situations

The key principle at all times in managing aggression and violence is to maintain safety for all involved. Therefore, safety must be the prime intervention in any intervention that is being decided on. Different situations require different management strategies. Some situations will only require minimal intervention and discussion and use of de-escalation techniques in resolving the situation, whereas others will require more extensive interventions. Some of these include:

- Where confrontation is occurring or violence is imminent the first priority is to call for help (if possible).
- Make an assessment of the person and the environment and decide on the best plan of action at the time.
- Consider some of the following options
 - Using de - escalation techniques
 - Trying to distract the person
 - Observing the warning signs that the person is giving
 - Identifying any dangers in the environment, and removing or reducing these if possible
 - Removing yourself from the situation (where it is the only action possible to maintain safety)
 - Removing other people out of the area
 - Considering medical intervention, if necessary
 - Keeping a safe distance between yourself and the person
 - Considering keeping a barrier between yourself and the person

- Always keeping close to an exit, so you can leave the area urgently if necessary.
- Remain calm, listen to the person and respond in a calm, caring and clear manner, showing understanding of them.

The Use of Physical Interventions

Physical Interventions are defined by Harris (1996) as:

Direct Physical contact between a member of staff and a service user, for example:

- Stopping someone from walking onto a busy road
- Holding a person's hand to stop them harming themselves
- Holding a person's hands or legs to stop them attacking someone
- Restraining someone

The use of any barriers to restrict freedom, for example:

- Locking doors and restricting freedom
- Using cot sides
- Using Buxton chairs

The use of materials or equipment to restrict freedom, for example;

- Using body suits
- Strapping someone into a wheelchair
- The use of splints or helmets

When managing incidents of violence, verbal therapeutic processes are far more preferable than using a physical intervention or approach. Physical interventions may however be required in situations to maintain safety and to honour our duty of care. Where these are necessary the following applies: -

A comprehensive assessment of risk should be carried out which takes into account any known risk factors and which considers the risk of the intervention, against the risk of other possible options for managing the situation.

The staff team should consider risk factors when any physical intervention is used, including but not restricted to; -

- Neuroleptic medication use
- Obesity
- History of respiratory difficulties
- History of abuse
- Physical fragility

The assessment of risk should involve medical staff, direct care staff, families, the service user and their advocates (where available), social work staff and any relevant others. The staff team should obtain medical baseline cardiovascular evaluations of the service user to establish any pre-existing cardiac conditions. Physical interventions should be carried out strictly in accordance with a care plan as drawn up by the staff team.

Any Physical Interventions used should only be used as a last resort. The absolute minimum force required should only be used, and as soon as this is not necessary, it should be stopped. Pain should not be inflicted in any circumstances.

In situations where physical interventions are necessary but there is not a care plan, physical interventions should be carried out for the shortest possible time, with the minimum amount of force necessary to ensure the safety of all involved.

Following this use, the staff team should review the physical intervention and its appropriateness, and where necessary draw up a care plan to meet this need in the future.

In any situation where physical interventions are used, staff should fully document the reasons for the intervention, the type and duration of intervention, the effect of this intervention, any injuries to people and any follow up action to be taken.

The organisation will maintain a central register on the use of all physical interventions within the service.

The organisation will monitor the use of all incidents of physical interventions on a regular basis.

Action to Take Following an Aggressive or Violent Situation

- Any necessary medical attention should be obtained for people.
- Reassurance should be given as necessary to anyone involved in the situation.
- The incident should be reported to the senior person on duty, and an incident form should be completed at the earliest possible opportunity.
- The area of support is crucial in the management of violence and aggression.
- The type of support that can be given following an incident may include:
 - Individual support such as having someone to listen
 - Being given a cup of tea
 - Being reassured or having a chance to air your feelings
 - Having a short break from the situation
 - Group / peer support or discussion
 - De-briefing
 - Medical treatment
- Professional help / counselling will be made available if needed (EAP-This service is confidential).

- At the earliest opportunity, a critical review of the incident should take place which constructively looks at the incident, possible causes and the management of the incident.
- Should any further support be required, this should be arranged for the person, by the person in charge at the time.

Legal Responsibilities

All staff have a duty of care to the people that they work with or care for. Under this duty of care staff have a responsibility at all times to practice the principles of doing good and preventing harm for those in their care.

In relation to managing aggressive or violent incidents, staff must at all times be able to justify the type of approach that they use, that it was appropriate to the situation and that it was the least restrictive approach possible.

- Any actions taken should be taken with reasonable care.
- Punishment is never acceptable in any form.
- Mutually agreed plans of care are evidence of good practice.
- Documentation of approaches used, plans of care, effects of approaches and reviews are very important.

References

- Allen, D. 2001. Training Carers in Physical Interventions. British Institute of Learning Disabilities, Plymouth.
- An Bord Altranais. 1997. "Guidance to nurses and midwives on the management of violence / challenging behaviour".
- Breakwell, G.1989. Facing Physical Violence. British Psychological Society, Leicester.
- Gates, B. 2000. Behavioural Distress: Concepts and strategies. Bailliere Tindall, Edinburgh.
- Harris, J., Allen, D., Cornick, M.1999. Physical Interventions: A Policy Framework. British Institute of Learning Disabilities, Plymouth.
- Kidd, B, Stark, C. 1995. Management of violence and aggression in health care. Gaskell, Glasgow.
- Lindsay, W. 1998. Using specific approaches for individual problems in the management of anger and aggression. British Journal of Learning Disabilities, Vol. 26, 44-50.
- Milliken, D. 1998. Death by Restraint. The Canadian Medical Association Journal. 158:1611-2.
- National Restraint Death Database, www.copaa.net/newstand/data.html
- Nind, M., Hewett, D. 2001. A Practical Guide to Intensive Interaction. British Institute of Learning Disabilities, Plymouth.
- O' Brien, J. 1990. A guide to lifestyle planning. In: A comprehensive guide to the activities catalogue. An alternative curriculum for youth and adults with severe disabilities. Editors, B. Wilcox and G.T. Bellamy. Baltimore: Paul H. Brookes.

Paterson, B. 1998. Restraint and sudden death from asphyxia. Nursing Times, Vol. 94, 44, 62-65.

Paterson, B. 2003. Restraint – related deaths in health and social care in the U.K: learning the lessons. Mental Health Practice, Vol 6, 9: 10-17.

Whittington, R. 1997. Violence to nurses: Prevalence and risk factors. Nursing Standard, 12,5, 49-56.

8.22. Policy on Risk Assessment and Management

Introduction

ST PATRICK'S CENTRE is committed to the protection of the health and safety of people who access its services and its staff. In order to ensure that the best practices are in place, ST PATRICK'S CENTRE has identified a process, which is designed to promote a proactive approach to the assessment and management of risk, which complies with current Safety and Health at Work Legislation (1989), whilst promoting independence, opportunities and skill acquirement for service users.

This document will be updated and revised in line with changes in legislation and National policy.

Aims of the policy

This section aims to identify ways to support the individuals who attend this service to ensure that issues relating to risk and protection are addressed proactively.

This section aims to ensure that staff are aware of the process for risk assessment and their responsibilities with regard to the continued management of risk.

This section aims to set out the process for reviewing and monitoring of risk to individuals within ST PATRICK'S CENTRE.

Scope of the Policy

This section applies to individuals and staff, volunteers and planned visitors to ST PATRICK'S CENTRE.

Definitions

Risk can be defined as: -

The possibility of incurring misfortune, loss, a hazard. (Collins Dictionary, 2003).

A risk assessment is a careful examination of what, in the service, (including where the person is in the community) could cause harm to people, with a view to identifying what precautions should be taken to restrict exposure to that potential risk.

Responsibilities

Organisational

ST PATRICK'S CENTRE will ensure that this document is made available to all staff at the start of their employment in ST PATRICK'S CENTRE.

It is the responsibility of ST PATRICK'S CENTRE to ensure there is a safety statement for ST PATRICK'S CENTRE, which is based on a risk assessment of activities in the workplace, and the relevant legislation.

ST PATRICK'S CENTRE is responsible for the appointment and training of a safety officer who will be responsible for the monitoring of risk and the delivery of training to assess risk.

The organisation is responsible for putting in place an Employee Safety Consultation programme.

ST PATRICK'S CENTRE is responsible for ensuring that a clear risk assessment and management system exists within the organisation and is made known to all relevant staff members.

ST PATRICK'S CENTRE has a legal responsibility for ensuring that the premises under their control incorporate a safe working environment.

ST PATRICK'S CENTRE must ensure that all that is reasonably practicable will be done to reduce and minimise risk.

Line managers/Sector Managers/Operational Managers

It is the responsibility of the line managers to ensure that staff have access to this document during their induction to the service, and at all times afterwards.

The line manager must ensure that staff are notified of the availability of training in the skills of risk assessment and management.

The line manager will ensure that staff are aware of the promotion of effective risk management, as identified in this organisation's other policies, procedures and guidelines, including, but not restricted to:

- All Health and Safety policies
- The document on the delivery of personal and intimate care
- The document on the management of behaviour that challenges
- The document of the management of violence and aggression
- The medication management policy and procedures
- The document on the use of restraint; bedrails and/or lap belts.

Staff

Staff are responsible for ensuring that they are familiar with the contents of this section.

Staff must avail of the training in the skills of documentation and record keeping, when it is offered.

Staff must follow the procedures outlined in this section; staff found to be in breach of the procedures will be subject to ST PATRICK'S CENTRE's disciplinary procedure.

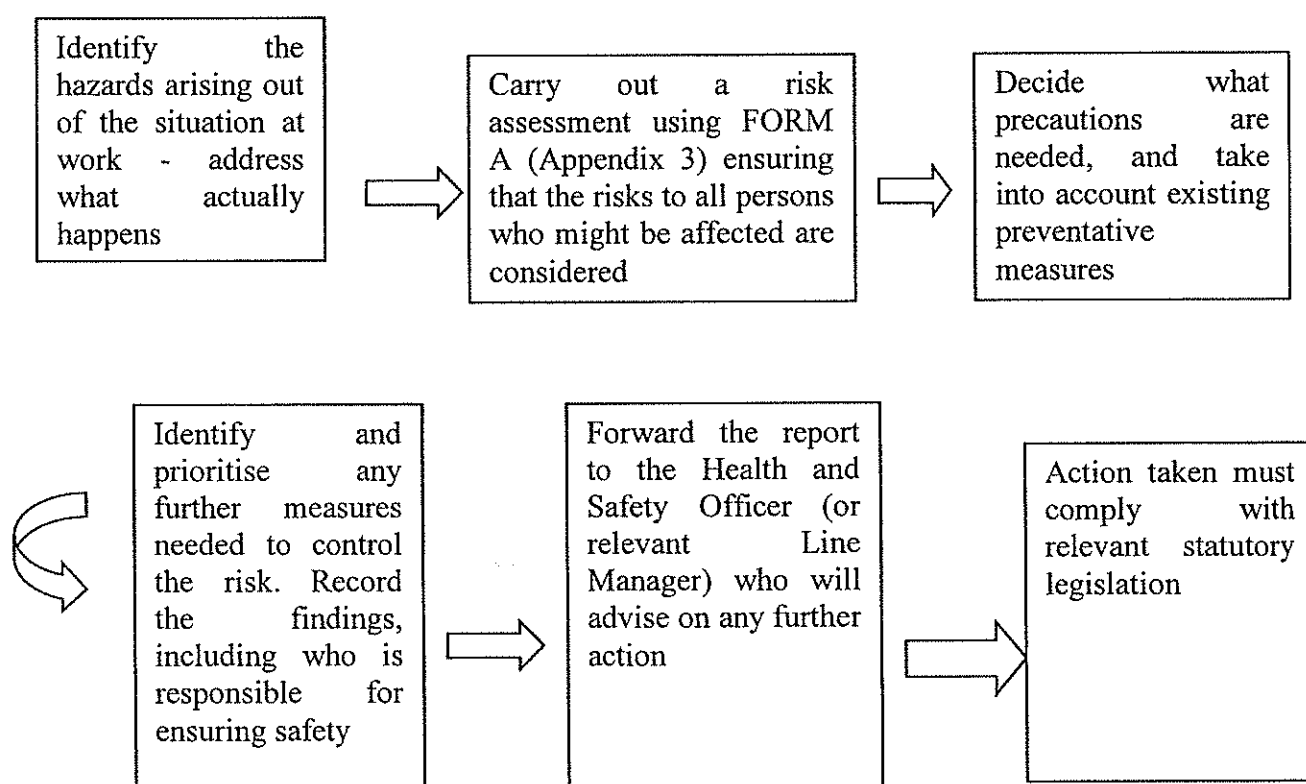
Staff must ensure that they document all relevant information, incidents and events by following the organisations procedure on record keeping and risk assessment guidelines.

Risk Assessment

Any risk assessment process should not:

- Be used to inhibit people
- Be used to the detriment of service users' quality of life
- Be a tool designed to prevent risk inherent in everyday lives
- Stop at identifying risk. The challenge only begins when the risk has been identified.

The steps for carrying out risk assessments are as follows



The assessment of **hazards** should identify how an accident could occur.

Reasonably practicable measures are required to either prevent accident occurrence or to limit the consequences. These measures need to be permanent in nature to achieve an ongoing reduction of risk.

Some hazards are obvious such as those relating to machinery or chemical preparations. Other hazards may not be as obvious but could be the cause of many accidents - for example untidy work areas, poorly maintained areas.

Hazards can include but are not necessarily limited to the following:



Physical hazards

- Mishandling goods
- Faulty equipment
- Falling objects
- People tripping, slipping or falling
- Fire
- Hot substances or surfaces
- Hand tools
- Collisions
- Introduction of new machinery
- Electricity and electrical goods
- Handling loads
- Poor housekeeping

Health Hazards

- Noise
- Dust levels
- Unsuitable light levels
- Vibration
- Radiation
- Extremes of temperature
- Injury due to poor design of tasks or machinery
- Chemicals - flammability, exposure to skin or lungs
- Biological agents – virus, hepatitis, tuberculosis

Human factors

Some groups are particularly vulnerable such as

- Young workers
- Pregnant women
- People with disabilities
- New or inexperienced workers
- Older workers

Risk Assessment should be undertaken routinely before commencing a practice, or work activity.

If a hazard is deemed to be present the next step is to determine the likelihood of causing an accident and the consequences of this happening.

The risk assessment must be carried out by an experienced staff member who can identify the range of responses that may be required in order to reduce or minimise the risk.

The staff member must complete the Risk Assessment Form and forward it to the relevant Line Manager / Safety officer.

The Line Manager/Sector Manager/Operational Managers / Safety Officer will assist in making recommendations for the staff member to follow in circumstances where there are a range of issues under consideration.

Where risk has been identified which may prevent the individual from undertaking an activity or outing, the staff and Line Manager should ensure that all possible solutions have been explored to best manage the situation, so as not to limit the individual's independence or access to opportunity.

A review process should be in place for individuals who have been assessed as being at risk to themselves or others, the review should take into account changes in the individual's circumstances including but not necessarily limited to: -

- Improved staff ratio
- Improved behaviour
- Improved resources / building access
- Improved financial opportunities
- Improved / changed medical condition

References

Hart, S. 1999. "Managing Risk in the care of people with Learning Disability". Mental Care Journal, Volume 21, Number 11, 389-392.

Matheson Ormsby Prentice 2003. "Accidents and Claims Part 1". Shelflife Magazine.

The Safety Health and Welfare at Work Act, 1989 ("the 1989 Act"), Irish Government Publications, Dublin.

The Safety Health and Welfare at Work (General Application) Regulations, 2007 ("the 2007 regulations"). Irish Government Publications, Dublin.

The Safety Health and Welfare at Work (Miscellaneous Welfare Provisions) Regulations, 1995. ("the 1995 regulations"). Irish Government Publications, Dublin.

The Health and Safety Authority "Guideline on Safety Statements" published 1996 updated 2002, reference 4/4. The Health and Safety Authority, Dublin.

8.23. Carers in the Workplace

An analysis of carer's normal tasks shows:

- carers bend, reach and stretch to shower and toilet residents
- carers bend and reach when making beds
- beds are placed so that carers couldn't access all sides easily
- carers kneel or squat when dressing residents
- carers perform tasks repeatedly during the day
- residents are showered and dressed over a one hour period each day.

Hazards

- sprains and strains to the back, knees, shoulder and necks
- spinal disorders
- overuse injuries
- hernias
- lifting and carrying loads (e.g. incorrectly handling when lifting patients or objects)
- sustaining awkward postures for long periods (e.g. supporting body parts for wound dressing)
- incorrect use of equipment for handling patients or objects
- repeated movements (e.g. bending and squatting to dress and shower patients, or bed making)
- slips, trips and falls from contaminants on floors (e.g. bathroom or dining room)
- dressing residents and dressing patient wounds

Control Measures

- Change the work area by moving beds away from walls and allowing sufficient room in the bathroom for two people
- Use stools to support body parts when dressing
- Use long-handled brushes to minimise bending in the shower
- Use mechanical aids and walk belts when required.

Administrative controls can be used to minimise risk by incorporating the following:

- Task rotation
- Rest breaks
- Training.
- Review the controls
- Consult with workers regularly to ensure controls have minimised risk and have not introduced new risks.

9. Risk Assessment

Once a hazard is identified, the risk of injury or illness needs to be established. Risk assessment quantifies the hazard which in turn indicates its' significance and the attention level the hazard deserves. In this report a qualitative approach was taken using the words Trivial, Tolerable, Moderate, Substantial and Unacceptable. Each of these words possess a standard phrase indicating the time scale in which the control measures should be implemented.

Trivial – Little or no action is required and no documentary records need to be kept.

Tolerable – Consideration may be given to a more cost-effective solution or improvement that imposes additional cost burden. Monitoring is required to ensure that the controls are maintained.

Moderate – Efforts should be made to reduce the risk and cost of prevention should be measured. Risk reduction measures should be implemented, documented and monitored. Controls should be addressed with a short period of time, taking into consideration the changes on a site from day to day.

Substantial – Considerable resources may have to be allocated to reduce the risk. Significant risk reduction measures should be implemented within a very short period of time.

Unacceptable – Immediate action should be started to eliminate or significantly reduce this risk. Where the risk involves work in progress, urgent action should be taken and remedial controls implemented in the short term, until full risk reduction measures are in place. Staff exposure to this hazard must be reduced and controlled.

If reasonably practical, stop the activity.

This hazard identification and risk assessment is not an exhausted list. Other hazards will arise during once off tasks, site development and daily jobs. This process will deal with physical hazards which are present on the date of inspection. There may also be areas of the site that have not being presented to the assessor and there is probability that certain hazards may have being hidden or partially rectified on notice of a safety assessor arriving on site.

The risk assessment is a tool that should be used to prioritize the hazards based on the hazards as they were observed on that date. The control measures are suggested to aid the reduction or elimination of the risk associated with each hazard. Control measures should be acted upon in conjunction with discussion with the department manager and research of a relevant legislation. The managers knowledge and on-site experience will add to the effectiveness of the control measure.