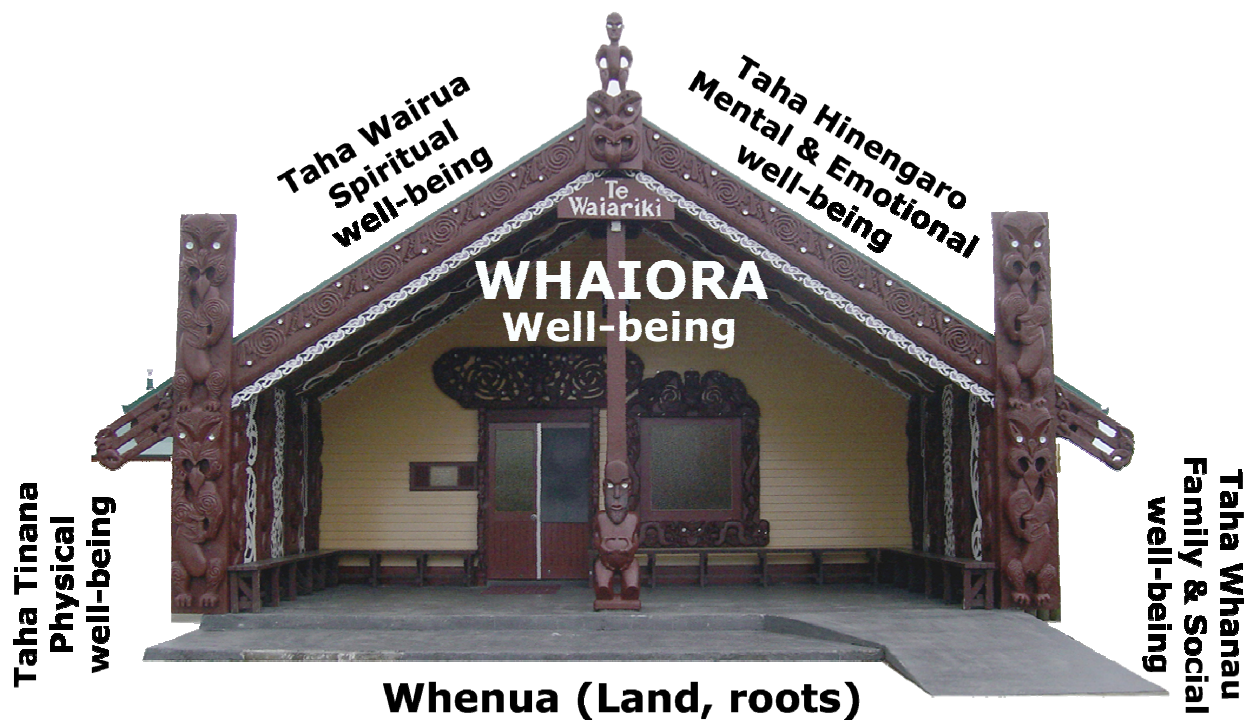


# WHAIORA HOMECARE SERVICES INC.



## Health & Safety Policy

01 October 2010 (Revised: June 2012)



## Whaiora Homecare Services Inc – Health & Safety Policy

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### DOCUMENTATION / Forms /Records / Reviews & Registers

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NB: All the accident, incident, complaint and adverse reporting forms have been replaced by the WHCS (Whaiora Homecare Services), reporting problems form as agreed to at the workshop in May 2012, and in consultation with the Board of Trustees (20 June 2012). The Health & Safety Policy has also been approved and adopted by the board.

Signature of Authorisation: Monica L Tate

Date: 25 June 2012



## Health and Safety Policy

Whaiora Homecare Services Inc (WHCS) is committed to achieving continuous measureable improvement in effective health and safety management, by recognizing and preventing wherever possible, harm to people, and especially the support worker/s, while working in a client's home environment or workplace. The commitment by WHCS to ensure that there are key people involved in the development, implementation and monitoring of the health and safety processes helps reassure management of accountability and participation of all parties to the Safety Policy. There are specific health and safety responsibilities designated by procedures with a review of safety performances, held at least once annually.

Whaiora is further committed to complying with relevant health and safety legislation, regulations, codes of practice, guidelines and safe operating procedures. A continuous process of review and assessment focuses on all aspects of health and safety management, hazards and responsibilities, comparing previous and current performance issues against known objectives.

The Manager will consult with the Board of Trustees, Admin and the support worker/s, as well as their nominated Health & Safety representatives to ensure their full participation and buy-in, to any changes or reviews, or new initiatives as they may occur in the workplace.

WHCS management is committed to the immediate and accurate reporting and recording of all workplace incidents, near hits and injuries; and in providing injured support worker/s with immediate, meaningful and safe rehabilitation under the direction of ACC and other medical advice.

Within the policy, the following objectives will include but is not be limited to:

1. Safety Induction before work commencement, of all new support worker/s (contractors)
2. Participation of support worker/s and their representatives in the continuous improvement of health and safety training, reviews and safety procedures
3. (WHCS), Aims to provide a safe working environment that will achieve a 12 - month zero time loss injury rate
4. Goals for (WHCS), 2012, to ensure that senior management have been involved in training or on-line training (seminars, briefing updates etc.), as evidence of an active, consultative commitment (WSMP), by the organization in all areas of health and safety management in the workplace.

Signed: M L Tate \_\_\_\_\_

Date: 18 June 2012

## **2. Purpose**

2.0.1 To achieve continuous measurable improvement in health and safety, that will include setting specific objectives, establishing and supporting systems that will prompt regular reviews of progress and evaluation of outcomes

### **2.1 Responsibility and Authority**

2.1.1 The General Manager is responsible for workplace safety development, implementation and review of health and safety procedures and policy document that complies with relevant standards, codes of practice and safe operating procedures.

### **2.2 Procedure**

Whaiora will achieve its safety objectives by providing sufficient resources to train and monitor Health and safety representatives and support worker/s in health, safety and injury management. There is an established, consultative process to review and evaluate the effectiveness of hazards relevant to the nature and size of the organization. Generally, a formal review of the health and safety policy, objectives and procedures will occur once annually, and will include all management, the BOT, support worker/s and their elected safety representatives. This will ensure commitment by management of its responsibilities to health and safety in the workplace.

The annual review will specifically examine all significant hazards, new identified hazards, present hazard control and reviews, Personal Protective Equipment; compliance to OSH standards, training needs of support worker/s and appropriateness of service aims and objectives. Objectives should be SMART and achievable.

The annual review will follow the same agenda established within the normal quarterly safety meetings. New goals, objectives and safety procedures will be developed, as part of the annual review, with consultation by the Board of Trustees, admin and all support worker/s. The Manager will then confirm and sign off all final decisions as previously agreed and discussed.

Before the annual review takes place, the manager will ensure that all staff, (support worker/s), and their Health & Safety representatives have an understanding of the process of an annual review of health and safety related information including legislation, regulations, current codes of practice, and other H&S standards relevant to WHCS; the WSMP audit standard, using the ACC self-assessment provided. The results of which are to be included as part of the annual review assessment.

Whaiora Homecare Services, may regularly employ an external health and safety professional, to audit compliance with relevant legislation, as required, and help attain compliance with the HSE Amendment Act 2002 requirements; as well as to host the WSMP Audit. The ACC workplace safety management practice audit standards will include but is not limited to:

- 2.2.1 Internal and external audits of workplace health and safety standards
- 2.2.2 Safety meetings held – number, frequency and outcomes of set agendas
- 2.2.3 Planning review and evaluation procedures
- 2.2.4 Hazard identification, assessment and management



## Whaiora Homecare Services Inc – Health & Safety Policy

2.2.5 Training, and supervision, including employee participation in Health & Safety

2.2.6 Incident & accident reporting, recording and investigation

### Health and Safety Responsibility

## 3.0 Purpose

To ensure individual employee responsibilities, for Health and Safety (in the workplace); using safe working practices to carry out all tasks, that are free from harm, risk/s and or injury.

### 3.1 Manager Responsibility

3.1.1 To demonstrate employer commitment in all areas of Health and Safety management on site and show that a system exists for review of Health & Safety Policies

3.1.2 Allocate resources and authority to nominated personnel for the implementation and operation of WHCS health and safety procedures.

3.1.3 To ensure Service work practices meet relevant legislation and are safe – this includes sourcing specialist advice should this be required.

3.1.4 To encourage support worker/s to assist in workplace safety development, implementation and review of Service health and safety procedures.

3.1.5 To ensure emergency readiness and hazard identification control procedures are adequate to meet the operational safety and health needs.

3.1.6 To ensure skilled, competent professionals provide new support worker/s with the appropriate induction and safety training information before starting work.

3.1.7 To regularly review health and safety performance and monitor standards, legal compliance and effectiveness of Service procedures toward previously established goals and objectives at quarterly intervals

3.1.8 To ensure accident recording and investigation procedures are carried out, documented and signed off with the appropriate safety and health information on identified hazards and injury rates.

3.1.9 To ensure that appropriate safety related information is displayed within the workplace.

3.1.10 To ensure support worker/s are involved in identifying any new or significant hazards in the workplace and to report immediately

3.1.11 To make available the required Personnel Protective Equipment (PPE) and make replacements available when minimising significant hazards.

3.1.12 To introduce all new support worker/s to their respective workplace/s, and to show contractors around the work area; while make sure that a safety induction training is completed and recorded (HSR 07) prior to allowing them to start work.

3.1.13 Where specialist knowledge is required an appropriately qualified person/s will be sourced

### REGISTER OF DOCUMENTS:

The manager/coordinator is responsible for the administration and distribution of the health and safety policy and procedures to all support worker/s of WHCS. Changes to the working copy may be made during the year so long as they are approved by the H&S Committee, the BOT, and signed off.



### 3.2 Health & Safety Reps

3.2.1 Health & Safety Reps must ensure that all support worker/s are not harmed while at work. Safe working practices that conform to appropriate standards are adopted to provide a safe working environment for all employees.

3.2.2 Before any services commence in the homes of a client, a hazard check is done by the coordinator or the manager, with an evaluation of any risks associated with tasks to be carried out by the support worker, to ensure not to expose any person to likely harm from workplace risks (hazards).

3.2.3 to ensure all near miss / hit (almost hurt some one badly) and harm accidents are recorded in the accident register and reported to the manager.

3.2.4 to help with the investigation of accidents to prevent likely re-occurrence and to identify and evaluate significant hazard safety management.

3.2.5 to ensure the manager is informed immediately of any serious injury accidents.

3.2.6 to continuously monitor workplace safety to identify potential significant hazards and their control to ensure work is carried out safely. To run required meetings to inform support worker/s of any identified risks associated with their work in the field *i.e do not use manual razor shavers on clients*

3.2.7 to make sure support worker/s and contractors use the appropriate protective equipment required, stopping work, if unsafe and resuming once the hazard has been isolated, minimized or eliminated - until it can be made safe.

3.2.8 Ensure personal protective equipment is available to support worker/s and is used correctly. Where appropriate, ensure records of the use and issue of safety equipment by the individual support worker/s is kept and updated.

### 3.3 Support worker/s Responsibilities

3.3.1 To recognise and accept responsibility for personal safety and the safety of others, especially client's

3.3.2 to complete and sign off safety induction-training courses, prior to work commencement.

3.3.3 To actively locate significant hazards associated with the work being undertaken, and use appropriate safe work practices (A Significant Hazard register is available within this safety manual) including appropriate use of personal protective equipment (PPE) as required.

3.3.4 All support worker/s are required to follow Whaiora Health and Safety procedures and observe safe work practices at all times. Failure to do so is likely to result in serious disciplinary measures, which could result in the termination of employment.

3.3.5 Support worker/s are required to make themselves aware of emergency readiness procedures within the workplace and immediately report unsafe work conditions or equipment to the manager or supervisor.

3.3.6 To immediately report all accidents, incidents immediately including public injury, equipment damage, and loss of property to a supervisor and help to complete an accident reporting form. To participate in keeping the workplace safe by contributing to regular meetings of the workplace health and safety committee and reviews of health and safety procedures.

### 3.4 Safety Coordinator Responsibilities

To help meet management responsibilities the manager has established a special safety coordinator role within the workplace. An external contractor, Sandra Lee, fills this role at present.

3.4.1 In respect to safety related issues the safety coordinator will have the powers and responsibility to monitor and advise on service safety.

3.4.2 The key role of the safety coordinator is to manage the procedures outlined in this document, focusing on hazard identification, employee [and client] safety, participation and training, rehabilitation planning, accident reporting and investigation and maintaining required documentation.

3.4.3 She assists the manager to review health and safety documents and to do Annual safety checks

### **3.5 Purchasing Safety Management Responsibilities**

3.5.1 Between regular safety meetings the manager may hold a special meeting to discuss safety related issues, including the purchasing of a specific item of equipment i.e. hoist or hospital bed

3.5.2 The manager will be responsible for providing health and safety information required by Whaiora and support worker/s as part of pre-purchase safety review processes.

### **3.6 Responsibilities of Visitors to Whaiora Main Office**

A visitor's book is situated in the front foyer. Visitors, unless accompanied at all times, should sign in and out while on site. Family and friends taking clients on leave will sign in and out thus maintaining a register of those clients present on site. Contractors and other first time visitors will be greeted as they arrive.

3.6.1 When a client is first referred to Whaiora for services, a family member/s will be provided with appropriate safety direction and information regarding the control of hazards and what to do in the event of an emergency when visiting.

3.6.2 The welcome pack and Information Folder provides sufficient induction for the majority of visitors. Specific contractors will receive additional induction on an as needed basis.

3.6.3 In addition, signage within the workplace provides further direction to visitors on what to do in an emergency.

3.6.4 Any special precautions regarding personal protective equipment needs will be provided and appropriately used during the visit, should issues of infection arise.

The Health and Safety Committee

### **The Health and Safety Committee**

**4.0 Purpose:** to demonstrate a focus on continuous improvement through a systematic approach ensuring health and safety management in the workplace is regularly reviewed, and evaluated for outcomes

4.0.1 All support worker/s are encouraged to participate and to be represented in matters of health and safety *i.e. consultation with the new reporting forms (May 2012), monthly discussions at inservice training sessions held*

4.1.1 The Support worker/s have an agreed system where they will vote annually for their nominated H&S reps to attend the Health and Safety committee to discuss or put forward any issues or concerns regarding Health and Safety in their respective workplace/s. Their representation is reviewed every 12 months as part of the annual safety review process.





## Whaiora Homecare Services Inc – Health & Safety Policy

4.1.2 These agreed representatives should have the power to co-opt additional temporary members for special purposes and reasons such as expertise or technical knowledge.

4.1.3 The safety meetings will be held from time to time as determined by the support worker/s, and management, but at not less than 3 monthly intervals.

4.1.4 A record of the minutes of all meetings will be kept. Copies of such minutes will be filed and distributed to the respective H&S reps to disseminate relevant updates or new information to their fellow support worker/s.

4.1.5 When the manager (or her delegate) considers new materials and equipment, prior to purchase, the safety committee is responsible for that equipment's safety review.

4.1.6 Employee members of the health and safety committee will be given adequate training in the relevant procedures in order that they may carry out their responsibilities and meet the objectives of the committee. This training should be recorded on their training record (DOC 07)

### 4.2 The Annual Health and Safety Review

The agenda for the review will include but is not limited to:

4.2.1 The minutes of the last meeting (check actions have been completed and signed off)

4.2.2 The review of objectives (takes place annually or as the need arises, as part of the W/SMP audit requirements) & occupancy.

4.2.3 Hazard management effectiveness – Back Care, Infection

4.2.4 Conformance with legislation (Work practices and procedures)

4.2.5 Accidents and incidents (data reports all categorised exceptions)

4.2.6 Serious injury review (or in the event of a serious incident involving support worker/s)

4.2.7 Public safety and Emergency Readiness (2 drills per year, 1 fire service check)

4.2.8 Internal and external audit reports (self-assessment audit results)

4.2.9 Contractors and sub-contractors (including post-contract evaluation)

4.2.10 Training needs (every 6 months – check Care System

4.2.11 General Business.

A copy of minutes from the safety meetings will be made available within the workplace as soon as practicable after the meeting. In addition to the safety committee, safety representatives elected annually will focus on issues regarding safety with management when the meeting is not practicable, or appropriate.



## Whaiora Homecare Services Inc – Health & Safety Policy

### Hazard Assessment Identification & Management

#### 5.0 Purpose

5.0.1 To Identify, assess and manage, actual and potential hazards in the workplace.

#### 5.1 Responsibility and Authority

5.1.1 All support worker/s will be trained to understand their specific responsibilities to report (immediately), any incidents, injuries or illnesses that may harm them or anyone else in the workplace.

#### 5.2 Procedure

The following procedures have been developed to achieve the objectives of Whaiora's health and safety policy. Aims:

5.2.1 Systematic identification of hazards.

5.2.2 Assessment to determine significance of each identified hazard, then to confirm method of control - elimination, isolation or minimisation.

5.2.3 To ensure procedures identify new hazards on an on-going basis before support worker/s, and other people might be exposed to any risk of harm.

5.2.4 A log of serious incidents for ongoing monitoring purposes, Whaiora accident register (WIP), is currently being updated 12/6/12

5.2.5 To ensure training and/or supervision is provided wherever appropriate, establishing safe work practices, and procedures, thus preventing likely harm from any significant hazards.

5.2.6 To encourage and further involve support worker/s and management staff, in becoming more active and committed to managing health and safety within the workplace; and to provide the appropriate training and information to promote a better understanding of ongoing opportunities to be involved in the development, implementation and evaluation of safe workplace practices.

#### 5.3 Hazard Identification & Assessment

5.3.1 WHCS has a duty to keep you safe at work and to ensure that all or any equipment required to complete duties is also safe to use i.e. hoist, appliances. A systematic hazard identification and assessment will be carried in the client Home & in your workplace (the offices); to ensure that all practical steps have been taken and to make sure that there is a plan in place to reduce the risk of any hazards.

5.3.2 For each identified hazard, risk and severity will be determined; with Whaiora ensuring sufficient information is acquired to make accurate and informed judgement and to provide the appropriate training for all support worker/s, and admin staff.

5.3.3 All identified hazards will be assessed to determine their potential to cause serious harm.

5.3.4 A Significant Hazard means a hazard that is an actual or potential cause or source of:

- 1) Serious harm; or
- 2) Harm, that is more than trivial, the severity of whose effects depend on the extent or frequency of exposure to the hazard; or
- 3) Harm that is not easily detectable, until a significant time after exposure to the hazard.

Where hazards are determined as significant:

- 1) The hazard must be added to the significant hazard register
- 2) Elimination must be considered as the first method for control
- 3) Isolation from support worker/s will be considered where elimination is not practicable
- 4) Where both elimination and isolation are not practicable Whaiora will minimise the hazard to support worker/s and manage the on-going potential risk.
- 5) Management will monitor significant hazard controls by viewing inspection reports and evaluating compliance to standard regulations.
- 6) Daily visual inspection of equipment and review of activities should be undertaken by supervisors to ensure employee safety.
- 7) Support worker/s should visually check all equipment safety before use and use appropriate personal protective equipment made available by WHCS (management), e.g. gloves, or gowns.

#### 5.4 Hazard Identification and Assessment Process

The Hazard Identification and Assessment Process systematically identifies and assesses hazards associated with work at the offices or in the client home, using the Hazard Identification and Control Sheet.

**Enter identified hazards and rate the hazard in terms of severity and frequency:**

5.4.1 Enter likely ways to reduce the likely risk of an accident occurring and person responsible.

**If trivial, rating is not needed to be emphasised.**

5.4.2 Determine if the hazard/operation is a significant hazard (risk).

**Any needing immediate attention will be marked in red & support worker/s must tell management at once.**

#### 5.5 Hazard Minimisation

The following steps should be taken to reduce the risk of harm to support worker/s when minimising a significant hazard:

5.5.1 All support worker/s should have information about the hazard and the methods of control used.

5.5.2 Provision of protective clothing and suitable safety equipment to all support worker/s exposed to the hazard. Training in the fitting, correct use and maintenance and replacement of that equipment e.g. gloves or gowns or masks.

5.5.3 Where appropriate, environmental monitoring of the hazard will be undertaken.

5.5.4 Where appropriate, health monitoring of exposed support worker/s will be used to ensure effectiveness and compliance of controls.

5.5.5 Emergency procedures will deal with any likely situations arising from the hazard.

#### 5.6 Hazard Reviews

5.6.1 Support worker/s and management will undertake regular reviews of Whaiora hazard management effectiveness no less than every three months. According to agenda, findings will be reported back to the safety committee meetings.

5.6.2 Whaiora will undertake an annual hazard management review to review all listed significant hazards SOP's.



## Whaiora Homecare Services Inc – Health & Safety Policy

5.6.3 Whaiora will monitor the effectiveness of significant hazard management controls more closely if warranted.

5.6.4 In the event of a critical situation, the manager will ensure a review of hazard management controls is undertaken and that appropriate procedures are in place to ensure no one is likely to be harmed in the future. These actions will be reviewed under “serious injury review” at the safety committee meeting agenda.

### 5.7 Health Monitoring

5.7.1 A prospective new support worker/s will generally be provided, with a pre-employment health questionnaire, requesting appropriate health related information. Depending on the position offered, a further medical physical examination from Whaiora medical provider might be requested prior to the commencement of employment.

5.7.2 Monitoring of the individual health of injured support worker/s post critical event will be provided on the medical practitioner’s advice. This might include Whaiora requesting a drug test for illegal drugs.

5.7.3 Exit health testing will be provided on full time support worker/s at the manager’s discretion, generally after employment over 12 months, unless a recent health medical is available.

5.7.4 The medical practitioner will keep all medical records and they will be responsible for the reporting and managing of sub-optimal results in association with the manager. Where appropriate alternate duties may be offered.



## Whaiora Homecare Services Inc – Health & Safety Policy

### Accident Reporting & Investigation Procedures

#### 6.0 Purpose

6.1 The terms incidents and accidents, in this context, include all “near miss” or “near hit” events, work-related illness and injury events, that may harm or might harm any support worker/employee, and others, during the course of their work on site.

#### 6.2 Responsibility and Authority

6.2.1 All support worker/s are required to report accidents/incidents to their immediate supervisor immediately after they occur and have the events recorded for review and or investigation:

- In Whaiora accident register
- If Serious Harm, in the OSH serious harm accident register

#### 6.3 Procedure

6.3.1 Non-Serious Harm. Appropriately trained support worker/s complete and record the initial investigation of accidents/incidents and procedures using the Opportunity for Improvement Form. The manager/coordinator, is responsible for non-serious harm accidents with the assistance of specific support worker/s, such as first aiders / investigators / safety representatives and Whaiora’s Health and Safety Advisor [co-ordinator].

6.3.2 All accidents and incidents are recorded promptly on the appropriate reporting forms with a request for the support worker/s to call and confirm that details are accurate for investigation purposes. The data from these forms is collated monthly using dedicated spread sheets. Trends and targets are reviewed at three monthly Health and Safety meetings or more frequently, if warranted. Collated data is presented at annual review and compared to desired values, industry bench marks [where available], other similar businesses and with the previous year’s data.

6.3.3 All injuries and near hits must serve to red flag the hazard involved and corrective actions must focus upon prevention of any repetition of the injury / near miss / hit event. There must be a designated person responsible for corrective actions following accident, within specific timeframe, with a signed off date showing when the corrective action was completed. Signing off is to be by the manager.

6.3.4 Induction training provides support worker/s with specific instructions regarding accident-recording procedures and assesses competency. Unless it is impracticable to do otherwise, support worker/s must not record personal accidents on the accident register or solely carry out any investigations.

6.3.5 The manager will regularly review all accidents/incidents recorded within the workplace and report rates and trends to the safety committee. A management review of all accident data will be carried out as part of the annual review. Actions and controls identified as a result of an accident/incident are to be signed off by the manager.

## 6.4 Serious Harm Accident Procedure

6.4.1 First priority is to provide medical assistance. Control or move items at the scene only if necessary to:

- Save a life, prevent further harm and relieve suffering
- Maintain access for essential services
- Prevent serious damage or loss of equipment

6.4.2 In the event of serious harm, the manager (or in her absence, an appointed person) is to be informed immediately. She will confirm that serious harm has occurred and arrange to notify the appropriate government agency by telephone or fax, as soon as practicable.

Please note, not all serious harm accidents are to be reported to OSH under the HSE 2002 amendment Act. For example injury on the roads are to be reported to the police. The manager will arrange an immediate investigation of the serious harm event.

6.4.3 Do not interfere with the scene of a serious harm accident. The manager may request work continuation from OSH after appropriate scene information has been obtained. For example: photographs, measurements, support worker/s interviews, relatives, contractors and other witnesses testimony that confirm activities leading up to event.

6.4.4 The manager or her delegate notifies OSH (or appropriate authority) in writing on the prescribed Serious Harm Notification Form (DOC 04) within seven (7) days of the serious harm event.

6.4.5 The Serious Accident Report (DOC 06) should be completed in the event of a serious harm accident. This includes injury to any member of the public or contractor involving work activity. All information associated with the investigation of an accident is for Whaiora use only. Only the manager is authorised to speak on behalf of Whaiora or make documentation available to any other person.

## 6.5 Practical Guidelines for Investigation

6.5.1 Much of the evidence at a serious accident scene is of a fleeting nature and may not last for very long. Samples should be taken where appropriate and photographs, sketches and measurements taken to help with later reconstruction of events.

6.5.2 Interviews should be taken as soon as possible. Eyewitnesses are strongly influenced by each other and news media may change their view of the event. Witnesses may become hostile for various reasons, so keep interviews low key and focused on the events surrounding the accident. Ask open-ended questions.

6.5.3 Follow the questions described within WHCS's safety procedures. They will provide a sound structure to obtaining the information required. Ask additional relevant questions. Allow the person being interviewed to explain their answer in their own words. Ensure accurate notes are made. Let the support worker/s review and sign the interview note. If requested allow a family or a support worker/s representative to be present.

6.5.4 Do not interview support worker/s in groups. Look for the underlining reasons for an accident. Not all causes of accidents are work related. Follow common sense and respect the privacy and rights of the injured and others involved in the investigation.

6.5.5 The Manager should be involved, in the event of any serious injury.

6.5.6 Be aware that while it is a place of work, the client's home is still their home first and foremost.





## SERIOUS INJURY SAFETY ADVICE

- Establish a priority action plan:
- Safety – Ensure the safety of injured and response support worker/s first aid
- Response Airways Breathing Circulation Stop Severe Bleeding
- Organise for emergency services to be called
- If possible have a support worker/s person stay and treat the person
- Do not attempt to move the person or equipment holding them in place unless it is absolutely safe to do so
- Ensure clear details are provided to emergency services on the location of the accident
- If possible have a support worker/s person meet emergency services on their arrival
- Follow direction given to support worker/s by the emergency services personnel
- Offer appropriate equipment to assist in the emergency
- Keep non-essential support worker/s clear
- Once the injured have been removed for treatment, do not interfere or start to repair equipment involved in the accident.

Contact in the first instance should be to the manager/coordinator, and then refer to the serious harm procedures in this manual before taking any other actions once the injured have been removed for treatment.



## Whaiora Homecare Services Inc – Health & Safety Policy

### Designated Accident Investigators

In the event of a serious harm accident or near miss, the following people should be designated as official accident investigators for Whaiora:

<b><u>Nominated Investigators:</u></b>  Sandra Lee (Safety Coordinator) <a href="#">Monica Tate</a> (Manager)  Current Health and Safety Representatives  <ul style="list-style-type: none"><li>• See Service Organisational Chart for up to date list of reps</li><li>• Chart is changed in REAL TIME &amp; reviewed at each H&amp;S meeting</li><li>• Chart in main office, main office and at start of this manual</li></ul>	<b><u>Nominated Trainers:</u></b>  <b>Internal:</b> Monica Tate  <b>External:</b> Careerforce ITO's StJohns NZ Fire Service Smith & Nephew International Certifications Limited Agri Quality – Food Safe Essentials Corporate Safety [NZQA training] Aged Concern Sandra Lee (PGDipRHEB, PGCertHealSci)
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#### **Internet Health and Safety References**

[www.osh.dol.govt.nz](http://www.osh.dol.govt.nz)  
[institute@enviromedix.co.nz](mailto:institute@enviromedix.co.nz)  
[wic@xtra.co.nz](mailto:wic@xtra.co.nz)  
[www.gplegislation.co.nz](http://www.gplegislation.co.nz)  
[www.standards.co.nz](http://www.standards.co.nz)  
[www.hsno.govt.nz](http://www.hsno.govt.nz)  
[www.acc.govt.nz](http://www.acc.govt.nz)

HSE Act, Regulations and Codes of Practices  
Resource Management Act  
Health and Safety Compliance  
All New Zealand Law  
New Zealand and Australian Standards  
Dangerous Goods Information  
Injury Management Information



## Whaiora Homecare Services Inc – Health & Safety Policy

### Injury Management & Rehabilitation

#### 7.0 Purpose

7.0.1 To ensure that, in the event of an injury, the support worker should receive supportive workplace based rehabilitation, from the time of injury [including being supported & taken to medical aid ], focusing on maximal possible recovery – duties such as tidying out drawers (client's home), dusting low shelves, cabinets, preparing food, etc.,

#### 7.2 Procedure

7.2.1 Support worker/s are required to report back to Whaiora immediately after receiving treatment from the medical provider to complete OSH procedures and continue work if practicable.

7.2.2 If working away from site support worker/s should seek medical treatment from the nearest service provider, preferably an A & E medical service centre. The employee must provide Whaiora with a copy of the Accident Treatment Certificate from the medical provider as soon as practicable. This will establish the extent of any limitation in work capacity and help plan appropriate rehabilitation.

7.2.3 The manager will be responsible for assessing and arranging alternative duties with the help of ACC and the medical practitioner. The Health & Safety Co-ordinator may be called upon to assist, as required. Support worker/s must participate in rehabilitation that is offered as long as it is within their capacity to do so. If an employee is unhappy with the way in which their work injury claim has been handled, they should contact the manager. Whaiora will attempt to resolve the matter quickly and effectively.

7.2.4 No rehabilitation will commence until an appropriate documented plan has been developed by ACC and signed off by the employee or their representative, and the manager. Rehabilitation is available to support worker/s for work and related injury and sickness.

7.2.5 Injury Management and rehabilitation is part of each employee's induction. Instruction on rehabilitation management will be provided to support worker/s, as required, by the Whaiora safety advisor, or on a needs basis.



## Whaiora Homecare Services Inc – Health & Safety Policy

### Training Records

#### **8.0 Purpose**

8.0.1 All practical steps will be taken to ensure support worker/s have the appropriate skills to manage safety in the workplace. Health & Safety training is provided at the induction of a support worker, by the coordinator/manager

1. Proficiency and skills are ascertained.
2. Induction is documented on the individual training record. WHCS's Hazard Register must be read and signed as read
3. The employee may be 'buddied' with a senior support worker/s member until they are appraised as proficient. The 'buddy' is encouraged to continue in an ongoing mentor role, as required.

#### **8.1 Responsibility and Authority**

8.1.1 The manager/coordinator will carry out overall responsibility for ensuring adequate induction, and the maintenance of Training Records, is carried out. A computer copy may be generated and printed off as evidence and stored in the manila files of support worker's.

#### **8.2 General Workplace Procedure**

8.2.1 All new support worker/s, and regular visitors to WHCS will receive information relating to their safety while on site at the premises of Whaiora. All documentation regarding safety training that has been successfully completed by support worker/s is recorded and stored in Board Room Files and a copy also held in the respective files of the individual employees. The information is also available on the Desk Top Programme of the Care System.

8.2.2 Training needs are reviewed and assessed by the safety committee as an agenda item. This is linked to Whaiora Training Schedules with attendance (to training, March 2012), being mandatory for all support worker/s as a means of making sure that health and safety information is being clearly understood in relation to hazards associated with specific roles, tasks or areas of work. Hazard control is also linked to training as a means of minimising any likelihood of harm and as a means of promoting safe practice among support worker/s at all levels. For instance, support worker/s back pain levels are directly linked to the quantity and frequency of training and resources [both monetary and educational].

8.2.3 Trainer selection will be based on experience, qualifications, references and availability. This includes internal existing members of support worker/s.

8.2.4 The safety training record of support worker/s should be reviewed and updated from time to time and ongoing training needs assessed by management and support worker/s. Health and safety management training will be provided to support worker/s by external trainers. These trainers are listed in the safety manual. The skills of external health and safety providers will be assessed when first employed. Contracts are reviewed every year.



## Whaiora Homecare Services Inc – Health & Safety Policy

### 8.3 Training Process

Training by approved educators should be provided as follows:

Step 1: Explain the activity or process: hazards and how to avoid them: how and when to use safety equipment.

Step 2: Demonstrate the task, including the use of PPE.

Step 3: Get the employee to explain all the points in Step 1.

Step 4: Get employee to demonstrate as in Step 2.

Step 5: Follow-up, supervise and monitor employee at intervals to ensure that the work is being carried out safely.

Note: Trainers must have sufficient knowledge of safe work practices and be recorded on WHCS safety trainer file (DOC 05). Emergency Planning and Readiness

### 9.0 Purpose

9.0.1 An emergency event can strike at any time, it will be sudden and unexpected, it will disrupt the normal routine of the organisation and it will demand immediate actions by persons within WHCS.

### 9.1 Responsibility and Authority

9.1.1 The manager is responsible for ensuring emergency readiness and hazard identification control procedures are adequate to meet WHCS's operational safety and health needs.

### 9.2 Procedure

9.2.1 Emergency evacuations / assessments or drills are held every 6 months, as a minimum, and are recorded on DOC 11. Immediately afterwards, drill effectiveness will be reviewed and required corrective action noted. This is reviewed at the safety committee meetings as an agenda item.

9.2.2 The contracted fire service assesses the overall effectiveness of the emergency procedures.

An instruction / refresher course is provided to fire wardens at induction & six monthly thereafter.

9.2.3 WHCS carries emergency supplies of water and first aid equipment.

9.2.4 Whaiora Emergency Plan [dedicated bound booklet] covers:

**FIRE, STORMS AND FLOOD**

**LOSS POWER**

**LOSS WATER SUPPLY**

**TSUNAMI**

**ROBBERY/ INTRUSION**

**AGGRESSIVE MEMBER OF THE PUBLIC**

**MALICIOUS PHONE CALLS**

**EARTHQUAKE**

**VOLCANIC ERUPTION**

See evacuation plans in Induction Manual & posted in strategic locations around WHCS:

Whaiora Home Care Services  
Offices at 12 Otara Road, Otara Auckland



## Whaiora Homecare Services Inc – Health & Safety Policy Contractors & Sub-Contractors

### 10.0 Purpose

10.0.1 To ensure that Whaiora has a systematic approach to contractor operations, and that all contractors, sub-contractors do not cause harm to anyone on site or to themselves while present doing the lawn mowing.

### 10.1 Responsibility and Authority

10.1.1 Whaiora (WHCS), will provide as much information as is possible to all contractors using the Whaiora Induction Folder, as though an employee/s. The Manager will assesses all workplace hazards as necessary i.e. falling trees/branches, as appropriate, ensuring hazards are identified, and risk minimised. This information is recorded on the Contractor Selection / Performance Form later reviewed at the quarterly safety committee meetings.

### 10.2 General Workplace Procedure

10.2.1 Contractors, who undertake work of an infrequent and minor nature, may be exempt from some of these procedures at the manager's discretion.

Note: It is recognised that contractors undertaking minor one-off activities on site (installing soap dispensers) will not be required to meet the following safety and health assessment standards. While on site, they will be treated as if a visitor and have a Service representative monitor their safety.

#### **Contractor Procedures:**

10.2.3 Each contractor may provide a copy of their health and safety policy or a statement and be given sufficient information regarding Contractor Safety Performance Self-assessment (DOC 10).

10.2.4 The contractor nominates a person who will be responsible and accountable for health and safety while working at WHCS.

10.2.5 The contractor should be able to prove that all support worker/s have adequate training or are supervised by a person adequately trained and experienced.

10.2.6 As the principal, Whaiora has the right to inspect the contractors work practices to assess safety and health standards as well as compliance.

10.2.7 The contractor must follow all of our safety directions/requirements.

10.2.8 The contractor should provide his or her own first aid box, otherwise WHCS will have one available for their use

10.2.9 The contractor will advise the manager of any hazards as he or she sees fit to report as well as any accidents/incidents that may take place. All accidents causing serious harm, incidents involving a significant hazard, and incidents causing environmental damage must be reported immediately to the (WHCS), manager.

10.2.10 All safety equipment must meet an approved New Zealand Standard, or its equivalent. All general equipment should be kept in full working order and meet all relevant standards of maintenance.

### 10.3 Prior to Work Commencement Contractors must:

10.3.1 Carry out hazard identification, ensure controls associated with work activity are in place, appoint a safety co-ordinator, and know how to report any accidents or near hits to both Whaiora and OSH, as required.





## Whaiora Homecare Services Inc – Health & Safety Policy

10.2.3 The Whaiora manager or delegate will advise contractors of any potential significant hazards which a contractor would not normally experience when working for WHCS.