



Health and Safety Manual

Good Health and Safety Practice will reduce the risk of Accidents, Injuries, and Dangerous Occurrences.

This **manual** is a daily reference guide for all staff and covers frequently asked questions/enquiries within our working environment. Staff responsible for the management of Health and Safety or who need more information regarding various issues should consult the **Health and Safety Policy**.

The Contents of the Policy are as follows:

Risk Assessment	Manual Handling Training
Fire Safety	Display Screen Equipment
First Aid	Good Housekeeping
Infectious Diseases	General Safety and Good Practice
RIDDOR (reporting of injuries etc)	Working Alone
Use of Contractors	Violence at Work
Construction Work	Cash Handling
In House Maintenance	Work Related Stress
Electrical Testing	Smoking
COSHH	Alcohol

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Who is responsible for Health and Safety?

Everyone has a responsibility for ensuring a Healthy and Safe work place by adhering to health and safety policy and reporting any contraventions of the policy to their line manager. Therefore the reporting structure is as follows:

SEE APPENDIX 1

Fire Safety, what can I expect within my workplace?



Each premises (office or residential) should have fire notices (example below) posted around the building. All visitors, residents and office staff should have the notices brought to their attention. Where practicable, fire wardens should be appointed (see Health and Safety Policy for further information)

What should I do in the event of a fire?

(The following notice is the wording appropriate to head office; all other premises should use this format but change the detail to suit the scheme)

On discovering a fire

- Raise the alarm immediately by pressing the call point button nearest to them
- Do not attempt to put out the fire unless you have been trained to use the equipment
- Leave the building by the nearest fire exit as quickly as possible but without running or panicking.

On hearing the alarm sound

- All employees/visitors/contractors will evacuate the premises to the designated assembly area as quickly as possible but without running or panicking.
- On hearing the alarm the receptionist should call '999' (is safe to do so), stating the full address and then leave the building immediately.
- The receptionist will collect the signing in books before leaving, handing them to the fire warden when outside and in safety.

Designated Meeting Point:

THE SQUARE IN THE CENTRE OF THE CAR PARK (this will vary from site to site)

How do I know what the fire bell sounds like?

The fire alarm will be tested at the same time once a week. This will ensure you are familiar with the sound.

If I am very busy while there is a fire drill, can I be excused?

Staff will not be notified of a fire drill, so you must always presume an evacuation is for real. **All staff (no matter how senior) must leave the building.**

Should we practice evacuation within schemes?

Staff responsible for residential properties should carry out tests and drills as above, but it is appreciated that residents may not be as responsive as office staff. Staff should encourage residents by explaining the benefits of such events. Whatever happens with residents, staff must always leave the building in the event of a fire or drill.

Where is the First Aid Kit?



All offices carry at least one first aid kit (depending on size of site); this is for staff use, though obviously any emergency can be dealt with using the contents of the box where applicable. Residents should not be encouraged to ask for items out of the box for everyday minor incidents.

The first aid kit can be found in a common office area and will be kept in the downstairs kitchen wall cupboard (as marked) for easy access though this may vary in other premises. Make sure you are aware of where the box is within your office.

The person responsible for the first aid box should check it once a month and top it up with items as and when necessary. Items can be ordered from the Corporate Resources Manager.

Each box should hold enough items to cover the amount of staff on particular premises, use the following as a guide:

Guidance Card	1
Individually wrapped sterile adhesive dressings	20
Sterile eye pads, with attachment	2
Triangular Bandages	6
Safety pins	10
Medium sized sterile unmedicated dressings	6
Large sterile unmedicated dressings	2
Extra-large sterile unmedicated dressing	3

Where tap water is not available sterile water or sterile normal saline in disposable containers needs to be kept near the first aid box:

Minimum container size:	300ml
Minimum amount:	900ml

Do not practice first aid if you have not had the proper training.

The quantity of staff on site will determine the number of first aiders required. YHA has set the number of first aiders to ensure there is cover for sickness and annual leave.

Head office currently has one first aider but is seeking to train at least another one member of staff:

Corporate Resources Manager (CRM)

You will find their names and location of the first aid boxes posted around the building.

In the event of any accident: IF IN DOUBT CALL AN AMBULANCE

Accident Book

All sites have an Accident Book. These can be obtained from the Corporate Resources Manager. All accidents, potential accidents or near misses should be included in the book.

IF IN DOUBT MAKE AN ENTRY, BETTER TO HAVE AN UNNECESSARY ENTRY THAN MISS SOMETHING THAT NEEDS RECORDING.

How can I avoid coming into contact with Infectious Diseases?



The nature of YHA's work means that staff and others could come into contact with infectious diseases e.g. Hepatitis A and B, Tuberculosis HIV (more information on these can be found in the Health and Safety Policy). Therefore YHA has developed a code of practice which should be followed to protect against infection and may help staff deal with individual cases.

- Do not attempt to pick up needles or syringes
- Do not attempt to clean up bodily fluids
- If you come across either of the above contact the office immediately
- For void properties, whoever receives the call should organise the Associations' recognised specialist cleaning contractor to attend site and make the property clean and safe.

In the unfortunate event that you receive a needle stick injury you must follow this **instruction:**

Comment [KA1]: I have amended this in line with NHS advice

- Encourage the wound to bleed freely, ideally by holding it under running water
- Wash the wound using running water and plenty of soap
- Don't scrub the wound
- Don't suck the wound
- Dry the wound and cover it with a waterproof plaster or dressing
- Inform your line manager of the injury.
- Seek urgent medical attention.
- Ensure the incident is noted in the Accident Book and a full report written on how the incident occurred.

Are there any workplace incidents I should report to officials?



Notifiable injuries, diseases and dangerous occurrences are as follows:

- A death or major injury, such as a broken arm or leg, an amputation injury or where an employee or self-employed person is seriously affected by, e.g. an electric shock or poisoning, or where a member of the public is killed or taken to hospital (this must be reported immediately).
- A dangerous occurrence e.g. where something happens like a fire or explosion which stops work for more than 24 hours (this must be reported immediately).
- An accident at work that prevents the person involved working for more than 7 days (this must be reported within 15 days)
- A work related disease.

Details of these must also be kept in the Accident Book. While an accident at work that prevents a person working for more than 3 days no longer need to be reported under RIDDOR, a record of such an injury must still be kept.

There is now a single point of contact for reporting these:

Incident Contact Centre (ICC)
Caerphilly Business Park, Caerphilly, CF83 3GG

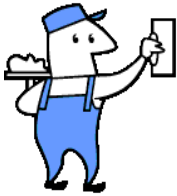
You can report incidents:

- All to be reported via the Internet at www.riddor.gov.uk or www.hse.gov.uk
- By telephone for major or fatal injuries **only**, between 8.30am and 5.00pm Monday to Friday on 0845 300 9923

Head Office must be notified of all reported incidents.

IF IN DOUBT CALL THE CORPORATE RESOURCES MANAGER FOR FURTHER ADVICE.

Are we free from responsibilities if we use contractors?



The answer is no!

YHA is responsible for the safety of contractors on site.

As the client YHA has responsibility for ensuring any contractor is adhering to good health and safety practice.

The term “Contractor” in the context of the safety policy has a wide definition. Basically it means anyone (individual or organisation) who enters into an agreement (written or oral) with YHA to carry out services.

There are various contractors working for YHA and responsibilities lie within different departments, this is as follows:

Corporate Resources Manager– office cleaners and window cleaners

Head of Housing – contract cleaners at schemes

Maintenance Manager – fire alarm maintenance, fire extinguisher maintenance, electrical testing, general maintenance

Head of Property & Maintenance – major repairs and capital works

Corporate Resources Manager or Scheme Worker must ensure that contractors have signed in/out when working on premises (where appropriate).

Any problems with contractors should be reported immediately to the above individuals.

Comment [KA2]: Are these still the roles involved and are the responsibilities still the same?

Comment [BR3]: Amended.

Comment [KA4]: Is this still accurate?

Comment [BR5]: Amended.

Controlling Substances Hazardous to Health



The Corporate Resources Manager for Head Office and Scheme Workers must be aware of any substances that may be hazardous to health that are kept on premises e.g. anything that contains chemicals. Any dangerous substance must be stored and handled as per the manufacturers' instructions. This information can be gathered from the manufacturer's data sheet which will be supplied by the manufacturer on request. The Corporate Resources Manager is responsible for gathering up this information and ensuring that handlers of such substances are informed of the risks.

All users of the materials should be trained and given the correct equipment to use such chemicals e.g. rubber gloves, goggles.

N.B. Substitute any substances with less harmful products where possible.

Using Display Screen Equipment



Workstations have to be assessed of risk, a workstation includes the display screen but also the desk, chair, telephone, printer, software etc.

Hazards experienced by display screen operators:

- Back ache
- Neck ache
- Sprains and strains of fingers, hands, elbows and shoulders
- Eyestrain
- Headaches

Am I a VDU user?

You are if you use a VDU continuously for at least one hour a day.

Help avoid the hazards listed above:

- Position screen to reduce glare
- Arrange work surface so that equipment is in comfortable reach.
- Top of the monitor should be in line with your eyebrows.
- Screen should sit in front of you so that your body is not twisted.
- Keyboard should sit in front of the screen with enough work surface between the keyboard and you to be able to rest your wrists during breaks from typing.
- Ensure you are sitting in an appropriate task chair e.g you should be able to adjust the height, back and seat.
- Always adjust your seat on returning to your workstation, someone may have been sitting in it.
- Request a document holder (from the Corporate Resources Manager) if you are doing a lot of copy typing, this will prevent you twisting your neck.
- Break up the work tasks by doing other tasks e.g. filing, telephone calls
- If your feet cannot sit flat on the floor once in your comfortable position, request a foot rest (this can be obtained from the Corporate Resources Manager)
- Do exercises at your desk e.g. stretch your arms out, cover your eyes and stare into the darkness of your cupped hands
- If you feel at all unhappy with your arrangement contact the Corporate Resources Manager to arrange a full Risk Assessment.

How can I help keep my office Healthy and Safe?



A clean and tidy work environment will keep accidents to a minimum.

Staff must report maintenance issues to the Duty Staff.

Members of staff are expected to:

- Keep their work area free of obstructions e.g. files on floors
- Hang coats up rather than trailing them in the office
- Not to leave dirty crockery in their work area.
- Leave the toilet and kitchen areas as they would wish to find.
- Report trailing wires or faulty electrics to the Corporate Resources Manager.
- Keep fire exits clear.
- Use step ladders or foot stools provided to reach high shelves and store files on high shelves safely.

Guidance for Manual Handling



Manual Handling means any transporting or supporting of a load (including the lifting, putting down, pushing, pulling and carrying) by hand or bodily force.

This guidance is not relevant to the lifting of persons.

If lifting is a regular work activity a specific Risk Assessment should be carried out. Contact the Corporate Resources Manager.

General Guidance for day to day lifting:

Key factors in lifting are:

The Load

- Assess the load's shape, weight and its central line of gravity.
- Once you have established what the load is and that you are happy to lift it follow these instructions:

Balance

- Feet should be shoulder width apart with one foot in front of the other, pointing in the direction of travel.
- Bend at the knees, rather than bending forwards from the hips

Position of the Back

- Keep it straight but not necessarily vertical

Position of the Arms and Body

- Keep elbows close to your body
- One hand should be advanced of the other in the same position as the feet e.g. same hand and foot should be set forward.
- Keep the weight close to the body

The Hold

- Grasp the load with the palms of your hands and roots of your fingers.

N.B. Everyone should know their own capabilities and should never attempt to exceed them. If in doubt get help.

Is it safe for me to work on my own?



YHA is committed to ensuring the safety of its entire staff at all times

Lone workers working out of the office are issued with the appropriate lone worker communication equipment.

In addition to this lone workers should always notify colleagues of their whereabouts.

If for whatever reason, a worker has to be on site out of office working hours, they should have the mobile number or home number of colleague to check in when work is complete. Each team should organise a 'buddy' system for this situation.

Lone Working Guidelines for support/housing management staff:

- Do not put yourself in a vulnerable position.
- If you are visiting a tenant who maybe a risk, you must consult your line manager.
- During an interview always position yourself between the client and the doorway.
- If there is a hint of aggression from a client make your excuses and leave.
- Ensure mobile phone and Solo Protect devises are adequately charged at all times and that Solo Protect devises are used as per instruction.

Lone Working Guidelines for out of hours:

- Ensure a colleague knows you have decided to work out of office hours.
- Ensure all doors are locked and that no one can enter the building without you knowing it.
- Be vigilant when leaving the building, act confidently and be prepared for your journeys e.g. have your car keys ready.
- Never use lifts or dangerous pieces of equipment.
- If your office is visible from outside, close the blinds
- Ensure mobile phone and Solo Protect devises are adequately charged at all times and that Solo Protect devises are used as per instruction.

Whatever the situation, report any incident to your line manager as soon as possible.

How to avoid and handle difficult situations at work

- Deal with visitors/phone callers promptly. Give information about delays that occur.
- Give accurate information in a clear and understandable way. Don't be afraid to say you don't know and need to find out.
- Do not make promises on behalf of someone else.
- Pass on messages promptly and check whether there are any messages for you in your post box regularly during the day.
- If somebody, in person or on the phone, is agitated try to calm them down. Listen carefully, showing respect for their views. Speak quietly and calmly. Don't personalise their behaviour towards yourself. Use positive body language.
- If you have any concerns about interviewing a visitor alone in the Interview Room ensure you have another member of staff with you or remain in reception. If you start to feel uneasy or vulnerable during an interview and wish to call other staff to Reception or the Meeting Room, excuse yourself from the area and call for assistance. At no time should you position yourself not to be able to leave a room.
- If violence is threatened leave the room if possible or call for assistance.
- Ensure you know how to use lone worker communication equipment.
- Always report any incident in writing to your manager.
- If you have an abusive caller, always explain why you are terminating the call and then make sure you DO SO. Record the incident in writing to your Manager.
- Visit by appointment where possible and keep to time. Let people know if you are going to be late.
- Always keep your diary, Out of Office Assistant and telephone absent message up to date.
- Use a buddy system to ensure colleagues know where you are.
- Discuss with your manager any concerns you have about certain individuals or if you have to return to someone who have previously been aggressive.
- Take your mobile phone so you can keep in touch with the office and call for assistance in an emergency. If you are not supplied with a mobile phone within your role but need one for carrying out a visit, then speak to the Corporate Resources Manager.
- Violent behaviour should be reported to your Manager. This can then be discussed further and appropriate action taken.
- Managers must keep Directors informed of incidents; in turn they will keep the Chief Executive up to date.
- Counselling after a traumatic incident is available; contact your manager to arrange this.

Can I smoke and drink alcohol during work time?

YHA's offices are all non-smoking. However, staff can smoke in designated places outside the buildings.

Staff must not under any circumstances (other than approved social events) drink alcohol during Association hours. Anyone found under the influence of alcohol during Association hours will be sent home immediately and will face disciplinary action.

Managing Stress

Stress can vary from person to person and job to job. YHA tries to reduce the risk of stress by creating:

- Well-designed jobs
- A good working environment
- A good communication system

If you are feeling stressed for whatever reason, you should discuss this with your manager as soon as possible, don't feel that you have to wait for your next one to one. Addressing issues early can avoid the health effects of stress.

Use of Emergency Alarms

At Alpha Court there is a specific emergency alarm pull-cord in the disabled wc, on both floors, which sound outside the toilet and the red light above the door will illuminate. Resource Administrators or first aiders will attend in the first instance.

Comment [KA6]: Is this still the case?

In the event of the Alpha Court lift breaking down with people inside, there is an emergency alarm which sounds an alarm that can be heard outside the lift and also connects the person to an emergency call centre for them to report the breakdown. Instructions on how to activate the alarm is in the lift.

Comment [BR7]: Yes this will remain the same.

The alarm and procedure is tested once a month by the Corporate Resources Manager and all staff will be made aware of the different alarms and the procedures associated with them on induction and through regular testing.

Comment [KA8]: Is this still the case?

Comment [BR9]: Yes this will remain the same.

