

# Occupational Health & Safety, and Procedure Handbook

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# 1. Occupational Health and Safety Policy

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The term “employee/s” relates to on-hired employees.

## 1.1 Obligations

Caring for You recognises its moral and legal responsibility to provide a safe and healthy work environment for employees, clients and visitors. This commitment extends to ensuring that the agency’s operations do not place the local community at risk of injury, illness or property damage.

## 1.2 Objectives

Caring for You will:

- 1.2a ensure compliance with legislative requirements and current industry standards.
- 1.2b provide information, instruction and, where appropriate, training to its on-hired employees.
- 1.2c ensure that on-hired employees are provided with a safe work environment by taking practical steps to ensure the risks to health and safety at the client’s premises have been identified and controlled.
- 1.2d Promote and maintain a high degree of wellbeing & reduce work related injury’s and stress.

## 1.3 Responsibilities

Management and internal Staff are accountable for implementing this policy in their area of responsibility, and responsible for:

- 1.3a the provision and maintenance of the workplace in a safe condition.
- 1.3b liaison with clients to ensure the on-hired employee’s safety is not compromised.
- 1.3c involvement in the development, promotion and implementation of health and safety policies and procedures and ensuring hired staff have undertaken a complete criminal check.
- 1.3d ensuring that on-hired employees receive training in the safe performance of their assigned tasks by the client.
- 1.3e the provision of resources to meet the health and safety commitment.

## 1.4 Effective Communication

When people can express themselves on a professional level, this assists all parties to lead to a satisfactory outcome. Here are some ways you can achieve effective communication:

- 1.4a Take a proactive attitude towards any problems.
- 1.4b Try to understand what the other person is saying (listen).
- 1.4c Express clearly what your saying (don’t become defensive).
- 1.4d See the situation from another point of view (professionally).
- 1.4e Support other ideas.
- 1.4f Ask questions if you don’t understand.

## 1. Occupational Health and Safety Policy

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- 1.4g Respond – don't "react".
- 1.4h Teamwork is a way to achieve a common goal, treat others as you would like to be treated.
- 1.4i Always remember you are representing Caring for You. If you cannot find a resolution, please contact the office for assistance. At Caring for You there are no problems only solutions.

### 1.5 Procedures & Hazards

Employees are to:

- 1.5a Follow all health and safety policies and procedures.
- 1.5b Follow safe work procedures as set down by the Agency or the client.
- 1.5c Report all known or observed hazards to the Agency or to the appropriate client's representative when at a client's site.

### 1.6 Consultation

- 1.6a Caring for You is committed to consultation and co-operation between management, employees and the client. The organisation will consult with employees in any workplace changes that may affect the health and safety.

### 1.7 Authorisation

- 1.7a This OH&S Policy was Authorised for Caring for You Pty Ltd, by Stephen Thomson, Company Director on the 2nd April, 2004.

## 2. Introduction

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- 2.1a This handbook is an introduction to the safe work practices you are to follow while at work to protect both yourself and others. Caring for You is committed to ensuring that clients provide you with a safe and healthy workplace. Safety is everybody's responsibility and you are expected to play your part in maintaining the health and safety standards at any workplace you go to.
- 2.1b We will ensure that the client instructs you in safety matters relating to your job. If, at any time, you have any queries or concerns about the safety aspects of your work, ask for clarification or contact either the allocations manager or personnel manager at Caring for You.

### 3. Police Check

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- 3.1a The Federal Government has passed a legislation stating that all staff working in the health care industry must have a police check every three years.
- 3.1b There is an obligation to you to disclose any relevant criminal charges or convictions which would disqualify you from being employed in the health care industry between police checks.
- 3.1c Whilst employed by Caring for You we will pay for your police checks to be completed.
- 3.1d If any staff member is concerned about this issue or has any matter they wish to discuss, please contact Caring for You as soon as possible.

### 4. Employee Safety Responsibility

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- 4.1 Your health and safety responsibilities whilst at work are:
  - 4.1a To work with care and consideration for your health and safety and the health and safety of others.
  - 4.1b To follow all safe working practices and procedures adopted by the client.
  - 4.1c To report to your supervisor, the client or agency, **all** workplace hazards or incidents or injuries that happen to you.
  - 4.1d To use protective equipment issued to you and to maintain it in good order.
- 4.2 The consumption of alcohol or the use of illegal drugs whilst working is a dangerous practise and is not permitted.
- 4.3 **All accidents, incidents and “near misses” must be reported** to your supervisor, the client and the Agency, even if they do not result in injury or damage.

### 5. Hazard Reporting

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- 5.1 These are general guidelines only. If you find a hazard, must be reported to your supervisor, the client and the Agency, even if they do not result in injury or damage. They will have an Issue Resolution procedure to rectify the hazard.
- 5.2 Alert yourself to any type of hazard that can threaten your health & safety.  
Examples of Hazards to be aware of:
  - 5.2a Physical – loud noise, vibration, lighting, electrical, heat/cold, excessive dust.
  - 5.2b Chemical – vapors, liquids, gases.
  - 5.2c Radiation – x rays, uv rays, infra red, gamma rays.
  - 5.2d Psychological – threats of danger, harassment, discrimination, personality clashes.
  - 5.2e Biological – infections, bacteria, viruses.
  - 5.2f Ergonomic – manual handling, no lift, task design

## 5. Hazard Reporting

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- 5.3 All members should become familiar with hazards, and occupational health and safety obligations regarding these. All members must act to ensure safe outcomes for individuals and groups by recognizing and reporting potential for harm.

## 6. Accident and Injury Reporting

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- 6.1 **All accidents, incidents and “near misses” must be reported** to your supervisor, the client and the Agency, even if they do not result in injury or damage. In the event of an injury, you must obtain first aid treatment to ensure the injury does not get worse. All accidents, incidents and ‘near misses’ reported will be investigated to obtain the relevant facts to prevent further incidents of a similar nature occurring.

## 7. Injured At Work

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- 7.1 It is a reminder to all Caring For You staff placed at a facility to perform duties as specified by that facility.  
All staff must ensure that they adhere to the Occupational Health & Safety guidelines and practice in a safe and responsible manner.
- 7.2 Should any Caring For You member sustain a work related injury, they are entitled to submit a claim for compensation. The injured member must follow protocol from the host employer ( the facility at which the injury is sustained). Examples of injury/illness can include needlestick injury or strained back.
- 7.3 Notify Caring For You if the injury/illness sustained would prevent you from working for a specific time. The agency will then forward the claim within 28 days to the insurance company for assessment.
- 7.4 Caring For You will take reasonable steps to help you rehabilitate and return to work. Once the member has supplied a medical clearance certificate, stipulating they can return to normal duties or without compromise. Non injured members may also be able to assist in rehabilitation of a fellow Caring For You employee.

## 8. Rehabilitation

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- 8.1 If you suffer an injury whilst at work you are entitled to submit a claim for compensation. You must forward the appropriate claim form to the Agency along with any authorised medical certificates and medical accounts. The Agency will forward the claim to the insurance company who will approve or reject the claim. Please remember that the insurance company has 28 days to make a decision, so you may not be advised as to whether your claim has been accepted for up to a month.
- 8.2 It is Company policy to take all reasonable steps to help with your rehabilitation if you suffer an injury at work. The primary focus of rehabilitation is to enable you to return to a normal life as soon as possible after your injury.
- 8.3 It is your responsibility to co-operate in a rehabilitation program when this is part of the recovery process. This program may involve alternate or modified duties with another client and will depend on your degree of injury. Your co-operation may also be required to assist in a rehabilitation program for a fellow employee who is recovering from an injury.
- 8.4 You are obliged when placed at a facility to perform duties as specified by that facility. All staff must ensure that they adhere to the occupational health and safety guidelines and practice in a safe and responsible manner.

## 9. Emergency Procedures

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- 9.1 Clients will have emergency plans in place to ensure that potential life threatening events are handled with maximum efficiency in order to protect people's lives. It is important that you are aware of your responsibilities in the event of an emergency.
- 9.2 During your induction ensure you know the Emergency Procedures with you in the Induction training. Some general guidelines are:
  - 9.2a Protection of life is the first consideration in an emergency. Property protection is secondary.
  - 9.2b Learn the emergency telephone number if the client has one.
  - 9.2c Find out where you have to go in an evacuation of the premises.
  - 9.2d Find out who your Fire Warden is.
  - 9.2e Find out who you have to notify if an emergency occurs.
  - 9.2f Make sure you know the location of the fire fighting equipment and how to use it.
  - 9.2g Keep calm, think clearly and act quickly

## 10. First Aid

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- 10.1 Do not treat yourself.
- 10.2 Qualified first aid people are available at most workplaces. In the event of an accident, make sure that the First Aid person is notified as quickly as possible. It is important that you learn who your First Aid person is and where they can be contacted.
- 10.3 Report all injuries to your first aid person immediately This is important to ensure that necessary treatment can be administered prior to you leaving the site.
- 10.4 Do not interfere with first aid boxes or supplies. However, get to know where the nearest first aid box is located for use in an emergency.

## 11. Unacceptable Behavior

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- 11.1 The following behavior is unacceptable and in the interest of your fellow employees and yourself, Caring for You will not tolerate.
- 11.2 Examples of unacceptable behavior include repeated behavior, or a pattern of behavior that involves:
  - 11.2a Verbal abuse
  - 11.2b Verbal taunts, name calling or unreasonable criticism
  - 11.2c Excluding or isolating other staff member/s from normal activities
  - 11.2d Assigning meaningless tasks or unrelated tasks to a staff member
  - 11.2e Withholding information that is vital to the staff member's work safety and/or performance
  - 11.2f Belittling a staff member.
  - 11.2g Horseplay and practical jokes.
  - 11.2h Bullying

## 11. Unacceptable Behavior

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- 11.2i Fighting or instigating a fight.
- 11.2j Assaulting, threatening or interfering with other employees.
- 11.2k Abuse, damage or destruction of property.
- 11.2l Interfering with, or removing without permission, the property of the company, the client or any person.
- 11.2m Interfering with, bypassing or rendering inoperative, controls designed to provide protection or safety of yourself or another person.
- 11.2n Failing to adhere to safe operating procedures.
- 11.2o Being under the influence of drugs or alcohol while on Company or client property, or bringing or consuming drugs or alcohol on Company or client property.
- 11.2p Smoking in a non-smoking area.
- 11.2q Stalking
- 11.2r Indecent exposure
- 11.2s Physical assault
- 11.2t Obscene Communication (eg. offensive text message or email)

## 12. Harassment

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- 12.1 It is the policy of Caring for You that harassment in the workplace is totally unacceptable and will not be tolerated under any circumstances.
- 12.2 Harassment is any uninvited or unwelcome behavior or conduct based on, but not limited to, any attribute, that is reasonably likely to offend, humiliate or intimidate another person.
- 12.3 Caring for You is committed to nursing that the working environment is free from harassment. It will not be tolerated in any circumstance and action will be taken against any member that is found to breach this policy.
- 12.4 Caring for You aims to provide their employees:
  - 12.4a An environment which is free from harassment and where all members are treated with dignity, courtesy and respect.
  - 12.4b Provide an effective procedure for complaints based on natural justice.
  - 12.4c Treat any complaints in a sensitive and confidential manner.
  - 12.4d Promote appropriate standards of conduct at all times.

## 13. Sexual Harassment

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- 13.1 Sexual harassment is one of the most common types of harassment. Sexual harassment occurs when a person makes an unwelcome sexual advance, an unwelcome request for sexual favours or engages in unwelcome conduct of a sexual nature in circumstances which causes another person to feel offended, humiliated or intimidated by that conduct.
- 13.2 Sexual harassment can include a wide variety of behavior of a sexual nature. Unwelcome physical contact, "dirty" jokes, persistent requests for dates, comments about a person's sexual behavior and the display of sexually explicit material (pin-ups, calendars, etc.) are examples of conduct that may constitute sexual harassment.

## 13. Sexual Harassment

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- 13.3 Harassment does not have to be intentional to be unlawful. One person may feel an action to be acceptable another person may find it inappropriate. People are different, and hold different values and morals, people may react differently to how some may expect them to respond. When a person encounters an incident or behavior, it is the way a person perceives the behavior or incident that is important.
- 13.4 If you believe that you have been subjected to harassment of any kind, you should notify you're the Agency who will ensure the situation is confidentially investigated and any necessary action is taken. The normal disciplinary procedures will apply if harassment is found to occur.
- 13.5 Harassment is against the law, it is everyone's responsibility to maintain a workplace that is free of harassment of any kind.

## 14. Discrimination

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- 14.1 Discrimination on the bases of sex, sexual preference, marital status, role, religion, political beliefs, age and mental or physical disability must not occur.
- 14.2 Caring for You is committed to the principles of equal opportunity and non-discrimination in all areas of employment. If you feel that you have been discriminated against, you should notify your Agency will ensure the situation is confidentially investigated and any necessary action is taken.

## 15. Patient Confidentiality

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- 15.1 All Caring For You staff must keep all healthcare information (verbal, computerised, photographic information) that they collect, maintain, use, and/or transmit confidential and private. It is our responsibility as professional people to protect patient information at all times.
- 15.2 Breaches of Confidentiality  
If Confidentiality is breached, they may have the potential to:
- 15.2a Cause harm to the patient. They may loose confidence in our ability to perform our duties correctly which may result in affecting our patients health care and their trust in the healthcare profession.
- 15.2b Cause harm to Caring For You. If this behavior occurs then Caring For You may be liable for legal ramifications from breaking confidentiality agreements. We do not want this behavior to occur and want all our patients to be confident that Caring For You will keep their information private at all times.
- 15.3 Prevention of Breaches of Confidentiality  
Breaches of Confidentiality can be avoided by taking into consideration the following:
- 15.3a Understanding by Staff Members to the requirements and feelings of patients is fundamental in guaranteeing the privacy of health information.
- 15.3b Access to patients records be limited to those staff members who are directly involved in the patients health care, in which can be confirmed by reference to the patient record
- 15.3c Staff Members should be understanding to the patients emotions and feelings about who should attend medical examination and treatments, and always ask the patients permission.
- 15.3d The Health Services Act 1988 Division 3 – General, Section 141 Confidentiality
- 15.3e The Mental Health Act 1986 Section 120A Confidentiality

## 15. Patient Confidentiality

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- 15.3f Educating staff in upholding patients confidentiality.
- 15.3g Any concerns should be discussed with your immediate manager rather than discussing with inappropriate other staff members.
- 15.3h Whilst educating other staff, protect the patient wherever possible.
- 15.3i Only essential pages of Patient Records are to be photocopied when a patient is being moved to another Health Care Facility.

### 15.4 Private Information

- 15.4a As a health care provider you will gain access to confidential information. Any information that collect during your duties will not be disclosed to any other person, it must be treated with the utmost care, in accordance with Caring For You policies.
- 15.4b Patients knowingly provide this information to Caring For You for specific purposes and will remain confidential. This information will be stored securely and not used, except in the normal course of your duties.

## 16. Conflict of Interest

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- 16.1a Make aware potential conflict of interest to your manager as soon as possible. Understandably it is difficult to define all possible areas of conflict of interest, if in any doubt raise this with your immediate manager.
- 16.1b If a decision needs to be made you should not make comment if your position may be compromised.

## 17. Gifts, Benefits and Favours

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- 17.1a Accepting favours, gifts or benefits (including meals or entertainment) from services performed during your duties will not be allowed. You should adhere to the following rule; in which you shouldn't look for or consent to any favours, benefits or gifts from any person who could profit from influencing you. This rule also applies to any pharmaceutical or medical supply company.
- 17.1b If an incident occurs, report this without delay to the appropriate manager, in any circumstance where the favour, gift or benefit being accepted or not.
- 17.1c Token gifts may be accepted, gifts with low material value (box of chocolates etc.), where there is no benefit in influencing you, and no anticipation that favours could be gained. Any gift of more than token value will be the property of Caring for You.

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## Safe Work Practices

## 18. Exposure to Gastroenteritis

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18.1 Upon formal advice received from the facility the following procedure must be followed:

- 18.1a All allocations staff are alerted of details regarding the outbreak.
- 18.1b All Caring for You members who are approached to fill a shift in an affected facility are given the information and the option to refuse/ accept the shift.
- 18.1c All members are reminded to enforce “Reverse Barrier Nursing Techniques” and “Universal Infection Control Procedures”.
- 18.1d A quarantine time of 48 hours is enforced for any staff member moving between facilities.
- 18.1e Members are encouraged to remain within the affected facility for ongoing shifts until the outbreak has been brought under control, the 48 hour rule is applied.
- 18.1f The facility is subsequently advised of any members who show symptoms of infection and these members then follow protocol as per the Department of Health guidelines eg. sample testing etc.

18.2 We at Caring for You are proud to be able to say that we always endeavour to conduct our business in a safe and professional manner. We always seek to work closely with our clients to ensure that the service we provide is relevant to the needs of the facility even under difficult circumstances.

## 19. Hand Washing

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19.1 Hand wash at least 30 seconds & include washing up to the wrists

19.2 Hand washing procedures for health care workers is imperative to reduce the risks of cross infection. The purpose of hand washing is to remove dirt, germs and to protect yourself from infections and disease.

19.3 Times that hands should be washed are:

- 19.3a After hands on contact with patients (with or without infections).
- 19.3b After removal of gloves.
- 19.3c Before and after patient contact.
- 19.3d Before handling food.
- 19.3e Before all cleaning procedures.

19.4 The recommended length of time for hand washing is for at least 30 seconds, and includes washing up to the wrists. Paper towel is preferred for hand drying as hot-air dryers are only effective to dry to 55%. Paper towel should then be disposed of in an appropriate bin. Turn taps off with the elbows if possible, to reduce the risk of recontamination.

19.5 Techniques for correct hand washing should be included in the health organisations occupational health and safety procedures and induction program.

## 20. Persona Hygiene

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- 20.1 Personal cleanliness is important in helping to prevent illness and the spread of infection. Wash your hands before eating, immediately after using any chemicals and before and after going to the toilet. You will need to launder your uniform daily to reduce the risk of cross infections. Any contaminated (e.g. blood, chemical) protective clothing will need to be laundered or disposed of appropriately.

## 21. Personal Protective Equipment (PPE)

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- 21.1 Some jobs have a certain element of risk associated with them (e.g. working in areas of possible cross infections, etc.).
- 21.2 Where this is the case, personal protective equipment will be provided by the client. Wearing PPE reduces the risk of injury. It is your responsibility to wear this equipment when and where required. The client will explain the rules about protective equipment to you. You will be required to observe these rules.

## 22. Eye Protection

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- 22.1 Eye protection may be required for certain jobs or work areas. It is important that you wear this protection to prevent cross infections and serious eye damage. You will be told where eye protection is required and the type of protection to be worn.

## 23. Foot Protection

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- 23.1 Shoes must be worn in designated areas to protect your feet from spills and falling objects. Shoes must be navy, black or white lace-up shoes with non-slip soles, and flat heels with covered toe and heel.
- If you are unable to wear your safety footwear for any reason, you must notify the Agency. You are to provide a medical certificate specifying that you are unable to wear safety footwear.

## 24. Other Specific Protection

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- 24.1 Other types of protective equipment may be required, depending on the work you are doing. These may include gloves, aprons, gowns, etc. You will be advised of any other protective equipment required. If you have a reaction to latex gloves please advise your supervisor, the client or your consultant and an alternative will be provided.
- 24.2 For your added protection, gloves, loose clothing, neck ties, bulky rings, and dangling jewellery must not be worn when working with or near moving machinery. Long hair should be tied back or enclosed in a hair net.

## 25. Manual Handling - Patients

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- 25.1 The physical handling of materials and patients often involves lifting, pushing, pulling or carrying.
- 25.2 Almost any part of the body can be affected unless this activity is carried out correctly. Back and muscle strains can be avoided.
- 25.3 Most clients will have a 'Minimal Lift' or 'No Lift Policy" in their workplace. It is their responsibility to inform you of this policy during the Induction and provide you with the necessary, training and supervision to carry out your work in a healthy and safe manner. The Client's Policy should include handling and transferring patients based on; normal spontaneous movement patterns of the body, minimal carer effort, maximum patient participation and comfort and safety of carer and patient. Movement of a patient involves two staff with or without lifting machines/aids.
- 25.4 The client should have a risk assessment for each manual handling task, which would include, the physical environment, work practices and the patients ability to assist.
- 25.5 Caring for You offers the Louise O'Shea No Lift Workshop at regular sessions through out the year. We strongly urge all employees take advantage of this free training seminar. Please contact the office for more details.

## PROTECTING YOUR BACK

You are responsible for using approved manual handling techniques while working in the healthcare industry.

Prohibited manual handling techniques usually include:



These include:

- Knee / Shoulder push roll to turn a patient in bed (rather than pulling patient towards you).
- Slide sheets for moving a patient up the bed or turning a patient in bed
- Patient transfer boards for bed / trolley transfers.
- Walking frames to assist with standing and walking.
- Standing hoists for standing partial weight bearing patients.
- Hoists for transferring non - weight bearing patients between bed and chair / commode / wheelchair or from the floor.



Ask permanent staff if you are unfamiliar with any of the above listed approved techniques, or unfamiliar with the location or use of ward manual handling equipment.

Some facilities use a Patient Handling Risk Assessment chart. When these are in place, they must be followed.

- Pulling or lifting patients under the arm(s).
- Lifting a patient's whole body weight for any transfer.
- Holding a patient under the arm to remove their pants.
- Pulling a patient forward under the arm.
- Lifting a patient's buttocks to place a bed pan.
- Manually lifting a patient off the floor.
- Pivot standing transfers involving pulling under the patient's arm.
- Pulling under a patient's arm over the back of an armchair to sit a patient up in a chair.
- Allowing patients to place their arms around or across your back, shoulder or neck.

**SAFE HANDLING  
PROTECTS BACKS.**

## 26. Mechanical Lifting Machines / Aids

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- 26.1 These points are to be taken into consideration when using mechanical lifting machines and aids:
- 26.1a The equipment used is in good condition, and is regularly maintained.
  - 26.1b All hoists are electrically operated.
  - 26.1c The sling is the appropriate size for the patient.
  - 26.1d Hoists are able to be wheeled under the bed with no impediment.
  - 26.1e The bed is height adjustable by foot pump or electric mechanism, with electric or winding backrest.
  - 26.1f Slide sheets are at least 2 meters in length and are of a slippery material such as spinnaker sailcloth or similar.
  - 26.1g The slide sheet used in the bed to trolley transfer is at least 2 meters in length and 1.5 meters wide.
  - 26.1h A minimum of two handlers are to be used to manoeuvre the hoist with the patient in situ.
  - 26.1i The floor is a flat, firm smooth surface eg. Linoleum or similar.
  - 26.1j The work area is reasonably uncluttered.
  - 26.1k Employees are trained and competent in the procedures of patient handling
  - 26.1l There is an adequate number of staff to carry out the task.

## 27. Clean Work Areas

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- 27.1 Good housekeeping is fundamental to good safety. Trips, slips and falls can result from poor housekeeping. It is everybody's responsibility to ensure that their work areas are kept clean and tidy.
- 27.2 All materials, equipment and tools not in use must be safely stored. All rubbish and waste must be placed in the bins provided. All aisles, emergency exits and access to fire extinguishers must be kept clear.
- 27.3 Liquid spills must be cleaned up immediately with absorbent material. DO NOT wash the spill into a drain.
- 27.4 Remember that cleaning up after a job is part of doing that job the right way.

## 28. Waste Management

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- 28.1 Clients will inform you of the requirements of waste management during the Induction. Some guidelines are:
- 28.1a Check signage to see if the item can be recycled and if it has a particular waste container
  - 28.1b Segregate all waste into correct containers;
  - 28.1c Infectious
  - 28.1d General
  - 28.1e Sharps (only fill to the fill line)
  - 28.1f Cytotoxic
  - 28.1g Recyclables
  - 28.1h Do not put sharps or items with free liquid into a plastic bag
  - 28.1i Flatten cardboard and place paper in the area provided
  - 28.1j Recycle drink cans, glass, plastic bottles and milk cartons

## 29. Chemicals/Hazardous Substances

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- 29.1 Many chemicals are used in the workplace. These can range from relatively harmless chemicals through to highly toxic chemicals.
- 29.2 Clients must ensure that a current Material Safety Data Sheet (MSDS) is readily available to any employee that may have the potential to be exposed to hazardous substance. All substances must be correctly labelled with the product name, the manufacturers name and contact details, the chemical name, the name and health and safety information.
- 29.3 Clients must train their employees who will be using or are exposed to the hazardous substance. Certain hazardous substances require a certificate to handle, and employees cannot handle these hazardous substances without this certification.
- 29.4 If you are asked to handle chemicals you are not trained to use, please advise your supervisor, the client and contact your Consultant.

## 30. Office Safety

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- 30.1 It is just as important to observe good safety and housekeeping in offices as it is in other workplaces. Some general guidelines for office safety are:
  - 30.1a Keep walkways, aisles and emergency exits clear.
  - 30.1b Don't open more than one filing cabinet drawer at a time.
  - 30.1c Don't have power cables stretched across aisles. If necessary, cover them with duct tape.
  - 30.1d Don't use double adaptors or overload a power point.
  - 30.1e Don't use a chair to reach high places - use an appropriate ladder.
  - 30.1f Watch for worn carpet or slippery surfaces, especially on steps and stairs.
  - 30.1g Think about how you sit - adjust your chair if necessary.
  - 30.1h Don't forget to stretch and move about from time to time.
  - 30.1i Wear appropriate clothing and footwear.

## 31. Repetitive Activities

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- 31.1 If the work involves sitting for long periods, make sure your seat is adjusted properly and use a footrest to ease the strain on your legs.
- 31.2 Many activities are repetitive in nature. This can result in muscle soreness, tiredness and general aches and pains. If your job involves doing the same thing continually, you need to take short breaks on a regular basis to "give the muscles a break". During these breaks, you should do some of the following exercises to relax your overworked muscles.

## 32. Simple Exercises To Relieve Work Strain

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### 32.1 Neck Stretch

Drop your head to one side and hold for 10 seconds. Repeat to the other side. Drop your head to your chest and hold 10 seconds. Turn head slowly from side to side.

### 32.2 Upper Back Stretch

Grasp your hands in front of your body at shoulder height and slowly pull your arms forward, rounding your upper back, hold 30 seconds and repeat.

### 32.3 Shoulder Shrug and Roll

Raise your shoulders toward your ears. Hold and release. Roll shoulders forward and repeat in the opposite direction.

### 32.4 Finger Fan

Spread your fingers wide with palms down and hold 6 seconds. Make a tight fist and release.

### 32.5 Wrist Stretch

Stand with your arms at your side, reach across and grasp your forearm. Bend hand up from wrist. Hold and relax. Repeat three times.

### 32.6 Back Arch

Stand and place your palms on your lower back. Raise your chin and arch your back.  
(See following page for diagrams)

### Back Care - The Value of Stretching



Benefits of Stretching:

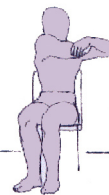
- Risk of joint sprain or muscle strain
- Risk of back problems
- Muscle tension
- Muscle soreness
- Physical relaxation
- Body awareness

#### Stretching Exercises to Practice -

**Hold each stretch for 10 - 15 secs, repeat 2-3 times!**



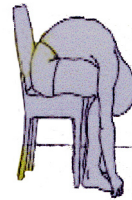
- Stand or sit and interlock your hands behind your head near the crown
  - Exhale, pull your head forward and allow your chin to rest on your chest.
- Keep your shoulders depressed during the stretch.
- NB: The stretch will be dissipated if your shoulders do not remain depressed



- Sit or stand with one arm raised to shoulder height, flex the arm across to the other shoulder
- Grasp your raised elbow with the opposite hand, exhale, and pull your elbow backward



- Sit on a straight backed chair, turn to your right, and place your hands on the back of the chair
  - Exhale, keeping your feet flat on the floor and your buttocks on the seat, push your right hip forward and press your right elbow into your body.
- NB: You should also feel this stretch in your middle torso



- Sit on a chair with your legs slightly separate
- Exhale, extend your upper torso, bend at the hips, and lower your stomach between your thighs



- Stand with your feet together, about three feet (1 meter) from a supporting surface approximately hip to shoulder / height, and your arms overhead
- Keeping your arms and legs straight, flex at the hips, flatten your back, and grasp the supporting surface with both hands
- Exhale and press down on the supporting surface, to arch your back

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Please review anything you are unsure of in this handbook and ask for further clarification of anything you are unsure of.

True False

**MANUAL HANDLING-PATIENTS (Section 18)**

- 1. Movement of patients involves 2 people with or without Lifting machines/aids.  True  False
- 2. Slings are to be of the appropriate size for the patient.  True  False
- 3. Employees must be trained and competent in the procedures of handling patients.  True  False

**REPETITIVE ACTIVITIES (Section 28)**

- 4. Repetitive handling of light items is unlikely to cause muscle soreness.  True  False

**PERSONAL PROTECTIVE EQUIPMENT (PPE) (Section 14)**

- 5. Wearing PPE will completely eliminate the risk of injury.  True  False
- 6. Even if workplace signs indicate that PPE must be worn, it is okay to work if the client doesn't provide the gear.  True  False

**HOUSEKEEPING (Section 22)**

- 7. Keeping floors and access ways clean and tidy is a proven way of reducing the risks of slips, trips and falls.  True  False

**ELECTRICAL SAFETY (Section 26)**

- 8. Only non-conductive fire extinguishers (e.g. dry chemicals, carbon dioxide) should be used around electrical fires.  True  False

**CHEMICAL SAFETY (Section 24)**

- 9. It is okay to accept and handle unlabeled containers if you think you know what's inside.  True  False
- 10. A material safety data sheet (MSDS) for a particular chemical lists details of health hazards associated with the chemical and precautions for safe use and handling.  True  False
- 11. Before you use a chemical, you have the right to ask your supervisor for all relevant information, including MSDS.  True  False

**MACHINERY SAFETY (Section 20)**

- 12. You should not use any machinery in the workplace until you have been trained and authorised to use it.  True  False
- 13. You should never clean the moving parts of a machine whilst the machine is operating.  True  False

**HAND WASHING (Section 12)**

- 14. It is okay to turn taps off with your hands.  True  False
- 15. Hot air dryers are the preferred method of hand drying.  True  False
- 16. Hand washing is imperative to remove dirt and germs and prevent cross infection.  True  False
- 17. Washing your hands for 10 seconds will remove all dirt and germs  True  False

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