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Policy and Procedure Feedback Form

A Policy and Procedure Feedback Form is available on the Western Care Association Intranet (under Procedures) which will provide an opportunity to comment on any policy/procedure.

Your comments will be forwarded to the person who has the lead for the on-going development of the policy/procedure.

All comments will be collated by the person responsible and will inform the three-yearly review cycle for updating procedures.

1. INTRODUCTION/PURPOSE

As part of our obligations under the Safety, Health and Welfare at Work Act 2005, this Organisational Safety Statement has been prepared. This document details the responsibilities, resources and the methods by which Western Care Association fulfills its obligations as far as reasonably practical under this Act. It also emphasizes the commitment throughout the Association to provide a safe and healthy working environment and draws together the existing Western Care Association Policies and Procedures which support safety, health and welfare in the working environment. Additional Departmental Safety Statements have been prepared for each of the Association's Centres/Group Homes/Work Area's.

MISSION STATEMENT

Western Care Association exists to empower people with a wide range of learning and associated disabilities in Co. Mayo to live full and satisfied lives as equal citizens. We achieve this through the provision of a comprehensive range of innovative services and supports.

SAFETY POLICY STATEMENT

Policy Context

In fulfilling the mission of the Association, the issue of rights and responsibilities have to be addressed in a balanced way. Policies that are intended to achieve safety for people must also address concerns for the restrictions of rights of citizens that might arise in practice. This requires that policy, interpretation and practice satisfy the legal obligations of both Health and Safety legislation and the constitutional rights of all citizens. The following safety policy statement focuses on the Health and Safety obligations of the Association while acknowledging these should be applied in the context of Person Centred practice.

Policy Statement

It is the intention of Western Care Association to assure, as far as is reasonably practicable, the safety, health and welfare of **all** employees, service users, visitors and all who come in contact with the Association's work activities. This will be done through the provision and maintenance of a safe place of work, safe access and egress, safe equipment and safe systems of work in accordance with the Safety, Health and Welfare at Work Act 2005.

Details of responsibilities and safety arrangements applying to specific department/work areas are contained in the Department Safety Statements which are located in each department/work area. These contain a Hazard Analysis, Risk Assessment and Control Measures specific to each department/location.

Copies of the Organisational Safety Statement and the appropriate Department Safety Statement are shown and explained to each employee of the Association and are readily available in each department for reference. Each staff must read these and sign off that they have done so. This will be included on the Staff Register as per existing procedures.

Extracts from the Safety Statement e.g. procedure in case of fire, are located in prominent positions throughout the premises and buildings of Western Care Association.

To meet its obligations under the Safety, Health and Welfare at Work Act 2005, the Association will ensure the following for all staff:

- A safe and healthy work place
- Safe means of access and egress
- Safe plant and machinery (where applicable)
- Safe work practices
- Appropriate information, instruction, training and supervision
- Suitable protective clothing and equipment (where applicable)
- Current emergency plans
- Prevention of risk to health from any article or substance
- Provision and maintenance of welfare facilities for staff
- Provision, where necessary of an external competent person to advise and assist in securing the safety, health and welfare of employees

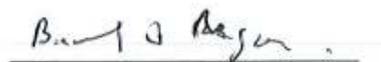
Staff must co-operate with safety regulations, safety representatives and inspectors. Staff must not engage in unsafe work practices or behaviour which may endanger their own health and safety or that of other staff, service users, volunteers or the general public.

All accidents must be reported as per Incident Reporting Policy. Staff are encouraged to make suggestions for improvement to the Safety Statement.

The Association will review its Safety Statement on a regular basis in light of experience and changes in legislation. Notification of any changes or updates will be circulated to all centres.

As part of the Association's Safety Management Programme, safety audits will be conducted on an annual basis (or more frequently if required) by the Health & Safety Officer. Recommendations will be reviewed by management and acted upon as appropriate.

SIGNED:

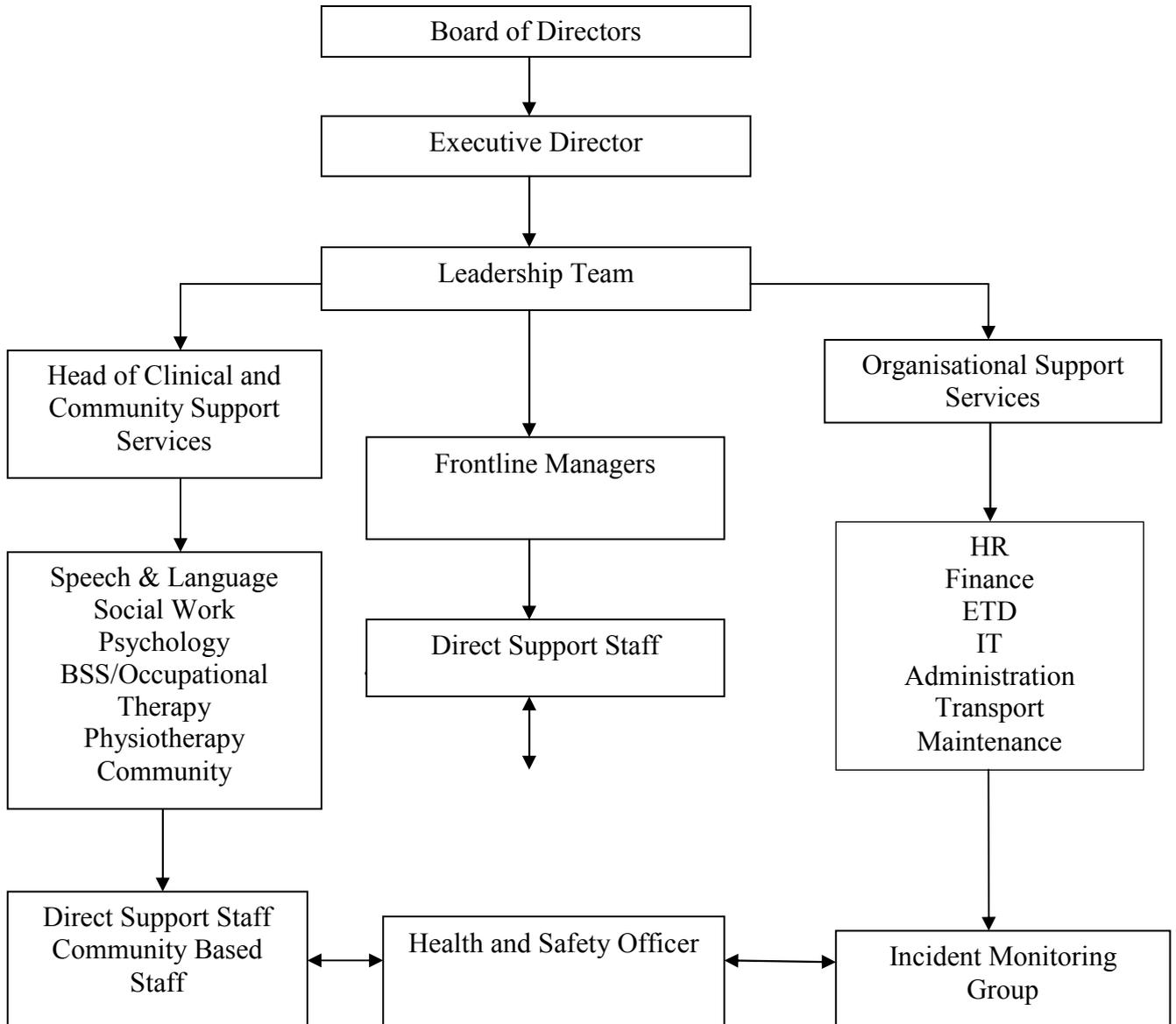


Executive Director

DATE: 1st January 2017

2. ORGANISATIONAL CHART

(Specifically related to Health and Safety)



3. RESPONSIBILITIES

Overall and final responsibility for the safety, health and welfare of employees is that of BERNARD O'REGAN, EXECUTIVE DIRECTOR. The day to day responsibility in the area will, however, be delegated to the Line Managers below and their roles reinforces the Associations commitment to the safety, health and welfare of employees, service users and others who come into contact with the Associations services, as far as is reasonably practicable.

LEADERSHIP TEAM

ANGELA REGAN	HEAD OF CHILDREN'S AUTISM SERVICES
PAULINE BRENNAN	HUMAN RESOURCES MANAGER
TOM HUGHES	HEAD OF EVALUATION AND TRAINING
JAMES ROCKE	FINANCIAL CONTROLLER
ANNE NALLY	INDIVIDUALISED SERVICES MANAGER
NOREEN MEREDITH	REGIONAL SERVICE MANAGER NORTH
ANNE CHAMBERS	REGIONAL SERVICE MANAGER WEST
DECLAN SWEENEY	REGIONAL SERVICE MANAGER CENTRAL
DAVID TUOMEY	PRINCIPAL SOCIAL WORKER

RESPONSIBILITIES OF THE LEADERSHIP TEAM

- Ensure compliance with safety legislation.
- Ensure that there is an effective safety policy.
- Ensure that the policy is periodically reviewed.
- Include safety considerations as an integral part of the management programme.
- Ensure Regional Services Managers/Heads of Departments understand, implement and are accountable for the Association's safety arrangements/policies.

REGIONAL SERVICES MANAGERS/DEPARTMENT MANAGERS

JAMES ROCKE	Financial Controller
PAULINE BRENNAN	Human Resources Manager
TOM HUGHES	Head of Evaluation and Training
ANGELA REGAN	Head of Children's Autism Services
NOREEN MEREDITH	Regional Service Manager North
ANNE CHAMBERS	Regional Service Manager West
DECLAN SWEENEY	Regional Service Manager Central
ANNE NALLY	Individualised Services Manager
RUTH KNEAFSEY	Regional Service Manager Children's Area
MARION EARLEY	Speech and Language Therapy Manager
DAVID TUOMEY	Principal Social Worker
PAUL CECCHETTI/JOY HARRINGTON	Senior Psychologist
TIA CROWLEY	Accounts Manager and I.T. Department Manager

RESPONSIBILITIES OF REGIONAL SERVICE MANAGERS/DEPARTMENT MANAGERS

- Ensure that, for their area of responsibility, the safety policy is disseminated, understood and implemented.
- Make input to policy review as the need arises.
- Ensure that a comprehensive safety training programme (including First Aid training) is provided for their staff.
- Ensure that, when necessary, corrective action is taken without delay.
- Keep fully informed regarding statutory and other relevant developments.
- Review accident reports and take action as necessary.
- Review monitoring reports and take action as necessary

RESPONSIBILITIES OF ALL LINE MANAGERS

Line Managers have ongoing responsibility for the day to day running of their Centres/Departments. This includes the following in relation to the safety, health and welfare of staff, service users, volunteers and visitors:

- To ensure all staff (Permanent, Contract, Relief and FAS), service users and volunteers are familiar with policies and practice regarding safety, fire evacuation, lifting and other hazards specific to their work centre and should arrange for an induction for all new staff on all relevant safety matters.
- To ensure that specific procedures in relation to safety matters pertaining to their workplace are written up and are available for all staff through the Department Safety Statement/Hazard Identification and Control Sheets.
- To ensure that faults in safety equipment, electrical equipment, alarms etc., which constitute a hazard are reported (in writing if necessary) to the Senior/Regional Service Manager/Head of Department or directly to the Health and Safety Officer or persons contracted for their upkeep, as appropriate.
- To maintain records of servicing of equipment etc., and testing of alarm systems.
- To ensure fire and evacuation drills take place a minimum of once every three months and that these drills are recorded and notified as per policy. Follow up on identified actions in a timely manner.
- To consult centre/department staff regarding safety matters and note staff comments on same.
- To ensure First Aid box is properly maintained.
- To ensure that any necessary safety equipment is issued and used.
- To ensure good housekeeping practices are maintained.
- To report all instances of failing to comply with safety regulations etc., to the appropriate Line Manager

HEALTH AND SAFETY OFFICER

Pauline Brennan has overall responsibility for the operation of Health and Safety function

RESPONSIBILITIES OF THE HEALTH AND SAFETY OFFICER

- Proactively monitor adherence to safety legislation and compliance with Western Care Association's Safety Policy.
- Ensure that the Management Team is advised in writing on all aspects of safety matters and that they ensure that any necessary actions are taken.
- Ensure that the duties of all Line Managers in relation to safety and health are included in Safety statements.
- Co-ordinate and monitor proper safety training, such as Minimal Handling and Fire training and assist in having agreed programmes of training organized and co-ordinated in conjunction with the Evaluation and Training Department.
- Ensure that safety programmes, including the use of safety equipment and procedures are implemented.
- Keep fully informed regarding statutory and other developments in safety, health and welfare pertaining to staff.
- Ensure staff are aware that PAULINE BRENNAN is the appropriate staff to contact when seeking general, technical or professional advice concerning the safety of any work in practice.
- Ensure records are kept concerning all matters of health and safety. PAULINE BRENNAN is responsible for records concerning safety, health and welfare and for the sharing of solutions found to problems throughout the Organisation.
- Responsible for analyzing patterns of Health and Safety incidents and/or referrals, summarise findings and identify corrective action.
- Inspections and investigations – responsible for ensuring these are carried out by appropriate line managers for specific incidents and for ensuring identified actions are carried out in a timely manner. Support people to carry out accident investigations.
- On an annual basis, carry out routine inspections of all work practices and operations.
- Ensure that all statutory requirements and/or manufacturer's guidelines regarding inspections are adhered to.
- Monitoring of the Safety Statement – The Safety Statement is monitored on a constant basis to ensure that its terms are being effectively pursued and to ascertain the extent

to which it is having the desired effect. Any revisions to the terms of the Safety Statement will take place within the consultation procedures as laid down.

- Reviews of the Organisation Safety Statement on an annual basis and a review of the Department Safety Statement will take place as specified in same. The reviews will be fully comprehensive and will cover all topics which are of relevance to safety, health and welfare in the workplace. All staff are invited to contribute to the review through their line managers. Review of relevant safety procedures will take place following all accidents and near accidents.
- Ensure all statutory requirements concerning the keeping of safety related records are adhered to.
- Collate incident data and analyse trends in coordination with other members of the Incident Management Group.
- Report accidents and dangerous occurrences to the Health & Safety Authority in line with Health and Safety legislation.

RESPONSIBILITIES OF EMPLOYEES

An employee, while at work will:

- Ensure he/she is familiar with the Association's Safety Policy and any specific safety arrangements for their place of work.
- Comply with health and safety legislation to protect his/her safety, health and welfare and that of others who may be affected by their acts or omissions.
- Ensure that he/she is not under the influence of a toxicant to the extent of endangering his/her own or any other person's safety and health.
- Submit to any appropriate, reasonable and proportionate tests for intoxicants in accordance with the regulations under the 2005 Act.
- Co-operate with the employer and any other person to enable them to comply with safety and health legislation.
- Not engage in improper conduct or other behaviour, such as horseplay, that is likely to endanger his/her safety, health and welfare or that of any other persons.
- Attend any training and undergo assessment of the training required by his/her employer or that is required by safety and health legislation.
- Following training and instruction make correct use of any article or substance provided for the protection of their safety and health, including any personal protective equipment.

Workers also have a duty not to endanger themselves or others and to be alert to dangerous situations.

Employees must also, where they are aware, report to the employer:

- Any defect in the place or system of work or with any article or substance used which might endanger the safety and health of employees or any other person.
- Any contravention of safety and health legislation which may endanger the safety and health of employees or any other person.

Failure to comply with the terms of the Safety Statement may result in disciplinary action.

RESPONSIBILITIES OF WESTERN CARE ASSOCIATION

Resources

Western Care Association undertakes to provide the necessary resources for the following, as deemed necessary:

- Safe place of work.
- Safe systems of work.
- Provision of updated safety information for staff
- Provision of necessary training in fire safety, first aid and minimal handling.
- Provision of other necessary training e.g. minimal handling.
- Safe premises to work in.
- The purchase of safety equipment, including fire extinguishers, smoke alarms and any other equipment deemed necessary.
- Maintenance and repair of all fixtures, fittings and vehicles.
- Provision of the necessary personal protective clothing, footwear, equipment and the provision of adequate heating, lighting and ventilation in all Centres.

The Association has invested considerable time and management resources in drawing up a safety management programme, developing the Organisation Safety Statement and the Department Safety Statement with Hazard Identification and Control Sheets and their circulation to Centres.

Considerable resources are invested in outside contractors servicing fire equipment, machinery and the security of designated premises.

Much of the time, materials and services of the maintenance staff are directed at improving and maintaining facilities with consequent improvement in safety.

Staff Welfare

Western Care Association aims to provide the best possible facilities to promote staff welfare. Due to the varying type and size of services, it is not possible to provide the same facilities in all premises.

The Association has established policies and procedures in line with best practice to promote the health and welfare of staff. Examples include Dignity, Respect and Equality in the Workplace and Responding to Challenging Behaviour.

The Association will provide the following facilities for welfare of their staff:

- Protective clothing and footwear where deemed appropriate.
- Personal protective equipment where necessary.
- Proper toilet and sanitary facilities.
- Sleep-in accommodation for certain residential staff.
- Training in use of fire equipment and fire fighting.
- Training in First Aid
- First Aid kits in all premises and in Association owned vehicles.
- Assessment of risks for staff members who are pregnant, have just had a baby or are breast feeding.
- Provide breast feeding facilities where necessary.
- Pregnancy risk assessments will form part of the Department Safety Statement.
- Hepatitis B and other relevant vaccines where appropriate. The Hepatitis B vaccine for staff is managed by the HR Department.
- Training in manual handling techniques.
- Training in specific areas as deemed necessary.

Safe Premises

Western Care Association will take all reasonable steps to ensure that premises are safe and secure for staff, service users, volunteers and visitors.

- Security alarms are fitted, where necessary.
- Premises are to be secured on completion of work and alarms activated where fitted.
- Fire safety equipment is provided in all Centres/ premises
- First Aid kits are provided in all Centres/premises.

- Boilers and fire equipment are serviced annually on a contractual basis.
- Walkways and paths are clearly marked and kept free of obstacles.
- All floor surfaces are maintained in a safe condition.
- All staircases, landings and openings are adequately protected through the use of railings, notices and other appropriate means.
- All corridors are adequately lit and kept free of obstacles.
- A safe means of access and egress is provided in all work areas.
- All substances, materials and appliances are provided with a safe means of storage.
- Where staff work in identifiable areas of risk, agreed safety procedures are put in place.

Maintenance

JAMES ROCKE has overall responsibility for maintenance of premises and equipment. However, Line Managers will have day to day responsibility for monitoring of premises, plant, equipment and ensuring repair as necessary through the Maintenance Department or other service companies as appropriate.

All plant and equipment is inspected on an annual basis, or as per the manufacturer's guidelines. Such inspections are carried out by appropriately qualified personnel as detailed in the Department Safety Statement.

All monitoring systems and alarms are inspected on an annual basis or as per the manufacturer's guidelines. Such inspections are carried out by appropriately qualified personnel as detailed in the Department Safety Statement.

Project Supervisor – Maintenance Works

Western Care Association have appointed the Maintenance Foreman, THOMAS KEARNS, as Project Supervisor for maintenance work at all Western Care premises in accordance with the Safety, Health and Welfare at Work (Construction) Regulations 2013.

Specific Safety Arrangements

Each department/work area has a specific Department Safety Statement which sets out the arrangements concerning all aspects of work operations and the resources which are deployed to ensure the safety, health and welfare of the workforce and others who may come in contact with the place of work. Such arrangements include precautionary measures, use of protective equipment and clothing, isolation procedures, warning and information notices.

There are some basic elements of safety which all staff must be aware of when commencing duties and more particularly if the staff is to work alone in a Group Home or Day Centre as per the local induction practice. These elements are the ones which are considered life preserving.

Fire Safety and evacuation is paramount and all new staff must be made familiar with;-

- How to sound the alarm if they discover a fire?
- How to evacuate the building?
- Who will need assistance?
- How to respond to a person who might react in a challengingly manner?
- Who gets evacuated first?
- Where is the assembly point?
- How are the Emergency Services to be called i.e. numbers to call and what phone may be used – mobile or landline?

If relocation is necessary the **Emergency Plan** must be activated and so staff must know what and where that Emergency Plan is and how to activate it if required.

Line managers must also ensure that staff who work alone know who to contact should they themselves become unwell during their shift as per local induction practice. Line Managers must also ensure that new staff are competent to use equipment in the house /centre particularly hoisting equipment and are familiar with our **Minimal Handling Policy** in a timeframe which is agreed with their Line Manager as per the local induction practice. Line Managers must also ensure where applicable that staff have a correct license to drive any vehicles attached to that location.

These are the basic necessities for any new staff to be familiarized with when they join the Association.

Pregnancy Risk Assessment

Under the Safety, Health and Welfare at Work (General Applications) Regulations relating to the protection of pregnant, post-natal and breast feeding employees, an employer must, on receiving notification that an employee is pregnant carry out a risk assessment and take action to ensure that the employee is not exposed to anything in the workplace that will damage her safety or health or that of her developing child.

This is subject to an employee:

- (a) Notifying her employer of her condition as soon as is practicable

A Pregnancy Risk Assessment form is available from the Intranet Section of the Western Care Website alongside this policy.

Consultation and Information/Safety Representatives

Under the Safety, Health and Welfare at Work Act 2005, employers are obliged to consult with staff members to promote and develop safety, health and welfare at work. Staff members have the right to make representations on safety, health and welfare issues and these must be taken into account by the employer, as far as is reasonably practicable.

Consultation is a very important part of safety management and the Association welcomes and encourages the input of staff on this matter.

Information is contained in each Centre's Department Safety Statement in relation to health and safety issues, with Hazard Identification and Control Sheets in place as a means of distributing information on issues of safety.

Failure to comply with safety regulations or requirements will result in the implementation of normal disciplinary procedures if the situation so warrants.

Warning Notices will be installed in all necessary area. These instructions must be obeyed.

Line Managers will regularly inspect and review the condition and location of warning notices, having due regard to the sensitivities of persons who live there. *Every effort should be made to avoid creating an institutional feel to a person's home.*

Working Alone

It is recognized by the Association that staff may work on their own. Every effort is made to provide staff with the equipment/training to deal with any emergency which may arise while working alone with service users, families or in the community.

Each Centre where a lone staff member including night staff or sleep in staff is rostered for duty should set up a back up system whereby the failure of the staff member to report for duty or to arrive at their destination on time, or need to leave in a hurry can be reported and the appropriate action taken, which will continue to provide adequate cover/supervision. This system should be included in the relevant Department Safety Statement and must include community based staff.

Outside Contractors and Visitors

Where contracts are issued, a Project Manager will be appointed and the Project Manager will be responsible for ensuring that all outside contractors are provided with the appropriate safety information and are informed of any additional measures or procedures. The Project Manager will be appointed by Bernard O'Regan, Executive Director or somebody delegated by him.

Outside contractors are obliged to inform staff/visitors with whom they come in contact of their safety measures and supply information regarding their own specific safety arrangements.

All outside contractors are obliged to give a written acknowledgement of their acceptance to abide by the terms of the Organisation Safety Statement and any other safety measures that may be in force.

Safety notices are located in prominent positions in areas to which the public have access.

4. POLICIES AND PROCEDURES

The following outlines a summary of the various Western Care Association policies/procedures that exist to support safety in the workplace. The full policy/procedure can be accessed in the Policies and Procedures Manuals and/or via the Intranet.

DIGNITY AT WORK

Western Care Association adopted a Dignity at Work Policy in 2004. Dignity at work is the umbrella term used to address the areas of harassment, sexual harassment and bullying in the workplace. The Policy provides definitions of harassment, sexual harassment and bullying in the workplace. It outlines the responsibilities of the Association, managers and employees and identifies a process for dealing with concerns in this area. It also focuses on the prevention of inappropriate behaviour by ensuring a working environment which respects the dignity of all staff. It provides for Support Contact Persons to be identified, whom act as a confidential contact for employees in relation to information regarding the Policy.

The Policy is contained in the HR and Finance Procedures Folder and on the Internet. A list of Support Contact Persons is available on the internet and at local workplaces.

GUIDELINES ON MANUAL HANDLING

Guidelines on Minimal Handling, incorporating a Manual Handling Policy with reference to the Manual Handling Regulations in the Health, Safety and Welfare at Work Act (2005), the General Application Regulations (GAR) (2007) – Manual Handling of Loads and the General Application Regulations (GAR) (2007) is available in Volume 1 of the Procedures Folder (WCA 1.14) and on the Association's Intranet Policy/Procedure Section.

SMOKE FREE POLICY

The Association complies with the Statutory Instrument S.I. No. 481 of 2003- Tobacco Smoking (Prohibition) Regulations 2003 and Amendments therein and implements a Smoke Free Workplace Policy. This policy is available in the HR and Finance Procedures on the Association's Intranet Policy/Procedure Section (WCA 3A.29).

The following procedures are in support of the Outcome "People are Safe":

RISK MANAGEMENT

The Procedure for Risk Management for People Using Association Services (WCA 1.8) is available in the Services folder (Volume 1) and on the Intranet contains a *Personal Risk Management Plan (PRMP)* which should be completed for each person as appropriate. PRMP's use a standard risk rating score matrix.

Risks associated with premises and environment are identified, scored and controlled using the Hazard Identification Process as set out in the Department Safety Statement (WCA 2A.8), contained in the Services Folder (Volume 2A).

The Organisation and Local Service Risk Register Policy (WCA 2A.18) sets out the process by which both strategic and operational risks are identified, assessed and the process for monitoring risk reduction.

Where necessary additional actions are needed to address a risk at local service level, these are agreed in turn as required with the relevant line manager. If required, risks can in turn be escalated to the Executive Director and may be included on the Organisation Risk Register.

The Head of ETD co-ordinates the development of a Risk Register for the organization each year. This is reviewed and updated as required by the Leadership Team. The Quality and Risk subcommittee of the Board of Directors review the Risk Register twice yearly.

Working Definition of Risk

Risk is defined as the exposure to harm or danger of the safety and well being, actual or potential, of people in our service and our employment and others directly involved with our services, such as volunteers, or indirectly involved such as any member of the general public.

General Policy of the Association

Western Care is a community based organization with a long history of voluntary involvement which supports people with a learning disability to achieve the things which are most important to them. These individual priorities are called Personal Outcomes.

In order to address the issues arising in the pursuit of the preferences, hopes and intentions of people with learning disabilities, the Association requires a good decision making process around areas of risk.

INCIDENT REPORTING POLICY

Incident Reporting Policy (WCA 1.10) is contained in the Services folder (Volume 1) and on the Intranet.

Purpose

For staff, service users, volunteers, visitors and the public who come in contact with Western Care Association.

Recording incidents and injuries provides the information for the decisions that are necessary for an evidence based approach to risk management. When situations where harm or damage have happened, we must take note and learn all we can about the event and so reduce the risk of that situation from happening again. If situations that nearly resulted in harm or if property damage occurred then we must also collect this information in all situations to learn not just what went wrong but also to discover what worked well. All of this information is used in the development of a personal risk management plan (PRMP) for the person. The individual's information on incidents is gathered by the Organisation to determine trends and patterns. This information is examined at a local and organizational level to help us understand how effective our interventions are in reducing incidents/injuries, therefore influencing the design of responsive systems.

FIRE SAFETY GUIDELINES

Fire Safety Guidelines (WCA 2A.9) is contained in the Services Folder (Volume 2) and on the Intranet.

Purpose

This provides guidance to staff on general fire safety awareness including how to keep people safe in the event of a fire and the specific requirements that must be in place in the organization to assure that the organization has reasonable prevention and response plans in place in this area.

EMERGENCY PROCEDURE

Emergency Procedure (WCA 2A.10) is contained in the Services folders (Volume 2) and on the Intranet.

Disasters which occur and which have an effect on the running of a house or centre, can be internal e.g. a fire within a building or, external e.g. floods, storms, high winds or other events which interfere with power, water, food supplies or other essential services to a home. Regardless of the nature of the disaster, five matters are central to what needs to be done in the event of an emergency arising:

- Are there injuries which require First Aid and medical attention?
- Is the home safe to occupy, or does it have to be evacuated?
- Are safe sources of food, water and other essentials available?
- Has the disaster interfered with public utilities such as electricity, communications, travel etc.,

These plans are reviewed with Centres on an annual basis by the Health and Safety Officer.

MISSING PERSONS PROCEDURE

This procedure (WCA 2A.11) describes the process to follow in the event that a person using services is absent unexpectedly

GUIDANCE ON LISTENING AND RESPONDING TO PEOPLE

Guidance on Listening and Responding to People (WCA 1.9) is contained in the Services folder (Volume 1) and on the Intranet.

Purpose

Western Care understands that staff works in areas where challenging behaviour exists and so the purpose of the policy is to inform staff of what they should and should not do when supporting people who challenge the service with their behaviour. It promotes the importance of supporting people in a positive, respectful, empathetic and non-judgmental way.

There are times when staff may need to use some kind of physical intervention or unwanted physical holding to manage the situation. This kind of situation is rare within the Association. The guidelines contained in this procedure are intended to ensure safe practices for everyone.

POLICY ON VIOLENCE AND AGGRESSION IN THE WORKPLACE

Western Care Association is committed to the prevention of violence and aggression in the workplace.

Violence in the workplace is unacceptable from anyone and will not be tolerated.

Work related violence is any incident in which an employee is abused or assaulted by a member of the public or other staff in circumstances arising out of the course of his/her employment.

All workers are encouraged to raise any concerns about workplace violence or aggression, and to report any incidents or threats to their manager, who will then take the appropriate steps necessary including ensuring the Gardai are informed if necessary.

DRIVING FOR WORK AND TRANSPORT POLICY

The Driving for Work policy is contained in the HR and Finance Section on the Associations Intranet and the Transport Policy is contained in the Services folders (Volume 2) and on the Intranet.

The Western Care Driving for Work Policy and the Transport Policy outlines the purpose and use of Western Care vehicles. Contained in these policies are sections on drivers, service users and escort safety.

INFECTION CONTROL GUIDELINES

Infection Control Guidelines (WCA 2A.12) are contained in the Services Folder (Volume 2) and on the Intranet

This document has been developed to give guidance to people to minimise the risk of spreading infection and also to make people aware of what to do in the case of outbreak of an infectious disease.

LONE WORKERS POLICY

Lone Workers Procedure (WCA 3A.25) is contained in the HR and Finance Section of the Procedures section on the intranet. It sets out the definition of lone worker and the responsibilities of Line Managers/Department Heads and employees. It also provides guidance on what risk assessments need to be undertaken in relation to lone working.

5. MONITORING SAFETY IN WESTERN CARE ASSOCIATION

INCIDENT MONITORING GROUP

The Incident Monitoring Group will consist of the Designated Person (Principal Social Worker), the Senior Psychologist in Adult Services, the Health and Safety Officer and the Head of Evaluation and Training. They are responsible for providing an integrated analysis and report of incidents on a quarterly basis.

The group will review the operation of the Incident Injury procedure to determine if overall practices that appear to result in reduced incident levels/severity contribute to organisational learning.