



Care Home Employee

SAFETY MANUAL

Provided by: Holloway Insurance Services Ltd

Legal disclaimer to users of this sample manual:

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This employee safety manual is just a **SAMPLE** and needs to be edited and adapted. It is not exhaustive, nor is it a bespoke safety manual for your specific company. If you are planning to create, edit or adapt an employee safety manual, seek assistance from a recognised health and safety expert and/or the Health and Safety Executive.

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recognises that our people drive the business. As the most critical resource, employees will be safeguarded through training, provision of appropriate work surroundings, and procedures that foster protection of health and safety. All work conducted by 's employees will take into account the intent of this policy. No duty, no matter what its perceived result, will be deemed more important than employee health and safety.

is firmly committed to the safety of our employees. We will do everything possible to prevent workplace accidents and we are committed to providing a safe working environment for all employees.

We value our employees not only as employees but also as human beings critical to the success of their family, the local community, and .

Employees are encouraged to report any unsafe work practices or safety hazards encountered on-site. All accidents/incidents (no matter how slight) are to be immediately reported to the supervisor on duty.

A key factor in implementing this policy will be the strict compliance to all applicable UK regulations and company policies and procedures. Failure to comply with these policies may result in disciplinary actions.

Respecting this, will make every reasonable effort to provide a safe and healthy workplace that is free from any recognised or known potential hazards. Additionally, subscribes to these principles:

1. All accidents are preventable through implementation of effective health and safety control policies and programmes. will conduct periodic risk assessments and record the significant findings in order to monitor and prevent workplace accidents.
2. Health and safety controls are a major part of our work every day.
3. Accident prevention is good business. It minimises human suffering, promotes better working conditions for everyone, holds in higher regard with customers, and increases productivity. This is why will comply with all health and safety regulations which apply to the course and scope of operations.
4. Management is responsible for providing the safest possible workplace for Employees. Consequently, management of is committed to allocating and providing all of the resources needed to promote and effectively implement this safety policy. This includes providing employees with adequate training and ensuring that all employees are competent to do their tasks.
5. Employees are responsible for following safe work practices and company rules, and for preventing accidents and injuries. Management will establish lines of communication and consult with employees. This includes soliciting and receiving comments, information, suggestions and assistance from employees where health and safety are concerned.
6. Management and supervisors of will set an exemplary example with good attitudes and strong commitment to health and safety in the workplace. Towards this end, Management must monitor company health and safety performance, working environment and conditions to ensure that programme objectives are achieved.
7. Our employee safety manual applies to all employees and persons affected or associated in any way by the scope of this business. Everyone's goal must be to constantly improve safety awareness and to prevent accidents and injuries.

Everyone at must be involved and committed to safety. This must be a team effort. Together, we can prevent accidents and injuries. Together, we can keep each other safe and healthy in the work that provides our livelihood.

Managing Director

Risk Manager

is committed to providing safety- and health-related orientation and training for all employees at all levels of the facility. will maintain and support a programme to educate and familiarise employees with health and safety procedures, rules and safe work practices. The training subjects and materials have been developed using industry best practices criteria and site-specific data. A record of training will be kept and made available by the safety coordinator, **[INSERT NAME]**.

The training may include, but is not limited to, the following:

1. Facility-specific accident and incident data
2. Hazards associated with the work area
3. Hazards associated with a specific job or task
4. Operation of specific equipment
5. Personal protective equipment (PPE)
6. Emergency procedures
7. Employee accident-reporting requirements
8. Return to work programme
9. Any HSE-required training not included or addressed above

The primary responsibility of the employees of is to perform his or her duties in a safe manner in order to prevent injury to themselves and others.

As a condition of employment, employees **MUST** become familiar with, observe, and obey 's rules and established policies for health, safety, and preventing injuries while at work. Additionally, employees **MUST** learn the approved safe practices and procedures that apply to their work.

Before beginning special work or new assignments, an employee should review applicable and appropriate safety rules.

If an employee has any questions about how a task should be done safely, he or she is under instruction **NOT** to begin the task until he or she discusses the situation with his or her supervisor. Together, they will determine the safe way to do the job.

If, after discussing a safety situation with his or her supervisor, an employee still has questions or concerns, he or she is required to contact the Safety Coordinator.

NO EMPLOYEE IS EVER REQUIRED to perform work that he or she believes is unsafe, or that he or she think is likely to cause injury or a health risk to themselves or others.

Periodic Inspections

It is the policy of that workplaces are subject to periodic health and safety inspections to ensure implementation and execution of our policies and procedures.

All employees are responsible for cooperating during these inspections and managers and supervisors are responsible for initiating corrective actions to improve items discovered during the walk-through inspection.

has conducted a 'suitable and sufficient' risk assessment of all workplace hazards, as required by the Health and Safety at Work etc Act 1974. Our risk assessment process consists of five steps:

1. Identify the hazards
 - Inspect the workplace for anything that could reasonably be expected to cause harm
 - Ask your employees to find hazards you may have overlooked
 - Review manufacturers' instructions, data sheets, and accident and ill-health records
2. Decide who might be harmed and how
 - Identify how people/groups may be harmed and what type of injuries may occur
 - Include people with disabilities, contractors, members of the public, etc
3. Evaluate the risks and decide on precaution
 - Compare your actions with a source of good practice (HSE website)
 - Try to eliminate the risk entirely. If this is not possible, decide how to control the risk so that harm will be unlikely
4. Record your findings and implement them
 - Write down results and share with your staff
 - Make an effort to implement changes and tackle the most important issues first
5. Review your assessment periodically and update when necessary
 - Formally review your risk assessment at least once a year. Keep up to date on changes, new equipment and procedures that could lead to new hazards

A copy of the risk assessment can be found at: _____.

It is your responsibility to familiarise yourself with relevant risk assessments within your area of work. If you feel that there is a significant risk not currently supported by the written risk assessment, please notify your supervisor immediately.

THE HSE HEALTH AND SAFETY POSTER IS POSTED AT: _____

Leaflets are also available from the safety coordinator, **[INSERT NAME]**.

FIRE SERVICE: _____

TELEPHONE: _____

POLICE DEPARTMENT: _____

TELEPHONE: _____

EMERGENCY MEDICAL SERVICES (AMBULANCE): _____

TELEPHONE: _____

HOSPITAL: _____

TELEPHONE: _____

This Section contains SAMPLE employee safety rules. All organisations need to adapt this section to their own specific workplace needs, based on their risk assessments.

This is a general overview of health and safety rules in the workplace. There may be a more specific policy available for many of the following rules. The longer policies may be found online at [INSERT WEBSITE] or contact [INSERT NAME].

1. Conduct:

- Horseplay, 'practical jokes', etc, are forbidden. Employees are required to work in an injury-free manner displaying accepted levels of behaviour. Conduct that places the employee or others at risk, or which threatens or intimidates others, is forbidden.

2. Drugs and Alcohol:

- Use and/or possession of illegal drugs or alcohol on company property or on company time are forbidden. Reporting for work while under the influence of illegal drugs or alcohol is forbidden.

3. First Aid:

- There are a sufficient number of first aiders and/or appointed persons to help you in the event of a medical injury or emergency. Their names and contact numbers are: _____.
- There are numerous first aid boxes strategically placed throughout the workplace. These first-aid boxes are marked with a white cross on a green background and located at: _____.
- Please make yourself aware of your nearest first aid box and how to contact a first aider.

4. Reporting Injuries:

- Any work-related injury, suspected injury, 'near-misses' and hazardous conditions must be reported to your supervisor immediately.
- will follow all guidelines and requirements of RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) when dealing with any accidents or ill-health at the workplace. [INSERT NAME] is in charge of complying with RIDDOR requirements reporting accidents, diseases or dangerous occurrences to the appropriate authorities.
- An accident investigation will be conducted to determine the root cause of the accident. The injured employee will be asked to participate in the investigation.
- Any attempt to defraud with a false injury claim will result in disciplinary action.
- also provides Transitional Return to Work (light duty) jobs for persons injured at work. Transitional work is meant to allow the injured employee to heal under a doctor's care while she/he remains productive. Employees are required to return to work immediately upon release.

5. Fire Prevention

- [INSERT NAME] is in charge of conducting a fire risk assessment and implementing fire safety procedures. This risk assessment will be reviewed periodically, [INSERT TIME FRAME], and as circumstances in the workplace change. Emergency evacuation tests will be conducted [INSERT TIME FRAME].
- All escape routes and the following areas must remain clear and unobstructed at all times:
 - Exit doors
 - Aisles
 - Electrical panels
 - Fire extinguishers
- Fire extinguishers are located throughout the building at: [INSERT LOCATIONS].

- No candles or open flames are allowed within the facility.
- Hot work: contractors performing hot work (welding, grinding, flame cutting, brazing, soldering, etc) must contact **[INSERT NAME]** for approval prior to the start of the work.
- Only space heaters provided by the company are approved for use within the facility. Employees using space heaters are responsible to turn the heater off when leaving their desk for extended periods of time (lunch, end of the working day, etc).
- No flammable chemicals are allowed inside the building at any time. If you feel that there is a work-related need to use a flammable chemical, contact Human Resources for guidance.
- Follow all electrical safety rules

6. Housekeeping:

- The following areas must remain clear of obstructions:
 - Aisles/exits
 - Fire extinguishers and emergency equipment
 - All electrical breakers, controls, and switches
 - Eye wash/safety showers
- You are responsible to keep your work area clean and safe. Clean-up several times throughout the day, disposing of rubbish and waste in approved containers, wiping up any drips/spills immediately, and putting equipment and tools away as you are finished with them.

7. Personal Protective Equipment (PPE):

- Proper PPE is required in all circumstances. Inspect PPE prior to each use. Do not use damaged PPE. You are required to maintain and keep PPE clean. The below list of PPE is not exhaustive.
 - **Gloves.** Gloves must be worn when it can be reasonably anticipated that the employee may have hand contact with blood, other potentially infectious materials, mucous membranes and non-intact skin; when performing vascular access procedures; and when handling or touching contaminated items or surfaces.
 - **Masks, Eye Protection and Face Shields.** Masks in combination with eye protection devices, such as goggles or glasses with solid side shields or chin-length face shields, must be worn whenever splashes, spray, spatter or droplets of blood or other potentially infectious materials may be generated and eye, nose or mouth contamination can be reasonably anticipated.
 - **Gowns, Aprons and Other Protective Body Clothing.** Appropriate protective clothing such as, but not limited to, gowns, aprons, lab coats, clinic jackets or similar outer garments must be worn in occupational exposure situations. The type and characteristics will depend upon the task and degree of exposure anticipated.

8. Equipment Operations

- You must specifically be trained and authorised by your supervisor to operate vehicles and machines. Before operating/using any equipment or machinery, visually check that all safeguards are in place and there are no maintenance issues. If you see any issues or have any concerns, contact **[INSERT NAME]** immediately.
- Basic safety tips when operating machines: do not wear loose clothing, long hair should be tied up and back, remove jewellery, and sleeves should either be rolled all the way up, or all the way down.
- Never operate damaged or defective equipment. Turn the machine off and report it to your supervisor immediately.
- Never tamper with, remove, or deactivate machine guards or controls designed to ensure safe operations.
- Never reach into an operating machine or moving machine part.

9. Work From Height

- Never work from height if there is a reasonable alternative method. If work at height is a must, only employees properly trained and authorised may do so.
- When using ladders:
 - Inspect all ladders prior to each use
 - Ladders must be placed on secure footing
 - Only one person is allowed on a ladder at a time
 - Never stand on the top two steps of a stepladder
 - Always maintain 3-point contact when working on ladders
 - Never reach beyond arm length when working on a ladder
 - Never use metal ladders when working on or around electrical equipment
- When using cranes/hoists/lifting devices:
 - Inspect all cranes, hoists and lifting devices (slings, hooks, etc.) prior to each use. Never use damaged equipment.
 - Never walk under a load suspended from a hoist or crane.
 - Keep all personnel clear of the 'fall zone' of the crane/hoist.
 - Know the weight of material being lifted. Never overload a crane/hoist.

10. Isolation/Lockoff

- Prior to working on any machinery when guards are removed, every energy source (electrical, hydraulic, chemical, mechanical, etc) must be deactivated, stored energy dissipated, and the control locked in the off (safe) position.
- Never remove or tamper with a lockoff operation performed by another employee or contractor. A lockoff could consist of a lock applied to a control such as a switch, breaker, or valve. A tag containing words such as 'DANGER - DO NOT OPERATE' may also be used for isolation/lockoff. If you see the lock, the tag, or both applied to an energy control device it means, 'Keep your hands off'.

11. Confined Space Entry:

- Only trained and authorised employees are permitted to enter confined spaces. If you believe that your job requires confined space entry, contact your supervisor prior to undertaking the work. Confined spaces are areas not meant for human occupancy, have limited means of entry/exit, and have electrical, chemical, thermal, atmosphere, or entrapment hazards.

12. Electrical Safety

- Never operate or tamper with the electrical main switch or breakers. You are authorised only to operate switches/disconnects on/for individual machines.
- Report all electrical problems and suspected problems to your supervisor immediately.
- Keep electric cables out of areas where they will be damaged by stepping on/kicking them. Never run cables under rugs or other floor coverings.
- All junction boxes, control boxes, connections, and other wiring must have covers securely installed to prevent accidental contact.

- Inspect all plugs, cables, and portable equipment prior to use.
- Report any damaged electrical equipment to your supervisor. Only authorised personnel are permitted to work on electrical equipment.
- Extension cables are to be used only for temporary applications. Never stretch cables across aisles or areas where others may trip over them. Do not attach extension cables to the building or run them under rugs/mats or through walls.
- Turn electrical appliances off with the switch, not by pulling out the plug. Turn all appliances off before leaving for the day.
- Any personal electrical devices must be approved by prior to use. Radios, CD players and PDAs are the only personal electrical devices allowed to be used in the workplace. These devices must be in good repair. reserves the right to instruct you to remove personal electrical devices at any time.

13. Asbestos:

- Asbestos is common construction material in older buildings. If you see any materials labelled as containing asbestos or have suspicion to believe the material is asbestos, leave the area immediately and contact a supervisor. Under no circumstances should you disturb any of the materials.

14. Working at Night:

- recognises that some staff may work in the evenings, on weekends, or very early in the mornings. When working outside normal working hours, consideration must be given to the reduced presence of staff throughout the premises. Medium and high hazard activities are inappropriate unless arrangements are in place to avoid lone working. Access to the building outside of normal working hours must be granted by a supervisor. In case of an emergency after working hours, please call: _____.

15. Using Display Screen Equipment (DSE):

- Position your monitor at, or slightly below, eye level. As an exception, bi-focal users should lower their monitors more to avoid tilting their head back while working.
- Move your eyes when viewing the screen as opposed to moving your head.
- Avoid twisting your body in order to use your computer; set up your workstation to achieve a comfortable position in front of the computer.
- Adjust your computer chair such that your forearms are horizontal to the desk with your elbows at right angles. Keep your wrists flat and in a neutral position whilst avoiding resting your wrists on the desk during typing.
- Adjust your monitors resolution, brightness and contrast to avoid eyestrain.

16. Temperature

- The temperature in workrooms shall be reasonable to the circumstances. For normal environments, the temperature will be at least 16C. All reasonable steps will be taken to ensure the temperature does not get uncomfortably high.

17. No Smoking

- Smoking is not allowed in any interior area of the building or in any vehicles owned or leased by . Smoking is only allowed in designated exterior smoking areas.
- No smoking signs will be posted conspicuously at the entrance and in certain areas throughout the building.

18. Noise

- will take proper precautions concerning noise in the workplace. Noise risk assessments will be conducted periodically and employees at risk of high noise exposures will be notified of the results in writing. Whenever feasible, noise exposure exceeding 80 dB will be controlled by engineering or administrative means.
- Proper personal protective equipment, such as ear plugs and ear defenders will be issued to employees in the event engineering controls do not lower noise levels to under 80 dB in the workplace.
- All employees exposed to noise levels of 80 dB or higher will be required to participate in a hearing conservation programme. This consists of audiometric testing, mandatory hearing protection, and safety training.

19. Disabled Persons

- Traffic routes, facilities and workstations will be suitable for employees with disabilities to use. We will make reasonably practicable adjustments to ensure a suitable working environment. Please consult your supervisor if you have specific concerns concerning your work environment.

20. Young Workers

- 's risk assessment will take into account specific characteristics of young workers and the activities they may be assigned. The risks will then be identified and shared with the young worker. Specific safety training will be provided to any worker under the age of 18 and all working hour rules and regulations will be followed. Night work will not be permitted.
- Safety training will also include emergency procedures and permitted work assignments. Additional supervision will be provided to all young workers to ensure their safety. For any questions and concerns on youth workers, please see the safety coordinator, **[INSERT NAME]**.

21. Working Off-Site

- always strives to provide equal opportunities to all employees when it comes to working situations. However, working off-site is not conducive to every employee and position. Position requirements and responsibilities will not change due to working off-site. Workers face the same expectations in relation to professionalism, safety and work output regardless of where their work is being performed.
- As could foreseeably be held responsible for an injury befalling an employee in their off-site work area, reserves the right to inspect off-site locations for safety concerns. Such an inspection will always be planned in advance for a time convenient for both the inspector and the employee. The safety coordinator, **[INSERT NAME]** will make sure that employees working off-site are given all relevant health and safety information.

22. Blood-borne Pathogens

- Given the nature of the health care industry, recognises that its employees may be at an increased risk to come into contact with a variety of potentially dangerous pathogens conducted by blood or other bodily fluids. These pathogens are capable of causing serious disease, which is why has instituted the following work practices to keep employees safe.
 - Because you cannot tell by looking at a person if they are infected with a pathogenic disease, precautions must be taken every time bodily fluids are released.
 - Employees must wash hands and any other exposed skin with soap and water, or flush mucous membranes with water, immediately or as soon as feasible following contact with blood or other potentially infectious materials.
 - Contaminated needles and other contaminated sharps must not be bent, recapped or removed unless it can be demonstrate that no alternative is feasible or that such action is required by a specific medical or dental procedure.
 - Immediately or as soon as possible after use, contaminated materials must be placed in the appropriate containers until they can be properly reprocessed or disposed of.

- Eating, drinking, smoking, applying cosmetics or lip balm and handling contact lenses are prohibited in work areas where there is a reasonable likelihood of occupational exposure.
- Food and drink must not be kept in refrigerators, freezers, shelves, cabinets or on countertops or bench tops where blood or other potentially infectious materials are present.
- All procedures involving blood or other potentially infectious materials must be performed in such a manner as to minimise splashing, spraying, spattering and generation of droplets of these substances.
- Specimens of blood or other potentially infectious materials must be placed in a container that prevents leakage during collection, handling, processing, storage, transport or shipping.
- Employees must wear the appropriate forms of personal protective equipment (PPE) during operations that could result in occupational exposure.
- All equipment and environmental and working surfaces need to be cleaned and decontaminated with an appropriate disinfectant after completion of procedures; immediately or as soon as feasible when surfaces are overtly contaminated or after any spill of blood or other potentially infectious materials; and at the end of the work shift if the surface may have become contaminated since the last cleaning.
- Hepatitis B Vaccination: All personnel who are assigned job duties where they are required to respond to potential exposure incidents will be offered the Hepatitis B vaccination series at no cost. The initial vaccination offer will be within 10 days of assignment. If the employee initially declines the vaccination, he or she can rescind the declination at any time.

23. Staying Safe

- Report any unsafe conditions or situations to your supervisor. If you have suggestions on improving any aspect of safety in the facility, discuss it. If you are unsure of how to operate a piece of equipment or complete an assignment, ask for help. Asking for help when you are unsure reduces the chance of injury.
- These rules are established to help you stay safe and injury free. Violation of the above rules, or conduct that does not meet minimum accepted work standards, will result in discipline, up to and including discharge.
- When working at a customer location, employees are required to follow the above rules, as well as all customer rules and procedures, and work in a manner that reflects positively on the company. Before operating any equipment at a customer location, permission must first be secured from the customer contact.

1. Infection Control

- Employees exposed to blood or other potentially infectious materials must follow proper safety precautions when working with needles (sharps). A needle stick or cut from a contaminated sharp is one of the easiest ways to expose yourself to potentially dangerous blood-borne illnesses, such as Hepatitis and HIV. However, by engaging in safe work practices, you can reduce this risk.
 - Do not bend, recap, remove, shear or purposely break any contaminated needles.
 - Discard disposable needles or medical sharps into the containers labelled 'Biohazard Sharps' immediately after use.
 - Do not place contaminated sharps in a full or overfilled sharps container.
 - Never open, empty or manually clean a reusable sharps disposal container.
 - If there is any chance that the primary container has a leak, place primary sharps containers in secondary containers for disposal. Secondary containers should be closed, labelled and leak-resistant.
 - Do not reach into containers when discarding the sharp items.
 - If you are stuck by a needle or other contaminated sharp, immediately flood the exposed area with water and clean the wound with soap and water or a skin disinfectant. Report the incident immediately to your supervisor.
 - Wash or flush areas with water if your skin surface, eyes or mouth are splashed or spattered with blood or other bodily fluids.
 - Wear non-permeable gloves when contact with blood, non-intact skin, mucous membranes or other infectious materials is possible.
 - Do not use gloves if they are torn, cut or punctured.
 - When required to wear protective gloves, do not use hand-to-face movements when handling materials that are visibly contaminated with human blood.
 - Wash hands and other exposed skin surfaces on the arms and forearms with soap and water or a waterless cleaner immediately upon removal of protective gloves.
 - Wear latex or vinyl gloves and full face and body protection whenever large amounts of blood or body fluids are present or anticipated.
 - Place protective equipment contaminated with human blood in the red containers labelled 'Biohazard', these containers prevent leakage during collection, handling, storage and transport.
 - Wear full face protection whenever interacting with patients who are vomiting, coughing, choking or sneezing.
 - Use bag-valve masks or pocket 'mask to mouth' devices when performing CPR.

2. Reducing the Spread of Tuberculosis

- Tuberculosis (TB) is prevalent in long-term health care facilities and drug treatment centres due to the nature of the live-in population. Once affected with TB, individuals experience two stages of symptoms (can vary from person to person):
 - *Primary Stage* – Affected individual may be symptom-free or may have flu-like symptoms.
 - *Secondary Stage* – Affected individual may experience fever, night sweats, fatigue, weight loss and dry cough that can lead to coughing up blood. This is known as active disease and is the most contagious stage.
- TB is spread from one person to another through air droplets projected when an infected person coughs, sneezes, sings or speaks. Once the TB germ is airborne, other individuals can breathe it into their airway unknowingly. conducts a **[Mantoux Tuberculin]** test to screen for TB. This test will be conducted every **[three months]**, as is considered a high-risk facility.

- If you must treat a resident with a confirmed case of TB, you must wear a respirator in the following circumstances:
 - When entering their room.
 - When performing high-hazard procedures.
 - During any transport activities.
- will maintain a record of which employees and residents have had exposure to TB. We will also keep a record of all TB skin test results and medical evaluations for employees.

3. Handling Hazardous Medications

- Though medications are meant to aid in pain management and fighting diseases, some may also be dangerous when handled or administered. Employees working with these drugs may accidentally inhale, inject or ingest chemicals that are hazardous to their health. Exposure to hazardous drugs can lead to short- and long-term ailments for health care professionals. To protect yourself against hazardous drugs, consider the following safety measures:
 - Wear the appropriate chemical-barrier face and eye protection in the event that the drug splashes or sprays into your eyes, nose or mouth.
 - Prepare drugs in approved BioSafety Cabinets (BSCs) that vent to the outside.
 - Wear two pairs of protective gloves when handling hazardous drugs. One should be placed under your gown and the other should be placed over your gown cuff. No skin on your arms or wrists should be exposed. Remove and replace the outer gloves after each task, and place them into a sealable container marked for disposal.
 - Change gloves immediately if they tear, puncture or if you have worn them for more than one hour.
 - Wash your hands before and after putting on safety gloves.
 - Employees cleaning up after patients who have received hazardous drugs within the past 48 hours must wear the appropriate protective clothing.
 - Employees should also dispose of gloves worn while cleaning immediately after the task is complete and wash their hands well.

4. Lifting, Reaching and Moving Equipment

- Plan the move before lifting—ensure that you have an unobstructed pathway.
- Test the weight of the load before lifting by pushing the load along its resting surface.
- If the load is too heavy or bulky, use lifting and carrying aids such as dollies, pallet jacks and trolleys or get assistance from a colleague.
- If assistance is required to perform a lift, coordinate and communicate your movements with your colleague.
- Position your feet shoulder-width apart with one foot slightly in front of the other, face the load, bend at the knees, get a firm grip on the object using your hands and fingers, hold the object as close to your body as possible and stand in an erect position.
- Perform lifting movements smoothly and gradually—do not jerk the load.
- If you must change direction while lifting or carrying the load, pivot your feet and turn your entire body. Do not twist at the waist.
- Set down objects in the same manner as you picked them up, except in reverse.
- Do not lift an object from the floor to a level above your waist in one motion. Set the load down on a table or bench and then adjust your grip before lifting it higher.

- Never lift anything if your hands are greasy or wet.
- Wear protective gloves when lifting objects that have sharp corners or jagged edges.
- When moving IV poles, oxygen canisters or x-ray machines, use a rolling device or attach wheels to the machinery for transport. Consider attaching handles to the equipment for easier transport.
- Limit reaching into deep sinks, laundry bins or rubbish bins. Instead, use a plastic basin to raise items up in a sink or wash items next to a sink. Also use handling bags with side openings to dispose of laundry and rubbish.
- Switch between tasks to avoid overuse injuries.
- Do not bend to clean objects – move them to waist level instead.
- Use extension handles to avoid excessive strain on your back.
- Use trolleys to transport supplies rather than carrying them in your arms.
- If you need special accommodations to accomplish daily tasks, contact your supervisor immediately.

5. Patient Handling

- employees may find difficulty assisting and handling patients if the patient's size and weight exceeds your carrying abilities, if the resident is combative or unwilling to be moved or if the work area is restrictive. This can put your body at risk of ergonomic injuries when doing repetitive motions, putting your body in awkward poses and when overexerting yourself to assist someone else. To reduce your risk of injury, has created a Resident Handling Programme to improve the quality of care for our residents, and eliminate worker pain and muscle fatigue. The tenants of this programme shall be used during the following activities: (1) bathing and toileting; (2) moving from one room to another; (3) moving from the bed to a wheelchair and vice versa; (4) repositioning in bed.
- Bathing and Toileting:
 - Use a shower chair that sits over the toilet and is then moved into the shower for bathing.
 - Use a bath cabinet or adjustable tub for bathing with minimal movement.
 - Use a toilet seat riser to equalise the height of the seat and a wheelchair for easy transfer.
 - Use a mechanical lift for patients who cannot support their own body weight.
- Moving from One Room to Another:
 - Use an overhead track mounted lifter to move patients.
 - Attach a sling lift into the track mounted device and transfer residents without having to manually lift them.
- Moving from Bed to Wheelchair and Back:
 - Use a lateral transfer to move residents from the bed to a wheelchair or gurney.
 - Place a sliding board underneath the resident to minimise lifting when transferring from the bed.
 - Use adjustable, electric beds to move residents to their specific wheelchair height for easy transfer.
 - Use wheelchairs with removable arms for easier lateral transfers.
 - Use a sitting-standing chair that can move the resident from sitting to standing and vice versa.
- Repositioning in the Bed:
 - Use slip roller sheets to reduce friction when repositioning residents and to reduce the force needed from you.

- Use a repositioning device to mechanically pull residents up in the bed.
- Use a trapeze lift suspended over the bed to allow residents with decent upper body strength to reposition themselves.

6. Laundering Concerns

- Sheets, towels, gowns and blankets used by patients often come in contact with body fluids that can be dangerous to your health, as they may carry diseases. If you are handling or washing these linens, you must take specific safety precautions to prevent accidental exposure to blood-borne pathogens.
 - Touch laundry as little as possible when sorting it with your hands. If you notice that items are soiled, bag them separately in the location where they were used.
 - Place wet, contaminated laundry in a leak-proof biohazard bag/container. Hold these bags/containers as far away from the body as possible and avoid squeezing the materials inside.
 - Do not wash soiled linens with other laundry.
 - Pay close attention when stripping beds, gathering towels and collecting gowns; even small amounts of dangerous body fluids can cause adverse health problems.

If you perceive the possibility of a physical threat, use the emergency telephone number listed near the telephone.

1. If you perceive no immediate physical threat:

- Notify other staff members and have a standby to render assistance.
- State clearly who you are and what you can do to help.

2. If you perceive the possibility of severe physical injury:

- Assume a non-threatening physical posture and voice tone.
- State in clear, concise terms what you want the individual to do.
- State what you can do to help.
- Speak with authority.
- Make direct commands.
- Set a time limit. At the end of set time, seek assistance from a staff member.

3. If you are assaulted:

- Leave the area.
- Report assault to appropriate party(ies).
- Do not return alone; bring assistance with you.

4. Responding to Violent Patients

- Many episodes of violence in the health care field are due to unruly behaviour from patient/resident to caregiver. is concerned for your safety with regard to residents who may become violent for one reason or another. As a valued member of our staff, you should feel comfortable reporting violence so that our management team can implement changes to protect your safety. In addition, has implemented the following safety measures to protect you against bodily harm:
 - Increased lighting in high risk areas—patient rooms and treatment areas.
 - Installed cameras and alarms.
 - Gathered resident records to stay aware of any potentially dangerous individuals.
 - Arranged furniture in patient rooms in such a way to prevent employees from becoming trapped.
 - Used only lightweight furniture without sharp corners.
 - Removed excess clutter from resident rooms that could potentially be used as weapons.
- In addition to these safeguards, you should identify a second exit in resident rooms in the event that they become violent. You and a colleague should also treat violent residents together; never attempt to treat a dangerous resident by yourself.
- In the event of a violent act on the premises, contact our Violence Emergency Response Team immediately. Members of this team will investigate the situation and provide you with necessary medical care. By reporting the incident, can hopefully prevent a similar situation from occurring again.

1. General Emergency Guidelines

- Stay calm and think through your actions
- Know the emergency numbers:
 - Fire/Police/Ambulance 999
 - Internal Emergency Number **(Insert number if applicable)**
 - Human Resources **(Insert number if applicable)**
 - Page **(Insert number and instructions if applicable)**
- Know where the exits are located.
- In the event of any emergency, do not take lifts; use the stairs.
- Do not hesitate to call or alert others if you believe that an emergency is occurring; you will not 'get in trouble'.
- First aid supplies and emergency equipment are located **(insert location)** for use by those who are authorised and properly trained.

2. Evacuation

- Employees will be notified of a possible fire either by the fire alarm system or by a paged announcement.
- Upon becoming aware of a possible fire, employees should immediately evacuate the jobsite. Do not delay evacuation to get personal belongings or to wait for colleagues. All doors should be closed as the last person passes through.
- Supervisors should be the last persons to leave the area. Check the jobsite to be sure that all personnel have evacuated.
- Any employee having mobility, visual, hearing or other condition, which may hinder them from becoming aware of an emergency or evacuating, should request special assistance through Human Resources.
- Upon exiting the building, all personnel should report for a head count.
- If any employee is missing, an immediate report should be made to the incident commander who will in turn report to the first available fire service officer.
- Employees should stay together in a group so that periodic updates on the situation can be issued.
- The order to re-occupy a jobsite or building will be issued by the incident commander.
- In the event of inclement weather, the incident commander will make arrangements for all personnel to move to shelter.

3. Fire Safety

- Alert other persons in the immediate hazard area.
- Activate a fire alarm or call **(insert name)** to page an emergency announcement.
- If you have been trained, you can decide to use a fire extinguisher following these instructions:
 - **P**=Pull the safety pin.
 - **A**=Aim the nozzle at the base of the fire.
 - **S**=Squeeze the operating lever.

- S=Sweep side to side covering the base of the fire.
- When using a fire extinguisher always stay between the fire and an exit; stay low and back away when the fire is extinguished.
- Never feel that using a fire extinguisher is required. If the fire is too hot, too smoky or you are frightened, evacuate.
- Have someone notify the incident commander of where the emergency is located. He/she will relay this information to the fire service.

4. Medical Emergency (For facilities unable to respond to medical emergencies internally)

- Upon discovering a medical emergency, call 999.
- Notify the supervisor and report the nature of the medical emergency and location.
- Stay with the person involved, being careful not to come in contact with any bodily fluids.
- Send an employee to the entrance or the road to await the emergency services and to direct them to the appropriate area.
- Employees in the immediate vicinity of the emergency, but not directly involved, should leave the area.
- Supervisors will make any necessary notifications to family members of the person suffering the medical emergency.

5. Severe Weather

- The supervisor will monitor a weather alert radio. If a severe weather report is issued, she/he will immediately page the following announcement: **[insert announcement]**. This announcement will be repeated three times.
- Employees will shut down all equipment and will be instructed where to go for safety. The supervisor will take the weather radio with her/him. When the severe weather warning is cancelled, she/he will send runners to advise that it is safe to return to work areas. A general announcement will also be made.

6. Workplace Violence

- Any employee who feels that they have been threatened should immediately report their concern to their supervisor and to Human Resources.
- If any person is observed exhibiting threatening behaviour or making threatening statements, the person discovering the situation should warn others in the area and immediately notify Human Resources and stay away from the person exhibiting threatening behaviour.
- Depending upon the level of concern, the police department (999) should be called immediately.
- Never attempt to confront any person exhibiting threatening behaviour.
- If you have reason to believe that events in your personal life could result in acts of violence occurring at work, you are urged to confidentially discuss the issue with Human Resources so that a prevention plan can be developed.

1. All employees have a right to know what chemicals they work with, what the hazards are, and how to handle them safely. If there are any substances hazardous to your health in the workplace, a COSHH risk assessment will be performed. Employees will be informed and trained on steps to eliminate, reduce and control exposures. This COSHH risk assessment will be conducted and reviewed periodically by: **[INSERT NAME]**.
2. Employees working with hazardous substances will receive on-going health surveillance. The following jobs at involves working with hazardous substances: **[INSERT JOBS, IF ANY]**.
3. Safety Data Sheets (SDSs) are documents provided by the supplier of a chemical. SDSs detail the chemical contents, associated hazards, and general safe handling guidelines. At , the SDS collection is located at **[INSERT LOCATION]**. Employees are free to utilise the SDS as needed.
4. All chemical containers must be labelled to identify contents and hazards. Most labels use numbers to rank the hazard level in three important areas:
 - **FIRE** (red background colour) - will the material burn?
 - **HEALTH** (blue background) - is the material dangerous to my body?
 - **REACTIVITY** (yellow background) - is the material dangerously unstable?
5. After each hazard (Fire, Health, Reactivity), a number from 0-4 will be assigned. The number reflects the degree (or amount) of hazard:
 - **0** - Minimal
 - **1** - Slight
 - **2** - Moderate
 - **3** - Serious
 - **4** – Severe
6. General rules for handling chemicals in are:
 - Read all label warnings and instructions.
 - Do not mix chemicals unless authorised to do so.
 - Dispose of all chemicals properly.
 - Do not eat, drink, or smoke while using chemicals. And always wash your hands after handling chemicals.
 - Minimise contact with chemicals. Use Personal Protective Equipment to protect your skin and keep your face clear of the area to reduce inhalation.
 - Always wash your hands after handling chemicals.
 - If a chemical enters your eye(s) immediately hold open the injured eye(s) and rinse it/them with clean, cool water for 15 minutes. Then be sure to report the injury immediately.
 - Any questions or concerns regarding chemicals should be reported to Human Resources.
7. Access to Employee Exposure & Medical Records
 - Employees and former employees who are, have been or will be exposed to toxic substances or harmful physical agents can access exposure and medical records maintained by upon request.

Any work-related accident resulting in serious injury or the death of an employee presents significant emotional challenges for management. Following are some guidelines, which may reduce the effects on fellow employees and minimise the impact from regulators, such as HSE.

1. Be prepared to talk to local police officials, investigators, coroners, and HSE compliance officers. Be truthful but do not speculate or offer unsolicited opinions, information, or theories. Also be prepared for contacts from local news media. Consult with legal advisors if in doubt. Operate under the assumption that the HSE will investigate. Take steps to be sure that your entire facility is as prepared as possible.
2. If an incident occurs, have a representative of your company contact the employee's next of kin to inform her/him of the circumstances. If possible, this contact should be made in person. Offer to provide transport and/or other support. For example, providing a representative at the hospital will convey the company's concern.
3. Get all witnesses names. If some witnesses are not employees, be sure to get full addresses and phone numbers.
4. Render safe any hazards created by the accident scene—ie potential falling materials, leaking chemicals, etc. Rope off or otherwise isolate the accident scene early on to prevent it from becoming a 'tourist attraction'.
5. Conduct an initial investigation. If equipment and/or duties directly involved in the accident are duplicated elsewhere in the company, take immediate steps to assure that there will be no re-occurrence of the accident.
6. Take pictures to document the scene. Note anything that may help you identify specific equipment involved such as serial numbers, number plate numbers, etc.
7. Follow 's procedure for blood-borne pathogens in cleaning any bodily fluid spills.
8. Consider meeting with employees in small groups to discuss, in general terms:
 - The serious accident that occurred.
 - That all the necessary steps were taken to care for the person involved.
 - That an accident investigation is being performed.
 - That all employees will be kept informed.
 - The availability of the Employee Assistance Programme (EAP) (if applicable).
 - Provide encouragement and request that employees work safely.
9. Request your supervisors be alert for employees who may not be paying full attention to their jobs and thereby jeopardising their own safety. During these discussions, do not discuss fault, discipline, opinions, etc.

It is our goal to prevent work-related injuries from happening. We are always concerned when one of our employees is injured or ill due to a work-related condition. We believe that such absences cost both and its employees. We want our injured employees to get the best possible medical treatment immediately to assure the earliest possible recovery and return to work. also has an administrator, **[INSERT NAME]**, who will work with you to see whether you are eligible for Statutory Sick Pay.

wants to provide meaningful work activity for all employees who become unable to perform all, or portions, of their regular work assignment. Thus, we have implemented a Return to Work programme, which includes transitional or light duty work. The Return to Work programme is temporary, not to exceed six months.

Employee Procedures

1. All work-related injuries should always be reported immediately to your supervisor.
2. If a **post-accident drug screen** is not performed the **same day** as the injury, the employee will only be paid up to one hour while taking time out to have the drug screen sample collected. **[DELETE IF COMPANY DOES NOT HAVE DRUG SCREENING]**
3. You must complete and sign a Report of Injury or Illness form. Have your doctor complete a Statement of Fitness for Work (FIT note) and submit it to your supervisor.
4. Under this programme, temporary light duty work is available for up to sixty (60) days (with a review of your progress every 30 days) while you are temporarily unable to work in your regular job capacity. Transitional or light duty work beyond sixty (60) days, up to a maximum of six (6) months, will be evaluated on a case-by-case basis.
5. If you are unable to return to your regular job, but are capable of performing transitional duty, you must return to transitional duty.
6. Employees who are unable to work and whose absences approves must keep us informed on a weekly basis of their status. Failure to do so will result in discipline, up to and including termination from employment.
7. If you are unable to return to any available work, your job position may be filled after a reasonable time. When able to do so, you will be entitled to return to a suitable position, if available and consistent with any limitations. However, you must keep us regularly informed of your status and any changes in your condition.
8. If you have problems or concerns, please contact your supervisor and the Human Resources Department.

does not tolerate harassment of our job applicants, employees, clients, guests, vendors, customers, or persons doing business with . Any form of harassment related to an employee's race, colour, sex, religion, national origin, age, handicap, or any other protected class is a violation of this policy and will be treated as a disciplinary matter. For these purposes, the term harassment includes, but is not limited to, slurs, jokes, or other verbal, graphic, or physical conduct relating to an individual's race, colour, sex, religion, or national origin; sexual advances; requests for sexual favours and other verbal, graphic, or physical conduct of a sexual nature.

Violation of this policy by an employee shall subject that employee to disciplinary action, up to and including immediate discharge.

Sexual harassment, one type of prohibited harassment, has been defined according to guidelines as:

1. Unwelcome sexual advances, requests for sexual favours, and other verbal or physical conduct of a sexual nature when:
2. Submission to such conduct is made a term or condition, either explicitly or implicitly, of an individual's employment;
3. Submission to or rejection of such conduct by an individual is used as a factor in decisions affecting that individual's employment; or
4. Such conduct has the purpose or effect of substantially interfering with an individual's work performance or creates an intimidating, hostile, or offensive working environment.

Examples of conduct prohibited by this policy include but are not limited to:

1. Unwelcome sexual flirtation, advances, or propositions.
2. Verbal comments related to an individual's age, race, gender, colour, religion, national origin, disability, or sexual orientation.
3. Explicit or degrading verbal comments about another individual or his/her appearance.
4. The display of sexually suggestive pictures or objects in any workplace location including display via computer.
5. Any sexually offensive or abusive physical conduct.
6. The taking of or the refusal to take any personnel action based on an employee's submission to or referral of sexual overtures.
7. Displaying cartoons or telling jokes that relate to an individual's age, race, gender, colour, religion, national origin, disability, or sexual orientation.

Harassment of our employees in connection with their work by non-employees may also be a violation of this policy. Any employee who becomes aware of any harassment of an employee by a non-employee should report such harassment to his or her supervisor. Appropriate action will be taken with respect to violation of this policy by any non-employee.

If you believe that you are being subjected to workplace harassment, you should:

1. Tell the harasser that his or her actions are not welcome and they must stop, if you feel comfortable enough to do so.
2. Report the incident immediately to your supervisor/manager, the site Human Resources representative, or the Employee Relations Department.
3. Report any additional incidents that may occur to one of the above resources.

Any reported incident will be investigated. Complaints and actions taken to resolve complaints will be handled as confidentially as possible, given 's obligation to investigate and act upon reports of such harassment.

Retaliation of any kind against an employee who reports a suspected incident of sexual harassment is prohibited. An employee who violates this policy or retaliates against an employee in any way will be subject to disciplinary action up to and including termination.

To: All drivers of

Effective: **[INSERT DATE]**

This policy applies to:

1. Vehicles owned, leased or rented to .
2. Personally owned vehicles driven by employees on behalf of .

The following policy has been established to encourage safe operation of vehicles, and to clarify insurance issues relating to drivers and .

1. All drivers must have a valid driving licence.
2. Only employees authorised by are permitted to operate vehicles.
3. Driving records will be checked periodically. Driving privileges may be suspended or terminated if your record indicates an unacceptable number of accidents or violations. Should your record fall into our insurance carrier's guidelines of an 'unacceptable driver,' your employment may be terminated.
4. Your supervisor must be notified of any change in your licence status or driving record.
5. No 'side trips' or personal use of company vehicles are permitted.
6. Seatbelts/shoulder harnesses must be worn whenever the vehicle is in motion.
7. All traffic regulations and signs must be followed.
8. No unauthorised riders, hitchhikers, etc, are allowed.
9. Driving while under the influence of alcohol or other drugs is forbidden.

When operating your **own** vehicle for business:

1. Your Personal Motor Vehicle Liability insurance is the primary payer. Ensure that your personal policy covers business use of the vehicle.
2. You should carry at least £**(insert amount)** per occurrence liability cover. Evidence of insurance cover is to be provided to each year, by a copy of your policy's Declaration page or a Certificate of Insurance.
3. is not responsible for any physical damage to your vehicle. You must carry your own collision and comprehensive cover.
4. Report your mileage for expense reimbursement.

In the event of an accident:

1. Take necessary steps to protect the lives of yourself and others.
2. Comply with police instructions.
3. Do not assume or admit fault. Liability and negligence will be determined after a thorough investigation.
4. Report the accident to as soon as possible.

By signing this document, you are agreeing that you have read and understood the Vehicle Use policy and will comply with it.

Employee Signature

Date

is firmly committed to your safety. We will do everything possible to prevent workplace accidents and are committed to providing a safe working environment for you and all employees.

We value you not only as an employee but also as a human being critical to the success of your family, the local community, and .

You are encouraged to report any unsafe work practices or safety hazards encountered on-site. All accidents/incidents (no matter how slight) are to be immediately reported to the supervisor on duty.

A key factor in implementing this policy will be the strict compliance with all applicable UK regulations and company policies and procedures. Failure to comply with these policies may result in disciplinary actions.

Respecting this, will make every reasonable effort to provide a safe and healthful workplace that is free from any recognised or known potential hazards. Additionally, subscribes to these principles:

1. All accidents are preventable through implementation of effective Health and Safety Control policies and programmes. will conduct periodic risk assessments and record the significant findings in order to monitor and prevent workplace accidents.
2. Health and Safety controls are a major part of our work every day.
3. Accident prevention is good business. It minimises human suffering, promotes better working conditions for everyone, holds in higher regard with customers, and increases productivity. This is why will comply with all health and safety regulations which apply to the course and scope of operations.
4. Management is responsible for providing the safest possible workplace for Employees. Consequently, management of is committed to allocating and providing all of the resources needed to promote and effectively implement this safety policy.
5. Employees are responsible for following safe work practices, company rules, and for preventing accidents and injuries. Management will establish lines of communication to solicit and receive comments, information, suggestions, and assistance from employees where health and safety are concerned.
6. Management and supervisors of will set an exemplary example with good attitudes and strong commitment to health and safety in the workplace. Towards this end, management must monitor the company's health and safety performance, working environment, and conditions to ensure that programme objectives are achieved.
7. Our safety programme applies to all employees and persons affected or associated in any way by the scope of this business. Everyone's goal must be to constantly improve safety awareness and to prevent accidents and injuries.

Everyone at must be involved and committed to safety. This must be a team effort. Together, we can prevent accidents and injuries and keep each other safe and healthy in the work that provides our livelihood.

By signing this document, I confirm the receipt of 's employee safety manual. I have read and understood all policies, programmes, and actions as described, and agree to comply with these set policies.

Employee Signature

Date