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|   | AVENBURY CARE FARM  |
| 9/21/2017 | HEALTH AND SAFETY HANDBOOK FOR EMPLOYEES, PARTICIPANTS AND VISITORS |
|  | Good health and safety practice benefits all areas on our care farm. It is essential for the welfare of our visitors and our staff. Our approach to health and safety is based on identifying and controlling risks and maintaining high health and safety standards.  |

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**Avenbury Care Farm’s Responsibilities**

**We will:**

* Continue to plan, develop and review Health and Safety policies.
* Develop and maintain systems, so that Health and Safety issues are known by everybody at the Farm.
* Provide you with Health and Safety information and training.
* Make sure accidents and near misses are fully investigated and take appropriate action to stop0 them from happening again.
* Provide safe equipment and safe systems of work.
* Make available the necessary resources for maintaining Health and Safety standards.
* Constantly improve Health and Safety performance, including keeping to the relevant law.

**Your Responsibilities**

**You must:**

* Take reasonable care of yourself and others who could be affected by your actions.
* Co-operate with us, so we can achieve the high Health and Safety standards we expect.
* Understand that Health and Safety is an important part of your job.
* Play an active part in helping us make decisions by both being aware of and reporting Health and Safety issues.

**Health and Safety Guidelines for Participants and Visitors**

Health and Safety means preventing accidents, injuries and ill-health.

**Accidents can happen anywhere, at any time!**

They can injure and even kill people. It is part of your job to take Safety precautions and help prevent accidents happening to you and other people.

**You can prevent accidents** by being Safety conscious. That means sticking to the rules and not taking risks.

Your positive Safety attitude can help keep the workplace safe for everybody.

**Co-operate with Health and Safety policies.**

Make sure you know and follow our Health and Safety guidelines.

**Follow proper procedure.**

Do not take shortcuts. The right way to do a job is the safe way.

**Report hazards.**

Be on the lookout for hazards at work. Report any you see.

**Be aware of safety information.**

Look out for safety notices, warning labels and other safety instructions. Make sure you know the emergency procedures for where you work.

**Use personal protective equipment (PPE).**

**Participant and visitor health and safety guidelines**

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**We will:**

* Continue to plan, develop and review Health and Safety policies.
* Develop and maintain systems, so that Health and Safety issues are known by everybody at the Farm.
* Make sure accidents and near misses are fully investigated and take appropriate action to stop them from happening again.
* Provide safe equipment and safe systems of work.
* Make available the necessary resources for maintaining Health and Safety standards.
* Constantly improve Health and Safety performance, including keeping to the relevant law.

**You must:**

* Take reasonable care of yourself and others who could be affected by your actions.
* Co-operate with us, so we can achieve the high Health and Safety standards we expect.
* Understand that Health and Safety is an important part of visiting the care farm.
* Play an active part in helping us make decisions by both being aware of and reporting Health and Safety issues.

**Security**

Please sign in and out whenever you visit the care farm site so that we know who is here.

Please make sure you close all gates and doors after you open them.

Please stay on the farm site at all times during your visit/session.

Please make sure that if you need a carer at home they will also attend the care farm with you.

**Incidents**

Please report any accidents or incidences to a member of staff so that they can be treated, investigated and prevented in the future.

**Equipment**

Trained staff will be on hand to help you use any tools safely.

Please bring with you the following protective items when you come to the farm:

Sun hat

Sunscreen

Gardening gloves

Wellies or sturdy footwear

Waterproofs

**Personal care**

Always wash your hands before eating or drinking and after contact with the animals.

Please use the facilities provided to clean wheelchairs/shoes etc before entering indoor/communal areas.

Ensure that you wear gloves for gardening and latex gloves for cleaning out animal pens (we will provide latex gloves)

Please inform us of any changes to your prescribed medications. If you have to bring medication on site then please let us know.

Please ensure that we know about any potential behavioural issues that may arise so that we can manage any situations safely and effectively.

**Drugs and alcohol**

We have a zero tolerance policy for (no prescribed) drugs and alcohol, so please do not enter the farm if you are under the influence of either. We also ask you to refrain from smoking when on site.

If in doubt, always seek out a member of staff or a volunteer for advice.

**Health and Safety at Work**

Health and Safety at work means preventing accidents, injuries and ill-health in the workplace.

**Accidents can happen anywhere, at any time!**

They can injure and even kill people. It is part of your job to take Safety precautions and help prevent accidents happening to you and other people.

**You can prevent accidents** by being Safety conscious. That means sticking to the rules and not taking risks.

Your positive Safety attitude can help keep the workplace safe for everybody.

**It is also part of your job to help keep your workplace safe.**

You have a legal duty to look after your own safety and your colleagues’ safety!

**Take part in training.**

Any training you are given is important. Training teaches you how to do a job safely.

**Co-operate with Health and Safety policies.**

Make sure you know and follow our Health and Safety guidelines.

**Follow proper procedure.**

Do not take shortcuts. The right way to do a job is the safe way.

**Report hazards.**

Be on the lookout for hazards at work. Report any you see.

**Be aware of safety information.**

Look out for safety notices, warning labels and other safety instructions. Make sure you know the emergency procedures for where you work.

**Use personal protective equipment (PPE).**

If you need PPE for a job, check it is in good condition and use it properly every time you need it.

**Risk Assessments**

The steps we take to protect your Safety.

By law, we have a duty to protect the Health, Safety and Welfare of our employees and visitors.

**Keeping you safe starts with a risk assessment.**

A risk assessment is a way to:

* Identify hazards
* Assess the risks
* Plan how to reduce or remove risks and hazards
* Take steps (control measures) to reduce or remove risks and hazards.

**How are risk assessments carried out?**

A qualified person will study the risks for:

* All our visitors
* All areas of your workplace
* All jobs and tasks

*A* ***hazard*** *is something that could cause harm. It could be any source of danger, such as a sharp object, faulty equipment, a slippery floor, or even lack of training.*

*A* ***risk*** *is the likelihood of you or others being harmed because of a hazard.*

*A* ***control measure*** *is the action taken to reduce or remove the risk.*

* All animals, tools and equipment.

**Regular reviews are part of a risk assessment.**

We will review the risk assessments for your job regularly, especially when we introduce new equipment or procedures.

**Safety training helps prevent accidents**

We will provide induction training when you first start working for us. Taking part in training is the key to reducing accidents and work-related ill-health.

**Reporting Incidents**

Always report incidents.

What is an incident?

An incident is any accident, dangerous event or near miss that causes harm – or could cause harm – to someone or something at work. As our employee it is your legal duty to report anything which could lead to:

* Personal injury or death
* Damage to property or the environment
* Work activities being interrupted

You need to report incidents and near misses to help make your workplace a safe and efficient place for you, your colleagues and our visitors.

Knowing why an incident happened helps us to put measures in place to stop it happening again.

**Slips, Trips and Falls**

Trips and falls are the biggest cause of accidents in the workplace. Good housekeeping and being safety-conscious help prevent injuries!

**Floor surfaces**

* Walk carefully on recently washed or polished floors.
* Watch out for loose carpets, floorboards and tiles.
* Wipe up spills immediately.
* Pick up pencils, tools and other objects that might cause anybody to slip or trip.

**Stairs, ramps and passageways**

* Use handrails on stairs and ramps, Take one step at a time.
* Keep passageways free of boxes, bins and other obstructions.
* Make sure that stairs, ramps and walkways are well lit.
* Report worn stair treads, broken or loose stairs and faulty lighting.

**Leads and cables**

Do not let phone or electrical leads lie across the floor where people could trip over them.

**Drawers and doors**

* Close drawers and cupboard doors when you have finished.
* When you are using a filing cabinet, close one drawer before you open another to stop it from tipping over.
* Close doors behind you (especially fire doors!) Do not let them bang shut.

**Keeping alert**

* Walk at a safe pace and watch where you are going. Take care on stairs, around corners and through doorways.
* Do not carry anything that is so big that you cannot see where you are going.

**Furniture**

* Keep all the legs of your chair on the floor. Tilting back in your chair can cause a fall.
* Get help to move furniture if you need to clean under it.
* Use a footstool for reaching high place. Do not use a chair or any other furniture.

**Footstools**

* Place the footstool on a firm, level surface.
* Do not try to reach too far, move4 the footstool instead.

**Lifting and Carrying**

Lifting and moving things the wrong way can cause back and muscle injuries. Make sure you have been trained how to lift and carry and follow these safety tips.

**Think first**

* Examine the load. Is it an awkward shape? Does it have sharp edges?
* Where are you taking the load? Are there any steps, slopes or anything else in the way?
* Instead of lifting the load yourself, can you use a mechanical device, such as a trolley or wheel barrow?

***Look after yourself***

*If your job involves any lifting and carrying, you should do the following:*

* *Go on all the training courses available and use what you know at all times.*
* *Use the mechanical aids provided and follow safe systems of work.*
* *Tell us about anything that could affect your ability to handle loads, for example pregnancy, illness or injury.*
* *Report any hazards to the manager.*

**Get ready to lift**

* Stand close to the load with your feet apart for balance.
* Bend your knees, not your back.
* Grip the load firmly and keep it close to your body.

**Lift slowly and steadily**

* Use your leg muscles to straighten up, keeping your back upright.
* Do not twist or lean sideways.
* Keep your head up and look ahead.
* Do not lift people unless it is for their safety or dignity.
* Try to lift as a team.

**Carry the load safely**

* Keep the load close to your body as you carry it.
* Do not change your grip on the load as you move.

**Take care putting the load down**

* Be careful not to crush your fingers or toes.
* Make sure the load is secure. Check that it will not fall, tip over, roll or block someone’s way.

**Always get help if you have any doubt about moving an object yourself.**

**Equipment and Electrical Safety**

Follow your training, the manufacturer’s safety instructions and your common sense when you use equipment.

**Use equipment the right way**

* Only use equipment if you have been trained and given permission.
* Check any equipment before you use it. Make sure it is in good working condition.
* Check that the equipment is designed for the jobyou are doing, and that you are using it correctly.
* Make sure you use any safety guards correctly.

**Never use faulty equipment**

* Turn off and unplug electrical equipment that overheats, smokes, sparks or causes electric shocks.
* Do not try and mend equipment yourself, and do not carry on using equipment if it is faulty.
* Report any problems to the manager. Make sure no one else can use faulty equipment while it is waiting to be fixed.

**Store equipment properly**

* Put away equipment after you have used it. Make sure no one will trip over it, and that it will not block any exits.
* Store it in a safe place.

**Safety checks and Portable Appliance Testing**

All electrical equipment should have regular safety checks carried out by competent employees. Any personal equipment that you bring to work must be authorized and be PAT-approved.

***Respect electricity***

* *Switch off electrical equipment before unplugging it and before cleaning or moving it.*
* *Always pull the plug to remove it from the socket – never pull the lead.*
* *Use a circuit breaker for electrical equipment.*
* *Water and electricity do not mix. Make sure your hands are dry before touching electrical equipment, switches or sockets.*
* *Do not overload sockets. Use multiple socket outlets instead of adapters.*

**Fire Safety**

Learn how to prevent fire at work and make sure you know what to do if there is an emergency.

**Reduce the risk of fire**

* Never put things on top of or too close to radiators, heaters or other sources of heat.
* Do not cover vents on electrical equipment such as computers.
* Do not overload electrical sockets.
* Report hazards, such as faulty equipment, frayed cables, damaged sockets or spilled liquids that are flammable.
* Practice good housekeeping – put things away when you have finished using them.
* Make sure you store flammable materials correctly, in the proper containers.
* Do not let rubbish build up, make sure the bins are emptied regularly.
* Follow the ‘no smoking’ rules.

**Look after fire equipment**

* Do not store anything in front of fire exits, fire alarms or firefighting equipment.
* Keep fire doors shut when they are not being used.
* Do not use fire extinguishers to prop open doors.

**Be prepared**

* Take part in all fire drills and training programs.
* Know where the nearest fire exit is, and where other exits are.
* Learn which way you should leave the building in an emergency and know where your fire assembly point is outside.

**Do not try and fight a fire unless you are trained and have permission to do so!**

**Hazardous Substances**

COSHH (Control of Substances Hazardous to Health) Regulations are designed to protect you from the risk of hazardous substances at work.

**What are hazardous substances?**

* Chemicals such as cleaning products can be found in most workplaces.
* If you work with people or animals, you may be more likely to catch viruses or infectious diseases.
* Other hazardous substances include paint, solvents and some office stationery, such as glue and cleaning products.

Why are they dangerous?

Different substances can cause all sorts of health problems, such as poisoning, burns, eye injuries, skin problems, infections, cancer, asthma and lung diseases.

How are they dangerous?

You could come into contact with hazardous substances in a number of ways. By:

* Breathing it in
* Swallowing it
* Splashing it into your eyes
* Absorbing it through your skin

Becoming infected through scratches and cuts.

*Know about warning labels*

**

**

*Inflammable*

**Follow all safety procedures**

* Read labels and safety information sheets for any chemical you use, every time you use it.
* Never use hazardous substances unless you are trained and have been given permission.
* Wash your hands before and after handling chemicals, food animals or helping people with personal care.
* Do not eat, drink or smoke around hazardous substances.
* Use the right PPE (Personal Protective Equipment) for your jobs, such as gloves, aprons, overalls, boots, hats, masks and eye protection.

**Store chemicals safely**

* Always keep chemicals in their original containers.
* Never mix chemicals.
* Make sure chemicals are safely stored and locked away after you used them.
* Store inflammable materials away from sources of heat.

Material Safety Data Sheets

All our products that fall under the COSHH (Control of Substances Hazardous to Health) Regulations 2002 must have a material safety data sheet (MSDS). Whenever you use a hazardous substance, check its MSDS.



**Preventing ill Health from Animal Contact**

**Background**

All animals naturally carry a range of micro-organisms, some of which can be transmitted to humans, in whom they may cause ill health, which in some cases may be severe or life threatening.

* People can become infected by micro-organisms such E. coli O157 or Cryptosporidium parvum through consuming contaminated food or drink, through direct contact with contaminated animals, or by contact with an environment contaminated with animal faeces.
* Very low numbers of micro-organisms can cause human infection and so it is important that those responsible for the premises control the risks to employees and visitors.

Controlling the risks from E. coli O157 and Cryptosporidium parvum will also control the risks from most other organisms, which are transmissible to humans by the hand to mouth route.

**Exposure to micro-organisms**

Infection can occur when people come into contact with animal faeces or saliva by:

• Touching or kissing animals in petting areas or during bottle-feeding.

• Feeding, stroking or touching animals through gates or pens.

• Touching gates, or animal pen divisions, or other structures contaminated with faeces.

• Picking up contaminated feed from the floor.

• Removing contaminated footwear or clothing.

• Eating, drinking and smoking with contaminated hands.

• Using contaminated play equipment.

• Touching personal items taken on to the premises that have become contaminated e.g. dropped toys or dummies and pushchair wheels.

• Being bitten.

Just because something (an animal or an object) is not visibly contaminated with faeces, this does not necessarily mean it is free from risk.

**Assessing the risk**

When undertaking your assessment you should:

• Assume that all animals (including birds) carry micro-organisms such as E. coli O157 that could represent a hazard to human health. Animals carrying infection can still appear healthy.

• Remember that ruminants (e.g. cattle, sheep, and goats) carry E. coli O157.

• Take into account that E. coli O157 is also found in a range of other animals and birds.

• Recognise that, although tests are available to detect the presence of E. coli O157 and other microorganisms, a negative test result does not guarantee the animal is free of infection.

• Acknowledge that E. coli O157 may be introduced to your premises at any time by new stock, wild birds and animals, or by visitors.

• Bear in mind when selecting animals for petting areas that young stock, stock under stress, pregnant stock or stock unfamiliar with people etc. are more likely to excrete micro-organisms such as E. coli O157.

• Accept that other animals on the premises, including pets, may acquire the bacterium through contact with faeces etc.

**Controlling the risk**

* regularly clear or clean routes used by livestock or when cleaning out pens.
* Keep the premises as clean as practicable and ensure areas to which visitors have access are free from any build-up of faeces.

• Always wash hands before eating, drinking and smoking.

* Do not enter communal areas in your outdoor work clothes.

**Animal contact**

 • Exclude your animals, including captive birds, from eating areas. They could contaminate eating areas with faeces.

**Washing facilities**

* While the primary control measures should focus on reducing and eliminating faecal contamination, the most effective method of removing dirt and contamination remains hand washing with soap and running hot and cold, or warm water followed by hand drying.

**Livestock handling**

**Work clothes - PPE**

It is important to wear suitable work clothes when dealing with tasks on the farm.

We will provide you with Personal Protective Equipment (PPE) and Personal Protective Clothing (PPC) as appropriate.

* Sturdy boots, wellies
* Long trousers
* Gloves
* Hard hats (horses)

Anything you use to guide the animals when moving them - such as pig boards, paddles or flat slap sticks - should not have sharp edges that could harm the animal. The use of electric goads should be avoided as far as possible.

Whenever animals need to be restrained for treatments or other tasks, they must be contained and be unable to move at will.

**Pig handling**

You may not tether a pig unless it is undergoing an examination, test, treatment or operation carried out for any veterinary purpose. Where tethers are used, they must not cause injury to the pigs and must be inspected regularly and adjusted as necessary to ensure a comfortable fit.

**Sheep / goat handling**

Pens and floors should be kept in a good state of repair and should not have any sharp edges or projections.

Sheep should be handled or restrained by means of a hand or an arm under the neck (holding the neck wool, if necessary) with the other arm placed on or around the rear. Lifting or dragging sheep by the fleece, tail, ears, horns or legs is unacceptable and dangerous.

Devices such as raddles, harnesses, tethers and yokes should be of suitable material and should be properly fitted and adjusted. They should be checked regularly and kept in good condition. Tethering by the horns is not acceptable.

**Pony handling**

Ponies will be handled by means of a head collar and lead rain. Never stand behind the animal, but always to its side.

**Protecting your health gardening**

Health problems can arise in gardening and may develop unnoticed. The best way to protect your health is by being aware of the risks, minimizing them and reporting the illness to your employer as soon as symptoms show

.

**Skin problems**

**Causes**

* Damage to skin caused by cuts, abrasions or punctures.
* Exposure to cold and wet leading to dryness and chapping.
* Frequent immersion in water removes natural oils from skin.
* Exposure to chemicals.
* Over-exposure to sunlight.

**Consequences**

* Dermatitis
* Wound infections
* Skin cancers
* Sun burn
* Sun stroke

**Prevention**

* Wear suitable gloves and protective clothing when handling chemicals.
* Ensure respiratory protective equipment is well maintained and that filters are replaced as required.
* Wash your hands to remove harmful substances.
* Apply industrial barrier creams.
* Cover cuts and abrasions with waterproof adhesive plasters.
* Treat minor infections immediately.
* Don’t over expose yourself to the sun - use sunscreen
* Keep an eye on warts, moles and skin discolourations and report them to your employer if they grow, bleed or itch.

**Weils Disease**

Can be contracted from materials contaminated with rats’urine. Symptoms include feverish illness and headaches and can result in meningitis.

**Prevention**

* Ensuring good personal hygiene. Wash before eating, drinking or smoking.
* Wear protective gloves when handling materials likely to be contaminated.

**Mushroom Workers Lung**

Workers, including pickers, in the mushroom industry may develop an allergy caused by inhaling spores produced by open mushrooms.

Symptoms of infection include fever, headaches, shivering, muscle pains and breathlessness. If not treated early then permanent lung damage may result.

**Prevention**

\* To protect against the inhalation of spores use an appropriate face mask or respirator.

**Personal Protective Equipment and Clothing**

We will provide you with Personal Protective Equipment (PPE) and Personal Protective Clothing (PPC) as appropriate.

You have a legal duty to make proper use of PPE and wear PPC in accordance with instructions and to return it to storage after use.

Report any defects to your employer.

**Employee Welfare**

Your employer will have provided adequate welfare facilities including toilets and wash-up areas.

Washing facilities will have adequate lighting and will include running hot and cold or warm water as well as soap and clean towels.

You must ensure that they are kept clean and tidy.

**Woodwork Room Safety – 10 Rules**

Woodworking can be a safe and enjoyable hobby or vocation if you follow some very basic woodworking safety rules. All of the rules are common-sense ideas, but failure to follow these rules will greatly increase the chance of injury when working with your tools. The wood shop is not the place to be in a hurry or have an "it won't happen to me" attitude. Commit these ten rules to habit, and your woodworking experience will be safer and much more enjoyable.

**Always wear safety equipment**

The first and most important rule of woodworking is to wear appropriate safety equipment.

* Hearing protection is necessary for some very noisy tools such as routers and surface planers.
* latex gloves may be necessary when applying finishes.
* Safety glasses - there is no time in the wood shop that you should be without them. Put them on when you enter the shop, and don't take them off until you leave. Your eyesight is too important to take chances.

**Wear appropriate clothing**

* avoid loose-fitting clothing, as you wouldn't want any of your attire to become entangled in a saw blade or cutting head. Wear clothes that are comfortable for the environment in which you're working, but also will protect your body from any wayward wood chips that might result from cutting.
* remove any dangling jewelry such as neck chains or bracelets.

**Avoid Drugs and Alcohol**

Intoxicating substances and woodworking are a dangerous mix. Stay out of the wood shop if you are even remotely under the influence of any intoxicants.

**Disconnect Power Before Blade Changes**

Whenever you need to change a blade or bit on a power tool, always disconnect the electricity to the power tool before even beginning the blade change. (Don't just check to see that the switch is off, as a switch could get bumped or malfunction.)

**Try Using One Extension Cord**

For all 110-volt power tools in the shop use one heavy-duty extension cord. Not one per tool, but one TOTAL. This way you switch the cord from tool to tool before the tool can be used. In this manner, you are always remembering to plug and unplug the power when moving from one tool to another, and you'll be more cognizant of the need to disconnect the power when making bit or blade changes.

**Use Sharp Blades & Bits**

A dull cutting tool is a dangerous tool. If a saw blade is not as sharp as it ideally should be, the tool and the woodworker will have to work harder to complete the desired task. In such cases, the tool will be more likely to kick-back or bind. Besides, a sharper cutting tool will produce a cleaner cut, so there are more than just safety advantages here. Keep the blade sharp and clean and you'll be safer and have better results.

**Always Check for Nails, Screws and Other Metal**

Another no-brainer tip which doesn't bear mentioning, so that's why I'm going to mention it: Always check the stock you're preparing to cut for any metal (nails, screws, staples, etc.) before beginning a cut. Nails and rapidly spinning saw blades are not a good mix. Not only can this damage the cutting head and the stock, but at the very minimum, can cause the stock to kick back, which is a common cause of injury. Inspect the stock (or better yet, use a metal detector) before...MORE cutting.

**Always Work Against the Cutter**

Woodworking Power Tools are designed so that the direction that the wood moves through the tool (or the direction that the tool moves across the wood) is in the opposite direction of the movement of the cutting head. A router bit or saw blade should cut against the motion and not with it. The cutter should cut *into* the stock, not with the stock.

**Never Reach Over a Blade to Remove Cut-Offs**

When working on a table saw, miter saw etc., never put your hands anywhere near the moving blade, especially when attempting to remove waste or cut-offs. Wait until the blade has stopped moving and THEN reach for the cut-off. Better yet, once the saw blade has stopped, use a piece of scrap or a push stick to move the waste away from the blade.

**Avoid Distractions**

When you are distracted while in the middle of performing an action with a power tool, remember to always finish the cut to a safe conclusion before dealing with the distraction. Taking your attention away from the woodworking tool is a recipe for disaster.

**Hydro Pool Safety**

**Health and Safety at Work etc. Act 1974**

* It places duties on employers, employees and self-employed people. It protects not only people at work, including those undertaking voluntary work, but also the general public who may be affected by work activities.
* Employees must do all that is reasonably practicable to take care of their own health and safety and that of others, including those undertaking voluntary work, who may be affected by their acts or omissions at work and they must co-operate with their employers in complying with statutory health and safety obligations.

**Management of Health and Safety at Work Regulations 1999**

As your employer we must carry out an assessment of the risks which may affect employees, and others, as a result of the work activity. These requirements also take into account members of the public using the pools. We will then need to take appropriate action to eliminate or reduce those risks as far as is reasonably practicable.

**Workplace (Health, Safety and Welfare) Regulations (WHSWR) 1992**

Pool operators will need to ensure that:

* work equipment is suitable and properly maintained;
* their employees are properly informed about the work equipment including foreseeable abnormal situations which may arise during its operation; and
* their employees are competent in the use of work equipment.

**Infection Control**

Infections are easily spread. Infection control means doing everything possible to prevent infection from developing and spreading.

**Many diseases can easily be passed to others through:**

* coughs and sneezes
* contact with bodily fluids
* cuts and scratches from infected tools
* eating food that has not been properly cooked
* contact with infected waste.

**Use protective equipment.**

* Wear disposable gloves and aprons when you might have contact with bodily fluids.
* Never reuse used gloves.

**Know if other people have infections.**

Be aware of any infections other people have. Take extra care if you have personal contact with anybody who has an infection or illness such as a stomach bug.

Follow proper handwashing techniques.

Good handwashing helps stop infections spreading. Always wash your hands:

* Before and after eating, preparing or serving food.
* After using the toilet, working with animals, handling rubbish or any time you think you might have picked up germs.
* After coughing or sneezing.

**Cover any cuts or scratches immediately.**

If you work with food, make sure cuts are covered with a waterproof plaster. Do not handle food if you cannot completely cover the cut.

**Deal with waste properly.**

As part of your job you may have to deal with body fluids and waste. This clinical waste can be a source of infection.

**Use the correct colour-coded bags for waste:**

* Yellow – clinical waste that needs to be burnt.
* Black - household waste.
* Red - soiled laundry

Make sure all waste bags are clearly labelled and stored away from public areas until they can be disposed of properly.

**Use the right cleaning equipment.**

Colour-coding also applies to mops, buckets and cleaning clothes.

* Red - toilets
* Yellow - kitchen
* Green - general areas.

**Good personal hygiene and health reduces the chances of passing on infection.**

*Personal cleanliness at work is important for good health!*

*It helps avoid infections passing from one person to another and stops germs from getting into food and drink.*

**Kitchen Safety**

Following basic food hygiene rules and being aware of dangers in the kitchen are essential if you prepare or serve food.

**Practice good personal hygiene.**

* Always wash your hands before and after preparing food. Keep fingernails short and clean.
* Keep your hair tied back or covered when you are in the kitchen.
* Do not touch your face or hair while preparing or serving food.
* Do not wear nail varnish or strong perfume or aftershave if you work with food.
* Cover any cuts or scratches with a waterproof dressing. Do not work with food if you have an infected cut.
* Do not touch food with bare hands. Use utensils or wear gloves.

**Watch out for sharp objects.**

* Never try to catch a falling knife.
* Put sharp objects away in a safe place after you have used them.
* Take care cleaning up broken glass. Use a dustpan and brush, not your hands. Carefully wrap the broken glass in newspaper before putting it in waste bags.

**Keep different foods apart.**

Keeping foods separate helps stop cross-contamination and reduces the risk of food poisoning.

* Use separate cutting boards for vegetables, cooked meat and uncooked meat.
* Store cooked meat away from uncooked meat.

**Prepare food with care.**

* Keep work surfaces and utensils clean.
* Wash vegetables and fruit thoroughly.
* Cook food, especially eggs and meat, thoroughly to kill germs.
* Keep food covered until it is served. Use foil or cling film.

**Help prevent burns.**

Use oven gloves for handling hot pots and pans when moving things in and out of the oven. Warn other people about hot pots and pans, dishes, liquids and food.

**Clean up properly.**

* Make sure that the water for washing and rinsing is hot enough. Use a dishwasher whenever possible. Rinse everything before you put it into the dishwasher.
* Keep dirty items, such as dishes and utensils, away from clean ones and from food.
* Store clean items in a germ-free place.

**Food Storage**

*Contaminated food can cause food poisoning and other illnesses. Store food the right way to make sure it is healthy and safe.*

**Storage**

* Store dry goods, bottled and canned foods and fruit and vegetables off floors in cool, well-ventilated rooms or cupboards.
* Keep food that can go off quickly in a refrigerator or cold room at a temperature below 8°C.
* Store high-risk food, such as dairy products, meat and poultry below 5°C.
* Do not keep any food past the use-by date.
* Watch out for open seals and broken packages. Throw out any food that has not been stored properly.
* Never leave food in tins after they have been opened, Empty tinned food into airtight storage containers.
* Do not store any food under drainage or water pipes, or against damp walls.
* Keep all food containers tightly sealed and correctly labelled.

**Refrigeration and freezing**

* Do not overfill refrigerators and freezers, let air circulate between food.
* Do not put uncovered food into refrigerators and freezers – food should not be stored in contact with water or ice.
* Cover, seal, label and date all containers.
* Clean and defrost refrigerators and freezers regularly. Store items in another fridge or freezer while you are cleaning / defrosting.
* Never refreeze defrosted food.
* Check temperatures daily. Keep fridge temperatures between 1°C and 5°C and freezers between -23°C and -18°C. If temperatures are outside these guidelines report it to senior member of staff immediately.
* Never put warm or hot food directly into the fridge or freezer. It could rai the temperature and damage other food inside.
* **Tell a senior member of staff if you see any problems or have any concerns about food safety.**

**Stress at Work**

**Pressure is positive, stress is negative**

Pressure at work can be positive, encouraging you to reach your goals. However, too much pressure leads to stress, and stress can make you feel tired, angry, frustrated and depressed.

***You can prevent and manage stress by understanding how it affects you!***

**Know the symptoms of stress.**

**Physical signs include:**

* Tiredness
* Headaches
* Dizziness
* Upset stomach
* Sleep problems
* Backache
* Dry mouth and throat
* Shortness of breath
* Muscle tension
* Changes in appetite
* Skin rashes
* Allergies.

**Emotional signs Include:**

* Irritability
* Tearfulness
* Depression
* Anxiety and nervousness
* Loss of self-esteem and confidence
* Feeling helpless
* Not wanting to see friends and relatives
* Loss of concentration

If you are suffering from stress, do not be afraid to ask for help – it is not a sign of weakness!

**Stress can also affect your personal behaviour.**

It can mean you are not able to deal calmly with a situation. In some people stress can lead to problems, such as alcoholism, which just makes the symptoms worse.

**Reduce stress at work.**

There are lots of positive things you can do to reduce stress at work, including getting exercise and eating healthily:

* Eat a balanced diet.
* Cut back on stimulants, like coffee and alcohol
* Get plenty of sleep.
* Keep fit with regular exercise.
* Make time for interests and hobbies outside work.
* Find someone you can talk to – do not bottle things up.
* Talk to supportive colleagues and senior staff.

**Alcohol and Drugs**

What you put into your body affects what you get out of it. Avoiding harmful habits will help you to stay healthy.

* Drink alcohol sensibly
* Try to have a few alcohol-free days a week.
* Avoid binge drinking.

Recommended drinking limits

Government guidelines recommend that women drink no more than two or three units of alcohol a day, and men no more than three to four units.

*A unit of alcohol:*

*One unit of alcohol is about:*

* *Half a pint (284ml) of ordinary strength (3.5% alcohol) beer, lager or cidre.*
* *A small glass (60ml) of fortified wine, such*

*as port or sherry.*

* *A single measure (25ml) of spirit, such as vodka, whiskey or gin.*

**Be careful with illegal and prescribed drugs.**

Never use illegal drugs – they can cause physical and mental health problems.

Also remember that prescribed drugs and over the counter medicines can cause damage to your health if you do not use them correctly.

Follow your doctor’s advice and tell your manager if you are taking any medicines that make you drowsy and could affect your ability to work safely.

**If you have drugs at work we could prosecute.**

**Dealing with violence**

**Help prevent violence at work. Violence at work affects everyone.**

If there is aggressive behaviour or violence in a workplace, employees can suffer physically and emotionally. Low staff morale and absences can also affect employers.

The following tips can help dealing with visitors, colleagues and the public.

**Be friendly**

Be confident and have a positive attitude. Being pleasant can make a difference!

**Be honest**

Only give information that you know to be true. Use de-escalation skills to reduce the level of an incident.

**Be respectful**

Treat our visitors, colleagues and members of the public with respect.

**Be confident**

Do your best to be confident, but never hesitate to ask for help when dealing with an incident.

**Be aware of the environment**

Be mindful of the dangers of the environment you may be entering.

*Know how to respond to violence.*

*If you feel threatened by a person and think they may become violent, follow these steps:*

* *Stay calm. Breathe slowly and evenly. Appear self-controlled and confident.*
* *Speak clearly and slowly. Give simple instructions.*
* *Avoid aggressive body language.*
* *Follow the individual management plan and risk assessment.*

**Security**

**Follow security procedures.**

* Do not let unauthorised strangers into the premises. Visitors and temporary staff should sign in and out.
* Report any suspicious behaviour, strangers or people you see in areas where they should not be.
* Check that the buildings and gates are securely locked at the end of the day.
* Make sure you know about alarm buttons or other security systems in the buildings you work in.

**Take extra care when working alone.**

Always be especially aware of your security when you are working alone.

* Make sure your manager knows the hours you are working alone and is aware of anything that might affect your safety.
* Make sure you have emergency contact numbers.
* Always carry a fully charged mobile phone whenever you work alone.

**First Aid**

*Always tell your manager about any security incident. Even if the incident has been sorted out, we need to know about it to stop it happening again.*

Know what to do in an emergency.

**First aid can save lives.**

In an emergency, minutes and even seconds can mean the difference between life and death. First aid fills the time gap until medical help arrives.

Make sure you know the names of first-aid staff and where they work, as well as where the first aid equipment is kept.

**If an emergency happens, keep calm and follow these guidelines.**

**Evaluate the situation,**

Quickly and calmly work out what has happened. Note where there are dangers (fire , electrical contact, etc.). Also, decide what kind of help you might need – ambulance, fire brigade.

**Put safety first.**

Remove the danger from the person who is injured, if necessary, remove them from the danger.

**But only do so if you can do it safely.**

**Never** move a person with a possible neck or back injury unless they are in danger or need to be put in the recovery position.

Assess the injured person.

**Learn the ABC rule for:**

* Airway
* Breathing
* Compressions (pressing down on the chest)

If their airway is blocked, or if they are not swallowing, breathing or showing any sign of movement, immediate action is needed.

Get a qualified first aider and medical help.

**Get help.**

Call for help immediately.

* Phone 999 and ask for an ambulance.
* Describe the situation clearly and calmly, such as what happened and where you are.
* Follow any instructions the emergency operator gives you.

***The recovery position***

***This is used for unconscious people who are breathing. The position helps to keep their airway open.***

***If you think the person has a neck or back injury, make sure you keep their body and head in a straight line, with their head supported at all times.***