



Age Concern Canterbury's Health and Safety Policy for working in locations outside of the Age Concern Canterbury office

1. Policy Statement

This policy applies to all Age Concern staff.

Age Concern Canterbury will take all practicable steps to ensure the safety of all/any staff when work requires them to meet with clients outside of Age Concern's office. Everyone is expected to share in our commitment to avoid all accidents and incidents, which may cause personal injury, property damage or loss of any kind when carrying out this work.

2. Rationale

- To ensure the safety of staff when visiting clients in private residences and other locations outside of the Age Concern office.
- To ensure that risks to the organization and staff are identified and managed appropriately in any given situation; and
- To ensure that all parties are protected by an explicit and clear procedure.

3. Guidelines and Procedures for Visiting Clients

Every employee is expected to act safely at all times to ensure their own well-being and that of their fellow employees and others in any place where they are carrying out the work of Age Concern Canterbury.

Prior to Visiting

A risk assessment will take place to determine the safety of any staff who may be visiting the client.

In the following situations staff **DO NOT VISIT ALONE**. Arrange to visit with the police, another staff member or another appropriate person.

- If the client, family or household members are known to be threatening or violent or have demonstrated other inappropriate behavior such as self-harm or physical touching.
- If you expect hostility.
- If you are going to an isolated location.
- If the client, family or household members have any substance abuse or mental health issues which have a negative impact on their behavior.
- If it is a new client about whom little is known.
- If access to the property is physically dangerous.
- If there is an animal on the property that may pose danger.
- If client is known to have challenging behaviors.
- If other agencies/workers have deemed the environment unsafe to visit.



- If the referral is a result of a Police or Mental Health call out seek reassurance that it is deemed a safe environment to visit and to gain consent for a visit from the client.
- If there are environmental hazards on the property or in the home, or if the level of cleanliness poses a health hazard for visitors then the worker is to take all precautions necessary to protect their health.

Recording Visits

When staff are visiting clients the dwelling number and the street address and the time of return to the office are to be entered in the Staff electronic diary. If delayed for any reason they must make contact with the Office to advise circumstances. After the visit details must be recorded on the database.

During The Visit

Staff must carry a charged mobile phone with them.
Cars are not to be parked in driveways, always park on the street.
Car keys should be kept in pockets or handbag.
If possible, sit where you can exit quickly.

4. Health and Safety Responsibility

The Chief Executive delegates Health and Safety responsibilities to the Health and Safety Officer. The Health and Safety Officer will:

- Ensure that all practicable steps are taken to protect staff, working with clients outside of the office, from harm.

The Health and Safety Officer will achieve this by:

- Being proactive in identifying and controlling hazards.
- Ensuring there is an effective method risk assessment tool for measuring risk.
- Ensuring that procedures are in place to deal with all foreseeable emergencies that may arise in case work situations.
- Maintaining an accurate recording, reporting and investigation of incidents/accidents.

All staff have individual responsibility for health and safety. This is achieved by staff in visiting situations:

- Taking all practicable steps to ensure their own safety during travelling and during the visit.
- Ensuring that no action or inaction on their part endangers themselves or others.
- Contributing to developing and managing case worker health and safety procedures.
- Bringing health and safety issues to the attention of the Executive Officer.
- Understanding and complying with client visiting policy and procedures; and



- Following standard procedures for dealing with risk assessment of all client visiting situations.
- All incidents must be reported to the Executive Officer immediately.

IMPORTANT: All incidents or accidents at work must be reported immediately. THERE ARE NO EXCEPTIONS.

The following standard documents are held in the **Age Concern Canterbury** office at Reception:

- Violent Incident Report Forms
- Accident Report Forms

Date Approved:	5/3/14
Review Date:	5/3/16

Chairperson: _____ **Date:** _____