



WORKPLACE HEALTH & SAFETY POLICY

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1. PURPOSE

The purpose of this policy is to provide guidelines for staff, volunteers and visitors of Older Women's Network Qld Inc (OWNQ) operated premises on safe work practices.

2. SCOPE

This policy will apply to OWNQ premises and activities conducted under the control of the Association.

3. POLICY STATEMENT

OWNQ will provide an environment which, so far as possible, protects the health, safety and welfare of all people at the workplace and actively encourages safe working practices. To achieve this, every effort will be made in the areas of accident prevention, hazard control and removal, injury protection, health preservation and promotion. These aspects of working conditions will be given priority in organisational plans, procedures, programs and job instructions.

No task is so important as to compromise health and safety. Adequate consideration must be given to determine a safe and healthy work method for each activity undertaken.

4. PROCEDURES

OWNQ will:

- Comply with all relevant legislative and statutory requirements, codes of practice and industry standards and make adequate provision of resources to meet these requirements.
- Promote health and safety awareness and the development of healthy and safe working procedures.
- Provide information and, where appropriate, training, instruction and adequate protective equipment.

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- Consult with staff members and volunteers on health and safety issues as well as identify and implement ways to reduce workplace hazards and improve control systems. Check and tag all electrical equipment, and identify hazards, particularly chemicals and flammable liquids in the office.
- Maintain effective accident analysis procedures and hazard reporting systems and encourage the rehabilitation of injured employees.
- Set and regularly review health and safety objectives. Seek feedback from staff and volunteers on matters relating to stress management techniques.

Employees, volunteers and visitors are required to:

- Report, and where appropriate, rectify hazards, and provide feedback for recommendations following any accidents/incidents.
- Accept responsibility for protecting themselves and others.

All personnel are responsible for their own safety and that of other persons. The success of a health and safety program ultimately rests on the willingness of everyone to cooperate and work collectively towards the common goal.

All staff and volunteers are responsible for ensuring that all plant, equipment and substances are safely stored and used without risk to health of others in accordance with standard operating procedures.

The Association has a no smoking policy. Staff, volunteers, service users and visitors are not permitted to smoke indoors. Smoking is only permitted in designated outside smoking areas.

If staff or volunteers have any health problems or medical conditions requiring medication or emergency procedures, they will notify the Coordinator of the medical condition and if necessary provide details to ensure correct administration of emergency procedures.

Guidelines on procedures for dealing with fire, flood, bomb threats, critical incidents or handling of blood and other body fluids will be made available to all staff and volunteers.

All staff and volunteers are advised to take adequate breaks during the performance of repetitive tasks. All staff and volunteers to remain aware of the location of the First Aid Kit and emergency numbers.

A floor plan of the premises will be displayed on the wall in each room, indicating exit points, location of fire extinguishers and meeting points in the event of the building needing to be evacuated. 4.15 All staff and volunteers will undertake Fire Safety training every 12 months.

Whenever cleaning, gardening and/or other chemical substances are kept on the premises, access should be limited to authorised personnel who have adequate knowledge and understanding of their safe application.

Any workplace incident (dangerous occurrence) which has the potential to result in injury or damage to property must be reported in the same manner as an incident or accident that results in injury or damage as per OWNQ Critical Incident Policy.

5. PROCEDURES FOR SPECIFIC SITUATIONS

5.1 EMERGENCIES

5.1.1 Management

All issues and queries relevant to workplace health and safety should be referred to the Coordinator or Convenor.

It is a workplace health and safety requirement that all occupied premises have an evacuation plan detailing exits and assembly points.

All staff and volunteers must ensure they are aware of the organisation's evacuation plan.

5.1.2 Serious injury

- Do not panic.
- Do not move injured persons unless they are in a life-threatening situation.
- Make sure injured persons are in no further danger and make them comfortable.
- Send for first aid. Phone **000** if the injury is life-threatening.
- When phoning for help, tell the operator:
 - where the emergency is
 - what has happened
 - what is being done
 - who is calling.
- Do not hang up before being told what to do.
- Keep injured persons calm and warm if possible.
- Ensure airway is clear (apply resuscitation if required).
- After injury is dealt with, complete an OWN Qld Incident Report

When the evacuation alarm sounds:

- Do not panic.
- Collect personal belongings.
- Evacuate the area.
- Proceed to the assembly point via the nearest emergency exit. **Emergency exits** are via the stairs or fire escape. **Assembly points** are marked on the emergency exit map.
- Move quickly but do not run.
- Use stairs. (If your building has lifts, do not use.)
- Assist disabled persons
- Do not re-enter the building *under any* circumstance to retrieve personal belongings.
- If an accident occurs and someone is attending to the situation, do *not* stop; keep moving.

Refer to St John Ambulance Emergency First Aid Advice brochure at the end of the document.

Paid staff / Convenors:

- Check work areas are evacuated and that all present have moved in an orderly way to the assembly point.
- Take sign-in sheets/book.
- Once all present are at the assembly point, account for all by conducting a head count or checking off names on the sign-in sheets/book.
- Ensure all present remain at the assembly point until instructed otherwise.

5.1.3 Fire emergency

Employees / Convenors should know be aware of the standards for fire safety:

- smoke alarm signals and locations,
- how to use fire extinguishers and fire blankets, etc.,
- where emergency exits are located,
- where fire extinguishers and other fire equipment are located in their work area,
- the purpose of each type of fire extinguisher,
- how to operate the extinguisher/equipment.

In the event of fire:

- Evacuate the immediate area of the fire: do not use lifts. Get down on hands and knees, if in a smoke-filled area, and crawl out. Cover nose and mouth if possible.
- Fight the fire only if it is safe to do so with the appropriate type of extinguisher for the fire.
- Ask another employee to telephone **000** with the fire details.
- Break the glass of the wall-mounted fire alarm and press the button.
- Contact the supervisor, if appropriate, and advise of the situation.
- Ensure all present are accounted for.

5.1.4 Bomb threat

Threat by telephone:

- Keep talking to the caller for as long as possible.
- Attract the attention of another staff member or volunteer. Ask them to notify another volunteer or paid staff member to begin a full evacuation.
- Try to find out where the bomb is located.
- **Do not hang up the phone.** If the caller does not hang up, the call may be traced.
- Take note of background noises, accents, or anything that may identify the caller.
- Cooperate with the police to provide as much information as possible about the caller.

Suspicious article/package:

- Do not touch or handle the package.
- Do not operate electrical devices in the area, e.g. mobile phones.
- Contact the Convenor or Coordinator, giving full details of the suspect package.
- Follow the evacuation procedure.

Reporting injuries/incidents

Employees, volunteers or participants in OWN Qld activities who are injured or involved in a workplace incident:

- Notify the Coordinator or Convenor as soon as possible or ask another employee to notify the Coordinator or Convenor.
- Complete an OWN Qld *Incident Report* with the Coordinator or Convenor within 24 hours if possible.

6. DEBRIEFING

In the event that an emergency shall occur, it is recommended that all individuals undertake a debriefing session with management to re-assess the risks and the strategies to manage them.

A debriefing session may also be required with external qualified counsellors to enable all individuals associated in the emergency to deal with the impact of the event on their working and personal lives.

7. ERGONOMICS

7.1 Definitions

Environmental factors are those related to the work environment, such as noise and lighting.

Ergonomics is the applied science of designing workplace equipment which is comfortable, safe and efficient to use.

7.2 Management

- All issues and queries relevant to ergonomic and general workplace health and safety issues should be referred to the officer responsible for workplace health and safety within the organisation.
- The Coordinator will organise an assessment of all computers, furniture and equipment at least once a year to ensure that each employee's work space meets both workplace health and safety regulations and ergonomic requirements.

7.3 Importance of ergonomics

Ergonomics applies to:

- posture,
- prevention of fatigue and injury,
- comfort and safety,
- environmental factors, such as lighting and noise,
- job, workstation and equipment design.

Ergonomically-sound work practices and equipment will help employees to:

- be more efficient,
- reduce or eliminate work-related injury,
- increase job satisfaction.

7.4 Work environment Guidelines - Ergonomics

7.4.1 Glare and reflection

Shut or angle vertical blinds to block light and/or reduce glare if necessary.

Do not position screens directly towards windows or fluorescent lights. Ideally, computer screens should be positioned at right angles to the windows and parallel to overhead fluorescent lights with a maximum tilt of 5° upwards.

Use anti-glare filters (mesh covers, non-reflective glass).

7.4.2 Noise

Equipment must not produce noise which exceeds the maximum noise level recommended by the Standards Association of Australia or as specified in local laws.

If noise causes discomfort, report the problem to the Coordinator

7.4.3 Temperature

Report conditions which are too hot or too cold to the Coordinator

7.4.4 Radiation

While electromagnetic radiation is emitted from all electrical equipment, the extremely low levels are not considered to be a health risk.

7.4.5 Workstation

Arrange all components of a work area to maximise good posture and minimise fatigue.

7.4.6 Placement of items

Place items used regularly, such as the telephone, computer and calculator within easy reach.

7.4.7 Chairs

Adjust to suit own requirements.

When seated, adjust:

- back rest – the small of the back should be supported,
- height of chair – feet should be flat on floor or on a footrest.

7.4.8 Desks

Ensure feet are flat on the floor (or on a footrest) and knees or thighs are not in contact with the top of the desk.

Arms should drop down vertically from the shoulders with forearms parallel with the floor when hands are in typing position

7.4.9 Keyboard

Position the keyboard so that the body's midsection is slightly to the left or right of the centre of the keyboard.

The keyboard should be 6-7 cm from the edge of the desk.

7.4.10 Mouse

Place the mouse at either end of the keyboard depending on which hand is used to operate it.

7.4.11 Computer screens

Computer screens should be:

- below the height of the individual's eye, should be looking down onto the screen,
- 60-70 cm in front of user.

7.4.12 Footrests

Use a footrest if legs do not reach the floor when the chair, desk and keyboard are adjusted correctly. This will avoid pressure on the underside of thighs and support legs and feet.

7.4.13 Document holder

The screen and document holder should be the same distance from user's eyes.

Ideally, the document holder should be attached to the computer screen, placed at an angle slightly to the left of the screen or placed between the screen and the keyboard to minimise eye movement.

7.4.14 Posture

Hold body and head erect.

Use a back rest to support the small of the back.

Relax upper arms; tuck elbows slightly into the side, bent at approximately a 90° angle.

Hold forearms and wrists horizontal or inclined slightly downwards.

Make sure legs are clear of the front edge of the chair – no pressure on the underside of thighs.

Feet are flat on the floor or on a footrest.

7.5 Ergonomic activities

7.5.1 Eye breaks

Blink at regular intervals to help avoid eye irritation or dry eyes.

Stop, stare into space or look out of the window at regular intervals to change the distance of vision.

7.5.2 Work breaks

Take short breaks of 30-60 seconds while typing.

After long sessions of typing, take a break and if possible, get up and move around.

Do not remain seated for long periods.

Vary tasks to avoid long sessions of typing.

If pain or discomfort is felt:

- check posture,
- take a break,
- do some exercises.

If pain continues, complete an Incident Report and discuss with the Coordinator.

7.5.3 Exercise breaks

These exercises can be performed at any time throughout the day.

Neck and shoulders:

- Lower your head and then return it to an upright position. Then tilt your head back and return it to its original position. Do not do neck circles as they can injure your neck.
- With your head upright, bend your head towards your left shoulder and then return.
- Repeat, bending your head towards your right shoulder and then return.

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Hands and arms:

- Place your forearms on a table and turn your palms up and down.
- Hold your fingers out straight and spread first your forefingers, then your middle fingers and then bring them together again. Repeat this with all your fingers.
- On the same hand and then repeat sliding the tip of your finger down to the base of your thumb. Touch each finger to your thumb.
- With your fingers straight, bend your wrists to a 90° angle.

Stretching:

- Clasp your hands together and hold them out in front of your body.
- Keeping your hands clasped, hold them above your head.
- Then stretch to the right and to the left.
- Place the palms of your hands on your chair and stretch your forearms
- Place your hands on your hips and hold your shoulders back.
- Place your left hand behind your back at waist level and your right hand behind your back over your shoulder. Clasp your hands and stretch.



EMERGENCY FIRST AID ADVICE

If you find yourself in an emergency situation, try to stay calm and do what you can until emergency help arrives.

<p>Assess the situation</p> <ul style="list-style-type: none"> > Is it safe to approach the casualty? > Don't put yourself in danger <p>Stay calm</p> <ul style="list-style-type: none"> > Try to think clearly > Comfort and reassure the casualty 	<p>Give emergency help</p> <ul style="list-style-type: none"> > Prioritise the most life threatening conditions > Try to treat any casualties where you find them > Ask bystanders to help you if they can > Call 999/112 for emergency help 	<p>The Primary Survey</p> <ul style="list-style-type: none"> > Use DR ABC to identify life threatening conditions > Remember the unresponsive casualties are at greatest risk. 	<p>Remember</p> <p>Danger</p> <p>Response</p> <p>Airway</p> <p>Breathing</p> <p>Circulation</p>
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WHAT TO DO IF SOMEONE IS UNRESPONSIVE

1. Open their airway
2. Tilt head



3. Check for normal breathing for up to 10 seconds



4. If they're breathing normally:

- > Put them in the recovery position
 - > Then call 999/112 for emergency help
- If they're not breathing**
- > Call 999/112 for emergency help
 - > Start CPR.



WHAT TO DO IF SOMEONE IS UNRESPONSIVE AND NOT BREATHING NORMALLY

1. Call for help
- > Tell them to call 999/112 and find an AED



2. Pump
- > Give 30 Chest compressions at a rate of 100-120 per minute



3. Breathe
- > Give two rescue breaths. If unwilling or unable, do chest pumps only



Continue to pump and give rescue breaths until help arrives.

WHAT TO DO IF SOMEONE IS BLEEDING

1. Press it



2. Call 999/112 for emergency help



3. Secure dressing with a bandage to maintain pressure

4. Treat for shock.



WHAT TO DO IF SOMEONE IS IN SHOCK

1. Lie them down
- > Their legs should be raised and supported



2. Call 999/112 for emergency help



3. Loosen any tight clothing

4. Keep them comfortable and warm

5. Monitor their level of response
- > If they become unresponsive prepare to give CPR.

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