

TRAINERS NOTES

Identifying & managing hazards in & around the home Direct Care Workers

This course has been presented by on behalf of ACS & ACAA (NSW) under the WorkCover NSW Assist Grant 2006.



Preparation for Workshop

The success of this workshop relies on the trainer having excellent training skills and thorough knowledge of occupational health and safety issues in the community sector. Prior to the training, familiarise yourself with the participant manual and the documents included in the resources section which have valuable information about risk management in the community sector.

Room Layout

Ensure that you organise for the room to be set up as tables of small groups to encourage discussion and problem-solving.

Audiovisual requirements

The trainer will require a laptop computer, DVD, data projector, screen and whiteboard.

Ideally the DVD and the projector should be separate

Training materials

The participant manual

The PowerPoint presentation handout

Evaluation Form

Identifying & managing hazards in & around the home

1. What sections of the day were useful to you?

	Excellent	Good	Fair	Poor	Uncertain
Session 1: OHS legislation, duty of care, risk management					
Session 2 and 3: Hazard identification Hazards relating to working in the community					
Session 4 and 5: Risk assessment Hazards and risk control and review					
Session 6: Challenges in hazard identification and management					

Video clips & photographs.

2. Did you find the DVD clips helpful in illustrating the issues?

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3. Did you find the photographs helpful in illustrating the issues?

.....

.....

4. Please rate the effectiveness of the ACS / trainer

	Excellent	Good	Fair	Poor	Uncertain
Preparation & organisation (ACS)					
Knowledge of topic					
Trainer was engaging					

5. Comments for improvement or addition

.....

Thankyou

Introduction to training

Welcome the participants to the training and ask participants to introduce themselves, their organisation, their main work and their experience in occupational health and safety (rating from 1 to 5 with 5 being expert in the area and one being no-experience).

Discuss with participants the following:

- The learning outcomes for the training.
- The program for the day.
- Make participants aware of the toilets, breaks and emergency arrangements.
- Refer the participants to the “Resources”. Briefly describe the resources and what they cover. Ensure that participants know how to obtain the resources mentioned.

Program

Time	Topic
Session 1 and 2	
1 hour	Introduction <ul style="list-style-type: none"> • Overview of OHS legislation • Duty of Care Hazard identification <ul style="list-style-type: none"> • Definition of hazards • Identification of hazards
	Break
Session 2	
1hour	Hazards relating to working in the community environment <ul style="list-style-type: none"> • Manual handling • Workplace violence/personal safety and security • Psychological injury and work related fatigue • Slips, trips and falls, • Chemicals • Infection • Food safety • Electrical
Session 4 and Session 5	
1 hour	Risk assessment <ul style="list-style-type: none"> • Risk assessment matrix Hazards and risk control and review <ul style="list-style-type: none"> • Hierarchy of control • Feedback and evaluation
	Session 6
45-50 minutes	Challenges in hazard identification and management in a community setting
10 minutes	Evaluation and Close

Learning Outcomes

Learning Outcome 1:

Explain the obligations of employers, managers, supervisors and employees under NSW Occupational Health & Safety Act 2000.

- Acknowledge the rights & responsibilities of employers, managers, supervisors & employees in accordance with the Occupational Health & Safety Act 2000.
- Explain the common law duty of care as it applies to occupational health and safety.
- Describe the risk management approach.

Learning Outcome 2:

Understand and apply the process for

- Identifying hazards in the community setting
- Risk assessment using risk assessment tools
- Hazard control using the hierarchy of controls and review

Learning Outcome 3:

Understand and discuss the challenges when providing care to clients in the community

- Hazards specifically relating to community care
- Issues relating to undertaking care and services in the community

Introduction

The focus of this half-day workshop focuses on the identification and management of hazards for direct care workers who work in community care such as but not limited to CACP, HACC and EACH services. The training will assist direct care workers in identifying hazards, applying a risk assessment and analysis and develop the care workers' ability to problem solve and apply appropriate hazard controls. Issues and challenges associated with working in the community setting are also explored during the program.

The development of this program was funded by the WorkCover NSW Assist program in 2006

Key Subject Areas

- Overview of the OHS legislation
- Applying risk assessment and risk analysis in the community setting
- Identifying and controlling hazards related to the community setting
- Challenges that apply to the community care worker related to hazard identification and management

The home is a challenging environment with many hazards which can directly affect the health, safety and welfare of workers. It is evident from the rising costs of workers compensation in the community care sector that workers are being injured at work and this should be of concern to all employers

The training today acknowledges this dual responsibility of community care organisations with the input of the direct care worker to ensure the health, safety and welfare of workers as well as helping our clients to remain safe in their homes.

Session 1

Time frame

45 minutes

Aim of Session

- To provide an overview of OHS legislation
- To discuss the issues related to “duty of care”.
- To review the principles of risk management

Audiovisual: PowerPoint presentation Community Care Intro

Introduction

Introduce the objective of the training day (p7 of Participant Manual). Discuss with participants’ injury statistics and the types of injuries that community care workers sustain. (See WorkCover data www.workcover.nsw.gov.au).

Overview of OHS legislation

Provide a brief overview of the OHS framework

Discuss: Specific areas such as

- Homes where work is conducted e.g. family day care, home businesses, community care
- Workers “duty of care”
- Client duty of care
- Duty of care to client vs worker



Ask participants to review the questions on “duty of care” with their neighbour. Allow 3 minutes per question for this discussion.

Allow another 5 minutes per question to discuss the issues in the exercises

Risk Management

Discuss the main principles about risk management allow 5 minutes for this exercise

- Discuss the participants understanding of a hazard
- Discuss the participants understanding of a risk

Session 2: Hazard Identification

Time frame

15 minutes

Aim of Session

- To provide an overview of hazard identification
- To discuss types of hazards and ways that hazards are identified

Audiovisual: PowerPoint presentation Community Care Hazard identification

Discuss: Specific areas such as

- What is a hazard?
- Types of hazards including examples
- Considerations when identifying hazards
- Some ways of identifying hazards in the work environment include:

Include feedback with the participants

- Examples of hazards that they experience in their work

Tools they have been involved in when identifying hazards in their work

Session 3:

Hazards related to working in the community environment¹

Time frame

1 hour

Aim of Session

- To discuss specific hazards that the direct care worker encounters whilst working in the community
- To identify specific hazards and discuss the control/reporting measure that the direct care worker can implement
- To provide practical application in identifying hazards and promote discussion on hazard management

Audiovisual: PowerPoint presentation Hazards related to working in the community environment

DVD- Community Care identifying hazards

Discuss: Specific areas such as

- **Manual Handling –**
- **Workplace Violence/Personal Safety and Security**
- **Personal safety and security in the community services sector**

Issues to consider include:

- isolated work locations
- pets – vicious, biting, mistreatment
- firearms – security and licences
- client/family Smoking and direct care worker smoking
- driving/ deadlines
- aggressive or unacceptable behaviour

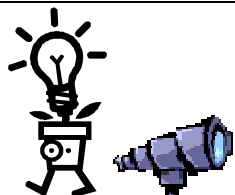


Ask participants to review the questions on personal safety and security with their neighbour.

Allow 3 minutes for this discussion.

Allow another 5 minutes per question to discuss the issues in the exercises

¹ The Community Services Safety Pack - A Guide To Occupational Health & Safety - January 2004
www.workcover.nsw.gov.au



Group Activity

Allow 10 minutes for this discussion.

Allow another 5 minutes to discuss the issues in the exercises

Using the DVD

- **Personal Security (3) Animals**
- **Play the section completely and in groups have the participants discuss:**

1. **You are responsible for visiting regularly; how would you report the issues with the pets to your supervisor?**
2. **What would you do at the time if this is your first visit?**

- Psychological injury and Work related fatigue²
- Slips, trips and falls



- Play the DVD Laundries and ask the participants to identify manual handling and slip trips and falls hazards that they identify

Allow 5 minutes for this discussion.

Allow another 5 minutes discuss the issues in the exercises

Working with chemicals

Infection control³



What precautions do the participants use to prevent cross infection?

Trainer to refer to¹ The Community Services Safety Pack - A Guide to Occupational Health & Safety - 2004 pg 74

- Use of standard precautions
- Immunisation
- Isolation of clients
- Use of PPE
- Management of sharps



Play the PPE DVD (optional)

Allow 5 minutes for this discussion.

Allow another 5 minutes to discuss the issues in the exercises

² The Community Services Safety Pack - A Guide To Occupational Health & Safety - 2004
www.workcover.nsw.gov.au

³ The Community Services Safety Pack - A Guide To Occupational Health & Safety - 2004
www.workcover.nsw.gov.au

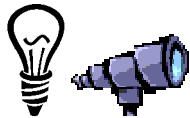
- **Food safety**

Discuss issues such as

- Food storage
- Food preparation
- Transporting food
- Issues in relation to the preparation using clients food



What other hazards would you identify in the community?



Identify hazards through observation of the work

Group Activity

Using the DVD Driving (or choose your own example from the DVD)

Allow 10 minutes for this discussion.

Allow another 10 minutes to discuss the issues in the exercises

a. What are the hazards identified?

b. What factors impact on the hazard?

Ask the participants about the issues such as:

- **Driving at night**
- **Busy traffic**
- **Parking**

c. List some unsafe practices that you observe?

- **Using mobile phones**
- **Not knowing the way and the direction**
- **Rushing**
- **Vision - Sun**

Session 4: Risk Assessment

Time frame

25 minutes

Aim of Session

- To discuss assessment of risk and its application
- To provide practical application and discussion on risk assessment

Audiovisual: PowerPoint presentation: Risk Assessment

DVD- Community Care identifying hazards

Discuss: Specific areas such as

- Definition of risk assessment
- The components of risk assessment
- Considerations when risk assessing
- Specific examples
 - **Outdoor work:** Frequency, intensity and duration of exposure to the sun increases the risk of skin cancers for staff doing gardening work.
 - **Housework:** Frequency, intensity and duration of the tasks may lead to overuse syndrome.
 - **Noisy Work:** Some hazardous situations in the workplace where the frequency, intensity and duration of the exposure to noise increases the risk of hearing impairment

Don't forget the risk to visitors, contractors, customers or other people coming onto your workplace. They may not be as aware of the hazards as you and could introduce new hazards. Consider this in relation to the office as well as the client's home

Group Activity



Group Activity

Using the DVD Internal environment (bathroom) (or choose your own example from the DVD)

Allow 10 minutes for this discussion.


Allow another 5 minutes to discuss the issues in the exercises

You are assisting the client with showering and dressing - identify the hazard and the risk to client and to the care worker in these situations

Hazard Identified	What is the risk to the client?	What is the risk to the care worker?

Risk Assessment Matrix

The risk assessment matrix helps you to relate the two assessment questions at the same time. Follow your answers to “**How severe might the injury or illness resulting from the hazard be?**” and the “**How likely is it that an injury or illness will result from the hazard?**” and you will end up with a number in the intersecting box.

How severe might the injury or illness resulting from the hazard be?	How likely is it that an injury or illness will result from the hazard?			
	++ very likely could happen, at any time	+ likely could happen, sometime	- unlikely could happen, but very rarely	-- very unlikely could happen, but probably never will
 Kill or cause permanent disability or ill health	1	1	2	3
!!! Long term illness or serious injury	1	2	3	4
!! Medical attention and several days off work	2	3	4	5
! First aid needed	3	4	5	6

This number shows you how important it is to do something about the hazard:

1 top priority: do something immediately

6 low priority: do something when possible

All hazards need to be fixed but you may not have the resources to fix them all immediately. The priority number from the table helps you to decide which ones to do immediately, in the short term and in the long term.

The AS/NZ Standard assesses risk using the matrix set out below

Risk Assessment Matrix

		Probability			
		Very likely	Likely	Unlikely	Highly unlikely
Consequence	Fatality	Extreme	High	High	Medium
	Major injuries	High	High	Medium	Medium
	Minor injuries	High	Medium	Medium	Low
	Negligible injuries	Medium	Medium	Low	Low

4

Human differences should be considered when assign risk assessments for example manual handling hazards can be decreased by fitness, experience in lifting and the specific client's ability and cognition.



Mrs Dunn is a client and is being assisted to go shopping twice a week.

Group Activity

Using the DVD Access and Egress Away from home (or choose your own example from the DVD)

Allow 10 minutes for this discussion.

Allow another 5-10 minutes to discuss the issues in the exercises

Consider

1. what are the hazards
2. what are the risks to the staff member
3. rate the risks identified

Hazard Identified	Risk to staff	Risk rating
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Ask the participants to write one hazard on the white-board per group including the risk to the staff member and the risk rating

Session 5: Hazards and risk control and review

Time frame

35 minutes

Aim of Session

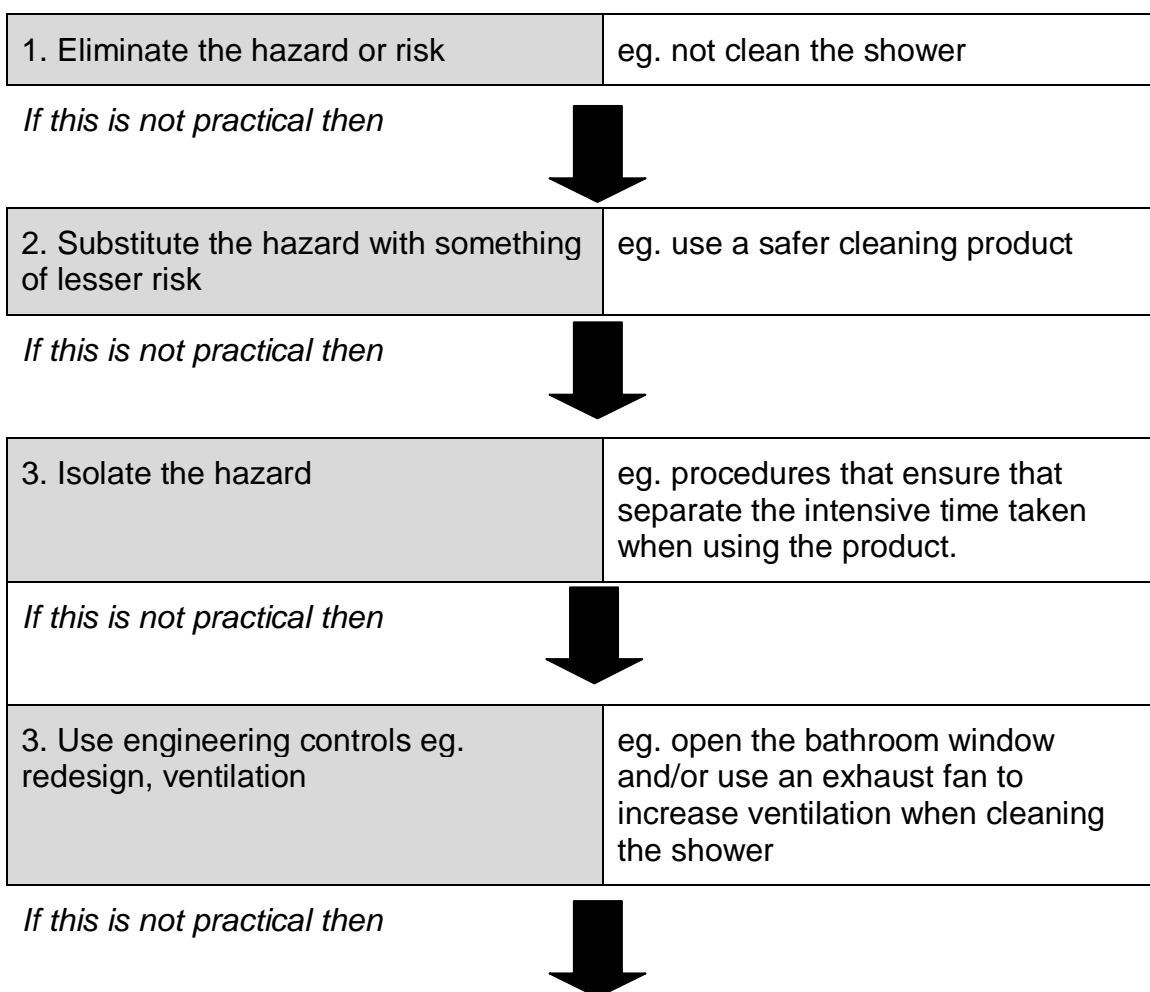
- To discuss assessment of risk and its application
- To provide practical application and discussion on risk assessment

Audiovisual: PowerPoint presentation: Hazards and risk control and review
DVD- Community Care identifying hazards

Discuss: Specific areas such as

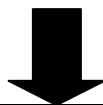
- **Hierarchy of controls:**
- **Provide the following example:**

Hierarchy of control



4. Use administrative controls	eg. write a safe work procedure on how to clean the shower safely
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If this is not practical then



5. Use personal protective equipment	eg. wear gloves and a mask to clean the shower
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Once solutions have been selected, plan any action needed, who will do it and when, and set a suitable review date to check all actions are taken. Document each step.

1. Eliminate the hazard

Example: An employee tripped over an electric cord leading to an old wall-mounted fan. Upon consideration, it was realised that the fan was broken and not used since air-conditioning was put in a year ago. The fan and its cord were removed.

2. Change equipment or materials

Example: An employee experienced back pain when helping clients up and down the steps of the community bus. New steps were fitted to the bus with handrails which allowed clients to get on/off the bus independently.

3. Isolate the hazard

Example: A home care worker reported threats of abuse from a client's son who has mental health problems when she visited the client in the mornings. Upon enquiry, the home care worker found that the son was not home after 11am, so visits were rescheduled for the afternoon.

4. Design in safety

Example: Shift workers at an emergency accommodation facility indicated they were concerned about threats of violence during the night. The workplace was examined for opportunities to increase the safety at night. New lighting and security alarms were installed and a lockable door with a view panel replaced the solid door between the desk and the clients.

5. Change work methods

Change work methods to reduce accidents.

Example: An employee was conducting an initial interview with a distressed client at the workplace when the client became angry and punched the employee. After consultation with the employee, the manager and the management committee decided to:

- review intake procedures to identify clients with histories of violence
- write a procedure to be followed by employees and volunteers before and during client interviews
- conduct interviews in a room with two exits to facilitate withdrawal of either party from a perceived threat
- train employees and volunteers to recognise and diffuse violent situations
- provide duress or personal alarms
- ensure other staff are close by when interviewing potentially violent clients.

6. Use personal protective equipment (PPE)

If no other measure will totally solve the problem, consider what personal protective equipment could help reduce the risk of harm to a worker or volunteer. As a back up, this approach can be used in conjunction with other measures. PPE should be kept in good condition, fit properly and be worn correctly to achieve maximum usefulness, PPE must be looked after on a regular basis.

Example:

A cleaner experienced a needle-stick injury when walking in the courtyard. The least effective method to address this problem would be to simply provide the cleaner with gloves and long handled tongs for cleaning the courtyard.

The more effective method would be to:

- consult with the employees and establish a procedure whereby employees check the courtyard at the beginning of the day and prior to activities
- provide a 'sharps' bin in the courtyard, and
- provide the cleaner with gloves and long handled tongs for cleaning the courtyard.

- Feedback (Review)
- Example for hazard control related to infection hazards⁵

What could be some control measures when managing an aggressive pet (Sam the dog)? – go through this example with the group as an example

Eliminate - Remove the dog

Substitute – Replace dog with a less aggressive pet e.g. Fish

Isolate – Make sure the dog is isolated during the visit e.g. in the backyard

Engineering Controls – Put the dog on a chain

Administrative Controls – Policy on pet management which includes the control measures and educate the staff and the client

Personal Protective Devices – Clothing/put a muzzle on the dog/

Group Activity

Using the DVD Kitchens (or choose your own example from the DVD)



Identify four hazards

Allow 8-10 minutes for this discussion.

Allow another 5 minutes discuss the issues in the exercises

- **Sharp knives**

⁵ The Community Services Safety Pack - A Guide To Occupational Health & Safety - January 2004
www.workcover.nsw.gov.au

- **Smoking**
- **Medication storage**
- **Electrical power cords**
- **Gas outlet**
- **Storage of food**

Risk Control Strategies

Take the two of the highest risk hazard and using the risk control hierarchy, note how you would address the following hazards you identified.

Hazard:	
Risk:	
1. Eliminate the hazard	
2. Substitute the hazard with something of lesser risk	
3. Use engineering controls eg. redesign, ventilation, isolation	
4. Use administrative controls	
5. Use personal protective equipment	

Hazard:	
Risk:	
1. Eliminate the hazard	
2. Substitute the hazard with something of lesser risk	
3. Use engineering controls eg. redesign, ventilation, isolation	
4. Use administrative controls	
5. Use personal protective equipment	

Session 6:

Challenges in hazard and risk management in a community setting

Time frame

20 minutes (allow 10 minutes for the questions to be answered and 10 minutes for group discussion)

Aim of Session

- To discuss challenges and issues for direct care workers when providing care and services in the community

Audiovisual: PowerPoint presentation: Challenges in hazard and risk management

DVD- Community Care identifying hazards

Complete this exercise as individuals and discuss with the whole group



Group quiz and discussion

- 1. List three hazards that require immediate action taken**
- 2. List three situations that you see are the most challenging when providing care**



3. What would you do if: Two care staff are attending late night visit to put highly dependant client to bed. You are both arriving separately and one staff member has been delayed with a previous client. They have called and said that they will be 20-30 minutes late. You are in an isolated area with no street lighting, and it is a cold winter's night. You are unable to wait alone in the client's home due to the son who has displayed verbal and physical aggression towards other care workers.

- a. What would you do immediately?
- b. Who would you contact?
- c. What possible solutions can you see to address this issue in the long term?



3. What would you do if

A more experienced care worker tells you to assist a client with a manual lift without using the lifter machine which is the manual handling requirements for the client?

Closure

Time Frame

10 minutes

Introduction

In the wrap of the workshop, review the learning objectives and ask participants for feedback for what things they have learnt today.

Draw their attention again to the resources in the back section which can provide additional risk management advice.

Thank them for their participation and ask them to complete the evaluation form.