

### 3.19 Checklist: client home environment

Adapted from *Health and Safety for Home and Community Workers: Guidelines for Managing OHS - Forms*  
 WorkCover Corporation Grants Scheme, SAFER Industries, November 2000.

To be used with the **3.20 Checklist: Working Offsite Checklist**

Client name:	File number:
Address:	Person completing checklist:
Phone:	Date:        /        /
Location: (draw map and attach if needed)	Parking:
Location of door to enter: front    side    back other (describe):	Review date:    /        /

OUTSIDE RESIDENCE	YES	NO	COMMENT/ACTION BY
Parking – adequate parking on street			
Gates – easy to open			
Pathway - level - non-slip - uncluttered			
Steps/stairs - level - non-slip - uncluttered			
Verandah surface - level - non-slip - uncluttered			
Pets - present restrained separated from worker			
Lighting at night is adequate			
Door clear of obstruction			

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<b>INSIDE RESIDENCE</b>	<b>YES</b>	<b>NO</b>	<b>COMMENT/ACTION BY</b>
Floor surfaces - Level - Non-slip - Uncluttered			
Lighting - Adequate for walking - Adequate for performing work			
Tasks involving working at a height			
Weapons (eg, guns) visible or reported to be present in house			
Emergency exit – visible with easy access			
Smoke detector – present and working			
<b>ELECTRICAL/GAS</b>	<b>YES</b>	<b>NO</b>	<b>COMMENT/ACTION BY</b>
Electrical leads or extension cords not exposed or damaged			
Switches in good working order			
Power points not located near water			
Gas cylinders used on site (hot water, oxygen)			
<b>EQUIPMENT</b>	<b>YES</b>	<b>NO</b>	<b>COMMENT/ACTION BY</b>
Vacuum cleaner in working order			
Carpet sweeper in working order			
Broom has an adequate handle length			
Mop & bucket adequate for use			
Iron in working order/ironing board is adjustable height			
Washing machine - no moving parts exposed; wiring/connection to wall safe			
Dryer - in good working order			
Hot water system - set to temperature			
Pipes are not exposed			
Step ladder in use - Level - Non-slip			
Food preparation equipment - clean			
Clothes line - Adjustable height - Safe access			

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<b>BATHROOM/TOILET</b>	<b>YES</b>	<b>NO</b>	<b>COMMENT/ACTION BY</b>
Access to bath - Adequate height			
Shower - Non-slip surface			
Toilet - Appropriate height - Adequate room			
Drainage - adequate to ensure non-slip			
Ventilation - adequate to ensure fresh air			
Water temperature appropriately controlled			
Electrical equipment - not used in bathroom			
<b>KITCHEN</b>	<b>YES</b>	<b>NO</b>	<b>COMMENT/ACTION BY</b>
Stove - in safe working order			
Electrical equipment - Cords not frayed - Not used near water			
Workspace organisation - Uncluttered - Non-slip floor surface			
Table/benches - Appropriate height			
Chairs - Stable - Appropriate height			
<b>LAUNDRY</b>	<b>YES</b>	<b>NO</b>	<b>COMMENT/ACTION BY</b>
Workspace organisation - Uncluttered - Benchtap good height			
Drainage - Non-slip floor surface - No build-up of water			
Water temperature - Appropriately controlled			
Ventilation - Adequate			
<b>BEDROOMS</b>	<b>YES</b>	<b>NO</b>	<b>COMMENT/ACTION BY</b>
Sufficient space around bed - Uncluttered floor space			
Bed suitable height for working with client			
Heaters present & safe - No bedding, clothes or water near heater			
Electrical cords - No exposed wiring - Power points secure			

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<b>LOUNGE</b>	<b>YES</b>	<b>NO</b>	<b>COMMENT/ACTION BY</b>
Workspace organisation - Uncluttered work area			
Furniture position - Height adequate to work from; - Stable			
<b>HAZARDOUS SUBSTANCES</b>	<b>YES</b>	<b>NO</b>	<b>COMMENT/ACTION BY</b>
Substances labelled appropriately			
Substances in original container			
Used for suitable purposes			
Stored in safe position			
Gloves/other protection available if required			
Exhaust fan/open window/ventilation adequate			
Health effects/emergency procedures known			
Material Safety Data Sheets (MSDS) available			
<b>OTHER ISSUES</b>	<b>YES</b>	<b>NO</b>	<b>COMMENT/ACTION BY</b>
History of aggression or violence/threat to staff			
Resistance to care noted			
Unable to accept instructions			
Risk of infection			
Manual handling assessment required (if yes, complete & attach)			

### 3.20 Checklist: working off-site safety & security

Workplace:

Date:

Time:

Check completed by:

Date for review:

<b>COMMUNICATION</b>	<b>YES</b>	<b>NO</b>	<b>COMMENT/ACTION BY</b>
Employees/volunteers have communication equipment such as mobile phone			
Communication equipment is checked prior to leaving base			
Communication equipment is switched on at all times off-site and programmed for back-to-base and emergency numbers			
Employees/volunteers leave records of off site visit addresses, scheduled arrival and departure times and registration number of vehicle			
Employees/volunteers report movements to base as agreed in protocols (eg, regular call-in on arrival or departure, or at end of shift)			
Procedures in place if contact is lost or off-site employee/volunteer fails to return when expected			
Code words established for off-site employee/volunteer to signify they are in a threatening situation			
Off-site employees/volunteers carry contact details for police fire and ambulance services			
<b>HOME VISIT &amp; CALLOUT SECURITY</b>	<b>YES</b>	<b>NO</b>	<b>COMMENT/ACTION BY</b>
Risk assessments of client and home are undertaken before committing employees and/or volunteers to a home visit or call-out ( <b>see Home visit checklist</b> )			
Higher risk clients asked to attend the base organisation or are seen by staff in pairs (this can include staff from another community service organisation)			
Employees/volunteers carry official photo ID which identifies the issuing community service			
Employees/volunteers are respectful to the client and aware that the client may perceive them to be invading their personal space			
If a client is being helped to escape domestic violence, choose a time of day when back-up is available and if necessary involve police			

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<b>HOME VISIT &amp; CALLOUT SECURITY</b>	<b>YES</b>	<b>NO</b>	<b>COMMENT/ACTION BY</b>
Employees/volunteers withdraw from a visit if they feel at risk			
Employees/volunteers who work alone or in isolated situations are provided with a duress alarm, mobile phone or call in system			
Mobile telephone black-out areas are known and procedures are in place for alternative communication, or work in pairs			
Employees/volunteers are trained in procedures on client sites eg, maintaining clear line of exit, keeping car keys and diary secure and parking car to facilitate exit			
Employees/volunteers leave client premises if firearms or other weapons are seen. Police are notified			
Employees/volunteers are trained in techniques to diffuse violence (see <b>Section 3.16</b> Checklist: Violence Response)			
Incidents on client premises are documented in client files and in incident reports			
Employees/volunteers avoid walking in deserted places or taking shortcuts			
Employees/volunteers withdraw from neighbourhoods where there are signs of unrest or trouble			
Employees/volunteers avoid appearing lost and seek directions by telephone, from a business owner or official rather than a stranger			
If being followed by car or on foot, cross the road, employees/volunteers walk in opposite direction and seek refuge in safe place			
<b>WORKING ON OTHER PREMISES</b>	<b>YES</b>	<b>NO</b>	<b>COMMENT/ACTION BY</b>
Employees/volunteers working in other sites such as community buildings or schools should be aware of the security and emergency procedures of those premises			
Security in the external and internal environment should be checked prior to employees/volunteers using the premises			