

Identifying & managing hazards in & around the home Community Coordinators

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.

Training materials

The participant manual

Handouts as per the program

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 and risk rating					
Session 4 and 5: 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?

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

Program

Time	Topic
Session 1	
9.00	Overview of hazard management <ul style="list-style-type: none"> • Overview of hazard management within the OHS legislation and Australian Standards • Issues related to “duty of care” and hazard management. • Overview of risk management
10.00 – 10.30	Break
Session 2 and Session 3	
10.30	Hazard Identification and risk rating <ul style="list-style-type: none"> • Understand the methods for hazard identification • Discuss the types of hazards that occur within the community • To conduct exercises in hazard identification and risk rating for particular situation related to the community •
12.30 – 1.15	Lunch
Session 4 and Session 5	
1.15	Using Hazard/risk assessment tools Identifying job hazard/risk identification Undertake hazard identification exercises for community services tasks Hazard control <ul style="list-style-type: none"> • Applying the hierarchy of hazard controls for hazards identified in the community • Evaluating the effectiveness of the hazard control implementation system – hazard control review • Practical application exercises related to the hazard identification/rating and control system
2.30 – 2.45	Break
Session 6	
	Challenges in hazard and risk management in a community setting and strategies for <ul style="list-style-type: none"> • Applying practical solutions to case study scenarios • Discussion of current issues for managers • Discussion on training needs for staff
4.15	Evaluation & close

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.

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
- Training and development for staff

Session 1

Time frame

60 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 learning outcomes of the training day . Discuss with participants injury statistics and the types of injuries that community care workers. (See WorkCover data www.workcover.nsw.gov.au).

Introduction

The focus of this one-day workshop is on conducting an effective home OHS assessment to identify hazards and practical solutions and strategies to ensure a safe service for both clients and workers.

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 development of this program was funded by the WorkCover NSW Assist program. Developed by OHS Solutions on behalf of ACS (NSW/ACT) & ACCA (NSW) under the WorkCover NSW Assist Grant 2003 and reviewed by Bailey Consulting and Training Pty Ltd under the WorkCover NSW Assist Grant in 2006.

Ask the participants to individually:

1. List three situations that you see are the most challenging when providing community services to clients

i. _____

ii. _____

iii. _____

Overview of OHS legislation

Provide a brief overview of the OHS framework

Explain that the legislation is currently under review

Note – this section will need to be reviewed on completion of the OHS Act review in 2007.

Discuss: Specific areas such as

- Homes where work is conducted e.g. family day care, home businesses, community care
- Contractors
- 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 15-20 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

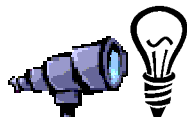
- Examples of hazards that they experience in their work
- Tools they have been involved in when identifying hazards in their work

Group work – in groups of 3-4 depending on the numbers



List one examples in your workplace for specific hazard areas in the community based on the hazard classification from 1 -6

Receive feedback from each group



Group Exercise: Hazard identification - Driving

Exercise: Groups of three

Scenario – DVD Chapter 1 about 2.31 minutes or choose a section that suits your training style

- 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**

a. What are the hazards identified

Discuss some examples of the classification of the hazard as a large group?

Session 3: Risk Assessment

Time Frame 1.5 hours

Aim of Session

- Understand the risk assessment process
- Complete risk assessments for hazards identified in the community setting
- Undertake assessments using recognised hazard risk assessment tools

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

DVD- Community Care identifying hazards

Components of the session

- Defining a risk
- Steps required when assessing the risk
- Australian Standard 4360
- Factors to consider when assessing risk for identified hazards



Group Activity - Risk identification – care client/care worker Using the DVD Internal environment (bathroom) (or choose your own example from the DVD)

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?



Group Activity – risk rating

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

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

Consider

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

Ask the participants to write one hazard/risk and rating on the board for further discussion on how the group formed a risk rating

Hazard Identified	Risk to staff	Risk rating

How would the risks increase if the resident had an injury and was unable to walk up the stairs unaided?

Session 4 Hazard identification using tools

Time Frame 45 minutes

Aim of Session

- Review the client OHS form
- Understand job risk assessments
- Undertake assessments using recognised hazard risk assessment tools

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

DVD- Community Care identifying hazards

Components of the session

- Client Home OHS Assessment Form discuss as per participant notes
- Limitations of the assessment
- Safe work procedure for the Client Home OHS Assessment Form and addressing any hazards that you have identified. For example:



Review the form - client home assessment – external/internal environment

Appendix 1

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:

Phone:

Person completing checklist:

Date: / /

Location: (draw map and attach if needed)

Parking:

Location of door to enter: front side back

Review date: / /

other (describe):

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			

**Checklist: client home environment Checklist: client home environment
Checklist: client home environment**

INSIDE RESIDENCE	YES	NO	COMMENT/ACTION BY
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			
ELECTRICAL/GAS	YES	NO	COMMENT/ACTION BY
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)			
EQUIPMENT	YES	NO	COMMENT/ACTION BY
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			

BATHROOM/TOILET	YES	NO	COMMENT/ACTION BY
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			

KITCHEN	YES	NO	COMMENT/ACTION BY
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			
LAUNDRY	YES	NO	COMMENT/ACTION BY
Workspace organisation - Uncluttered - Benchtop good height			
Drainage - Non-slip floor surface - No build-up of water			
Water temperature - Appropriately controlled			
Ventilation - Adequate			
BEDROOMS	YES	NO	COMMENT/ACTION BY
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			
LOUNGE	YES	NO	COMMENT/ACTION BY
Workspace organisation - Uncluttered work area			
Furniture position - Height adequate to work from; - Stable			
HAZARDOUS SUBSTANCES	YES	NO	COMMENT/ACTION BY
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			
OTHER ISSUES	YES	NO	COMMENT/ACTION BY
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)			

Use the DVD Bedrooms



Group exercise

1. Identify the hazards using observation - Compare with the checklist tool Appendix 1

Using the DVD Laundries



Group Exercise - Developing Safe Working Procedures

1. Identify the key risks involved when assisting a client with their putting out garbage/ hanging out the laundry/ washing up using the form provided

Play the DVD with these sections allocate different task to each group – you may need to add extra tasks – refer to Appendix 2

Session 5: Hazards and risk control and review

Time frame

45 minutes

Aim of Session

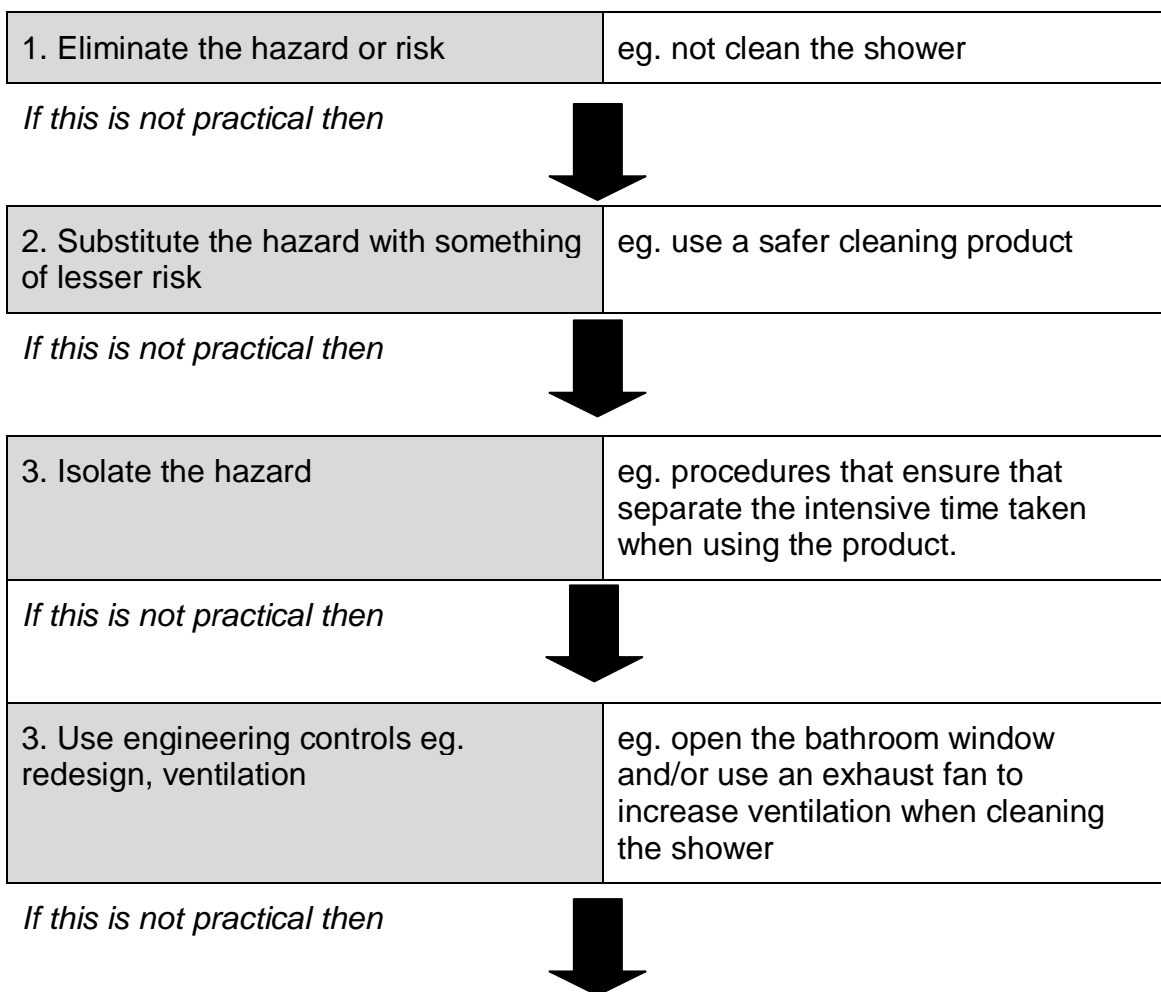
- To discuss assessment of risk and its application
- To provide practical application and discussion on risk assessment

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

Discuss: Specific areas such as

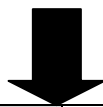
- **Hierarchy of controls:**
- **Provide the following example:**

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 hazards¹
- **Discuss the CASE STUDY - example²**

Group Activity

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



Identify four hazards

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

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

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

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 1.5 hours

Aim of Session

- To discuss challenges and issues for co-ordinators when providing care and services in the community
- Discuss clarify key OHS hazards in the community
- To discuss specific hazards that the direct care worker encounters whilst working in the community which need to be managed by coordinators

Audiovisual: PowerPoint presentation: Challenges in hazard and risk management

DVD- Community Care identifying hazards

Discuss: Specific areas such as

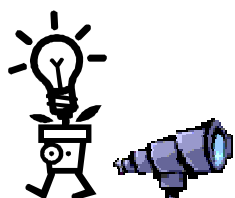
- **Manual Handling –**
- **Workplace Violence/Personal Safety and Security**
- **Personal safety and security in the community services sector**
Issues to consider include:
 - isolated work locations
 - pets – vicious, biting, mistreatment
 - firearms – security and licences
 - client/family Smoking and direct care worker smoking
 - driving/ deadlines
 - aggressive or unacceptable behaviour

Discuss Sample Assessment of Risk³



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

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




Group Activity Using the DVD

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

Also refer to Appendix 1 3.20 Checklist: working off-site safety & security


- Psychological injury and Work related fatigue⁴
- Slips, trips and falls

-  - Working with chemicals

How do you manage chemicals stored in the home?

Electrical Safety

Infection control⁵

-  What control measures do you have in place for staff?



Play the PPE DVD (optional)

- **Food safety – mainly for information only**

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?

⁴ The Community Services Safety Pack - A Guide To Occupational Health & Safety - 2004
www.workcover.nsw.gov.au

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



What are the solutions?

What are the outcomes?

Outcome

- Case coordinator assured Mr Brown on several home visits about the level of staff training to ensure their competence in completing the tasks and the care of his wife.
- Education on acceptable and unacceptable duties and manual handling policies and the importance of using any prescribed equipment for the safety of client and staff.
- Assessment of Mr Brown's needs and eligibility of a CACP for himself allowing a double package to be introduced into the home.
- CACP for him to address social needs and shopping at present time, when the visits started it was noticed a decrease in Mr Browns behaviour, not confrontational or aggressive. It was assessed that a male carer would be more suitable and this gave him the opportunity to talk and interact one on one.
- Case coordinator felt that Mr Brown might have been jealous of the attention that his wife was receiving and although carers had been friendly and interacted with him initially that was beginning to stop due to his ongoing behaviour and he was feeling 'left out'.
- Once his CACP had been established and ongoing education about the need for assistance for both to remain in own home and ongoing education about guidelines there were no further issues. Case coordinator needed to be more involved with clients and in continual contact, the more information given to Mr Brown he felt he was part of the coordination of the packages and still in control of who comes and goes in his house.⁶



Discuss issues relating to non-compliance with safe work practices



A care worker tells you that a more experienced staff member has told them not to use the lifter machine which is the manual handling requirements for the client?

⁶ nina Whitehead
St.Lukes Homecare
case manager/OT



Consider training needs for staff on OHS and risk management
Select one type of staff member and identify training needs for the staff member

Note the exercises can be used based on time limits and may be adjusted depending on size of group

Closure

Time Frame

10 minutes

Introduction

In the wrap of the day, 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.