



Contractors & Tradespersons Handbook



LOWER BURDEKIN HOME FOR THE AGED SOCIETY

“Working Together to Provide Excellence in Care Everyday”

Ayr

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Ayr Qld 4807

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Home Hill

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Company Information:

Facility Owner	Lower Burdekin Home for the Aged 9A to 27A Chippendale Street Ayr Qld 4807 Phone: 07 47 830 100
Facility Management & Contacts	General Manager Mr. Jim Collins – 0407 219 420 Facility Manager / DON Mrs. Helen Davey – 0404 099 663 Food Services Manager Mrs. Narelle Peach – 0418 182 149
Workplace Health & Safety Advisor (WHSA) Fire Safety Advisor (FSA)	Deana Murray Phone: 07 47 830 100 / 0427 019 120 Email: d.murray@lbha.org.au Fire Safety Advisor Course NSCA Townsville Expiry Date: 02/2019 Licence Number: 008925
Facility Construction	Ayr - Composite materials: - Block brick, Asbestos, Clay brick, Timber, Gyprock, Colour Bond and Tile Roofing Home Hill - Composite materials: - Block brick, Clay brick, Timber, Gyprock, Colour Bond and Tile Roofing

Philosophy:

The goal of Management and staff of the Lower Burdekin Home for the Aged Society is:

“To enrich life for our elderly residents by providing opportunities through quality health and residential services, in partnership with the individual, family, friends and community, to make aging a meaningful part of life. The Lower Burdekin Home for the Aged offers services which encompass the areas of health promotion, treatment and rehabilitation to allow residents an optimal health status.”

The Lower Burdekin Home for the Aged Society is committed to achieving and maintaining accreditation through provision of continuous quality improvement.

Objectives:

1. To foster an innovative attitude, which enables us to be flexible and responsive to the aged residents and relative’s needs.
2. To value the individual by promoting personal freedom, right of choice and independence.
3. Provide holistic care within an environment which is home like and secure enabling residents to age with dignity.
4. Promote activities that foster integration with other residents that would enhance positive outcome.
5. To continually encourage the development of expertise and skills in our employees.
6. To create and promote harmonious relationships between Management, residents and staff.



Disclaimer:

Safety is everybody’s business. This document is presented as a guide and is to assist the Contractor with their OHS responsibilities to ensure a safe working environment is preserved in a shared workplace.

The primary purpose of this document is to communicate pre-existing site practices and what we regard as the most relevant Policy and Work Practices so that these are acknowledged and incorporated appropriately into the Contractor’s own hazard and risk assessments and responses.

At no time is the contractor relieved from their duty of responsibility to the safety of themselves, their subordinates and staff, LBHA residents and LBHA staff, visitors and guests.

General Safety

Contractors and Tradespersons who are engaged by Lower Burdekin Home for the Aged are responsible for:

- Completing the sign-in, sign-out register located at reception and reporting to the relevant Supervisor prior to commencing work.
- Fulfilling the duties of Person Conducting the Business or Undertaking (PCBU) for their own operations
- Identifying all high-risk work associated with their activities and ensuring safe work methods are implemented and communicated to Management of the Lower Burdekin Home for the Aged
- Comply with the duties under the Work Health & Safety Act 2011 (Section 28 –Duties of Workers) as listed below:
- Follow all safety policies, procedures, site rules and requirements of the Lower Burdekin Home for the Aged.
- Comply with the WHS Management Plan
- Comply with any direction given to them by the principal contractor / management
- Ensure they have the correct tools and equipment and these are in a serviceable condition for the task
- Ensure that the site being worked on is secured at all times for the safety of residents, staff and visitors
- All work must conform with safety and design standards of Lower Burdekin Home for the Aged Society and be completed to the satisfaction of the responsible Manager.

All Contractors and Tradespersons must abide by the Lower Burdekin Home for the Aged Society’s Safety Policies and General Safety Instructions during their time on site. Policies most frequently requested are:

Policies

- Smoking Management Policy
- Drug & Alcohol Policy
- Infection Control Policy
- Confidentiality Agreement Policy
- Grievance Resolution Policy
- Compliment & Complaint Handling Policy
- Kitchen Entry Policy
- Noise Policy
- Work Health & Safety Policy
- Elder Abuse Policy
- Workplace Bullying Policy

Plans/ Registers

- WHS Management Plan
- Drug & Alcohol Management plan
- Food Safety Plan
- Asbestos Register



Asbestos

The Society has Asbestos containing material at the **Ayr facility only** governed by an Asbestos Register and related work instructions. Contractors must adhere to the register and make themselves familiar requirements. A register is kept at Reception in the Ayr facility for areas containing asbestos, all safety measures must be in accordance with the relevant legislation.

Contractors and Tradespersons should supply their own screens and signage.

Accident / Incident

All accidents and near misses must be reported immediately either to the nearest Registered Nurse or Management, and you will be issued with an accident / incident form to be completed. Where injury occurs onsite the Contractors and Tradespersons will be given general first aid by Registered Nursing staff. If injury requires more than general first aid they will be advised to seek medical advice from their GP.

Nothing in this provision will stop an individual seeking immediate treatment – any doubt call '000'. All Contractors & Tradespersons will be required to co-operate in the full in any subsequent investigation.

Compliments / Complaints / Suggestions

LBHA welcomes all feedback, any Contractor or Tradesperson wishing to make a complement/complaint/suggestion, please go to reception and request a CSC form. Please return completed form to reception.

Any complaints received in relation to Contractors or Tradespersons will be dealt with by Senior Management.

Confined Space Entry

Any works to be carried out in the ceiling space or roof must be notified to Management and authorization gained prior to entry. A support person must be present at all times the space is being accessed. Management must be advised as soon as works are completed.

Deliveries

Ayr - All deliveries must be delivered to the rear loading dock or reception. No item is to be left without an appropriate LBHA staff member confirming receipt. If delivering to the rear loading dock there is a bell to attract the attention of administration staff who will accept and sign for the deliveries. Deliveries will only be accepted in office hours 8.00am to 4.00pm Mon to Fri.

Home Hill - All deliveries should be delivered to reception during office hours 7.30am to 3.00pm Mon to Fri. No item is to be left without an appropriate LBHA staff member confirming receipt. Delivery agents may be directed to the facility's loading dock with large items and as such should not be unloaded until delivery location is confirmed.

Drug & Alcohol

All principal contractors are responsible for ensuring their staff abide by the LBHA Drug and Alcohol policy whilst onsite.

The facility Management reserves the right to request any person who is, or is suspected to be, under the influence of alcohol or drugs, to leave the facility immediately and may be required to undergo further testing at their own expense before being admitted back onsite in accordance with the facility Drug and Alcohol Management Plan (DAMP).



Facilities Policies and Work Instructions

Facility Policies and Work Instructions are available on request from Management or Society's Workplace Health & Safety Adviser.

Fire / Emergency

LBHA maintains a high standard in relation to fire / emergency safety. To ensure the safety of all staff and residents please do the following:

- Turn off all electrical equipment when not in use.
- Do not leave rubbish or any other flammable items laying around or stored near any equipment that produces heat.
- Contact the WHSA/FSA to have alarms isolated if work causes excess dust, fumes or smoke to prevent unwanted alarms. Report back to WHSA/FSA when work is finished to have alarms deisolated.

What to do if Contractors or Tradespersons see evidence of a fire, smoke or potential emergency:

- Immediately assess and report to the nearest staff member
- Actual suspicion of a fire / emergency – ACT and call "000" confirming emergency and your location.

Contractor or Tradesperson are to find and raise alarm with the nearest staff member who will activate the alarm in their area.

Contractor or tradesperson are to give details of emergency to LBHA staff:

- Location
- Type of emergency e.g. flames, smoke, explosion etc.
- Number of workers onsite
- Action taken (if any)
- In the event of an emergency and the need to evacuate the area, visitors and contractors must obey the directions of the Chief Warden.

First Aid

LBHA provides first aid facilities for all Contractors and Tradesman.

- First aid stations are identified by signage.
 - **Ayr** facility treatment room in either Nursing Home or Hostel sections.
 - **Home Hill** facility in the treatment room at the main nurses' station.
- The first aid officer is the Registered Nurse / EN on duty at both facilities.

Please inform the First Aid nurse if you are allergic to any medications, antiseptics, tapes, etc, prior to treatment.

Forklift Trucks

Only licensed forklift drivers are permitted to operate forklifts machines on site. Current certificate/s of competency and/or licenses must be held by operation in occupations prescribed under the Work Health & Safety Act 2011 before work commences in a prescribed occupation.

Management or WHSA may demand to sight proof of currency in a prescribed occupation at any time, and has authority to shut down any work/s where the operator/ Contractor/ Tradesman is found not to be current in the prescribed occupation.



Hazardous Substances

Safety Data Sheets (SDS) are kept onsite for all chemicals stored and in use by LBHA. Any hazardous chemicals being used onsite by contractors or tradespersons must be accompanied with a SDS and reported to the WHSA.

Housekeeping / Foreign Materials

Housekeeping shall be an integral part of the work being performed onsite. All areas are to be kept clear of obstructions where possible. All equipment is to be cleared from the area when not in use, if needed for a prolonged period of time, the area is to be barricaded or secured for resident and staff safety.

We are a Health Care Facility and it is essential that every precaution is taken to prevent any foreign materials finding its way into our residential / work environment. All welding slag, metal filings, or other foreign materials must be cleaned up and removed before handing the area over to management or to other operating functions.

Infection Control

Contractors and Tradespersons must follow Infection Control Guidelines at all times. Hands are to be washed or hand gel used when signing in and when signing out of the facility. Food Safety Plan Guidelines need to be followed when working in any of the facility kitchens. **BEFORE** commencing work in any facility kitchen, report to the Food Services Manager (if FSM not available to report to the head Cook)

Important at all times- upon entry to the kitchen hairnets must be worn, hands washed when working in kitchens.

If any Contractor or Tradesperson have Influenza Like Illness (ILI) systems they will not be permitted in Kitchens or resident areas. Face masks may be required to be worn to prevent the spread of flu to our residents and staff.

Manual Handling

When working anywhere on Society property, Contractors and Tradespersons should ensure appropriate assessment is made prior to moving any item.

Other Safety Issues

Contractors and Tradespersons must warn Management, before commencement of work, or any task that may cause nuisance or concerns to Staff / Resident Health & Safety e.g. painting, use of some adhesives, fumes or dust, lighting, noise.

Protective Measures / Personal Protective Equipment (PPE)

All Contractors and Tradespersons must assess their job and environment for hazard and risk. In all cases the Contractors and Tradespersons must account in their assessment for any impact on our residents and confirm their proposed activity with Management prior to commencing work, particularly if requiring disruption to Society utility services.

The Contractors and Tradespersons are responsible for providing safety consumables associated with their activity e.g. provide appropriate clothing and safety equipment to carry out contracted operations. Any safety equipment used such as eye, head, hearing, respiratory, hand, foot, heat and welding protection must conform to Australian Standards and be worn.

Protection of other employees and products must be carried in accordance with the standards, company policies and account for the direction of the Management as appropriate.



Secured Dementia Areas

The following requirements are to be followed for all works being conducted in secured dementias areas:

- Report to staff in unit prior to commencing any work
- All doors/gates are to be closed at all times and not held open (if required, do not leave unattended)
- All tools are not to be left unattended and picked up and put away when not in use
- Report to staff prior to entering a resident's room
- Do not let any persons out of the unit, direct all persons back to staff
- If fence panels or gates have been removed, ensure they have been correctly secured prior to leaving the site.

Smoking and Other Tobacco Products

State Government has legislated that smoking is banned anywhere on Residential Aged Care facilities or within 5 meters of the boundary. The Society's Policy is "No Smoking" and no outdoor smoking places are provided.

All contractors, their employees and associated tradespersons will be required to respect the law as it applies and the Society's Policy. You are not permitted to smoke on Society property or within the 5 meters of any boundary. Fines apply under the Legislation.

Contractors in breach of this Policy will be in breach of their contract.

Temporary Electrical Lighting and Power Circuits

All temporary electrical circuits should comply with the Code of practice for Temporary Electrical installations on Building and Construction Sites. All electrical cords must be positioned safely, when in use, to prevent a tripping hazard for staff and residents.

Please Note:

Both Ayr and Home Hill have power generators which will start automatically in the event of an external power outage, both generators have RED emergency stop buttons located on the outside.

Both Ayr and Home Hill have solar power generating units which remain live even when isolated.

Theft

Anyone taking material, foods or any other property belonging to the Society or its employees will be prosecuted.

Vehicles / Parking

All Persons using any of the facility driveways or car parks should be aware that aged persons may be walking in these areas and to drive slowly.

Ayr facility – Contractors and Tradespersons are asked to park vehicles in the Tradesperson Car Park at the back of the facility.

Home Hill facility – Contractors and Tradespersons are asked to park vehicles near laundry. Parking anywhere along the front entrance driveway is prohibited except for emergency vehicles. (Ambulance, Fire Service and Police)



Welding

No cutting or welding may commence without authorization from Management. This is to prevent contamination and fire risks and to enable staff and residents to be relocated if necessary to another area. Site checks before and after welding must be carried out. Fume extraction systems must be installed if welding in confined spaces and a support person must be present at all times.

Summary

Contractors and Tradespersons are reminded of all their duties under the Work Health & Safety Act 2011, but especially:

Section 28: -

While at work, a worker must—

- (a) take reasonable care for his or her own health and safety; and
- (b) take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons; and
- (c) comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with this Act; and
- (d) co-operate with any reasonable policy or procedure of the person conducting the business or undertaking

References:

- Work Health & Safety Act 2011 and subordinate Legislation
- Lower Burdekin Home for the Aged Work Health & Safety Policy
- Hazardous Manual Tasks Code of Practice 2011

Thank you for taking the time to read this safety booklet.

Please feel free to approach the Workplace Health & Safety Advisor or Management to explain any areas that require clarification for your business.