IVC EVIDENSIA

Colleague Health and Safety

Keeping you safe in your work place

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FOLLOW THESE RULES AND STAY SAFE

Health and Safety Handbook
Introduction

This handbook is produced in accordance with relevant Health, Safety and Welfare at Work legislation and Veterinary Guidance. We hope this handbook is a 'user friendly' guide for all colleagues. However, health and safety is a serious matter and this handbook is designed to complement the group's Health and Safety Management System. All colleagues must take the time to read and understand our Health and Safety documents. The Health and Safety Management System is available on the company intranets Health and Safety Pages. This handbook will be revised in line with any changes to the Health and Safety management system and government regulations/guidelines. All colleagues will be given a copy of this handbook, which you should read, understand and sign.

Health and Safety at Work Act
Legal Requirements

It is the employer's responsibility to ensure the health, safety and welfare at work of all colleagues. In addition, it is the responsibility of your line manager to make necessary arrangements to ensure the health, safety and welfare at work of all colleagues for which they are responsible. Please read our Health and Safety Policy which provides a summary of our approach and commitment to Health and Safety within IVC Evidensia. We have put in place a safety management system which is available to all colleagues. You must ensure that you are familiar with the relevant sections of the management section.

General requirements

Environment

The place in which you work should:

- Be a safe, clean and comfortable place.
- Have good ventilation with a source of Fresh or Purified' air.
- In the case of an office, it should attain a minimum legal temperature of 16°C after the first hour.
- An ideal temperature is between 18°C and 20°C but should not be higher than 27°C.
- Lighting should be good and appropriate and sufficient for the job.
- Space – everyone should have adequate working space. Contact the IVC Evidensia Health and Safety Team for further clarification if required.
  If you have any concerns, please raise them with your line manager or Area Support Manager.

1. Accident / Hazard reporting

Any accident/incident or hazard must be reported immediately

You should:

- Contact the nearest First Aider –you will be advised of the first aider during your induction.
- Make safe any equipment involved where safe to do so.
- For emergencies contact the Local H&S Representative, Clinical Director or Practice Manager during normal working hours or the emergency services at any other time.
- Inform the IVC Evidensia Health and Safety Team and your Area Support Manager if either the accident has caused the injured party to attend hospital and/or in the event of a dangerous occurrence that is reportable to relevant governing authority.
- As soon as immediate action has been carried out, the accident/incident must be reported by a colleague present using our online accident reporting software.

2. Anaesthesia

Anyone involved in Anaesthesia must read the Procedure and Risk Assessment for Cylinders and for Anesthesia

Except in emergencies, anesthetic gases shall only be used in designated areas.
There are risks associated with anaesthesia during pregnancy.
Members of the team must inform their line manager as soon as they suspect they may be pregnant and a pregnancy risk assessment should be completed.

3. Asbestos

Where the practice has identified the presence of asbestos containing materials (ACM's)

A copy of the asbestos management survey shall be made available in the reception area if required. Colleagues may consult the document at their convenience.
Contractors are required to sign documentation to say they have seen and read the asbestos report.
Typically colleagues are not at risk from exposure to asbestos as we do not carry out maintenance activities which may cause the disturbance of such materials.
Consult the group Asbestos policy and speak to the IVC Evidensia property team before undertaking any work to buildings where asbestos may be present as a special asbestos refurbishment survey may be required. If in doubt, please seek professional advice before undertaking any work.

4. Legionella

In accordance with our Legionella Policy and to comply with our legal duties, the nominated H&S Representative should complete a risk assessment to identify and assess sources of legionella risk. This includes checking whether conditions will encourage bacteria to multiply. For example, if the water temperature is between 20–45 °C, if there is a means of creating and disseminating breathable droplets, such as the aerosol created.

Key risk areas include:

- Water systems not used for long periods.
- Cooling towers.
- Evaporative condensers.
- Certain air conditioning units.

5. Competent Person

The role of the competent person is fulfilled at a local level by the nominated Local H&S Representative as appointed by the Clinical Director or Practice Manager.

IVC Evidensia is assisted by the internal Health and Safety Team and nominated external safety advisors if required.

Contact Email: H&S@independentvetcare.co.uk

6. Control of Veterinary Medicines

The use and supply of veterinary medicines is governed by the relevant Government Legislation This 'right to prescribe' has been 'given' to Veterinary Surgeons, and where appropriate SQPs, and can just as easily be taken from us if we abuse or misuse this privilege. We MUST therefore ensure that we fully comply with all the various Rules and Regulations relating to this area of Veterinary practice.

Support Colleague - if you are in ANY doubt regarding the dispensing of medicines seek the advice of a Veterinary Surgeon. The penalties for breaking these terms are very severe.

We are not permitted to prescribe products to be used in humans, therefore: COLLEAGUES ARE NOT PERMITTED TO USE ANY DRUGS ON THE SHELVES FOR THEIR OWN USE OR MAKE SUCH DRUGS AVAILABLE FOR USE BY OTHERS.

7. Consultation with Colleagues

We have produced this booklet because we wish to fulfill and discharge our legal responsibilities. We provide further information for our colleagues on the Group's intranet.
IVC Evidensia may also consult with individuals directly, at team meetings and through the use of emails.

8. Electrical Safety

As outlined in our Health and Safety documents all fixed and portable electrical equipment has to conform to the relevant legislation.
We have nominated a suitably trained and competent organization to carry out the testing of portable electrical equipment and electrical equipment such as plugs, cables etc. are inspected every 2 years. If you have any problems with any of your electrical equipment, PC, plugs, fans etc. you should inform your line manager in the first instance.

You are not permitted to bring any personal electrical equipment in to the workplace without the consent of your line manager and it being subject to a portable appliance test (if appropriate).

9. Fire

Fire prevention is the key. All practices should have a nominated Fire Warden who are required to take a Fire Warden Training Course where you will be taught what to do in case of a fire, the types of extinguishers available and their use. Untrained staff should not attempt to tackle a fire except to aid their escape. Smoking – We have a `No Smoking' policy and this applies to colleagues, students and visitors.

- Paper – We hold a lot of paper in the form of client records and other documentation. Care should be taken that this is stored properly and not next to electrical equipment and/or sources of heat.
- Cleaning fluids, toner for the photocopier or printer are to be stored correctly not near any heat source and disposed of appropriately. For guidelines on this you should refer to the relevant COSHH assessment or seek advice from your line manager.
- Do not overload electrical circuits.
- Materials are not stored as to restrict the airflow through electrical equipment.

Fire action - On your induction you will be made aware of your fire assembly point. You will also be trained on how to raise an alarm via your nearest alarm point. On discovering a fire you should: -

- Sound the alarm. You should familiarise yourself with the nearest call point or other method utilised to raise the alarm.
- Tackle the fire ONLY if you are trained and if it is safe to do so or to aid your escape.
- Leave the building. Take the nearest exit and go to the nominated assembly point.

Fire evacuation procedures

Upon hearing the fire alarm you must: -

- Vacate the building using the nearest fire exit. You should go directly to the nominated assembly point and report to the nominated fire warden.
- Never stop to collect personal belongings.
- Never use a lift.
- Do not run.
- You should NEVER re-enter the building until it is safe to do so and you have been given the 'all clear' by the Fire Marshall or Fire Officer.

Remember you must always vacate the building when you hear the fire alarm, unless you know it's a fire alarm test and you have been advised you can remain in the building. Please ask your Practice Manager when is the regular time for testing the fire alarms.

10. First aid

At least one first aid kit shall be provided and as part of your induction the location of the equipment shall be brought to your attention.
A list of First Aiders should also be displayed on the premises.

If you remove any item from the first aid kit this must be reported to a nominated first aider to record the accident and replenish the kit.

The first aid kit is not to be treated as your personal medicine cabinet and you are not permitted to add additional items to the kit.

Please note: all first aid trained IVC Evidensia colleagues must only administer first aid in accordance with the First Aid Regulations, nothing beyond this – call Emergency Services and leave advanced care to them.

11. Good practice

Good housekeeping is part of having a good safety culture. If you re-arrange your work area, you should always have safety in mind.
You should be aware of the following: -

- Safe storage – shelves should not be overloaded and at a reasonable height. Access to high shelves should be by use of an appropriate step or ladder. You should not over- stretch yourself.
- Do not leave any materials or equipment where people may trip or fall over them.
- Do not use a chair to reach high places, a step stool should be used.
- Hair, jewellery and clothing should be kept away from Photocopiers, Printers and any equipment with moving parts.
- Filing cabinets should be stable and care should be taken when opening and closing the drawers.

12. Laboratory Safety

Suitable Personal Protective Equipment (PPE) should be worn when samples, formalin, or any potentially dangerous substances are being used. Supervisors of colleagues who need to wear protective gloves must ensure that powdered latex gloves are discouraged. The choice of protective glove material will be dictated by the task that the colleague is undertaking. Colleagues must be given information about the potential risk of latex allergy.

Food and drink is prohibited from being taken into or being consumed in laboratories.

After completing tests, any liquid wastes (urine and other body fluids) should be disposed of correctly according to your local protocols (unless instructed otherwise by the vet) and any solids, containers etc. placed in the clinical waste bin provided as specified within the relevant procedures and according to the control measures within the risk assessment.

You should only undertake those activities for which you are considered competent.

13. Lifting and Handling

Care should be taken when lifting or handling heavy or bulky objects. Do not try to lift or move something that is too heavy. Assistance should be sought if the item is too large or bulky. Please consult the Procedures and Risk Assessments relating to specific tasks before undertaking any manual handling. Manual handling training is provided to all employees upon induction via the internal online learning hub accessed via the intranet.

14. Lone Working

It is possible that your activities may result in you being alone in parts of the premises at certain times of the day either due to the number of colleagues on duty or as a result of the activity you are undertaking It is also possible that you may be alone whilst conducting home visits.

We have a duty of care to ensure your personal safety and to do this, your practice must establish suitable procedures. Please refer to the IVC Evidensia policy on lone working which can be found in the Health and Safety Manual.
Where lone working is undertaken on a regular basis, you should consult with your line manager to prepare a risk assessment relating to your activities.
No high risk activity should be undertaken whilst lone working. High risk activities must be identified in the risk assessment process.

15. Office Safety

All office equipment must be in good order and only qualified people should carry out any repairs to any piece of office equipment. Therefore if you see something broken, report it and do not attempt a repair yourself.

Chairs should be at the correct height for you and should be adjusted in line with the workstation, monitor and keyboard. If you have special needs regarding your chair i.e. back problems, you should speak to your line manager regarding purchasing the correct chair for your needs. We have online Display Screen Equipment training available alongside written DSE assessments and guidance within the Health and Safety Management system. You may be referred to the appointed H&S representative or the IVC Evidensia Health and Safety team for assessment, prior to the purchase of any such equipment.

Fax Machines, Printers, Photocopiers or any other office equipment. No one should ever start a machine unless they know how to stop it in an emergency. Any guards and covers should be kept in position unless removed by authorised personnel for maintenance or other appropriate tasks.

16. Personal Hygiene

Personal hygiene is extremely important to reduce risk to yourself as you may be dealing with infectious diseases or other high risk materials as stated in our Bio-security Policy.

Regularly wash hands, especially after handling excreta. Wear protective clothing as appropriate. Keep articles of restraint clean (including baskets and cages) and report any damage to these items to the relevant Local H&S representative. Food is not to be consumed in clinical areas.

Personal Protective Clothing and Equipment (PPE) must be made available in all appropriate circumstances and must be used in the circumstances in which you have been instructed. When Personal Protective Clothing is individually issued, it must be looked after by you and will be replaced as necessary by the Company.

17. Risk Assessments

Risk assessments or their findings (that create safe systems of work) should be shown to you on induction and through training, these may be prepared by the nominated safety consultants, H&S Representative or your line manager. You must ask to see any risk assessments relevant to your particular activities.
You are required to comply with any control measures that are stated on the risk assessment to enable us to comply with our legal obligations and to provide a safe system of work.

18. Substances

For all substances used in the workplace a dangerous substances risk assessment has to be completed. You should familiarise yourself with the contents of any such assessment so you can comply with the required control measures. This may necessitate the need for specific protective clothing, training etc. In the event of any uncontrolled exposure to a substance or spillage, please follow the stated precautions on the material safety datasheet and report the matter to your line manager and / or H&S representative.

19. Training

We provide every colleague with the opportunity to obtain training in a range of Health and Safety aspects. Typically the following courses are available, please refer to the Health and Safety Manual for further information.

- Display Screen Equipment
- Manual Handling
- Fire Safety
- Dangerous Substances
- Slips, Trips and Falls
- Nominated personnel will also be trained in the following:
- General Health & Safety
- First Aid and Fire Warden courses

Other courses should be discussed with your line manager.

20. Radiation

Designated areas for radiography are identified by the trefoil radiation signs on the outside of the doors.

Specific persons are designated to take part in radiography, if you have not been identified as one of these persons you cannot take part or be in any such area whilst radiography is being conducted.

Colleagues are prohibited in the use of the equipment in relation to the x-ray of a colleague or other persons.

Under no circumstance may persons under the age of 18 years of age or a pregnant persons be allowed in to a designated area whilst radiography is being prepared or conducted.

Female colleagues should know of the risks of radiation to the foetus and should advise the local practice Radiation Protection representative or the Practice Manager as soon as they are aware that they are, or may be, pregnant.

Each practice must have a suitably trained nominated in house RPS and has a procedure and set of rules which you must familiarise yourself with if you are to be involved in radiography X-ray equipment should never be used on humans.

21. VDU/ Display Screen Equipment

Your workstation should be set for you. The location of the monitor and keyboard should be so that you body/spine is straight and not stretched unnecessarily. The desk and keyboard should be so that your arms are parallel to the keyboard. This helps to avoid strain on the wrists. Wrist rests are available if required.

Monitors should be free from glare, flickering and noise. Hoods and screen filters can be used to help reduce glare.
Please ensure that your chair is as the correct height for you and is adjusted in line with the workstation, monitor and keyboard.

It is recommended to take a break at regular intervals when working on a lengthy document or a VDU task that takes more than 30 minutes to complete. This does not mean you have to stop working but to change the type of task you do, for example, to undertake some filing, photocopying or other manual task.

Upon employment with the company, if you are identified as a 'DSE User' you are required to complete a workstation assessment and submit this to the Local H&S representative or Practice Manager. In the event that you require assistance you should in the first instance contact your line manager who may then refer you to our H&S team.

22. Waste Procedures

The practice employs the services of a professional waste contractor to deal with all aspects of our waste streams including clinical, general, glassware and sharps. Waste is to be placed in the correct receptacle (bin or bag) in accordance with the local arrangements.

Placing the waste in the incorrect bin or bag could render the practice liable to a fine so please be diligent in this respect.

Additional information relating to the management of waste is detailed within our health and safety management system.

H&S Team Contact

IVC Evidensia Health and Safety Support Team:
H&S@Independentvetcare.co.uk

Colleague Acknowledgement

Name: _____

Position: _____

I have read and understood the requirements of the Company's Health & Safety Policy and agree to comply with the responsibilities and safe systems of work contained therein; in addition to my responsibilities as a colleague.

I understand that failure to implement / comply with the policy may render me liable to disciplinary action and could also lead to prosecution by the Enforcing Authority where my acts or omissions contravene existing legislation or best practice.

Signed: _____

Date: _____

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