



## Health and Safety Policy

The welfare of all those connected with or affected by the activities of Ivybridge Caring are very important to us.

This Health and Safety Policy has been produced, not only to comply with the legal obligations imposed upon us, but equally importantly to address the moral responsibility we have in this respect.

However, a policy can only be effective if everyone is familiar with the contents – understands what is required of them, individually and collectively – and observes the essential guidelines.

They are there for our universal benefit and protection and, used properly, they should provide a framework in which we can all operate safely and securely. Whilst specific responsibility for Health and Safety rests with the Trustees, it is expected that everyone who is part of Ivybridge Caring will accept that they each play an important role in ensuring that the policy is adhered to. To remain relevant and effective, policies need to develop over time to meet changing circumstances and the Trustees welcome the valuable input to this process which could be provided by those engaged in our activities.

### CODE OF SAFETY CONDUCT

Your safety is paramount to us. In order to achieve a safe culture within the organisation, volunteers must follow the health and safety rules and guidance of the organisation. In particular you should:

- Never undertake duties outside your role as a volunteer without consulting your Coordinator. If you are unclear then check first – telephone 07791 239357
- Never attempt to carry out work of a dangerous nature
- Never be afraid to question or report the use of equipment or practices which could lead to injuries
- Ensure that you understand and follow the health and safety instructions given. Ivybridge Caring assess every aspect in carrying out your role and the measures taken to combat or minimise the risks to your health and safety.
- You must report all accidents either to your client or yourself, including near misses, no matter how trivial. It is essential that your Coordinator is aware of all incidents so that appropriate measures can be taken to ensure your safety.
- Notify your Coordinator without delay if you spot a hazard whilst undertaking your role which has not been addressed with you.
- Attend training events updating health & safety advice

**Mobile: 07791 239357**

**E-Mail [info@ivybridgearing.co.uk](mailto:info@ivybridgearing.co.uk)**

**Registered Charity No.1135960**

- Follow the guidance on lifting at all times
- Always report a change of circumstances, either involving the client you are supporting, or involving yourself, which could impact on your role.

## **FIRST AID AND ACCIDENT REPORTING**

### **ACCIDENT REPORTING**

All accidents, however minor, must be reported to your Coordinator who will complete an accident report form (near misses, potential hazards and any damage must also be reported immediately)

All accidents (near misses, potential hazards and damage) will be investigated by your Coordinator who will take responsibility for ensuring that corrective action is taken where appropriate to prevent a recurrence. The Trustees responsible for health and safety will notify the appropriate authorities where necessary.

If a serious accident occurs whilst working with a client, call the emergency services.

### **INFECTIOUS DISEASES**

If a volunteer is aware that he/she has an infectious disease, it should be reported in confidence to their Coordinator who will consider whether any extra special measures are necessary to ensure the health and safety of the volunteer and the clients. The disclosure of an infectious disease will not of itself preclude the volunteer from acting as a volunteer.

If a client has an infectious disease this information will only be disclosed to the volunteer if it is felt that the volunteer needs to know, to ensure the health and safety of the volunteer which cannot be reasonably met without disclosure. Any disclosure will be discussed and agreed with the client.

All volunteers must be familiar with and adopt good hygiene practice to minimise the risk of spreading infection. In order to minimise risk of infection spread.

### **MOBILE PHONES**

#### **IT IS ILLEGAL TO USE A MOBILE PHONE WHILST DRIVING**

Use of a mobile phone with a hands-free facility is also not recommended as it can cause a distraction.

### **PERSONAL SAFETY**

We do all we can to ensure you are never exposed to risks. Volunteers should always give priority to their own personal safety. Ivybridge Caring assess all clients and their homes

taking into consideration any possible 'risk situations' i.e. smokers, dogs  
If the volunteer feels in any difficult situation they should telephone 07791 239357 and use the word SUNSHINE to alert that a situation has occurred.

## **GUIDELINES FOR VOLUNTEERS**

### **Your personal safety is paramount**

- If in any doubt about a situation – walk away.
- Never stay in a situation where you think you may be at risk.
- Do not give your home address or telephone number to clients
- Do not give out Coordinators or volunteers telephone numbers or addresses

### **WORKING ENVIRONMENT**

- A clients home can never be entirely free of hazards but an awareness of the importance of safety matters, together with care and consideration can reduce risks to a minimum.
- Your Coordinator will highlight any specific hazards observed within the home prior to your visits, such as difficult paths/drives or smokers.

**Animals** - You will be advised prior to being introduced on your initial visit whether or not there is a possibility of contact with animals during your visits. If this is a matter of concern to you then you will not be placed with the client. Where a volunteer is happy to visit a client who has animals it should be made clear to the client that although the volunteer is happy to visit, animals should still be controlled and if necessary placed in another room during the visit. Be aware that pets may be unpredictable. Not all pets appreciate being patted and stroked!

### **LIFTING AND HANDLING LOADS**

We do not expect our volunteers to lift or shift heavy objects. If you are asked to lift an item please report to your Coordinator.

### **TRANSPORTING CLIENTS**

It is your responsibility to ensure that your motor vehicle is roadworthy and that you are properly insured to transport clients.

**NB: Volunteers need to notify their insurers if they use their car for Ivybridge Caring business, whether or not they carry a client.**

- It is essential that all passengers are secured by a seat belt. You must comply with the law concerning seat belts:
- Please **do not** transport children as there are extensive guidelines governing this

### **LONE WORKING POLICY**

- Always carry a mobile phone
- If your plans change, inform someone as soon as possible
- We do not expect volunteers to visit after 6.00pm
- Do not make impromptu visits
- In the unlikely event that you are in a difficult situation whilst visiting a client call the Ivybridge Caring mobile – 07791 239357 and use the code word ‘sunshine’ i.e ‘Hello sunshine’ to alert that you need assistance

## **MATERNITY**

If you become aware that you are pregnant, please advise your Coordinator of your condition. Such information will be treated in the strictest confidence. Your Supervisor will assess what adjustments, if any need to be made to your volunteering role to ensure that any additional health and safety issues are addressed.

## **FIRE**

On discovering a fire, you should:

- Leave the building as quickly as possible.
- Call 999
- Do not re-enter the building until advised by the Fire Service that it is safe.

## **STRESS**

Volunteering can be very rewarding. It can also on occasion be stressful.

If you are distressed or upset following a client visit then do discuss your feelings with your Coordinator who is there to support and help you. Call the IC mobile number – 07791 239357 at any time.