

Guernsey Voluntary Service LBG ('GVS' and 'the Company')

Health & Safety Policy

Statement of Intent

It is the policy of the Company to ensure that it fulfils its statutory duties under the Health & Safety at Work (General) (Guernsey) Ordinance, 1987, ensuring, so far as reasonably practicable, the health, safety and welfare of all persons employed by the GVS, volunteering for the GVS, using the services of the GVS or otherwise visiting the premises of the GVS.

In particular, it is acknowledged that this includes:

- a. Providing and maintaining plant, vehicles and systems of work that are, as far as reasonably practicable, safe and without risks to health
- b. Ensuring, so far as reasonably practicable, safety and absence of risks to health in connection with the use, handling, storage and transport of articles and substances
- c. Providing information, instruction, training and supervision to ensure, so far as reasonably practicable, the health and safety at work of employees and volunteers; and
- d. Providing and maintaining a working environment for employees and volunteers that is, as far as reasonably practicable, safe and without risks to health, and which provides adequate facilities and arrangements for the welfare at work of employees and volunteers.

Responsibilities

Responsible Persons

The following employees are responsible for Health & Safety in the respective areas indicated below:

Jubilee Social Club, including office, garden, all employees located there, and GVS minibuses used for transport of clients of Jubilee and The Russels Social Clubs: Cheryl Lowe, and Sarah Baker in her absence

The Russels Social Club: Niki Martin, and Simon Charlwood in her absence

Meals on Wheels: Ruth Falla, and Sharon Williams in her absence.

The Responsible Persons above have responsibility in their respective areas for:

- Promoting health and safety awareness amongst employees and volunteers
- Providing employees and volunteers with the necessary information, instruction, training and supervision
- To the best of their ability, ensuring all employees and volunteers have a safe place to work
- Acting immediately upon any observed or reported breach of the safety rules
- Encouraging employees and volunteers to identify and report any hazards or risks that may require attention
- Arranging for any health and safety training that is needed, and reviewing the health and safety training needs at regular intervals
- Assist any visitors in complying with company policy regarding accident reporting, whilst on the Company's premises.

- Reporting any accidents, near misses or dangerous occurrence to the GVS Manager and completing the Accident Book as required
- Ensure that all employees know the location of the Accident Book for their area
- Seeking the advice of external specialists as and when required

Each of the Responsible Persons report to the GVS Manager, Mandy Le Bachelet, who has overall responsibility for the Health & Safety Policies of the Company.

The GVS Manager has responsibility for:

- To the best of their ability, ensuring that the Responsible Persons carry out their Health & Safety responsibilities
- ensuring that, where appropriate, appropriate health and safety rules and safe working practices are developed, formalised and implemented
- health and safety rules and working practices are brought to the attention of all employees and volunteers
- maintaining a safe working environment and adequate welfare facilities
- encouraging employees and volunteers to identify and report any hazards or risks that may require attention
- where necessary investigate accidents, near-misses and dangerous occurrences and evaluate practical means of avoiding a repeat of an occurrence
- reporting to the Board of Directors on the effectiveness of Health & Safety Policy

Responsibility of Employees and Volunteers:

Employees and volunteers have a responsibility to comply with the Company's Health & Safety Policy. They must:

- take reasonable care of themselves, other employees and volunteers, clients and visitors to the GVS when working/volunteering, whether on GVS premises or outside them, including anyone who may be affected by the acts or omissions of the employee or volunteer
- understand, obey and use the safety rules and practices relating to their work
- keep all equipment belonging to the company in a clean, tidy and safe working condition, use it only for its intended use and in line with the manufacturer's recommendations and instructions for use
- know the location of the accident book in their area and report all accidents, even if no-one was injured, and report any first-aid equipment used from the first-aid box
- wear any safety clothing they are requested to wear
- report to the appropriate Responsible Person any defects in equipment (including vehicles)
- draw attention to the relevant Responsible Person any significant safety risks
- bring forward any constructive suggestions about ways of eliminating hazards, and improving the Company's standards of health and safety
- take all necessary steps to enable the Company's Health and Safety Policy to be implemented in an effective way.

Arrangements

The actions that will be taken to ensure compliance with health and safety are as follows:

- a. risk assessments shall be completed by the Responsible Persons for their particular areas and actions arising out of those assessments shall be implemented where necessary. Where working habits or conditions change, risk assessments shall be reviewed, and in any case they shall be reviewed at least annually.
- b. Completed risk assessments will be discussed by the Responsible Person and the GVS Manager and the final agreed version signed off by the GVS Manager. The urgency of any actions arising from the completed risk assessments will be agreed with the GVS Manager and prioritised accordingly.
- c. Employees and volunteers shall be given appropriate health and safety inductions and provided with training and appropriate personal protective equipment where necessary.
- d. All relevant and necessary signage on the GVS 's premises for the protection and safety of employees, volunteers, clients and visitors will be displayed clearly and updated as necessary. Escape routes shall be well signed and kept clear at all times. Evacuation plans and procedures will be tested from time to time and updated as necessary.
- e. Implementation of systematic safety inspections and testing of the Company's equipment, plant, machinery and vehicles will be undertaken and any necessary action carried out promptly where problems or defects are uncovered.
- f. Site specific health and safety procedures will be maintained by the Responsible Persons and kept under review.

Procedures

1. ACCIDENTS

This section outlines the procedures which are to be adopted when any client, employee, volunteer or visitor suffers an accident whilst on site or carrying out a duty off site. The same principle applies when a near-miss or dangerous incident occurs.

Accidents are unplanned events which cause injury to persons, damage to property or a combination of both. Examples include: cuts, bruises, fractures, falls, effects of exposure to substances, damage to property.

Near-misses are unplanned events which do not cause injury or damage, but could have done so. Examples include: items falling near-by to any client, employee, volunteer or visitor, short-circuits on electrical equipment, tripping over objects.

Employees and volunteers are asked to note that the most frequent accidents occur due to slips and trips. They are asked to read and adhere to the GVS advice sheet on avoiding slips and trips.

Actions in the event of an accident

- a) Obtain treatment for the injury from a first-aider or other appointed person.
- b) Clear away any debris following the incident where this is necessary to safeguard other personnel in the vicinity (except where the accident resulted in a major injury, in which case the scene should be left undisturbed until advised otherwise by the enforcing authority).
- c) Inform the relevant Responsible Person of the incident so that they can enter details in the accident book
- d) The Responsible Person should inform the GVS Manager of the incident so that they can arrange for an investigation can be carried out.

Trained First Aiders

Jubilee: Cheryl Lowe

The Russels: Joy Le Page

The Accident Book

- a) All accidents must be recorded in one of the Company's two accident books by the relevant Responsible Person. One accident book is held in the office at the Jubilee Social Club for the purposes of accidents occurring at that site or during Meals on Wheels duties, and the other is located in the office at The Russels Social Club.

In the event that the Responsible Persons and their deputies are unavailable, any employee may record the details in the accident book, but preferably a member or employee who witnessed the accident if possible. The person who completes the accident book could be the person who suffered the accident.

- b) A copy of the report of the accident is to be provided to the GVS Manager as soon as possible after it has been logged in the accident book.
- c) Entries in the accident book will be regularly reviewed to ascertain the nature of incidents which have occurred in the workplace. This review will be in addition to an individual investigation of the circumstances surrounding each incident.
- d) All near-misses must be notified to the appropriate Responsible Person as soon as possible so that action can be taken to investigate the causes and to prevent recurrence.
- e) The accident book must be retained for at least three years from the last date of entry.

Details to be recorded:

- a) the date and time of the incident.
- b) the full name and address of person(s) affected.
- c) the person completing the entry if different from the above.
- d) Occupation and status of person(s) affected (i.e. employee/volunteer/client or if a visitor the company, the organisation they represent.)
- e) the nature of injury or condition.
- f) place where the accident or near-miss occurred.
- g) a brief but clear description of the circumstances.
- h) any treatment administered.

Reporting Procedure

- a) In addition to an entry in the accident book, any accident or dangerous occurrence must be reported to the appropriate Responsible Person, if they are unaware, and the Responsible Person must advise the GVS Manager. Injuries which occur to employees or volunteers whilst carrying out work duties off-site must be reported in the same way, and the GVS Manager will determine whether the occupier of the site of the accident should be advised accordingly.
- b) The injured person's account must be entered as soon as possible after the event.
- c) If an employee or volunteer subsequently finds that they have injuries not recorded in the accident book, they should advise the GVS Manager in writing as soon as possible after the further injury/injuries become apparent.

Reporting Procedure – GVS Manager:

- a) If an accident or near-miss is reported to the GVS Manager, he/she/they must take responsibility for investigating the circumstances, arranging remedial measures and ensuring that appropriate records are maintained.

b) If the incident is reportable under The Health & Safety at Work (General)(Guernsey) Ordinance 1987 ("the Ordinance"), the Guernsey Health and Safety Executive ("HSE") must be informed by the GVS Manager in the required manner and within the required timeframe. The Board of Directors must also be informed.

c) Specified injuries (as defined in clause 9 of the Ordinance) or a fatality must also be notified to the HSE straight away by telephone. A report of the accident is required by the HSE in a form acceptable to them within 7 days of the incident occurring. SEE HSE DECISION TREE AT APPENDIX 1

The specified injuries are: fracture of the skull, spine or pelvis, any bone in the arm or wrist (but not in the hand), any bone in the leg or ankle (but not in the foot); amputation of the hand, finger, thumb, foot, or toe; loss of sight of an eye or penetrating injury or burn to an eye; injury or loss of consciousness arising from an electric shock; loss of consciousness arising from lack of oxygen; illness requiring medical treatment, or loss of consciousness, arising from inhalation, ingestion or absorption through the skin of any substance; acute illness requiring medical treatment known or believed to have resulted from exposure to a pathogen or infected material; or any other injury which results in the person injured being admitted immediately into hospital for more than 24 hours.

A photocopy of the completed form should be kept for company records and to advise the insurers of a potential claim.

d) The GVS Manager must keep records of any developments to the injured persons' health, up to and including a return to normal duties.

e) The GVS Manager must check that self-certification forms submitted by an injured employee are completed to reflect that the absence was caused by a work accident.

2. FIRE PREVENTION AND PRECAUTIONS

It is the policy of the GVS to take all necessary measures to prevent an outbreak of fire and to ensure the safety of clients, volunteers and employees should a fire occur.

Fire Precautions – all sites

- a. Exits and exit routes, fire equipment and alarms must not be covered, obstructed nor locked at any time during opening hours.
- b. Any damage found to any item of fire equipment (eg fire extinguisher, smoke detector, etc) is to be reported to an appropriate Responsible Person at once.
- c. Smoking is not permitted within buildings or areas of buildings under the control of the GVS.
- d. Flammable materials must be kept away from any source of ignition.
- e. Waste materials must not be allowed to accumulate in such a way as to create a fire risk.

Fire Precautions at Jubilee Social Club

- a. Exits and exit routes are clearly marked and must not be obstructed nor locked at any time during opening hours.
- b. The fire alarm is tested on a weekly basis.
- c. Fire extinguishers and emergency lighting will be inspected and maintained by an authorised contractor at intervals or not more than 12 months.

- d. Any damaged or defective fire equipment will be repaired or replaced as a matter of high priority.
- e. Fire drills will be held at least annually.

Fire Precautions at Le Grand Courtil

These are the responsibility of the Guernsey Housing Association which owns Le Grand Courtil.

Fire Procedures exist for specific sites.

3. MANUAL LIFTING / MANUAL HANDLING

Clients: There is a strict 'no lifting' policy which must be adhered to when assisting clients. This applies to employees and volunteers within the Social Clubs (including drivers and bus buddies) and also to Meals on Wheels drivers carrying out GVS duties.

In relation to the occasional requirement to lift heavy objects within the Social Clubs, such as furniture and boxes, care should be taken to ensure safe lifting and carrying in the workplace.

An assessment of the risk of manual handling in specific situations will be carried out by the relevant Responsible Person. The weight of the load, the size of the load, the height from which and to which it has to be lifted, the space available and the lighting must all be considered, along with the age and physical fitness and personal limitations of the person proposed to do the lifting. Employees and volunteers must not attempt to handle loads which are beyond their individual capability, but seek assistance where necessary and/or use an aid such as a trolley or stepladder. Persons with physical or clinical reasons for avoiding lifting will have those respected.

Employees and volunteers must never put their own health and safety at risk when carrying out manual handling activities.

4. CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH (COSHH)

The policy of the GVS is to take all reasonable steps to prevent to exposure to employees, volunteers, clients or visitors to hazardous substances.

To achieve this, the Company will:

- a. Compile and maintain an inventory of all hazardous substances used in the GVS
- b. Obtain material safety data sheets for all these substances
- c. Through the Responsible Persons, assess the risks to health from the use, transport, storage and disposal of these substances
- d. Keep written records of the assessments
- e. Ensure that any and all relevant information, training and supervision is provided to employees who use, handle or in any way come into contact with hazardous substances and that a record is kept of such training.

- f. First aiders will be given access to information from suppliers about recommended first-aid treatments following exposure.
- g. Ensure that hazardous or potentially hazardous substances are safely stored, to the best of the Company's ability.

Safety sheets relating to the kitchen at Jubilee Social Club are kept in a folder on the shelf next to the kitchen table, and relating to the hairdressers are kept in the hairdressing salon.

5. KITCHEN SAFETY & FOOD SAFETY

Employees and volunteers who work in the kitchen will be trained in relevant health and safety matters and in food safety. This will include temperature control for the reheating of food prepared at the hospital.

Kitchen equipment belonging to the GVS will be tested on a regular basis, usually annually.

Food storage cupboards and freezers will be inspected at regular intervals not exceeding one month to ensure that no foods are kept past their 'use by' date and the contents of refrigerators are inspected daily on days that the Social Clubs are open. Any food found to be at its use by date or considered unsuitable for consumption for any reason will be appropriately disposed of.

6. LEGIONELLA

It is acknowledged that this is a high risk area due to the GVS's clients being elderly.

In relation to Jubilee House, the GVS act on the advice of a firm competent in legionella management. A scheduled preventative maintenance regime which involves weekly, monthly, quarterly six monthly and annual testing drawn up by that firm will be strictly adhered to and records are kept of all tests carried out.

The GVS are not responsible for legionella management at Le Grand Courtil, where it is dealt with by the GHA.

7. VEHICLES & DRIVING

It is the Company's policy for its vehicles to be serviced at least annually, and for a weekly visual check of each vehicle to be carried out by a GVS employee. Volunteer drivers are also encouraged to report any possible or actual defects to the Company as soon as they are noticed.

Vehicles are cleaned at least weekly.

Employees and Volunteers are asked to read and adhere to the Company's Safe Driving Procedure.

8. WORKING AT HEIGHT (above 2m)

Employees (excluding the Handyman) or volunteers must never do anything at height. They may be required to assist with storing or retrieving items from a high shelf or cupboard at a lower level than 2m. This may require the use of a step-stool or small step ladder. Care must be taken to ensure the ladder or step-stool is securely placed before standing on it and that another employee or volunteer is close by in case needed to assist. Employees or volunteers must never climb steps in GVS premises when on their own.

Light bulbs should not be changed by anyone other than the Handyman or an electrical contractor.

The only employee likely to occasionally work at any height [and this must be no greater than 2 metres] will be the Handyman. Examples of the work he might do are changing lightbulbs, clearing out gutters (at first floor level only) or painting a wall (one storey only). He should only work at any height if:

- An appropriate risk assessment has been carried out by the Responsible Person
- The correct equipment is provided for the job (i.e. step-stool or ladder, tower scaffold)
- The equipment is used in accordance with the manufacturer's instructions
- The equipment has been properly maintained and checked before use
- The work is planned and organised
- An employee is nearby at all times

Anything required to be dealt with at a height exceeding 2 metres will be dealt with by a contractor.

Please also see section 3 above on Manual Lifting / Manual Handling.

9. ASBESTOS

There is no asbestos in Jubilee House or Le Grand Courtil.

10. REVIEW

All the Company's Health & Safety Policies, Procedures, Advice and risk assessments are subject to review at least annually.

Version	Author	Date	Changes
V 0.i	Sally Wilkinson	22.12.2023	
V 0.ii	Sally Wilkinson	1.10.2025	