

Occupational Health & Safety



November 2017

Agency Staff Guide
Monash**Health**

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1. Introduction and Purpose

This agency staff OHS guide provides you with information on Occupational Health and Safety (OHS) within Monash Health only. The manager or delegate within your allocated ward/department will advise you of any specific information you will need to know to work safely within your environment.

Upon arrival at your allocated ward/department you are required to sign the Local Orientation Register located in a blue folder in each area. If you have not worked in the area for a period of 12 months or more, you will also be required complete the local orientation procedure with a delegated Monash Health staff member. Local orientation provides you with the basics you will need to know to work safely within your environment.

2. OHS Policy Statement

Monash Health is committed to providing a healthy and safe environment for all employees, patients, visitors and contractors. Monash Health will so far as is reasonably practicable implement and integrate measures that actively promote and improve the health, safety and wellbeing for all and prevent workplace injuries and illnesses at all Monash Health workplaces.

Who must comply with this policy?

All Monash Health staff /volunteers/contracted parties /students / patients / clients / carers / families.

This policy applies in the following setting:

This policy is applicable to all Monash Health workplaces.

Commitment, Principles & Objectives

This policy is aligned with Monash Health's ICARE values (Integrity, Compassion, accountability, Respect, and Excellence) and duty of care to staff and patients/clients.

To fulfil its commitment Monash Health will:

- Ensure compliance with all relevant health and safety legislation.
- Reduce health and safety risks through a documented process of hazard identification, assessment, implementation and review of risk controls;
- Monitor, review and improve health, safety and wellbeing management systems;
- Maintain and review consultative arrangements with employees, Health and Safety Representatives contractors and stakeholders to facilitate employee participation in workplace health and safety;
- Provide a documented agreed issue resolution process to assist with the effective and timely resolution of health and safety issues;
- Ensure that all workplace illnesses, accidents, injuries and near misses are reported, investigated and appropriate control measures implemented;
- Provide maintain and analyse an incident/accident register, comprehensive data base and reporting systems, accessible at Site and Program level, to assist in identification of trends and implementation of appropriate controls;
- Provide the necessary resources, information, instruction, training and supervision to enable managers and employees to work together safely;
- Set objectives and targets in occupational health and safety performance to ensure continued improvement aimed at elimination of work related injury and illness.



5.2. Commitment, Principles and Objectives

OHS benefits significantly from effective consultation and communication. Monash Health recognises that employees are often best placed to identify health and safety hazards and issues in the workplace. We encourage consultation and communication with managers, supervisors and nurse in charge by all employees to achieve best practice safety outcomes.

5.3. Health and Safety Representatives

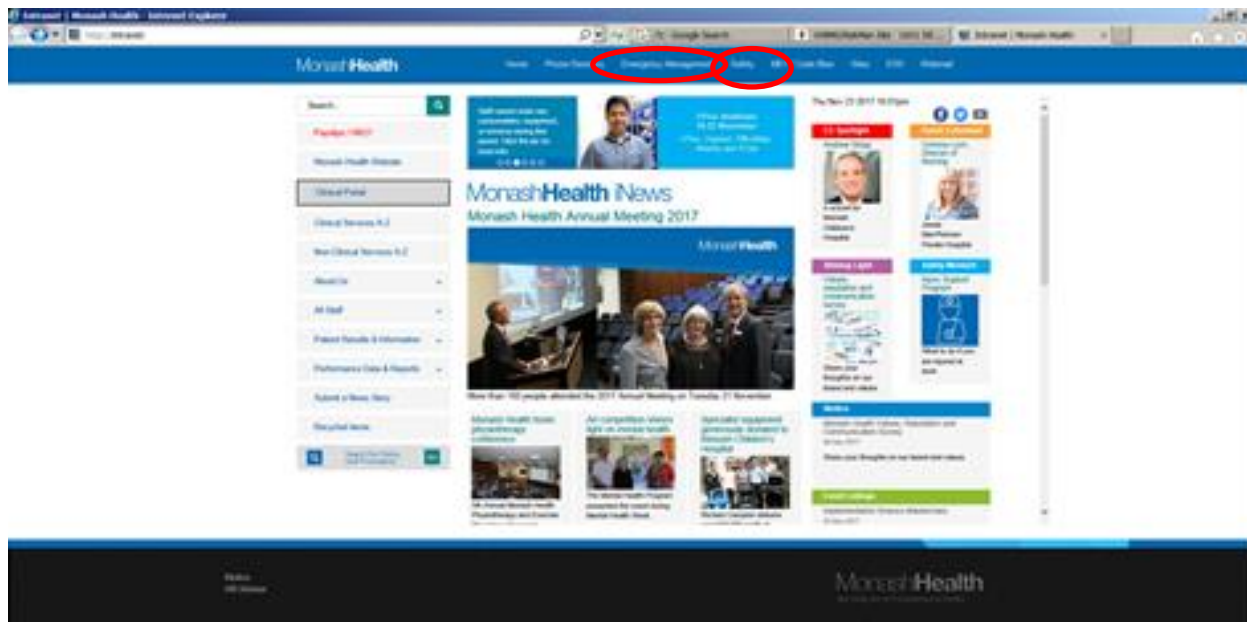
Health and Safety Representatives (HSRs) play a vital role in making Monash Health workplaces safer. HSRs are employees who are elected by members of their Designated Work Group (DWG) to represent their work area. HSRs can be utilised by all employees as a method to provide a way for their views and concerns about health and safety to be heard.

Where possible, your work area manager or delegate will notify you of the HSR for your workplace during your local area orientation. However, in the instance that a HSR is not available, your manager or delegate shall direct you to the OHS Notice Board for further information in your workplace and advise you of alternative methods of consultation (*e.g. communicate with nurse in charge*).

6. Monash Health OHS & Emergency Management Intranet Site

Monash Health has a dedicated OHS and Emergency management site available to all staff.

To access the OHS or emergency management intranet site, click on the headers along the top of the Monash Health intranet home page as shown below:



7. Reporting Hazards and Incidents

Hazard - A circumstance that has the potential to cause harm, injury or damage

Incident - An event or near miss that could have or has resulted in harm, injury, illness or damage.

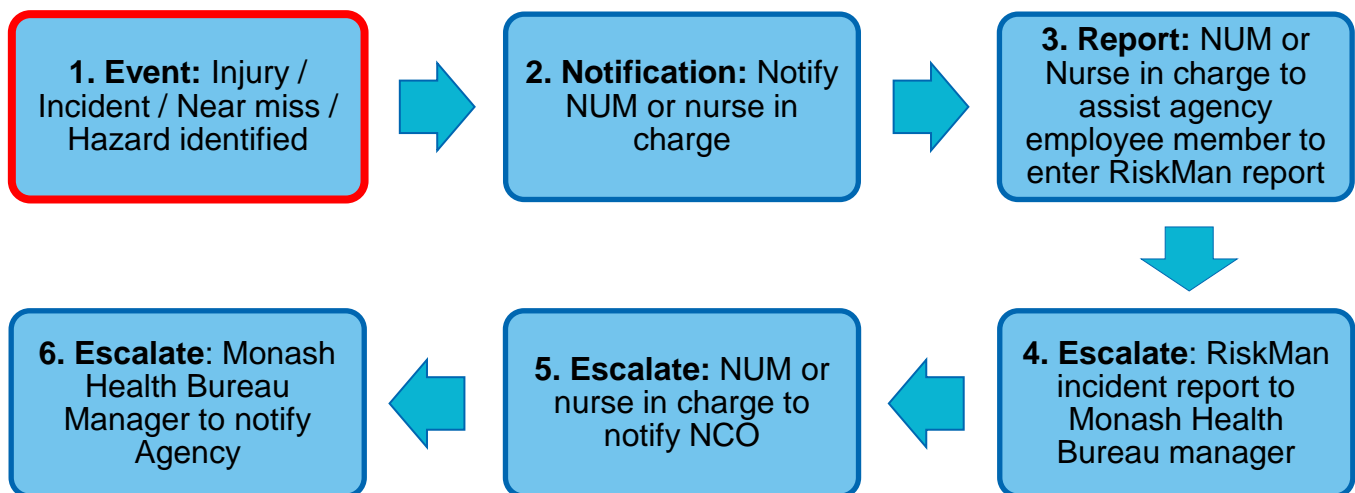
It is Monash Health policy that all hazards and any incidents (including near misses) be reported. All agency employees are responsible for raising OHS issues with their immediate manager/supervisor or if available, their Health and Safety Representative (HSR).

7.1. RiskMan Incident Reporting

Monash Health records all OHS incidents on the “RiskMan” incident reporting system.

When working at Monash Health you are required to report all workplace hazards and injuries or illness following an incident that occurred at Monash Health, to your immediate manager/supervisor who will enter the details of the hazard or incident into ‘RiskMan’ on your behalf or, they will delegate this task to another member of staff. The following flowchart outlines the process that shall be followed.

7.2. Incident Reporting Flowchart



8. Occupational Violence and Aggression

8.1. What is Occupational Violence and Aggression?

Occupational Violence and Aggression (OVA) is a serious issue which is recognised as an important health and safety risk for staff in health services. OVA is defined as “a violent and/or aggressive event” and includes any threatening or intimidating action that places the patient, relatives or staff at risk, or results in their feeling fearful of being at risk of physical, emotional and or psychological harm.

OVA can be verbal or physical in nature and causes disruption to the workplace and violates the person’s wellbeing. It most often involves verbal abuse and threats of harm and extend to physical aggression.

Monash Health is committed to reducing the risk of OVA incidents. Please tap on the below logo to view our “*Were Not Going to Take It*” OVA campaign video:





Monash Health is committed to managing and preventing OVA

A resource kit has been developed to assist all employees in dealing with an OVA event at work and is available from your manager or supervisor within your allocated ward or department.

Monash Health has a resource kit available to all employees inclusive of Agency employees to utilise in the event of Police involvement in an OVA incident. The resource kit provides a framework for the reporting process and ensures the physical and mental wellbeing of all employees is managed appropriately in the event of OVA.

Best practice response to OVA incidents requires cooperative and coordinated action by managers, the police and all employees. Early recording and reporting of an OVA incident will result in effective interventions.

9. Emergency Management

9.1. Emergency Codes and Procedures

EMERGENCY CODES	
FIRE SMOKE	CODE RED
EVACUATION	CODE ORANGE
BOMB THREAT	CODE PURPLE
MEDICAL EMERGENCY	CODE BLUE
CLINICAL AGGRESSION	CODE GREY
PERSONAL THREAT	CODE BLACK
INTERNAL EMERGENCY	CODE YELLOW
EXTERNAL EMERGENCY	CODE BROWN
ALL CLEAR / STAND DOWN	CODE ALL CLEAR / STAND DOWN

EMERGENCY – MAJOR SITES - DIAL 999 OTHER SITES – DIAL 000

It is important that you know what to do in the event of an emergency. At the commencement of your shift you are advised to familiarise yourself with the Emergency Procedures that apply to your workplace and the facility. Further information is available from:

- Monash Health Emergency Procedures Booklets (available near every phone).
- Site Emergency Procedures (available via the PROMPT Policy and Procedure page on the Monash Health Intranet)
- Emergency Management Intranet page



9.2. Fire Prevention

Every precaution has been taken for the prevention of fires. Please ensure that you observe the no smoking policy, and ensure that exit doors and egress routes are not obstructed.

In your area of work you should:

- Identify who the Zone Warden is for your area (In clinical areas, the Zone Warden is the nurse in charge of that area)
- Note the location and usage of fire extinguishers and firefighting appliances
- Note the location of the nearest telephone and Manual Call Point (Break Glass Alarm)
- Note the Emergency Telephone Number (This should be fixed to each telephone)
- Familiarise yourself with the building layout, evacuation routes and evacuation assembly area

9.3. Action in Emergencies

In the event of any emergency, remain calm and follow the directions of the Zone Warden for the area. Remember, prompt and correct actions from the outset can avert a possible disaster.

If you discover a fire you should:

- Remove any person in immediate danger if safe to do so.
- Alert the person in charge / CALL999 Major Sites, 000 other sites / activate the nearest Manual Call point (Break Glass Alarm).
- Contain the fire by closing doors.
- Extinguish the fire if it safe to do so, or prepare to evacuate.

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