



Solutions for better living

Health and Safety site assessment

1. Site risk assessment when booking onsite appointments

1.1 Question set for onsite attendance by:

- Accessible subcontractors
 - Accessible technicians and operations staff
 - Housing field staff
 - Auckland Logistics
 - Collections bookings
 - Professional Advisory Team (PAT), contractors eg Access Clinic
 - Equipment Suppliers (trial modifications/repairs)
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The questions are additional to the standard operational questions specific to the department or supplier e.g. identity verification, address confirmation, etc

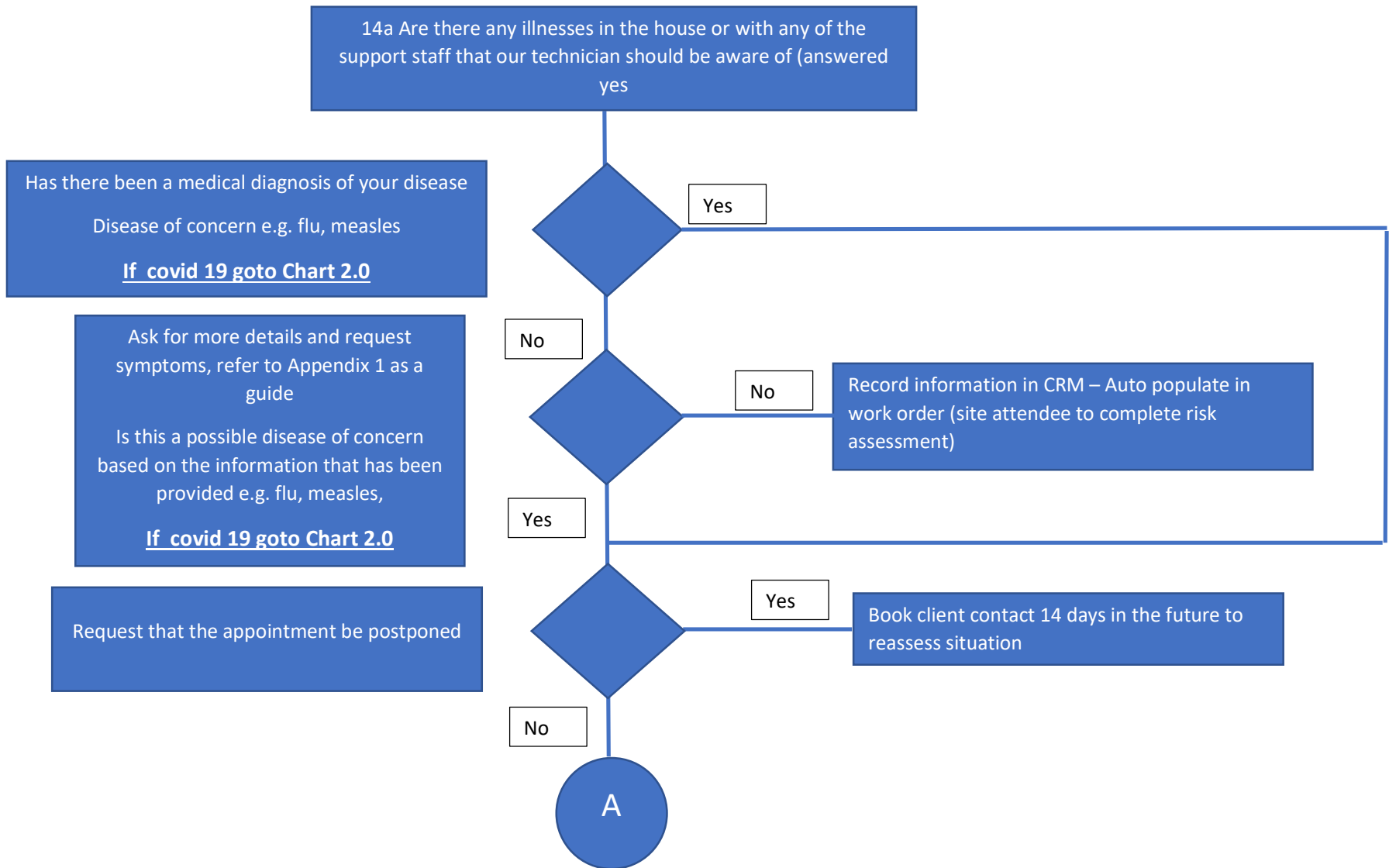
H&S Question		Answer	Procedure
1.0a	Can you confirm if there are any dogs on the property	Yes	<ul style="list-style-type: none"> Confirm with the client or client representative how the dog will be confined at the time of the visit to allow the staff safe access and work area Ask if any notice will need to be provided before the attendance e.g. technician to call 5 mins before the visit so the dog can be secured Record information in CRM – Auto populate in work order
1.0b		No	<ul style="list-style-type: none"> Record information in CRM – Auto populate in work order
1.1a	Are there any site or access issues that would affect our staff's ability to complete the work safely e.g. building works, gates, parking, stairs, steep driveway	Yes	<ul style="list-style-type: none"> In conjunction with the client or client representative identify the type of hazard e.g. building works, narrow flight of stairs Explain to the client or client representative that the attendee will undertake an on-site assessment of the risk and may not be able to complete the work if the risk cannot be safely managed Record information in CRM – Auto populate in work order (site attendee to complete risk assessment)
1.1b		No	<ul style="list-style-type: none"> Record information in CRM – Auto populate in work order (site attendee to complete risk assessment)
1.2a	Can you confirm who will be onsite during the visit	Yes	<ul style="list-style-type: none"> If a client representative is making the appointment confirm if they will be present and if not who the key contact will be during the appointment Ask if there are any special instructions e.g. call 5 mins before attendance due to hearing issues Record information in CRM – Auto populate in work order
1.2b		No	<ul style="list-style-type: none"> Record information in CRM – Auto populate in work order (site attendee to complete risk assessment)
1.3a	Will the equipment be able to be vacated without assistance if required (where appropriate e.g. Wheelchair repair)	Yes	<ul style="list-style-type: none"> Record information in CRM – Auto populate in work order

1.3b		No	<ul style="list-style-type: none"> • Confirm with the client or client representative how this could be achieved without the assistance of our staff e.g. healthcare assistant • Organise appointment to coincide with assistance staff
1.4a	Are there any illnesses in the house or with any of the support staff that our technician should be aware of e.g. temperatures, coughs, colds, upset tummy, flue.	Yes	Follow flow chart 1.0
1.4b	Because of the current specific risk of Covid 19 we're also required to ask if you have been notified of a known contact self-isolating, with symptoms of the disease or have been diagnose with the infection	Yes	Follow flow chart 2.0
1.4c	"No" answer to 14a and 14b	No	<ul style="list-style-type: none"> • Record information in CRM – Auto populate in work order (site attendee to complete risk assessment) • attendee to wear level 1 protective PPE

Internal Assessment		Answer	Procedure
2.0a	Is there an alert on the client file	Yes	<ul style="list-style-type: none"> • Populate risk management plan and record information in CRM – Auto populate in work order (site attendee to complete risk assessment against management plan)
2.0b		No	<ul style="list-style-type: none"> • Record information in CRM – Auto populate in work order
2.1a	Is the client displaying any behaviours during the conversation that would cause concern for the site attendee e.g. aggression	Yea	<ul style="list-style-type: none"> • Inform supervisor and agree management plan • Record information in CRM – Auto populate in work order (site attendee to complete risk assessment)
2.1b		No	<ul style="list-style-type: none"> • Record information in CRM – Auto populate in work order
2.2	Is the client over 70years old	Yes	<ul style="list-style-type: none"> • Discuss with client about minimising exposure

Indirect bookings		Procedure
3.0	Email booking from client or client representative	<ul style="list-style-type: none"> • Contact client via telephone (if known) and complete telephone H&S assessment questions 1.0-1.4c • Alternatively email to acknowledge receipt of email and inform them that a booking cannot be confirmed until contact has been made and the H&S assessment questions have been completed either by the assessor, client or client representative • Request telephone contact details if not provided/recorded
3.1	Email booking by assessor	<ul style="list-style-type: none"> • Contact assessor via telephone (if known) and complete telephone H&S assessment questions 1.0-1.4c • Contact assessor via email to acknowledge receipt of email and inform them that a booking cannot be confirmed until contact has been made and the H&S assessment questions have been completed either by the assessor, client or client representative
3.2	Telephone booking by assessor or client representative	<ul style="list-style-type: none"> • Complete telephone H&S assessment questions 1.0-1.4c • If insufficient information to complete the assessment inform them that a booking cannot be confirmed until the H&S assessment questions have been completed by the assessor, client or client representative

Chart 1.0



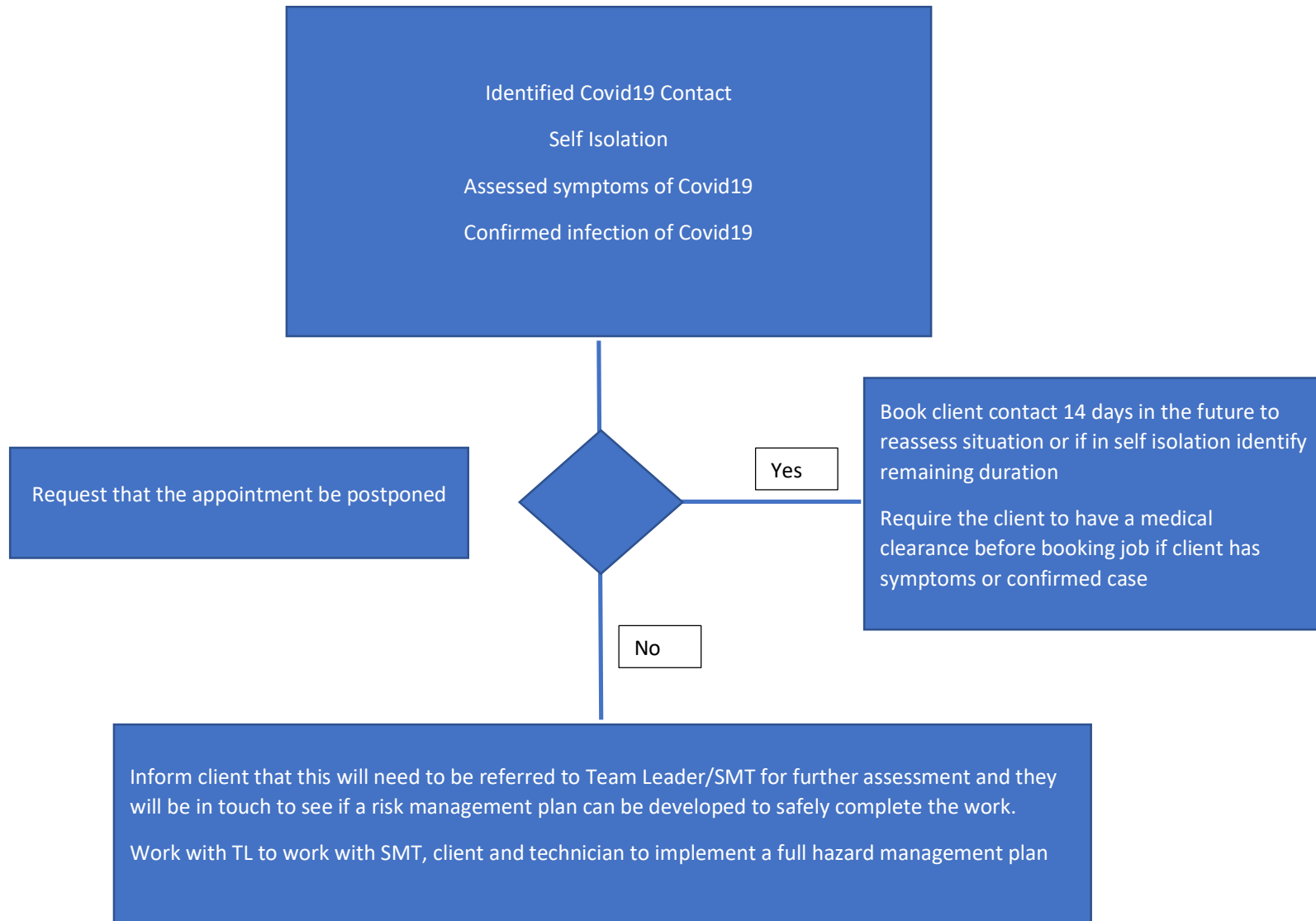


Inform client that this will need to be referred to Team Leader for further assessment and a decision will be made if the risks can be safely managed.

This may include:

- Level 2 Safety equipment/procedure
- No contact attendance
- Equipment left outside the premises (if safe/practicable) before attendance by the technician
- Client booking to be scheduled as last jobs of the day

Chart 2.0



2.0 Protective equipment and Process

Equipment	Level
<ul style="list-style-type: none"> Gloves* Shoe Over boots 	Level 1
<ul style="list-style-type: none"> Respirator Glasses Gloves* Shoe Over boots Disposable apron Equipment bags for client equipment to be transported in vehicle 	Level 2

* If the gloves become damaged during normal operation, immediately remove, sanitise hands and fit new gloves.

Supporting hygiene products (level 1 & 2)	Usage Description
<ul style="list-style-type: none"> Viraclean Spray 	This product is used for the disinfection and cleaning of: <ul style="list-style-type: none"> Customer equipment Tools that have been used on customer equipment
<ul style="list-style-type: none"> Viraclean Wipes 	This product is used for the disinfection and cleaning of: <ul style="list-style-type: none"> Customer equipment Tools that have been used on customer equipment
<ul style="list-style-type: none"> Bactol Hand sanitiser 	This product is to be used after the removal of protective gloves and before leaving the workshop area

3.0 Protective equipment site attendance process

Equipment collection and work management process

- Client will be informed that we have implemented a new protocol to protect both our technicians and customers due to the current Covid 19 pandemic

Site Assessment*

- On attendance the site the staff member will complete the external component of the **Health and Safety site Pre start assessment form**
- If physically safe knock on the door and step back 2 meters, introduce themselves and confirm the details of the job, this distance will be maintained during the site visit where practical.
- The staff member will complete the **Health and Safety site Pre start assessment form** while speaking to the client or client representative

If an individual(s) on the site is identified as:

- **Having a known Covid19 contact**
- **In self isolation**
- **Has symptoms of Covid19 based on Appendix A**
- **Confirmed infection of Covid19**

Move to a safe location and contact CS repairs Immediately and provide details of:

- **Whom you spoke to**
- **Status of the individual(s) e.g. in Self isolation no symptoms due to a known contact**
- **Interaction with individual(s) on the site e.g. spoke at a distance of 2 meters with client for 2 mins**
- **Key Contact details in the event we need to contact the client or client representative on site**

Non Covid19 Onsite Procedure:

- The staff member will explain the protective equipment will be wearing and the process they will be undertaking for the appointment based on the results from the completion of the **Health and Safety site Pre start assessment form** and risk management plan
- Put on level appropriate safety equipment:
 - Level 1 - The client, client representative, care giver or any person on site display **NO** symptoms of infection
 - Level 2 - The client, client representative, care giver or any person on site display **any** symptoms of infection
- The equipment will be required to be vacated before work can be undertaken
- Where possible the equipment will be brought out of the building by the client/client career/ family member or placed in an isolated area outside of the building where the technician can work on the equipment e.g. Garage, Car port,
- Where the equipment cannot be removed from the premise there will be a requirement that a minimum distance of 2 metres be maintained between the technician and the client/client career/ family member while working on the equipment
- If there are no safe locations onsite, the technician will bag and remove the equipment to an offsite location
- Before undertaking any work, the technician will treat the equipment with an antiviral agent
- There may be a requirement for the client to be in the equipment for final evaluation, the technician must attempt maintain as much physical separation as possible
- On completion of work the technician will use the clients or care givers name with "C19" noted beside to complete the signature acceptance section on electronic device, there will be no client contact at this time.

*** Continuously monitor site conditions, update risk management plan and H&S equipment should circumstances change e.g. change of shift and new staff member has a cough**

4.0 Protective equipment handling

Action

- Remove and change gloves if required to touch phone, tablet or source equipment from vehicle
- Bag client equipment to be transported in vehicle
- Clean tools used on the job with Vira-clean
- Clean any stock parts/ equipment returned to vehicle with Vira-clean











- Sequenced removal of protective equipment outside client's premise but before touching tablet, phone or entering vehicle, (leave the disposable PPE clothing at the client's premises or if unable to bag it and secure)
 - Disposable Apron – place in lined vehicle bin
 - Overshoe protectors – place in lined vehicle bin
 - Gloves – place in lined vehicle bin
 - Re-glove
 - Remove glasses – clean with Vira-clean wipes
 - Remove respirator – clean with Vira-clean wipes
 - Gloves – place in lined vehicle bin
 - Wipe door handles with Vira-clean wipes place in lined vehicle bin
- Clean hands with antibacterial gel before entering vehicle
- Bin Liner to be removed and disposed daily

4.0 Attendee site assessment form (to be completed before undertaking work/task)

Refer to Document:

Health and Safety site Pre start assessment form 22 March 2020

COVID19: Identifying the symptoms

Symptoms	Covid-19 Symptoms range from mild to severe	Cold Gradual onset of symptoms	Flu Abrupt onset of symptoms
 Fever	Common	Rare	Common
 Fatigue	Sometimes	Sometimes	Common
 Cough	Common (usually dry)	Mild	Common (usually dry)
 Sneezing	No	Common	No
 Aches and pains	Sometimes	Common	Common
 Runny or stuffy nose	Rare	Common	Sometimes
 Sore throat	Sometimes	Common	Sometimes
 Diarrhoea	Rare	No	Sometimes for children
 Headaches	Sometimes	Rare	Common
 Shortness of breath	Sometimes	No	No

Source: WHO, Centres for Disease Control and Prevention