

For all New Employees

Working safely at Nelson Marlborough Health

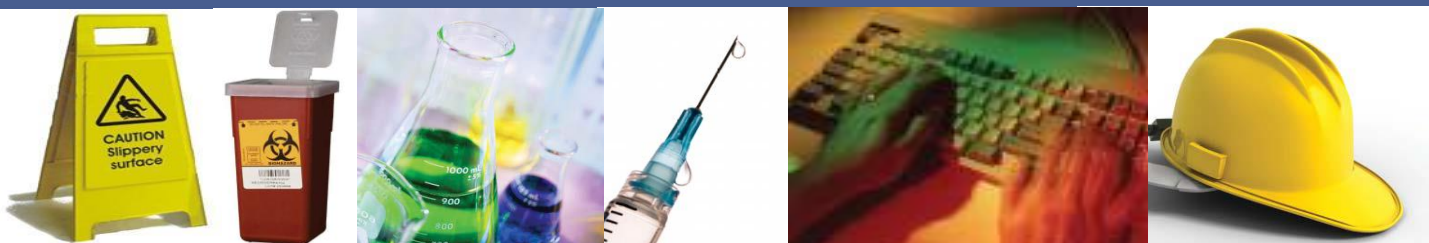
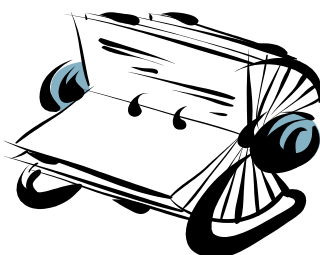


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WELCOME TO NELSON MARLBOROUGH HEALTH

We would like to take this opportunity to introduce this 'Working Safely' at Nelson Marlborough Health (NMH) Booklet to you.

We are committed to ensuring your health, safety and wellbeing in the workplace.

This booklet is a resource to provide you with important information and inform you about procedures for managing your health, safety and wellbeing while at work.

As a new employee, you will receive a health and safety induction for your new work environment. The manager of your work area will ensure you are aware of and understand your responsibilities.

Each designated work area has a Health and Safety Representative (HSR) who is delegated to assist with this process.

Make a time with your HSR to go work through this booklet, the Hazard Management Folder and complete a tour of your workplace to familiarise yourself with the emergency preparedness, available staff facilities, workplace layout and other relevant safety information.

There will be a workplace Induction Checklist to be completed at the end of your Workplace induction.

Please complete the Orientation Questionnaire prior to commencing employment with NMH.

The induction checklist will need to be completed within two weeks of commencing work.

NMH HEALTH, SAFETY and WELLBEING PRIMARY OBJECTIVE

Positive safety culture and performance; enhanced and well supported injury management; Rehabilitation and Return to Work strategies; and wellbeing initiatives which demonstrate a positive impact on our workforce.



THE NMH HEALTH, SAFETY AND WELLBEING SERVICE

The Health, Safety and Wellbeing Service are a team with specific skills who work collaboratively to provide support and guidance. Below is a guide of who to contact:

- Injury Management – work and non work related; rehabilitation and return to work. Contact the Health, Safety and Wellbeing Nurse
- Workplace Safety - Management-policies, procedures, hazard/risk management, emergency preparedness. Contact the Health, Safety and Wellbeing Manager or Health, Safety and Wellbeing Advisor.
- Manual Handling and Ergonomics – work station assessments. Contact the Health, Safety and Wellbeing Physiotherapist
- Staff Wellbeing – programs and initiatives. Contact the Administrator

NMH encourages an open and consultative approach to rehabilitation, workplace injury management and safety. This includes a willingness to work co-operatively with complaints or dissatisfaction about the services provided.

If you are wishing to comment or provide ideas for the improvement of our service, please complete a Compliments, Complaints or Comment card which is available from the Admin area at Health, Safety and Wellbeing.

PHONE CONTACT DETAILS:

	Internal	External
Health, Safety and Wellbeing Manager	7095	5461095
Health, Safety Wellbeing Nurse Coordinator	7718	5461718
Health, Safety Wellbeing Physiotherapist	7262	5461262
Health, Safety and Wellbeing Advisor	8336	0220139075
Health, Safety and Wellbeing Officer	0274 062809	
Administrator	7362	5461362

The Health, Safety & Wellbeing service is available during business hours
8am to 5pm, Monday to Friday

WORKPLACE SAFETY

Each designated work group has an elected health and safety representative (HSR). Your HSR is trained and supported. The HSR can provide you with a workplace induction, complete regular workplace checks, updates safety information and hazard registers, attends H & S Committee meetings and is your worker representative on health and safety matters.

Your Manager is responsible for leading a workplace culture where health and safety is paramount. NMH managers are responsible for implementing health and safety systems within the workplace that they manage, to ensure the maintenance of a healthy and safe work environment.

Health and safety is an agenda item within team meetings we all have responsibilities to maintain a safe and healthy work environment.



THE LEGISLATION

The Health & Safety at Work Act 2015 (HSWA) is the legal framework for any workplace health and safety management system.

The following regulations are mandated under the new legislation.

- Health and Safety at Work (Worker Engagement, Participation, and Representation) Regulations 2016
- Health and Safety at Work (General Risk and Workplace Management Regulations 2016
- Health and Safety at Work (Major Hazard Facilities) Regulations
- Health and Safety at Work (Asbestos) Regulations Health and Safety at Work (Work Involving Hazardous Substances) Regulations 2016

The Act aims to promote the health and safety of employees and of all other people in or around places of work.

To achieve this, it requires people who are responsible for work and those who do the work to take steps to ensure their own health and safety and that of others.

The Act also recognises that employees have a valuable contribution in making workplaces safe.



Definitions:

Officer – A person who holds a very senior leadership position and has the ability to significantly influence the management of a business or undertaking.

PCBU – A PCBU is a 'person conducting a business or undertaking', can be an individual person or an organisation.

Worker – An individual who carries out work in any capacity for a PCBU, including working as an employee, contractor, subcontractor or volunteer.

THE RESPONSIBILITIES

Nelson Marlborough Health

The PCBU must take all practicable steps to ensure the safety of everybody in the workplace.

- Provide and maintain a safe working environment, including the provision of appropriate facilities for the safety and health of all staff;
- Make sure that all equipment is designed, made, set up and maintained to be safe for staff to use;
- Develop procedures to deal with emergencies that may arise during working hours;
- Make sure people in the workplace are not exposed to hazards by:
 - Providing a system for identifying both existing and new hazards and for regularly assessing such hazards;
 - Eliminate all significant hazards where possible;
 - When elimination is not possible, minimise the effect of significant hazards. This will be done by providing personal protective equipment and with documented and regularly reviewed control plans.
- Involve staff in the development of procedures covering all health and safety matters;
- To monitor the health of people exposed to any significant hazard;
- Ensure that staff are given easily understood information about all health and safety matters in the workplace;
- Ensure that all staff are adequately trained and supervised in the safe use of equipment and materials.



STAFF MEMBERS

NMH health and safety systems involve each employee taking an active role to participate in workplace health and safety.

This means you have the responsibility to:

- Carry out your work in a healthy and safe manner
- Encourage and assist others to work in the same way
- Report and rectify any unsafe workplace conditions/ practices
- Inform your Manager / HOD of any incident within 24 hours
- Complete an online reportable event report for any accident, injury, hazard or near miss within 24 hours
- Co-operate with, support and promote health and safety actions and initiatives in the workplace
- Read and understand health and safety information, any relevant chemical information and the emergency plan
- Be aware of all identified hazards in your work area.



WHERE DO I FIND HEALTH, SAFETY AND WELLBEING INFORMATION?

- ☒ Health & Safety Folder
- ☒ NMH Intranet
- ☒ Ask your H&S Rep
- ☒ Contact the Health, Safety and Wellbeing team
- ☒ Contact Infection Prevention
- ☒ Contact Emergency Management

HEALTH & SAFETY FOLDER

Your H&S Rep will show you where this folder is located in your work area. This folder contains information and explains the NMH Hazard/Risk Management process. There are a list of the specific hazards that can be found in your work area and hazard registers for these items.

NMH Organisational Hazards

Environmental – Thermal comfort	Radiation
Hazardous Substances	Office Safety – Workstation discomfort
Workplace Aggression	Lone and remote work
Hazardous Energy	Stress & Fatigue
Infectious Diseases	Manual Handling
Noise	Fire & Emergencies
Driving	Slips and trips

Significant hazards are included in the Health & Safety folder. For hazards there are:

- H&S Hazard Registers and prevention controls
- Information and resource details

All workplace hazards are identified, assessed, controlled and reviewed.



SIGNIFICANT HAZARDS

Significant hazards specific to your work area have been identified. This is not an exclusive list and new hazards can be added as they are identified or deleted when the hazards no longer exist.

Hazard registers have been developed to manage these hazards.

These hazards are reviewed and monitored regularly by the H&S Representative and Manager in your area.

HAZARDOUS ENERGY

Hazardous Energy has been identified as a significant hazard for all work areas. Hazardous Energy is an energy form which has the potential to cause harm. All workers are required to complete the Hazardous Energy training and a 2 year refresher; to help you understand hazardous energy. This training is accessible through the ILearn online training system.

WORKER PARTICIPATION AND REPRESENTATION

Workers are an important part of the NMH safety management system. There are many ways in which workers can be informed and participate in ensuring the health, safety and wellbeing of themselves and others.

Workers are asked to contribute to:

- Policies and procedures development
- Site (work area) specific safe work procedures
- Developing risk controls for work area hazards and risks
- The monthly Health, Safety and Wellbeing newsletters (share your stories)
- Ideas for new initiatives and programs
- Six monthly checklists completed in your work area
- Team meetings

Workers are asked to participate in:

- Safety and Wellbeing initiatives and programs
- Emergency preparedness – drills
- Active learning – Hazardous energy, hand hygiene, fire safety.
- CE forum discussions
- Workplace safety inspections
- Promotion of a healthy and safe work environment

THE INTRANET

Here are some tips on how and where to access documents on the Intranet:

The screenshot shows the Nelson Marlborough Health Staff Intranet interface. A navigation bar at the top includes links for Home, Clinical, Clinical Support, Community Services, Organisation Support, Staff Support, Document Library, and Staff Hub. Below this, there are several sections: 'UPDATE YOUR CONTACT DETAILS', 'NEED SOME SUPPORT?', 'NELSON MARLBOROUGH HEALTH STAFF NEWS & NOTICES', 'EMPLOYEE TOOLS', 'PATIENT CARE TOOLS', and 'NMH KEY DATES & EDUCATION CALENDAR'. Two red arrows point from text boxes to specific parts of the interface. One arrow points from the 'Document Library' link in the navigation bar to a text box stating 'Policies and Procedures can be accessed from the document library'. The other arrow points from the 'Staff Support' link in the navigation bar to a text box stating 'Health Safety Wellbeing can be accessed by selecting Staff support'.

Policies and Procedures can be accessed from the document library

Health Safety Wellbeing can be accessed by selecting Staff support

In Health, Safety and Wellbeing – you will have access to information, resources and relevant links relating to Health and Wellbeing and Workplace Safety

Home Clinical Clinical Support Community Services Organisation Support Staff Support Document Lib

Home

SAFETY1ST ACCESS

UPDATE YOUR CONTACT DETAILS [CLICK HERE TO WATCH THE VIDEO TUTORIAL](#)
Go to: Employees tools/Staff intranet help

NEED SOME SUPPORT? [VIEW YOUR OPTIONS HERE](#)

NELSON MARLBOROUGH HEALTH STAFF NEWS & NOTICES

Trialling the little red trolleys
29-Mar-2019
A more compact, streamlined emergency trolley has been designed to replace the older trolleys in clinical areas. They are stocked from the top down to match the ABC basic life support algorithm, as demonstrated by Claire Hitchcock and Jess Haywood in a two-minute video available here (click through).

Models of Care Programme update: First projects approved to proceed
29-Mar-2019
On Tuesday this week, the Board approved the first business cases for the Models of Care (MoC) programme. Click through to read a message to all staff from CE Peter Bramley and GM Primary Strategy and Community Cathy O'Malley.

Calling for [Have your say on the health and disability system review](#)
03-Dec-2019

EMPLOYEE TOOLS
Select a Link

PATIENT CARE TOOLS

HEALTH CONNECT SOUTH
EDAAG
NMH HEALTH PATHWAYS

CLINICAL GUIDELINES
NZ FORMULARY
PATIENTTRACK

LPPINCOTT
SAFETY FIRST
AFTER HOURS RADIOLOGY

PROFESSIONAL DEVELOPMENT AT NELSON MARLBOROUGH HEALTH [CLICK HERE FOR OPPORTUNITIES](#)

NMH KEY DATES & EDUCATION CALENDAR

If you need to report a workplace incident, injury or PTCH (potential to cause harm) event: go to the home page of the NMH staff intranet for access to the online reportable events system – SAFETY1ST.

ONLINE REPORTABLE EVENT SYSTEM – SAFETY1st

This is the system used for reporting any near miss, incident or accident. It is a tool to monitor & follow up action to manage health & safety risk. Once you have completed this online, your manager receives an e-mail alert & is responsible for following up the incident including documenting action taken & escalating issues which concern the wider organisation. Other services that may need to be involved are also alerted e.g. Health, safety & wellbeing service. Here is a guide to help you:

<http://intranetlibrary/patientcaretoolsuserguides/Safety%201st/Safety1st%20Submitter%20Information%20Guide.pdf>

Employee or Contractor Event

REPORTABLE EVENTS

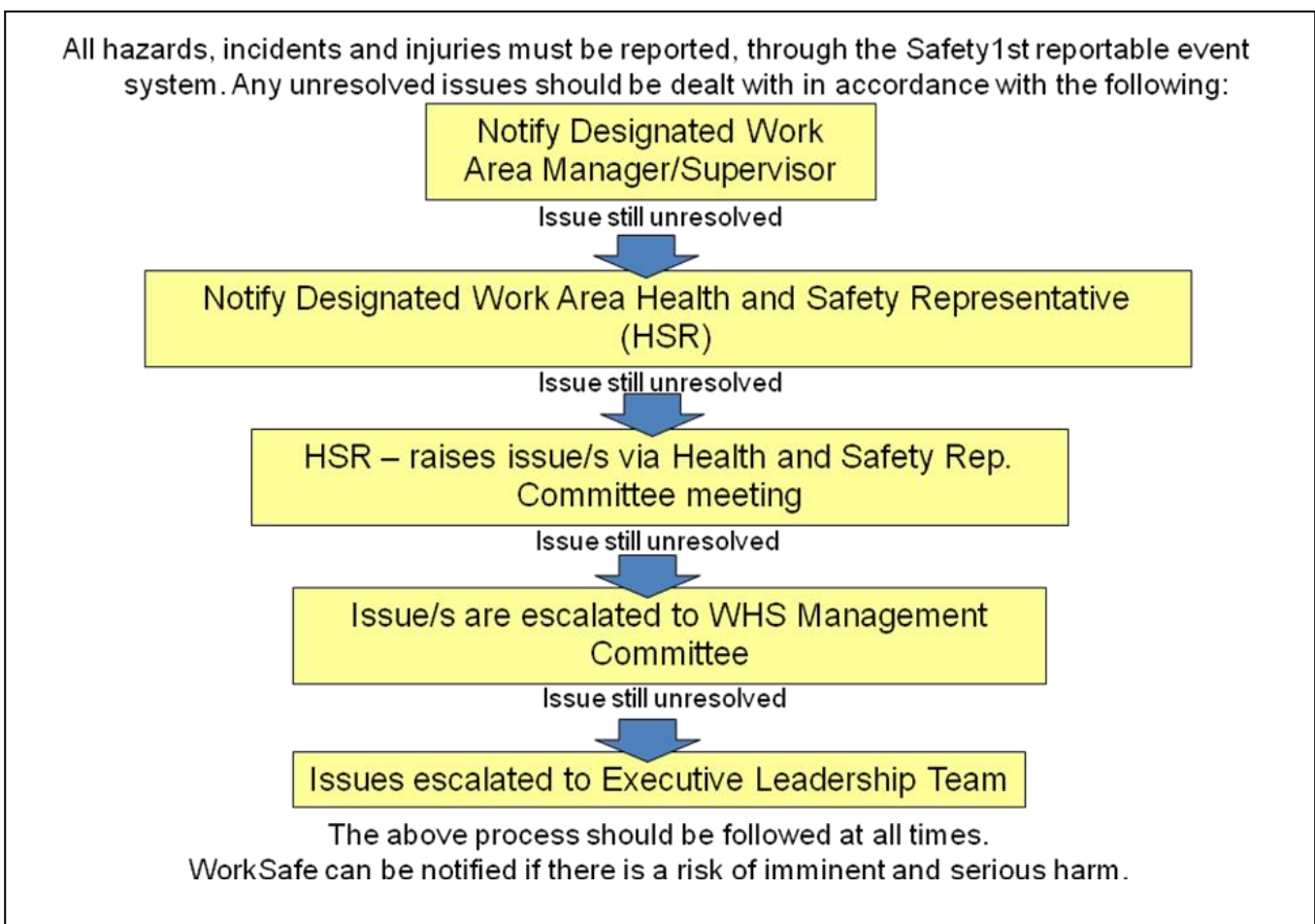
Staff (Workers) will enter incidents/injury/PTCH/property or equipment damage which occurs in the workplace; as an employee or contractor event. This is done by selecting the icon above – from the icon wall, after you have entered Nelson Marlborough DHB, your username and your password.

Work through the form providing an accurate recollection of the details relating to your incident/injury/ discovery of property or equipment damage or PTCH potential to cause harm event.

You will be sent an acknowledgement from the HSW team and your manager will be assigned a 'follow up' task.

ISSUES RESOLUTION

We have an issues resolution procedure to ensure that health and safety matters are raised and addressed in the most appropriate way. This ensures that prompt action is completed; in the first instance by the designated work area Manager.



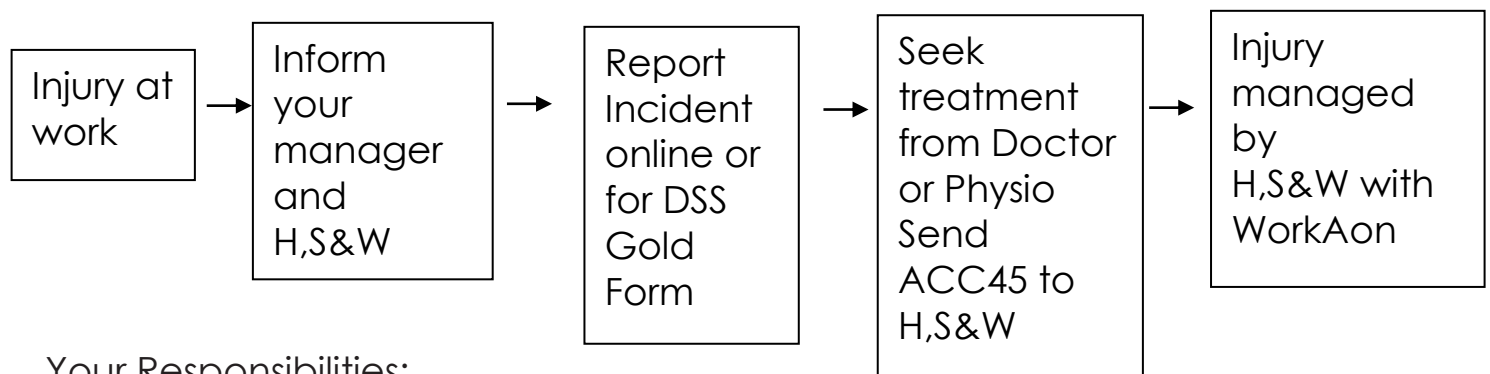
THE ACC PARTNERSHIP PROGRAMME

NMH was accepted into the ACC Partnership Programme from 1 August 2000. The ACC Legislation governs this programme.

- This means that NMH is responsible for the management and regulated costs associated with all *workplace* accidents once the claim has been accepted.
- We have appointed WorkAon, third party administrator, to assist the NMH Health, Safety & Wellbeing service in the management of claims by liaising with injured workers and their Managers. The WorkAon Case Manager can be contacted by Ph: (03) 539 0727 Cell: 027 477 9820 Fax: (03)548 2581 or P O Box 1026, NELSON



WHAT SHOULD I DO IF I HAVE AN INJURY AT WORK?



Your Responsibilities:

- Working under the ACC Legislation
- Completing weekly task sheets
- Keeping in weekly contact
- Attending meetings
- Working within the restrictions of your current medical certificate
- Medical Certificates should be no longer than 4 weeks in duration
- Prior to returning to your normal duties/hours you must obtain a medical certificate clearing you fully fit for work

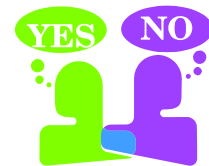
RIGHT TO REVIEW A WORK INJURY CLAIM DECISION

If you are unhappy with any aspect of this process please contact and discuss your concerns with the Nurse Coordinator Occupational Health, Safety and Wellbeing Service.

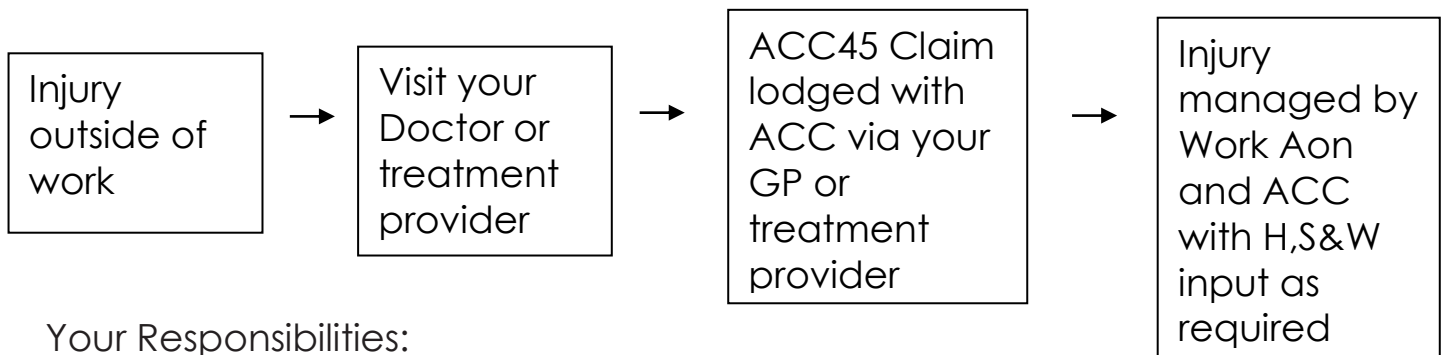
If you have received an unfavourable decision related to your claim you are entitled to a review to discuss this.

There are 2 forms of Review:

1. Internal Review – by Complaints manager:
General Manager People & Capability
2. External Review – Fairway Resolution or Independent Complaint and Review authority Ltd



WHAT IF YOU ARE INJURED AWAY FROM WORK?



Your Responsibilities:

- Working under the ACC Legislation
- Completing weekly task sheets
- Keeping in weekly contact with your Manager
- Attending meetings
- Working within the restrictions of your current medical certificate
- Medical Certificates should be no longer than 4 weeks in duration
- Prior to returning to your normal duties/hours you must obtain a medical certificate clearing you fully fit for work

SAFE RETURN TO WORK

NMH is committed to ensuring injured staff members return to work safely. If a medical clearance states you are unable to return to your full hours and duties, then the Health, Safety and Wellbeing Service work with you and your manager to develop a plan for your safe return to work.



FIT FOR WORK PROGRAMME

The aim is to promote partnerships and to assist employees to return to work following absence from work through illness, surgery and personal issues via a framework which is supportive, consistent and transparent.



Some of the Health and Wellbeing initiatives include:

- Employee Assistance Program
- Well4Life checks
- Yoga Classes
- Staff Gym
- (Check our intranet site for more...)

STAFF WELLBEING

Working in healthcare provides recognised challenges to personal wellbeing.

Individuals can respond differently to the same situations. We can all assist each other by acknowledging that you or a colleague may have a problem. A change in your own or a colleague's usual behaviour can be an indicator of the adverse effects of stress or fatigue.

Personal wellbeing may be affected by incidents that occur in the workplace or at home. However, it is often lower key, day to day incidents that can cause harm. An apparently minor incident can turn out to be 'the straw that broke the camel's back'. If you feel that a relatively minor incident is part of a 'build-up' effect, you should discuss this with your General Practitioner; Manager; Health, Safety & Wellbeing Services or Human Resources.

Possible signs and symptoms include:

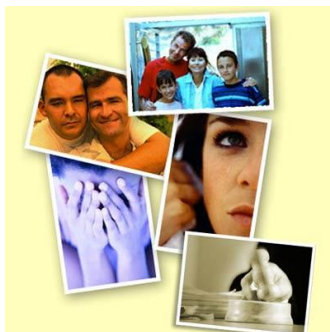
- Lost sleep.
- Poor time-keeping.
- Frequent sickness.
- Being withdrawn.
- Being intolerant, over-aggressive.
- Being hyper-sensitive or over-defensive.

NMH has a zero tolerance of bullying and harassment. It is important that you report via the online Reporting System and/or to your Manager; Human Resources or the Health, Safety & Wellbeing service if this is happening to you or you see it happening to others.

As a NMH staff member, you are a role model for the population whom we serve. As an organisation we offer several wellbeing initiatives to encourage staff to maintain a healthy mind and body. Currently we have available: Well4Life; Yoga classes; bike loans, book and DVD loans, massage and onsite gym facilities. Watch out for details on wellbeing initiatives on the NMH Intranet.



EMPLOYEE ASSISTANCE PROGRAMME (EAP)



Nelson Marlborough Health has contracted Benestar to provide an Employee Assistance Programme (EAP) with qualified, competent counselling support for staff and their immediate family members who have personal problems that may be disrupting their work and/or home life. The service is confidential and free for up to 3 one hour sessions. Whilst the majority of EAP referrals are made by the individual, in some circumstances you can be asked to attend, by your Manager, Human Resources or the Health, Safety and Wellbeing Service.

HOW DO I ACCESS EAP COUNSELLING?

See the NMH Intranet Homepage, 'Staff Support', Employee Assistance Programme (EAP) for names, skills and contact details

OR

Contact your Manager, Human Resources or the Health, Safety & Wellbeing Service.

OR

Phone Benestar direct at 0800 360 364

(Please remember to say you work for the NMH)

"Health & Safety in the
Workplace Concerns Us All"



KEY CONTACTS LIST

This is a tool for you to update and use to assist you in your role.



NAME	DEPARTMENT/ROLE	CONTACT DETAILS
Health, Safety and Wellbeing Manager	Health, Safety and Wellbeing	7095
Health, Safety Wellbeing Nurse Co-ordinator	Health, Safety and Wellbeing	7718
Health, Safety Wellbeing Physiotherapist	Health, Safety and Wellbeing	7262
Health, Safety and Wellbeing Advisor	Health, Safety and Wellbeing	8336
Health, Safety and Wellbeing Officer	Health, Safety and Wellbeing - Facilities	0274 062809
Administrator	Health, Safety and Wellbeing	7362
	Infection Prevention - Nelson	7826
	Infection Prevention - Nelson	7021
	Infection Prevention - Wairau	6813
	Emergency Planning	7078

"Creating a healthy organisation, is a shared responsibility"

This is a workplace induction checklist.

This induction form will help give you the information you need about our organisation to help you settle into your new role successfully. We all remember what it is like to start in a new role so if you do not understand anything or are unsure, please just ask someone. We were all new once!

Please complete this form within your first 3 weeks at NMH. When completed, return it to:
HealthSafetyandWellbeing@nmdhb.govt.nz

Name: _____ Start Date: _____

Position: _____ Department: _____

My Team Leader / Manager: _____

Our Workplace - I have been introduced to:

- ☐ My Team Leader/Manager
- ☐ My Buddy [my buddy's name is: _____]
- ☐ My colleagues
- ☐ Health and Safety Representative
- ☐ Fire Warden and First Aid Provider(s)

Workplace Facilities

- ☐ I've had a tour of my work area
- ☐ I know where the staff facilities are: toilet, shower, tea/coffee making area, cloak/uniform room, car parking
- ☐ I have received my Access Card and know how to use it
- ☐ I understand Access and Security requirements
- ☐ I know about handovers and workplace / team meeting times
- ☐ I know how to request annual leave, sick leave and bereavement leave etc
- ☐ I understand my work hours and roster (if applicable)
- ☐ I know how to use my work phone (if applicable)

Team Leader / Manager

- ☐ I have scheduled regular catch up meetings with my team leader / manager
- ☐ We have discussed my key objectives and projects / plans for the next few months
- ☐ We have identified my learning and training needs

Computer Access

- ☐ I can log onto the NMH computer system
- ☐ I can access my emails
- ☐ I have logged into LEARN and started my online induction
- ☐ I have found the New Starter toolkit on the intranet
- ☐ I can access HR Kiosk and know how to authenticate my work shifts, find my payslip and book training
- ☐ I know where to find relevant policies and procedures
- ☐ I have access to all the software and equipment I need to do my job

Health & Safety - I have been shown:

- ☐ How to log into Safety 1st
- ☐ How to safely perform my job
- ☐ How to use, store & maintain safety equipment, including any Personal Protective Equipment I must wear

Practical Training Sessions –

Manager to advise which sessions are required: _____
Date completed

- ☐ Smokefree Orientation: _____
- ☐ Infection Control: _____
- ☐ Minimal Lift Handling: _____
- Resuscitation: one of the following*
- ☐ Basic life support: _____
- ☐ Hospital Cardiac life support: _____
- ☐ Advanced Cardiac life support: _____

- ☐ All safety signs and what they mean
- ☐ Emergency kits / bag in my workplace
- ☐ The first aid kit
- ☐ Exits from my work area
- ☐ Emergency Evacuation Meeting Point(s)
- ☐ How to activate, in an emergency, duress device / alarm
- ☐ How to use, store and maintain general equipment, machinery, tools and hazardous substances
- ☐ Where to find policies / procedures for my workplace, including:
 - Health & Safety Management Folder
 - Emergency Procedure
 - Spill Kit Procedure
 - Staying Safe at Work Policy

I can find the:

- ☐ Health Safety & Wellbeing intranet page and resources
- ☐ Health & Safety Noticeboard / Staff Noticeboard
- ☐ Emergency Management intranet page (the Red 'E' icon on the intranet page)

I know:

- ☐ My responsibilities as an employee and who I need to talk to about health & safety issues
- ☐ Where to find the Hazardous Substances Register and Safety Data Sheets for chemicals in my workplace
- ☐ Who provides training in Safe Work Procedures relative to my scope of work
- ☐ My office workstation must be set up appropriately – and have contacted the Health, Safety & Wellbeing team for assistance, if required

Hazards - I know:

- ☐ What the hazards are in my workplace
- ☐ What the controls are for these hazards and where to find out about them
- ☐ How to report or raise a new hazard or health and safety concern in my workplace

Incidents, Injuries and Emergencies - I know:

- ☐ How to report injuries / incidents / near misses and signs of early discomfort
- ☐ How reports are investigated and how feedback will be provided
- ☐ What emergency number(s) to use in the event of an emergency

If I am sick or injured - I understand I will:

- ☐ Contact my manager or person in charge as soon as possible
- ☐ Maintain communication with my team leader / manager throughout any time off with injury / illness
- ☐ Provide an ACC45 form to my team leader / manager if I require treatment
- ☐ Provide medical certificates to my team leader / manager in a timely manner
- ☐ Need to contact Health Safety Wellbeing Service
- ☐ Actively participate in any rehabilitation and support provided by Nelson Marlborough Health
- ☐ Return to suitable alternative duties or modified duties if I am unable to continue my normal role with medical clearance
- ☐ Work together with the NMH to enable a safe and sustainable return to work

Comments:

Signed by Employee:

Signed by Team Leader / Manager:

Date:



**This booklet was produced by the Health, Safety
and Wellbeing Service - July 2010
Revised in October 2019**

***We would like to acknowledge the Counties
Manukau DHB for the source of documents***