



Old Coolattin Country t/a Carnew Training & Development Centre

Health & Safety Statement

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Carnew Training & Development Centre

SAFETY STATEMENT DECLARATION

Safety, Health and Welfare at Work Act 2005

To each employee and visitor:

Definitions:

Visitor - management member, student, tenant, contractor, legitimate agent and visitor

Employee - any person employed by Old Coolattin Country Ltd or Tomacork Community Employment Ltd. whose place of work is Carnew Training & Development Centre.

The Board of Management of Old Coolattin Country Ltd. trading as Carnew Training & Development Centre, Woolgreen, Carnew, Co. Wicklow, (hereafter called CEC), acknowledge their responsibilities under the Safety, Health and Welfare at Work Act, 2005 (hereafter called the Act) and any Regulations made there under.

CTDC is committed to providing, so far as is reasonably practicable, a safe and healthy work environment for all CTDC employees and to meet its duties to authorised visitors who may be affected by this CTDC's operations. In accordance with section 20 of the Act, CTDC's safety statement identifies the hazards and assesses the risks of all CTDC activities; it details the protective and preventive measures taken, personnel responsible, relevant resources, and employee co-operation required to secure the safety, health, and welfare at work of persons employed in CTDC. CTDC will consult with staff on safety, health, and welfare at work matters, including this document, in accordance with Section 26 of the Act. Specifically staff will be informed of any serious risk(s) to safety and how they are being addressed.

Each employee/visitor has an important contribution to make to the creation of a safe workplace. Under the terms of the 2005 Act, it is the duty of each employee/visitor to
CTDC will annually review this safety statement in the light of experience and developments within CTDC.

Signed: _____

Dermot Kenny, General Manager

Date: _____

IMPLEMENTATION OF GENERAL POLICY STATEMENT

The aims set out in the general policy statement will be accomplished as detailed hereunder and without prejudice to the generality of the introductory general policy statement. The administration will extend its policy to include in particular:

1. The design, provision, and maintenance of, so far as is reasonably practicable, a working environment that is safe, healthy and without risks as regards arrangements and facilities, to the welfare of all people affected by the work practices.
2. The provision and maintenance of, so far as is reasonably practicable, premises, with means of entry thereto and egress there from, which are safe and without risks.
3. The supply and maintenance, as far as is reasonably practicable, of plant, equipment and appliances, for the time being, on the premises that are safe and without risks to safety, health and welfare of people affected by their use.
4. The provision of information, instruction, training, and supervision as is necessary to ensure, as far as is reasonably practicable and is necessary in the opinion of management.
5. In circumstances where it is not practicable to control or eliminate hazards in the place of work, the provision, and maintenance of such protective clothing or equipment that is appropriate and that these are used.
6. The insurance that the use, handling, storage and transport of articles and substances are, so far as is reasonably practicable, safe and without risks to the safety, health and welfare of all.
7. The obtaining, where the foregoing obligations cannot be complied with for lack of suitable personnel, of the services of a competent person as per section 6, (2j) of the Safety; Health and Welfare at Work Act 2005.

This statement will be retained in the workplace and its provisions will be brought to the notice of all employees.

The statement will be kept available for inspection by the Health and Safety Authority.

The person charged with the responsibility for the implementation and upkeep of these policies is Dermot Kenny, General Manager.

GENERAL RESPONSIBILITIES OF EMPLOYEES

All employees are reminded that the Safety, Health, and Welfare at Work Act 2005 impose a duty upon them while at work to:

1. Take responsibility for the Safety, Health, and Welfare of Him/herself and of all other Parties who may be affected by their acts or omissions at work.
2. To co-operate with Management and any other person to such an extent as will enable management to comply with all relevant statutory provisions.
3. To use in such manner so as to provide the protection intended, any suitable appliance, protective clothing, convenience, equipment or other means or object provided (whether for their own use or for use by them in common with others) for securing their safety, health and welfare while at work.
4. To report to management or immediate superior, without unreasonable delay any defects in plant, equipment, place of work or system of work, which might endanger safety, health or welfare of which they become aware.

Remember it is an offence under the Legislation to fail to discharge the above duties or intentionally or recklessly, to interfere with or misuse anything provided in the interests of Safety, Health, and Welfare under the current statutory provisions.

Staff and management will encourage visitors to report to them any items or situations that in the visitors' opinion are hazards or potential hazards.

BULLYING

Prevention and Dealing with Bullying, Harassment or Sexual Harassment at Work

Carnew Training & Development Centre is committed to protecting the dignity of people at work, and to providing all of our employees with an environment free from bullying, harassment, or sexual harassment. One of our key values is to support and respect our colleagues as individuals and as teams.

Every member of staff has an obligation to be aware of the effects of their own behaviour on others. You are also reminded that it is not the intention of the perpetrator, but the effect on the victim that determines what constitutes bullying, harassment or sexual harassment.

Incidents of bullying, harassment, or sexual harassment will be treated as misconduct under our Disciplinary procedure, the magnitude of the misconduct being governed by the seriousness of the misbehaviour. Appropriate disciplinary action, up to and including dismissal for serious offences, will be taken against any employee who violates this policy.

The policy applies to employees both in the workplace and at work-associated events, such as meetings, conferences and office parties, whether on the premises or off site.

The policy applies to bullying, harassment, and sexual harassment, not only by fellow employees but also by a client, customer, or other business contact to which an employee might reasonably expect to meet in the course of their employment.

Definitions

Bullying is defined as:

“Repeated inappropriate behaviour, direct or indirect, whether verbal, physical or otherwise, conducted by one or more persons against another or others, at the place of work and/or in the course of employment, which could reasonably be regarded as undermining the individual’s right to dignity at work. An isolated incident of the behaviour described in their definition may be an affront to dignity at work but as a once off incident is not considered to be bullying.”

Examples of bullying behaviour can include:

- Personal insults and name calling
- Persistent unjustified criticism and sarcasm
- Public or private humiliation
- Shouting at staff in public and or private
- Sneering
- Instantaneous rage, often over trivial issues
- Unreasonable requests
- Making it difficult for staff to have access to necessary information
- Aggression
- Continuously refusing reasonable requests without good reasons
- Intimidation and threats in general

Actions to be taken if you believe you are being bullied at work:

- Do not feel you have brought this behaviour on yourself. Bring it to someone's attention so it can be stopped.
- Remain as calm and collected as possible.
- If possible, confront the bully and inform them that you find their behaviour unacceptable and ask them to stop immediately.
- Talk to Dermot Kenny, Centre Manager, Lar Duffy CE Supervisor or Debbie Furlong, IT Manager, about the incidents.
- Keep copies of any materials you receive from the perpetrator, as these may be needed at a later date.
- Read the Bullying Policy.

Harassment

Harassment is any act or conduct including spoken words, gestures or the production, display or circulation of written words, pictures or other material, if the action or conduct is unwelcome to the employee and could reasonably be regarded as offensive, humiliating, or intimidating.

The harassment has to be based on the relevant characteristics of the employee whether it is the employee's marital status, family status, sexual orientation, religious belief (or none), age, disability, race, colour, nationality or ethnic or national origin or membership of the Traveller Community.

Harassment can occur even where the employee does not have the relevant characteristic but the harasser believes that he/she has that characteristic. For example, if the harasser thought the employee was gay and the employee was not.

The harassment can include, for example, oral or written slurs, physical contact, gestures, jokes, displaying pictures, flags/emblems, graffiti, or other material, which state or imply prejudicial attitudes, which are offensive to fellow employees.

Sexual Harassment

Sexual harassment is a form of discrimination on the grounds of gender in relation to conditions of employment. The definition of sexual harassment includes any:

- Act of physical intimacy
- Request for sexual favours
- Any other act or conduct including spoken words, gestures or the production, display or circulation of written words, pictures or other material that is unwelcome and could reasonably be regarded as sexually offensive, humiliating or intimidating.

Examples of this type of harassment include:

- Sexual gestures
- Displaying sexually suggestive objects, pictures, calendars or sending suggestive and pornographic correspondence
- Unwelcome sexual comments and jokes
- Unwelcome physical conduct such as unnecessary touching, etc.

The difference between friendly behaviour and sexual harassment is that the latter is neither solicited nor accepted by the recipient; it is unwelcome and/or imposed.

The fact that the perpetrator has no intention of sexually harassing or harassing the employee is no defence. The effect of the behaviour on the employee is what is important. A single incident may constitute sexual harassment.

Complaints Procedure

There is both an informal and formal procedure to deal with the issue of bullying, harassment, and sexual harassment at work.

Informal Procedure

It is often preferable for all concerned that complaints of harassment, sexual harassment, or bullying are dealt with informally whenever possible. This is likely to produce solutions that are speedy, effective and minimise embarrassment and the risk of breaching confidentiality.

If you are unsure as to whether the behaviour constitutes a form of harassment, sexual harassment, or bullying, you should discuss this with Dermot Kenny, General Manager, Lar Duffy CE Supervisor or Debbie Furlong, IT Manager. Please be encouraged to seek support from whomever you deem appropriate.

Alternatively, a person who believes that they are the subject of harassment or bullying should ask the person responsible to stop the offensive behaviour, and tell them it is unwelcome. You should remind them of this policy, and inform them that continued inappropriate behaviour would result in you making a formal complaint.

When this action does not result in a cessation of the harassment, sexual harassment or bullying, or where a more serious incident has arisen, the employee should use the formal procedure.

It is recognised that it may not always be practical to use the informal procedure.

For example, where the harassment, sexual harassment or bullying is too serious to be treated under the informal procedure; where informal attempts at resolution have proved unsatisfactory; where the behaviour continues after the informal procedure has been adopted; where the employee making the complaint wishes it to be treated formally or where the people involved are at different levels in the organisation. In such instances, the employee should use the formal procedure set out below.

Formal Procedure

The employee should make a formal complaint in writing to his/her immediate supervisor, if this is not appropriate, to Dermot Kenny, General Manager, or Debbie Furlong and if this is not appropriate, to any other member of management or board. All complaints received will be treated seriously, confidentially and dealt with as soon as is practicable. An independent investigation team will be appointed comprising two members of management/staff. They will have no connection with the allegation.

In the interests of natural justice, the alleged perpetrator will be notified in writing that a complaint has been made against him/her; he/she will be given a copy of the employee's statement and will be given a fair opportunity to respond to the allegation(s) made.

Whilst it is desirable to maintain utmost confidentiality, once an investigation of an issue begins, it may be necessary to interview other staff. If this is so, the importance of confidentiality will be stressed to them. Any statements taken from witnesses will be circulated to the person making the complaint and the alleged perpetrator for their comments before any conclusion is reached in the investigation.

Carnew Training & Development Centre will maintain a record of all relevant discussions that take place during the course of the investigation. The alleged perpetrator will be given a reasonable period to consider all of the documentation and an opportunity to respond. It is in everybody's interests that the investigation be concluded as speedily as possible and the investigation team will have discretion to impose reasonable time limits on both parties to respond before concluding the investigation.

Both parties will have the right to be accompanied or represented by a representative, trade union representative, colleague, or friend.

When the investigation has been completed, both parties will be furnished with a written report outlining the findings of the investigation and the reasons for the final decision.

If the complaint is upheld against an employee, the report will recommend whether Carnew Training & Development Centre's disciplinary procedure should be invoked. The disciplinary action to be taken will be in line with Carnew Training & Development Centre's disciplinary policy, which may include transfer or other appropriate action up to, and including dismissal. Records of any warnings for bullying, harassment, or sexual harassment will remain in the employees file and will be used if any further allegations or offences of the same or similar nature occur in the future.

Please note however that any individual making deliberate malicious false accusations against another will themselves face gross misconduct charges.

Further Information

All questions relating to the execution or interpretation of this policy should be referred to Dermot Kenny, Centre Manager, Lar Duffy CE Supervisor or Debbie Furlong, IT Manager.

Carnew Training & Development Centre recognises every individual's right to be treated with dignity, both by management and work colleagues. All who work here are expected to respect the right of each individual to dignity in their working life. Bullying or harassment in any form is not accepted by us and will not be tolerated.

RESPONSIBILITIES TOWARDS THIRD PARTIES

The management's representatives charged with the responsibility for the application of the legislation in accordance with this policy statement must ensure that:

- (1) All visitors are made aware of all hazards of the Management's concerns and also means of escape by means of notices.
- (2) Where contractors and sub-contractors are on the premises, the Management must advise employees, customers, visitors and other third parties likely to be affected, of the potential hazards arising from the work being undertaken.
- (3) There is no interference with contractors' staff in the performance of their duties, but where it appears that unsafe practices are being followed, they should contact the main contractor and the party engaging the main contractor where appropriate.
- (4) That the contractor or sub-contractors equipment is in good repair and in a safe condition
- (5) All the contractors and sub-contractors have a Safety Policy Statement.

Note: The Management, in determining the regulations and activities governing the use of the Centre buildings or grounds, shall include the appropriate legislative requirements in Safety and Health matters.

CONSULTATION PROCESS

Management at all times wish to encourage co-operation in Safety, Health, and Welfare matters with all parties who may be affected by their work practices.

- (1) The law requires that staff must report defects of which they become aware immediately so that remedial action can be taken.
- (2) The person to whom these defects are reported will record the information and, if within their power rectify the defects or ensure that they are rectified.
- (3) Suggestions for improvements in Safety and Health matters should be conveyed to the Manager and Safety Officer.

The appointed Safety Officer is **Pat Leacy**

INFORMATION AND TRAINING

The Management will, from time to time, issue information on Safety, Health, and Welfare in order to keep all employees abreast with up-to-date legislation, hazards, and any risks involved in its activities. These may be by means of e-mails, memos, notices, videos, films, talks, or seminars as deemed necessary.

Information on hazards and risks and the necessary measures to deal with them will be made available.

Training will be arranged for staff involved in specific tasks requiring additional skills if deemed necessary. Records of all training given will be recorded.

ACCIDENT REPORTING

- (1)** All accidents will be reported regardless of their severity. The term accident in this context refers to all accidents including “near misses” and property damage.
- (2)** All accidents will be reported to the person in charge.
- (3)** The injured person or supervisor will complete an accident report form.
- (4)** In the event of a serious injury, the area in question must be left undisturbed, after treatment to the injured party, until clearance has been given.

Detail of all accidents will be recorded and copies retained.

Whenever any of the items listed below occur, the event will be reported in writing to the Health and Safety Authority and a record of the report will be retained.

(See appendix 4 for contact details)

- (a) The death of a person, irrespective of whether or not they are at work, as a result of an accident arising out of or in connection with work.
- (b) The death of an employee, as a result a reportable injury, unless the death occurs more than a year after the accident
- (c) A person at work (including a self-employed person) being disabled from performing his normal work for more than 3 days because of work
- (d) A person who is not at work but who because of a work activity sustains injury requiring medical treatment.
- (e) One of a list of specific dangerous occurrences arising out of or in connection with work

HAZARDS

The management carried out a survey of its premises and activities and a full report of these findings is available. From the report, it is evident that the following major hazards are those where the risk to employees and third parties are most applicable:

- Fire Hazards
- Electrical Equipment
- Handling Disciplines
- Slips and Falls
- Cuts and Bruises
- Health and Hygiene

To reduce the risks the following hazards are highlighted together with the suggested means of eliminating or mitigating the risk and in all cases, resources required have already been made available as outlined in this safety policy statement.

Specific Hazards

Fire Hazards

- Formal evacuation procedures will be carried out a minimum of twice yearly and evidence of this will be logged.
- Portable fire fighting equipment will be checked on a regular basis and evidence of these checks will be recorded.
- All fire points will be kept clear at all times and will be highlighted.
- Exits and entrances will be kept un-locked during normal operating hours. They will be kept clear at all times and will be adequately signposted.

Electrical Equipment

Carnew Training & Development Centre has respect for electricity and its inherent hazards as applied to their particular premises. The Centre make provisions for the safety of all employees from any association with the generation, transformation, conversion, switching, controlling, regulation storage, transmission, distribution and use of electrical energy in their workplace in compliance with Electricity Acts 1927-1988.

The following precautions will apply:

- All electrical equipment will be suitably identified.
- All live parts will be adequately covered.
- Precautions will be taken by earthing or automatic disconnection, to prevent danger from any exposed conductive part that may become live.
- Due practices will be complied with in choosing and using electrical portable tools.
- Over-current protective devices will be fitted.

Note: Carnew Training & Development Centre is committed to having all electrical appliances, cables and sockets checked by a suitably experienced person on a regular basis.

Manual Handling:

The Management place special emphasis on manual handling as follows: appropriate organisational measure(s) will be taken or the appropriate mechanical means to avoid the need for manual handling of loads.

General on going hazards

In addition to the foregoing, the following policies will be maintained at all times.

1. Adequate lighting both internally and externally will be provided at all times.
2. Pertinent notices on safety disciplines will be liberally displayed.
3. No flammable material will be left near sources of heat.
4. Continuous care will be given to unlevel walking surfaces.
5. Broken panes of glass will be attended to immediately.
6. Broken or chipped delph, pottery or glassware will be disposed of immediately. Care will be taken to dispose of these separately from the normal waste.
7. Emergency stopping procedures for any power equipment will be tested on a regular basis.
8. Spillages of all liquids, in particular all kinds of hazardous chemicals, will be cleared up immediately. Hazardous chemicals will be neutralised prior to disposal.
9. Canteen/Kitchen areas, washrooms, and toilets will be maintained in a safe and hygienic condition at all times.
10. Broken furniture will be taken out of commission immediately for repair or replacement. Table tops and work tops will be constantly monitored for any signs of splitting or fraying.
11. Full first aid facilities will be provided at all times.
12. The operation and use of Visual Display Units will be in accordance with regulations.
13. No smoking will be allowed in the building.
14. Overcrowding in all areas will be monitored.
15. Strict attention will be paid to traffic control and parking in the grounds and on access laneway safe speeds will be adhered to at all times.
16. Floor surfaces will be constantly inspected and tripping hazards such as crumpled mats and carpets, missing floor tiles, etc. will be corrected.
17. Containers of chemicals, flammable liquids or other dangerous liquid will be labelled as to contents, hazard, and information on action to take in the event of contact with the hazardous liquid.
18. Equipment in all rooms will be isolated when not in use, as will all services to these rooms.
19. Notices will be posted in training rooms indicating equipment, which visitors are not, allowed to operate unsupervised.
20. Dangerous behaviour, horseplay, or similar activity, which could result injury, will not be practised or tolerated.
21. Any one deemed to be under the influence of alcohol or harmful drugs will not be permitted on the premises.
22. Drain covers must be in position at all times and must be properly fitted.

Hazards Associated With Specific Disciplines

It is the policy of Carnew Training & Development Centre to draw attention to intrinsic hazards in their specific areas. This enables constant attention to be paid to them by staff and visitors. These areas and some of the associated points of importance are listed hereunder.

Grounds Care and Maintenance

Proper care and maintenance will be given to tools and equipment used in this area. Faulty goods will not be used and will immediately be taken out of commission. There are certain physical hazards that may possibly be associated with specific equipment and should be given particular attention:

Fixed Equipment

- Fully repaired and maintained
- Fully guarded and fenced
- No close bystanders

Hand-operated Grass Mowers:

- Make sure area is clear of stones and other loose debris.
- Do not mow with people in close proximity.
- Do not leave mower with power on.
- Do not mow with light footwear.
- Do not lift mower while powered.
- Always keep mower flat on the grass.
- Do not pull mower towards your feet.
- Switch off mower before moving it across roads and pathways.

Hedge Cutting and Strimming:

- Check safety switch off mechanism regularly.
- Wear eye and face protection.
- Check guarding systems
- Do not use in proximity of bystanders.

Further information on intrinsic hazards such as safe work practice sheets, hazard identification sheets, safety checklists and other safety rules are available in Appendix 1.

COMPUTER AND NETWORK USAGE POLICY

Carnew Training & Development Centre's Computer and Network Usage Policy incorporates all laws, restrictions and policies issued by the Irish Government and County Wicklow Vocational Education Committee.

The policy is comprised of the following articles:

1. All bags and coats should be placed neatly and safely on, under chairs, or in a designated area.
2. No food or drink should be consumed near any computer at any time.
3. Under no circumstances should any employee/visitor alter computer settings.
4. Employees/visitors should never access, alter, or remove materials or data that belongs to another employee/visitor.
5. Any employee/visitor misusing or damaging computer equipment anywhere in the Centre will be brought before the management committee. They will be required to repair or replace damaged property.
6. Under no circumstances should any employee/visitor insert or install any removable storage media onto any computer without prior permission.
7. Internet access is available in the Centre at the discretion of the management. Under no circumstances should any employee or visitor access or surf the internet without appropriate supervision.
8. Employees and visitors are advised that the use of "chat rooms" and the provision of personal information to anyone on the internet can be extremely dangerous. Therefore, access to "chat rooms" is prohibited in the Centre. Further information regarding safety on the internet is available from Deborah Furlong.
9. Employees and visitors are not permitted to access, download, save, create or transmit unauthorized software, games or other entertainment software, or save inappropriate or offensive material. Any employee/visitor found in breach of the above articles shall have all computer privileges revoked for a period set at the discretion management committee.

Signed: _____

RESPONSIBILITIES OF GENERAL MANAGER

Name: Mr. Dermot Kenny

1. To initiate the Safety Policies of the centre
2. To administer these policies and delegate to staff as appropriate
3. To arrange, through the Management, that adequate funds and facilities to implement these policies are made available.
4. To maintain the safe upkeep of the premises
5. To implement and initiate evacuation procedures
6. To ensure that First Aid facilities and Controls are implemented.
7. To arrange to have this policy statement revised periodically
8. To maintain relevant records and documents pertaining to statutory requirements
9. To provide full executive support for all staff who have been given responsibility under this statement of policy.
10. To ensure that the Centre's annual report is received and that it contains, in addition to the normal information, an evaluation of the extent to which this policy has been put into effect.
11. To reprimand any member of staff failing in their responsibilities
12. To set a personal example
13. To release staff for training where necessary
14. To be familiar with fire drills and evacuation procedures
15. To maintain a list of emergency telephone numbers and addresses
16. To report any defects in office equipment as soon as possible
17. To work in a manner that is safe to themselves and to others.
18. To avoid enacting hazards in the office e.g. leaving filing cabinet drawers open, trailing cables, build-up of papers etc.
19. To be familiar with the use of fire fighting equipment

RESPONSIBILITIES OF APPOINTED STAFF & BOARD MEMBERS

Names: James L. Duffy, Debbie Furlong, and Michael

1. To know the statute requirements and ensure that they are observed
2. To insist that sound and safe working practices are observed at all times.
3. To ensure that safety precautions are accounted for when employing outside contractors.
4. To institute proper reporting, recording, investigation and costing procedures
5. To insist that the protective clothing and equipment is provided and is used
6. To ensure that high standards of hygiene are observed throughout the centre.
7. To be familiar with fire drills and evacuation procedures
8. To assume the responsibilities of the Manager in Safety and Health matters in the absence, for any reason, of the Manager.

RESPONSIBILITIES OF EMPLOYEES AND VISITORS

1. To ensure that all visitors carry out all their routines in a safe manner and do not create danger for themselves or others
2. To be familiar with evacuation procedures
3. To be familiar with the fire fighting equipment and its uses
4. To notify the Manager of any accidents, or incidents that could result in accidents, and keep records of them.
5. To insist that all visitors wear protective clothing and use protective equipment where necessary
6. To identify hazards intrinsic to their own disciplines and to ensure that they eliminate or take protective action and that their visitors do likewise.
7. Use notices liberally to highlight problem areas.
8. To set an example for their visitors
9. To keep abreast of all Safety and Health Legislation
10. To encourage safe working practices in their designated work areas

RESPONSIBILITIES OF CARETAKER

Name: Mr. Michael

1. To work in a manner this is safe to him and others.
2. To use the proper tools and equipment for each task
3. To report any hazard that is encountered
4. To use proper protective clothing and equipment where necessary
5. To ensure that no people have access to areas which are hazardous or whilst work is in progress
6. To be familiar with fire drills and evacuation procedures
7. To be familiar with the use of fire fighting equipment
8. To prevent the build-up of rubbish and especially of combustible material
9. To maintain heating in proper working order
10. To repair light fittings as soon as they become faulty
11. To repair broken windows and doors at all times
12. To remove broken furniture from use and to have these repaired.
13. To ensure that all exits, entrances, fire fighting equipment and fire alarm points are not obstructed.
14. To be able to identify and use the correct fire extinguishers
15. To report immediately any injury, no matter how minor
16. To attend to spillages immediately
17. To barricade area of spillages until they are completely dry.
18. To report any defect in machinery or equipment.
19. To avoid leaving trailing cables if this is necessary, use notice to the effect that cleaning is in progress.
20. To observe high standards of cleanliness and hygiene
21. To ensure that all mats and carpets and properly laid and uncrumpled.

Please Note: If the above-mentioned (Mark Murray) is not present please report to either the General Manager (Dermot Kenny) or one of the Board Members (James L Duffy) & Debbie Furlong.

Volunteer Policy and Procedural Guidelines of Carnew TDC

Statement of Policy

Old Coolattin Country Ltd t/a Carnew Training & Development Centre (referred to for the remainder of this document as Carnew TDC inherited a volunteer commitment, and the tradition of volunteering continues to enhance the quality of the service that the Carnew Training & Development Centre provides to the public.

Carnew TDC

- Recognises that without volunteers it would be unable to meet its objectives
- Sees volunteers and employees as complementary and equally adding significant value to Carnew TDC activities;
- Is committed to making volunteering worthwhile; and
- Understands that volunteering should be an enjoyable activity for the individual while delivering the service to the public

We regard volunteers as a key resource and encourage them to get involved at all levels of the organisation and within all appropriate activities. We aim to recruit, train, support and supervise our volunteers in a fair and equitable manner and to act quickly and fairly if any difficulties arise.

Procedural Guidelines

1. General Principles

1.1 Purpose of our Volunteer Policy

The purpose of this policy document is to provide overall guidance and direction to volunteers. It does not constitute a binding contract. This policy is intended for internal management guidance only. Carnew TDC reserves the right to change any of this policy at any time following consultation with volunteers and to expect support for the changed policy.

1.2 Responsibility

The Centre Manager, Mr Dermot Kenny, is responsible for ensuring that the policy and procedures in this document are implemented efficiently and effectively. All other staff and volunteers (including organisers and voluntary management committee members) are expected to facilitate this process.

1.3 Eligibility

Carnew TDC has a recruitment policy that is non-discriminatory and inclusive and will consider all applications for voluntary positions. However, individuals must be able to demonstrate a commitment to the aims of the organisation (see Mission Statement) and may only be placed if their skills as volunteers match the needs of the organisation. No person who has a conflict of interest with any aspect of the organisation will be accepted as a volunteer in the Carnew TDC. Volunteers are not allowed to gain financially or to seek/obtain any commercial advantage, which might arise from their duties as volunteers while a volunteer with the Carnew TDC.

1.4 Relationship with Paid Staff

Volunteers play a very important role in the organisation. The work of volunteers, paid staff and Carnew Training & Development Centre personnel will be of a mutually supportive, complementary nature. Both the

Board and staff of Carnew TDC recognise the invaluable commitment and contribution made by volunteers within the company. The success of Carnew Training & Development Centre is very much dependent on staff and volunteers working together as a team to ensure that the best possible service is offered to clients. Clear roles are established to differentiate between paid staff and volunteers to foster mutually beneficial and complementary relationships. All individuals within the organisation must treat their colleagues with respect and courtesy recognising that each person has a valuable contribution to make. Carnew TDC does not accept the services of its paid staff as volunteers.

1.5 Working Conditions

Volunteers are treated as full members of Carnew TDC. They are treated as equally and as fairly as paid staff and are included in the organisation's functions and decision-making processes. Volunteers are provided with appropriate work sites and have access to the space, equipment, and facilities necessary to volunteer effectively and comfortably.

1.6 Working Times

Working times and schedules will be agreed in advance with the volunteer and follow good employment working time practices. Unscheduled absences can create organisational problems. When expecting to be absent, the volunteer should inform the Centre.

1.7 Appropriate Behaviour

Volunteers are expected to work within the policies and procedures of Carnew TDC and adhere to its ethos. As representatives of Carnew TDC, volunteers are responsible for presenting a positive image of the organisation to the outside world.

1.8 Representation of Carnew Training & Development Centre

Volunteers must seek prior approval from the Manager before undertaking anything that might affect the organisation. This includes, but is not limited to, communication with the media and joint initiatives with other bodies. Where volunteers are representing Carnew TDC at talks, exhibitions and other promotional activities, there must be another representative of Carnew TDC present both of whom must always be mindful of the Carnew TDC reputation.

1.9 Confidentiality

Carnew TDC respects the volunteer's right to privacy and confidentiality (which extends to their private lives). In turn, volunteers are responsible for maintaining the confidentiality of all privileged information to which they are exposed while volunteering with Carnew TDC. Failure to maintain confidentiality will result in termination of the Volunteer Agreement and/or other corrective action.

1.10 Volunteer Records

A system of records is maintained on all volunteers, which comprises their Application Form to join and their Commitment Agreement form. Volunteer records are accorded the same confidentiality as staff records.

1.11 Service at the Discretion of the Carnew TDC

Any voluntary service is at the discretion of the Carnew TDC. Carnew TDC may, at any time, and for whatever reason, decide to terminate volunteers' relationships with the organisation. Similarly, volunteers may for whatever reason, decide to terminate their relationships with the Carnew TDC. Notice of such decisions should be communicated at the earliest opportunity, preferably in writing.

Code of Practice for Recruitment and Management of Volunteers

2. Recruitment and Selection of Volunteers

The Board of **Carnew TDC** is committed to ensuring that procedures and practice used in the recruitment and selection of volunteers are fair, consistent, and effective. All recruitment initiatives will be co-ordinated by the Manager.

2.1 Role Description

Prior to any volunteer assignment or recruitment effort, a role description must be developed for each voluntary opportunity. This must include the title of the volunteering role, starting and finishing dates, hours and place of work, name of supervisor and tasks to be undertaken. The role description may be amended in joint agreement with the volunteer and Carnew TDC Manager/agreed representative of relevant volunteer body.

2.2 Recruitment

Recruitment campaigns will be specific and targeted and will encompass all sections of society, using publicity avenues that are suitable for the roles that need to be filled. Potential volunteers may also apply speculatively. Volunteers are recruited in accordance with the Carnew TDC's equal opportunities policy.

2.3 Application

All volunteers interested in joining the Carnew TDC must complete a Volunteer Application Form, which must be returned to the Manager.

2.4 Interview

Suitable candidates will be invited to attend an informal interview with the Manager and a volunteer information-giver to ascertain their interest in and suitability for the role. All candidates must supply the names of two referees and references will always be checked. All unsuccessful candidates will be thanked for applying and encouraged to reapply for other volunteering opportunities if appropriate.

2.5 Appointment

Formal appointments are made only after the role description has been agreed with the Manager and all necessary checks have proved acceptable. No placements are made unless the requirements of the volunteer and that of the Carnew TDC can be met.

2.6 Trial Period

All placements are subject to an initial trial period of six months following which there will be a review and assessment with the Manager. Following such reviews volunteers may continue in their current role or their services may be discontinued.

3. Training and Induction

3.1 Induction

All volunteers will receive an induction when they begin their voluntary work at Carnew TDC. This will consist of a general induction to the organisation, as well as specific orientation on the purposes and requirements of their volunteering role.

3.2 On-the-job Training

Volunteers are expected to undertake on-going training as identified by the Carnew TDC's training plan. The training provided is necessary to provide the volunteer with the information and skills necessary to perform their tasks well.

3.3 Additional Training

Volunteers are actively encouraged to identify training courses, seminars, conferences and so on that would help them to perform their roles better and which would aid their personal development. Approval to undertake such training must be given by the Manager and this will only be done if sufficient funds are available. Priority is given to long-standing volunteers and to those who have received little or no training in the past.

3.4 Training Information

Where Carnew TDC pays for additional training, course materials belong to Carnew TDC and must be filed in the appropriate location in the Carnew TDC. All volunteers are required to submit a short report outlining the content and usefulness of the course or meeting attended. Training information must be disseminated to relevant people within the Carnew TDC.

4. Support and Supervision

Support and supervision is the right of every volunteer and enables our organisation to brief the volunteer about the activities to be undertaken and to give them all the necessary information to assist them in building confidence in their skills and approach. Experienced volunteers are required to work with those who are new/less experienced and to demonstrate and share their knowledge and expertise. All new volunteers are to be treated as full members of the team whose contribution is sought and acknowledged.

4.1 Lines of Communication

Lines of communication should operate in both directions and should exist formally and informally. Volunteers must have access to all appropriate information, memos, materials, and meetings relevant to their assignments. Volunteers must be consulted on all decisions that would substantially affect their volunteering conditions. Volunteers will be expected, as mentioned above, to attend monthly team meetings.

4.2 Supervisor

Each volunteer must have a clearly identified supervisor who is responsible for the day-to-day support to that volunteer. The Carnew TDC Manager/Organiser/ Information Officer normally takes on the supervisor's supporting role but staff members should receive training and guidance on how to involve volunteers effectively in the work of the organisation. The Manager/Organiser/ members of the management committee/Information Officers/other experienced volunteers will provide on-going support, on-the-job training, and supervision to volunteers on a regular basis.

4.3 Exclusion

Volunteers who do not adhere to the organisation's rules or who fail to perform their volunteer assignments satisfactorily may be subject to permanent exclusion from the organisation. No volunteer's involvement will be terminated in writing until the volunteer has had an opportunity to discuss the reasons for possible exclusion with the Manager. Grounds for exclusion include gross misconduct, breaches of client confidentiality, failure to abide by Carnew TDC policies and procedures, and failure to complete duties to a satisfactory standard.

4.4 Grievances

Where volunteers have a grievance about any aspect of their work, they must first discuss the issue with the Manager. The Manager will consider the issue and decide the best course of action. If the volunteer is unhappy with this outcome, the matter can be referred in writing to the Chairperson of the Board of Directors and his/her decision, which will be conveyed in writing, will be final. The volunteer must inform the Manager that he/she is bringing his/her grievance to the Board of Directors.

4.5 Exit Interviews

Informal exit interviews are held, where possible, with any volunteers who are leaving Carnew TDC. Interviews are usually conducted with the Manager. The session should ascertain why the volunteer is leaving, how they found the volunteering experience, and what suggestions they offer to improve the way the information centre operates. The offer of a personal reference for future employment etc is made to each volunteer if appropriate.

5. Support and Recognition

5.1 Support

Carnew TDC endeavours to provide the support necessary to encourage and empower volunteers to make a meaningful contribution and gain significant benefits from their voluntary work. Volunteers are free to discuss any issues they may have with the Manager and/or Organiser at any time and this gives volunteers an opportunity to express themselves and discuss how they feel about their role.

5.2 Recognition

Volunteers provide a unique service to the Carnew TDC. It is essential that their efforts are recognised and rewarded. Carnew TDC staff is responsible for thanking all volunteers informally on a regular basis for the valuable contribution that they make to the organisation. The Manager is responsible for ensuring that more formalised recognition takes place at key times.

5.3 Expenses

Volunteers give their time and skills free of charge, so it is essential that the Carnew TDC offers to reimburse any out of pocket expenses they may incur in the course of undertaking additional activities for the organisation (for example training). Current rates and procedures for claiming expenses are agreed by the Board of Directors and notified to all volunteers. However, **no expense should be incurred** without prior approval of the Manager.

5.4 Insurance

Insurance is provided by the Carnew TDC to cover all volunteers working on behalf and at the direction of the organisation. This does not cover personal possessions/valuables, which should be secured in lockers where provided or, where these are not available, in a secure location. (The insurance schedule is available on request).

6. Technology

6.1 Use of Technology in Carnew Training & Development Centre

Volunteers are required to refrain from downloading music files to PCs and/or copying music CDs, installing unlicensed software, and downloading pornography or any inappropriate materials offensive to public taste. Such activities are illegal and carry a threat of fine and/or imprisonment. E-mail is to be used in an appropriate manner.

7. Sabbaticals

7.1 Extended Absence

While Carnew TDC will try to accommodate volunteers who have left the organisation and wish to return, it may not always be possible to do so. Where the absence has been for three months or longer the volunteer

may, at the discretion of the Manager, be asked to attend a refresher-training course. Where no refresher training is readily available, the volunteer may re-join the team (where possible) and will be required to do duties with an experienced volunteer until the refresher course has been completed.

The volunteer policy will be reviewed annually.

Version 1: January 2015

Approved by the Board on

Signed by Eamonn Doran, Chairman.....

Signed by James L Duffy, Secretary.....

Signed by Dermot Kenny, Manager.....

STAFF MEMBERS 2013/2014

General Manager

Dermot Kenny Community Services Programme (CSP)

Education and Training Manager

Deborah Furlong CSP & Earned Income

WIN Programme Co-coordinator

Deborah Furlong Wicklow Information Network Funding/FÁS

Administrative/Reception Assistants

Jacqui Mulholland CSP

Mary Hall CSP

Sharon Brennan Tomacork Community Employment Project (CE)

May Brennan-Kavanagh CSP

Small Business Support Service

Sandra Molloy CSP

Marketing

Amanda O Keeffe CSP

Reception Assistants

Bernardine Harte Tomacork Community Employment Project (CE)

Shirley Connolly Tomacork Community Employment Project (CE)

Accounts Dept

Mary Hall CSP

Training Assistants

Eamonn Walshe Tomacork Community Employment Project (CE)

David Howe Tomacork Community Employment Project (CE)

Lorraine Kenny Tomacork Community Employment Project (CE)

Denise Mc Carthy Tomacork Community Employment Project (CE)

Maintenance / Caretaker

Michael Shkurenko Tomacork Community Employment Project (CE)

IT Support

David Howe Tomacork Community Employment Project (CE)

INDUCTION TRAINING

A short period of induction will take place for new employees joining the staff.

1. A tour of the premises for familiarisation purposes
2. Fire emergency procedures, location of exits, assembly points, and training on fire fighting apparatus
3. A discussion of the hazards in the work place and the preventative measures in force
4. An explanation on the consultative processes in force
5. A detail of the new employee's safety responsibilities
6. Details of any further training

EMERGENCY CONTACTS

1. Trail emergency evacuations carried out twice yearly and evidence of this is so recorded
2. All fire fighting equipment will be inspected annually and the equipment is labelled accordingly.
3. Emergency Services **999 or 112**
4. Health and Safety Authority **Ph: 01/6620400**
Hogan Place, **Fax: 01/6620417**
Dublin 2.
5. Fire Brigade: **053-94 26168**
6. Gardaí: **Gorey 053-94 30690** **Carnew 053-94 26102**
7. Doctor: **Dr. Damien Doyle 053 -94 26411**
CareDoc 1850334999
8. Hospital: **Wexford General 053-94 42233**
9. Roman Catholic: **Fr. Martin Casey 053 -94 26888**
10. Nurse: **Carnew Health Centre 053 -94 26411**
11. Rector : **Rev Ruth Elmes 0402-29822**

FIRST AID STATIONS

First Aid Stations

Downstairs

- KITCHEN

Upstairs

- MEETING ROOM AT TOP OF STAIRS
- MANAGERS OFFICE

The reception personnel have the responsibility for maintaining the stock of First Aid.

'First Aiders' charged with the responsibility for administering First Aid are:

- Sandra Molloy
- Mandie O Keefe
- David Howe

FIRE DRILL/EMERGENCY EVACUATION PROCEDURES

Dermot Kenny shall be the Fire Officer in charge, in the event of an emergency evacuation or fire drill should Dermot Kenny be absent from the Centre building, the next fire officer on list below, that is present in the building, shall take charge.

Fire Officers:

1. Dermot Kenny-Fire Officer in Charge
2. Debbie Furlong
3. Pat Leacy
4. Maintenance Personnel

Procedures – In the event of an evacuation one fire officer will evacuate the following areas from designated list.

Zone 1	Zone 2
MM Office Training Room 2 Glass Box Lecture Room	Managers Office Ladies Toilets Accounts Office
Fire Officers	Fire Officers
1. Debbie Furlong 2. Tutor in charge of TR2	1. Dermot Kenny 2. Mandy O’Keeffe 3. P Leacy

FIRE DRILL/EMERGENCY EVACUATION PROCEDURES

Zone 3	Zone 4
SBSS Office Reception Library/Hot Desking Room Accessible toilet	Training Room 1 Kitchen
Fire Officers	Fire Officers
1. P Leacy 2. J Connor 3. Mary Hall 4. Jacqui Mulholland	Mary Hall Jacqui Mulholland Tutor in charge of TR 1

EMERGENCY PROCEDURES

In the event of fire or emergency, a fire officer must alert the Fire brigade or appropriate emergency service.

Evacuation Procedures

1. In the event of an emergency evacuation of the building, all employees and visitors must adhere to the instructions of designated Fire Officers:
2. All employees and visitors shall leave the building in an orderly manner
3. All belongings should be left behind.
4. Consideration should be given to those with impaired mobility.
5. Leave the building by the nearest exit door; this is the front door unless you are located in the kitchen.
6. Go immediately to assembly point in car park; **do not** leave grounds of building.
7. Report to Fire Officer in charge who should be known by you in advance, at appropriate training & signage
8. Fire Officers from Zone 3, Zone 4 report to Manager, return to front & back doors to prevent accidental re-entry.

Tutors/ Persons in Charge of Visitors

Tutors/Persons in charge of groups or visitors it is very important that you always have a list of those present in your class. Persons in charge of groups please are aware of those that are present in the building with you.

1. Evacuate students and visitors in orderly manner and proceed to assembly point in car park.
2. Bring student or visitor list with you.
3. On arrival at assembly point, take role call or check list of those present in your group.
4. Report immediately to Fire Officer in charge that your group are present
5. If a member of your group is missing it is imperative that you alert Fire Officer in charge and that you **do not re-enter** building under any circumstances.

Fire Officer in Charge

It is the responsibility of the Fire Officer in charge to liaise with emergency services on their arrival. Persons not accounted for at assembly point should be notified to emergency services immediately.

CARNEW TRAINING & DEVELOPMENT CENTRE FIRE PROCEDURE

FIRE

Points to remember:

- Keep all exits clear
- Never hold fire doors open
- Fire extinguishers are not doorstops!
- Never panic
- Tutors ensure students exit the building
- Always evacuate on hearing the continuous ringing of the fire alarms
- Never re-enter the building, for whatsoever reason, until you are told to do so
- Follow the instructions of the Fire Team once outside
- Never speculate as to the cause of the alarms being raised – always treat as serious

The Fire Assembly Point is at the back car park – know where it is!

FIRE HAZARDS

- Formal evacuation procedures will be carried out a minimum of twice yearly and evidence of this will be logged.
- Portable fire fighting equipment will be checked on a regular basis and evidence of these checks will be recorded.
- All fire points will be kept clear at all times and will be highlighted.
- Exits and entrances will be kept un-locked during normal operating hours. They will be kept clear at all times and will be adequately signposted.

WHAT TO DO IF YOU DISCOVER A FIRE IN THE BUILDING

In the event of discovering a fire, however serious carry out the following steps.

- Quickly assess the fire – Large or small
- Leave the room
- Close the fire door behind you on the way out making sure no one is left in the room. Closing the fire door will contain the fire in that room.
- If fire is on the first floor, the fire alarm is situated at the main reception entrance.
- If fire is on the second floor then set off the fire alarm on that floor. This can be found on the second floor at the top of the stairs see the diagram below or refer to photos.
- See diagram and photos.
- On setting the fire alarm off Leave the building – in the event of a serious fire alert the fire brigade
- When out of the building make your way to the back of the building to the car park to the assembly point.

LOCATION OF FIRE Alarms



Fire Alarm Press in the event of a fire

Fire Alarms are situated down stairs at the main reception entrance and at the top of the stairs at the left hand side of the meeting room door.



Fire Alarm Press in the event of a fire

Fire Alarm situated at the Reception Entrance – See photo

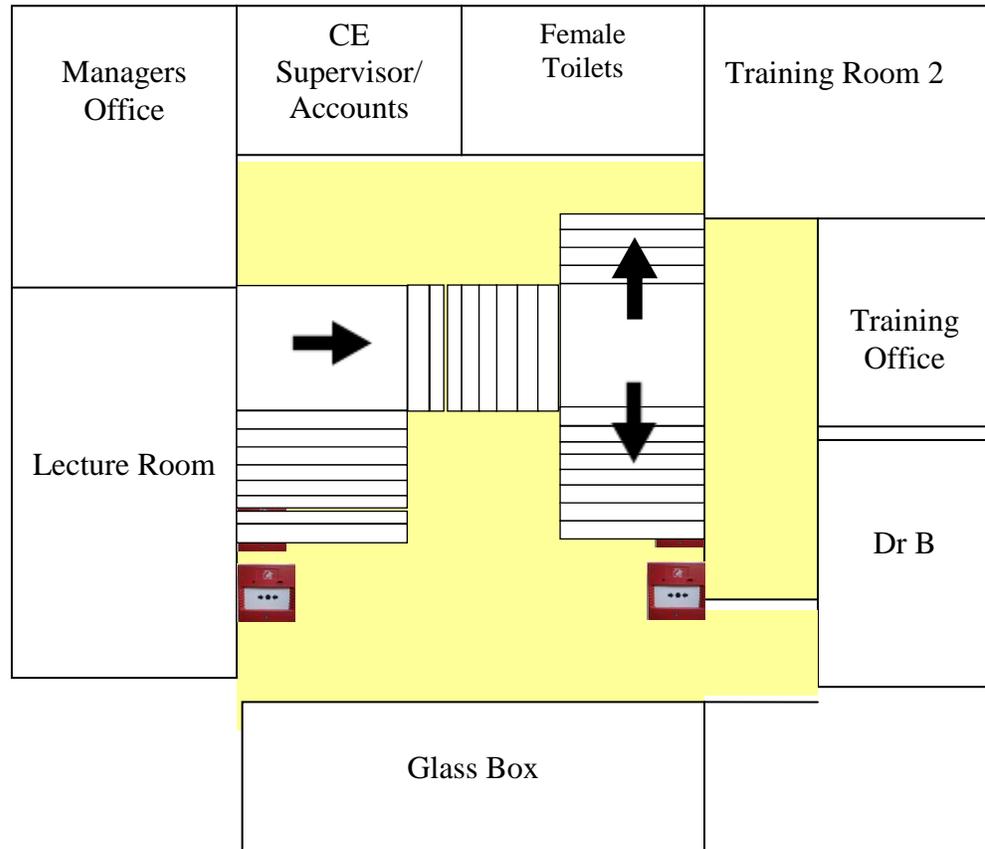


Fire Alarm Press in the event of a fire

Fire Alarm situated at the top of the stairs to the left of the meeting room – See photo



UPSTAIRS LAYOUT



Managers Office
CE Supervisor/Accounts

Upstairs, turn left
left again, straight ahead.

Multimedia:

Upstairs, turn right, on landing turn left around corner, second on left.

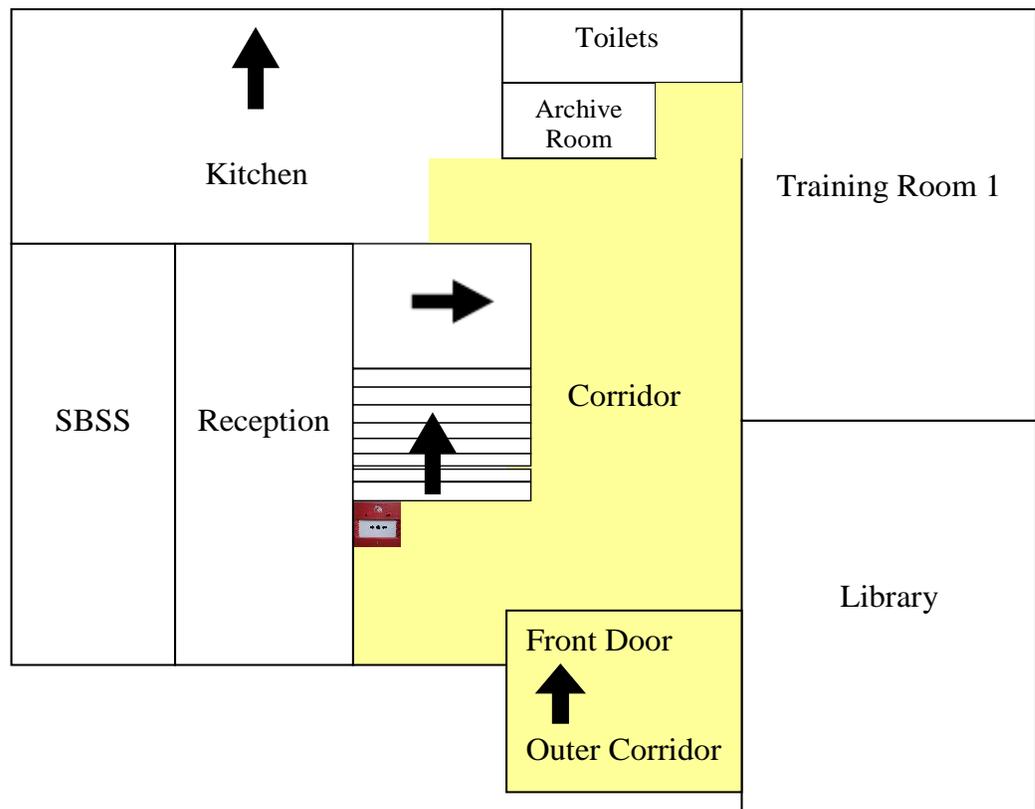
Training Room 2:

Upstairs, turn right, on landing turn left around corner, straight in front of you.

Lecture Room:

Upstairs, turn right, on top landing turn right - straight ahead.

DOWNSTAIRS LAYOUT



- Kitchen: Through front door, through the hallway, turn left, straight through door.
- Training Room 1: Through front door, through the hallway, first door on the right.
- Reception: Through front door, First left.
- SBSS: Through front door, First left, Straight through reception, door in front.

HAZARD INFORMATION

Section Department				
Kitchen				
HAZARD INFORMATION	RISK ASSESSMENT HIGH/MED/LOW	CONTROLS (IN PLACE)	<u>PERSON RESPONSIBLE</u>	JOB TITLE
Housekeeping	Low	Regular Tidy-up	Dermot Kenny	General Manager
Boiling Water	High	Warning notice beside boiler Training on safe use or electrical appliances	Dermot Kenny	General Manager
Wet floors	Medium	Wet floor signs in place when cleaning Floors only to washed at times of low activity in kitchen	Dermot Kenny	General Manager
Spillages	High	All spillages to be mopped up immediately Wet floor sign to be used where necessary	Dermot Kenny	General Manager
Equipment storage	Medium	All equipment stored from time to time in kitchen to be placed in safe manner.	P Leacy	CE supervisor

<u>Section / Department</u> <u>Offices and training rooms</u>				
HAZARD INFORMATION	RISK ASSESSMENT HIGH/MED/LOW	CONTROLS (IN PLACE)	<u>PERSON RESPONSIBLE</u>	JOB TITLE
Housekeeping	Low	Regular Tidy-up	Dermot Kenny	General Manager
Electric Cables	Low	Keep cables close to wall No Trailing Cables across floor Regular Check of condition of Cables	Dermot Kenny	General Manager
Equipment storage	Medium	All equipment stored from time to time to be placed in safe manner.	Dermot Kenny Debbie Furlong	General Manger Training Manager WIN Programme Co-ordinator
<u>Section /Department</u> Hall Stairs and Landing				
House keeping	Low	Regular Tidy -up No stacking or storing in hallways or stairways	Dermot Kenny	General Manager
Floor Covering	Low	Regular inspection Watch for wear and tear	Dermot Kenny	General Manager

INCIDENT REPORT SHEET

Date	Description of Fault	Reported By-To	Action Taken	Incident Addressed Yes/No	Signed