

STREEtCHURCH

Health and Safety Appendices November 2016

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APPENDIX 1

FIRE PROCEDURES

Introduction

Small fires can very quickly become large ones and it is the smoke and fumes that can quickly overcome people. **The first priority in the event of a fire is always to get people safely out of the building.**

You do not know how you and others will react in a crisis and panic and confusion can quickly spread. Keeping a calm head and being seen to know what you are doing is vital to helping people evacuate in an orderly fashion. That means you have to prepare yourself in advance. **As a volunteer it is critical that you familiarise yourself with the layout of the building, location of fire extinguishers, fire alarms, and fire exits.** Read and ensure you understand the operating instructions on each type of fire extinguisher, if you are unsure ask someone to explain them to you. This familiarity can save your own and others' lives.

Action to be taken in the event of discovering a fire

1. Operate the nearest fire alarm
2. Ensure the other volunteers are evacuating people out of the building
3. The fire alarm does not automatically call the Fire Brigade, call 999 and ask for the fire brigade
4. If the fire is small and can quickly be put out use the appropriate fire extinguisher - **if in any doubt just get out** (see section on use of fire extinguishers)
5. Once everyone is out of the room that contains the fire close the door to the room when you exit, this slows down the rate of spread of the fire and reduces the spread of smoke giving more time to evacuate the building.
6. If the fire is in a room which you know is unoccupied do not open the door to that room. This can let a sudden rush of air into the room fuelling the fire and helping it spread faster.
7. Even if you successfully put out the fire evacuate to the assembly point and wait for the fire brigade to check that the fire is completely out and not at risk of reigniting.
8. Report to the assembly point - depending on where the fire is, exit may be to Kettering Road in which case the fire assembly point is outside the shop on the opposite side of the road, or in the car park outside Mount Pleasant - and wait for the fire brigade.

Use of Fire Extinguishers

Fire extinguishers are designed to put out small fires or to help keep a fire at bay whilst you evacuate the building. They will not put out a large fire and may not fully extinguish a small one.

There are different types of extinguisher that each tackles fire in a different way. Used correctly they can either put out the fire or buy you time, used incorrectly they can make a fire worse and can even kill you. If you are unsure which extinguisher to use just get out.

A fire needs three elements to burn: fuel, oxygen (air) and heat. If you remove any one of these three the fire cannot burn.

Water fire extinguishers reduce the heat and can in some circumstances take away the air. **Dry powder, foam, inert gas or CO2 (Carbon Dioxide) fire extinguishers and fire blankets** all act by taking away the fire's access to oxygen (air). Mount Pleasant Baptist Church have Water extinguishers, apart from in the kitchen where there is a Foam extinguisher and a Fire Blanket.

The volume of water or gas in a fire extinguisher is relatively small and may only put out even a small fire temporarily. If a fire still has sufficient heat and fuel then if it gets access to air again it will reignite. **DO NOT ASSUME THAT HAVING USED A FIRE EXTINGUISHER AND A FIRE HAS STOPPED BURNING THAT IT IS OUT.** Leave that for the Fire Brigade to decide.

WHEN NOT TO USE A FIRE EXTINGUISHER

- 1 If the fire has taken hold in a room and everyone is out, simply shut the door and evacuate the building**
- 2 DO NOT USE A WATER OR FOAM FIRE EXTINGUISHER ON AN ELECTRICAL FIRE OR A FIRE IN AN ELECTRICAL APPLIANCE, EVEN IF THE POWER HAS BEEN TURNED OFF.** Water conducts electricity (the Foam is water based) and if you use a water or foam extinguisher the electric current can travel up the water jet and kill you. Even if the appliance is switched off at the mains some electrical components in the appliance can hold an electric charge for some time after the mains has been disconnected and this can be big enough to kill you.
- 3 DO NOT USE A WATER EXTINGUISHER ON A FAT OR OIL FIRE IN THE KITCHEN.** The heat in the fat will cause the water to quickly become steam and this will cause the burning oil to explode out of the pan spreading the fire and burning you.

WHEN AND HOW TO USE THE FIRE APPLIANCES AVAILABLE IN MOUNT PLEASANT BAPTIST CHURCH

WATER EXTINGUISHER

- 1 A water extinguisher can be used to tackle fires in waste bins, furniture, fabrics, clothes, carpets, wood etc. Do not use in the kitchen or near electrical appliances.**

- 2 Keep the extinguisher upright when in use – the extinguisher works by compressed gas pushing the water up through an opening into the hose at the bottom of the cylinder. If you tilt the extinguisher the water will drain away from the bottom of the hose and only the compressed gas will come out.
- 3 Point the water jet at the base of the fire, you are using the water to cool the fuel that is feeding the fire, the steam also stops the fire getting oxygen.

FOAM EXTINGUISHER

- 1 A Foam fire extinguisher can be used to tackle any small fire in SOLIDS such as paper, wood, plastic and FLAMMABLE LIQUIDS such as paraffin, petrol, oil etc. However, they must NOT be used for chip or fat pan fires. They are mainly water based, with a foaming agent so that the foam can float on top of the burning liquid and break the interaction between the flames and the fuel surface.
- 2 For fires involving SOLIDS, point the jet at the base of the flames and keep it moving across the area of the fire. Ensure that all areas of the fire are out.
- 3 For fires involving LIQUIDS, do not aim the jet straight into the liquid. Where the liquid on fire is in a container, point the jet at the inside edge of the container or on a nearby surface above the burning liquid. Allow the foam to build up and flow across the liquid.

FIRE BLANKET

- 1 A fire blanket is made of fire resistant material and is used to smother a small fire and stop it getting access to air. They should be used to tackle any oil or chip pan fire in a kitchen. Walk up to the fire holding the open blanket in front of you and place it over the chip pan. **DO NOT THROW THE BLANKET AT THE FIRE AS YOU MAY KNOCK OVER THE PAN SPREADING THE OIL AND THE FIRE.** Leave the blanket over the pan until the oil or fat has cooled. They are also good for wrapping around someone whose clothes are on fire and smothering the flames.

WHAT TO DO IF YOU ARE TRAPPED IN A BUILDING THAT IS FILLING UP WITH SMOKE

It is the smoke from a fire that kills people long before they are burnt by the flames. The smoke tends to fill a room from the top downwards so the breathable air tends to be near the floor. If you find yourself trapped in a smoke filled room get down on your hands and knees and crawl your way out. If you are disorientated by the smoke and can't see the exit travel in one direction until you come to a wall. Turn one way along the wall and using the back of your hand feel, your way along the wall until you get to the door. Keep calm and keep following the wall in the same direction until you get to the door.

APPENDIX 2

MANUAL HANDLING

Introduction

Working as a volunteer from time to time you may be asked to lift objects, some of which may be heavy. You may also be asked to help someone back to their feet after a fall. Whilst such occasions will be few it is very easy to suffer a back injury even when lifting relatively light objects if you do not do so properly. Leaning over to pick up a small weight can put considerable stress on muscles and joints. **It is therefore important that you follow the following guidelines when lifting even light objects. If you have any back problems do not attempt to lift.**

Storing and removing objects from Shelves

The storage cupboard is used to store clothing and the sound system. All heavy boxes must be stored on the ground with the lighter boxes stacked on top.

Do not attempt to stretch across obstacles on the floor to remove even the light boxes.

When lifting all heavy boxes or items use the technique that follows:

Lifting an object

1. Before you move the object, clear the space around the object you are going to lift and the area where you are going to place it; plan the route you are going to take carrying the object and either move or plan a route around any obstacles.
2. If the object is too heavy for you to lift alone, seek assistance.
3. Stand facing the object with a straight back and your feet placed shoulder width apart.
4. Bend down from the knees and take hold of the object. **DO NOT HUNCH YOUR SHOULDERS OR TWIST YOUR BACK.**
5. Grasp the object firmly with both hands. Attempt to gain maximum surface area contact with your fingers, palms and forearms with larger objects.
6. Lift the object by keeping your back straight and using your leg muscles to lift the object by straightening your legs.
7. Hold the object close to you when carrying it and keep your back straight. This prevents the centre of balance shifting causing you to trip or fall.
8. Lower the object slowly to its resting place by again keeping your back straight and bending from the knees.

Helping an uninjured person back onto their feet

From time to time a visitor will be in a drunken state and may fall over. If you are comfortable in helping the individual back onto their feet this is the procedure to follow. The first thing to do is to check whether they are injured or not. If they are, leave them where they are and seek First Aid assistance. If the person is uninjured, but simply needs help regaining their feet then the following procedure should be used.

If the person is on their back the first stage is getting them onto their side:

1. Bend their knees up.
2. Pull the arm on the side you want to roll them onto in against their side.
3. Bring their other arm across their chest with the hand down towards the opposite hip.
4. Pushing gently on their hips and shoulder roll them onto their side.

The next steps are how you help a person on their side back onto their feet:

5. Help them bring their top leg out in front of the bottom leg.
6. Put your hand under their shoulder which is resting on the floor then gently lift them by the shoulder until they are resting both hands on the floor.
7. Transfer your hands to their hips and gently lift their hips until they are resting on their hands and knees.
8. Help them to move forward on their hands and knees until they are facing a sturdy chair or object.
9. Get them to place their hands on the chair.
10. Help them to move one knee directly under their hands and help them bend the knee and put the foot of their strongest leg flat on the floor.
11. Go around to the opposite side from the foot that is flat on the floor. Hook one arm under theirs and help them to stand up on their feet.
12. Turn them gently around and to sit on the chair until they are feeling ok.

APPENDIX 3

KITCHEN SAFETY

Introduction

Volunteers should follow safety procedures at all times within the kitchen area. The steering group are recommending and enabling one member from each visiting team to have completed a basic certificate in health and hygiene.

As the kitchen duties are carried out on Mount Pleasant premises we are also subject to their own practices and procedures.

1. Knives - Always use the correct knife for the job being undertaken. Always carry knives point down. Never leave knives in sinks, but clean them and put them away after use. Never attempt to catch a dropped knife.
2. Chopping boards - Always use appropriately colour coded chopping boards. There is a notice above the chopping boards directing which coloured board should be used for which task.
3. Ovens - Do not stand directly in front of an oven door when opening it. Where possible, stand to one side. Beware of the initial out rush of hot air and fumes when first opening an oven door.
4. Electricity - Always ensure that hands are dry when handling electrical appliances. Make sure that the power is switched off before plugging in or removing any plug. Special care must be taken when using microwave ovens and these should always be fully serviced and maintained in accordance with the manufacturer's instructions.
5. Height - Always use steps to reach anything at height. Do not balance on chairs, boxes, etc.
6. Glass - Dispose of any chipped or cracked glassware immediately, making sure that any defective or broken glass is wrapped up and put into a rubbish bag and not left where it may be handled.
7. Emergency – the Mount Pleasant representative will know where the main supplies of water, electricity and gas are located.
8. Movement - Do not run. Always walk.
9. Lifting - Nearly a quarter of all accidents are caused through people incorrectly lifting and moving heavy objects.

APPENDIX 4

PERSONAL PROTECTION

Introduction

All StreetChurch volunteers will be made aware of the need to ensure that they are safe whilst undertaking StreetChurch activities. Personal Protective Equipment (PPE) will be made available to all who request it, based on individual risk assessments. Any PPE that is required will be paid for by StreetChurch and at no time will volunteered be required to purchase their own.

Any persons handling food in the kitchen must wear an apron. It is the responsibility of StreetChurch to ensure that PPE, if issued, is correctly worn and is suitable for the particular job. Any PPE issued, if not disposable, should be maintained by the user and reported if it needs to be replaced.

1. Disposable vinyl or latex gloves and aprons for kitchen volunteers will be available;
2. Any person handling food in the kitchen must wear an apron;
3. Volunteers will be made aware of Manual handling procedures;
4. It is recommended that all Street Church electrical items, and electrical items belonging to volunteer organisations providing services at Street Church (e.g. the pampering teams), are PAT tested. Items used by the pampering team are their responsibility, however StreetChurch does contribute to the cost of insuring the items used for pampering activities.
5. Control of Substances Hazardous to Health (COSHH) – Mount Pleasant will ensure that cleaning chemicals are stored in correct containers and properly marked. Volunteers are asked to wear PPE at all times when handling any COSHH related products.
6. If any illegal substances are discovered on or around the premises, they should not be touched until the area can be made safe, and a safe means of disposal is made available (including sharps bins and clinical waste bags)
7. As the kitchen duties are carried out on the Mount Pleasant premises, we should always be subject to their practices and procedures. Notices covering key procedures are displayed in the Mount Pleasant kitchen, e.g. chopping board colours.

APPENDIX 5

BOUNDARY GUIDELINES BETWEEN VOLUNTEERS AND STREETCHURCH MEMBERS

Introduction

The guests attending StreetChurch are vulnerable adults and due to the nature of their addictions are not always in control of their actions. Calm situations can quickly become difficult and it is important that you have the support of other volunteers available at all times, not just to prevent physical abuse but as a witness to protect you against any false accusations.

You also need to remember that vulnerable adults may not react in a manner that you would expect from others.

Your actions may be good but they can be perceived differently from how you intended – what is intended as good may be perceived as harassment. It is not uncommon for vulnerable people to twist things to boost their self-esteem, to gain leverage over volunteers or even to make claims for compensation. Boundaries are there not just to protect the guests but also you as a volunteer and StreetChurch as a whole. They must be observed at all times.

The following are basic common sense guidelines when working with or in contact with StreetChurch members. Please treat them with the seriousness due to them, but note that they supplement rather than replace the procedures laid down in the Health & Safety Policy, Practices and Working Procedures Document

- Never give your address or telephone number to a member;
- Never gift a lift to a Street Church member without another trusted adult in the car;
- Never agree to meet a member outside StreetChurch without first discussing it with one of the leaders who will assess the suitability of the arrangements;
- In the event of a violent or potentially violent situation in StreetChurch, your only responsibility is to make yourself safe by getting out of the area. If the alarm has not been raised, then do so, and leave the appropriate staff to deal with the situation;
- Notify staff immediately if a member is behaving in a threatening or abusive way towards you;
- Never give a member money;

- If you wish to donate clothes/blankets etc. to members, do not hand them out individually, take them to a leader where they are given out fairly;
- Do not dress provocatively whilst at StreetChurch, or act in an over friendly or intimate way. You may give the service user the wrong message;
- Do not enter into a close personal relationship with a StreetChurch member/guest.

If you find yourself in danger of crossing any of the above boundaries you are required to discuss the situation with one of the StreetChurch leaders or a member of the Steering group. Depending on the exact circumstances you may have to stand down from being a volunteer.

APPENDIX 6 TRANSPORT

Introduction

From time to time we may be called upon to offer transport to members of StreetChurch. This should only be offered when the volunteer is happy to do so and feels comfortable with the arrangements. StreetChurch feel it is prudent to ensure certain issues are considered and implemented where necessary to safeguard volunteers and members:

1. It is StreetChurch's policy that lifts are usually not given to people unless accompanied by another volunteer.
2. If the volunteers are uncomfortable about the area that they are taking the person to, they should be dropped off in an area where the volunteer can maintain control and feel safe.
3. Always ensure another volunteer knows what you are doing if involved with StreetChurch activities with members – where you are going, what for, who with. Let them know when you have completed the task – remember if you are giving a member a lift home or to hospital or for an appointment, you are still doing it as a StreetChurch volunteer and we need to know, as we have a duty of care to ensure your safety.
4. Volunteers should never be alone in a car with a StreetChurch member of the opposite sex.
5. Volunteers should try to make any travel arrangements during daylight hours.
6. Volunteers should be aware of the fact that some members of the StreetChurch community can be affected by drink and/or drugs which can have an adverse effect on their personality - this should be considered before offering a lift.
7. If at any time the atmosphere changes and the volunteer feels threatened, they should try to get to a public place and get assistance or phone the police. If necessary they should leave their car (taking their keys with them). The volunteers' safety is paramount.

APPENDIX 7

VIOLENCE/INAPPROPRIATE BEHAVIOUR

Introduction

It is a fact that many of our members are users of drugs and drink, both of which can rapidly cause a change of behaviour, often aggressively. When dealing with aggression or inappropriate behaviour, do not underestimate the threat. Follow the guidance below:

1. Talk yourself out of the problem, placate rather than provoke.
2. Keep your distance, give people room to breathe, respect their personal space.
3. Do not respond aggressively either verbally or through your body language.
4. Avoid an aggressive stance – crossed arms, hands on hips, a wagging finger or a raised arm will challenge or confront.
5. Stay calm; speak gently, slowly and clearly.
6. Do not hide behind your authority. Tell them who you are, ask their name and discuss what it is you want them to do.
7. Never turn your back, keep an eye on a quick exit route.
8. Never put a hand on someone who is angry.
9. Every volunteer should be aware of their duty to support colleagues who are confronted by violence.
10. If attacked you must only use the minimum force necessary to deal with the situation.