

North Waikato Transport Trust



Health and Safety Policy

&

Operations

Manual

February 2020

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IMPORTANT

Contact numbers_

- **Emergency – 111 – All mobile phones will work.**
- - Co-ordinator/Administrator Mobile: Alicia Leef – 0275354654
- - Trust Chairperson [in emergency]: Ray Mills – 0225215453

- - (vehicles) Shuttle: 0275354657 – Car: 0211719657
- - Breakdown/flat tyres – Shuttle: 0800 692 202
- Car: 0800734543

Section 1

Introduction

This Handbook is to be read by all employees and Volunteers. Please sign below as an acknowledgement that you have read and understood the handbook. Note the contents of this handbook, and take care, so that we achieve a safe and healthy place of work.

Objectives of North Waikato Transport Trust

To provide safe and caring transport to residents in the North Waikato Area and surrounding districts. We take seriously the health and well-being of both our clients and our volunteers.



I have read and understood my duty to Health and Safety, as well as the operations of the NWTT, Waka Tautoko, Community Health Shuttle:

Volunteer Signature _____

Section 2

Health and Safety Policy Statement 2020

North Waikato Transport Trust is committed to providing and maintaining a safe and healthy working environment for all staff, be they volunteers, employees or clients, and to provide such information, training and supervision needed for this purpose.

In meeting this commitment, we will take all practicable steps to ensure that the business provides a safe work environment by:

- Ensuring employees and volunteers understand and accept their responsibility to promote a safe and healthy workplace.
- Providing safe vehicles, safe venue and proper materials.
- Establishing safe work methods and insisting that they are practised at all times.
- Providing supervision and training.
- Having procedures in place to deal with emergencies.

To achieve this we will

1. Systematically identify, record and control all hazards in our workplace. Where there are significant hazards we will take all practicable steps to eliminate and/or minimise these hazards to prevent any injury or damage.
2. Inform all volunteers and employees of these hazards and hazard controls
3. Inform all volunteers and employees of emergency procedures.
4. Record all incidents and accidents on the hazard report form or incident report forms and take all practicable steps to prevent these events from recurring.
5. Carry out annual reviews of our safety plan
6. Ensure employees are given appropriate training or reasonable and regular opportunities to be involved in improving health and safety in the workplace.

The Trust will take responsibility for health and safety procedures, however volunteers and employees need to be aware of their responsibilities and are expected to share our commitment to avoid accidents and incidents which may cause personal injury, property damage or loss of any kind by:

- Being involved in the workplace health and safety system
- Complying with correct procedures and equipment
- Reporting any pain or discomfort as soon as possible

- Ensuring all accidents/incidents are reported Within in 24 hours.
- Advising the Co-ordinator immediately of any health and safety concerns, and then a written summary on a hazard register or incident form.
- Keeping the vehicles / work place tidy to minimise the risk of any trips and falls and to take care of the vehicles when driving them

Safe Driving Policy

Aim of the policy

To reduce at-fault crashes and prevents injury to the Company's drivers and passengers by promoting a safe driving culture at Waka Taukoko.

Objectives of the policy

To maintain vehicle in a safe, clean and roadworthy condition and to ensure the maximum safety of the driver, passengers, and other road users at all times.

To ensure that van drivers and staff company vehicles demonstrate safe driving and other good safety habits at all times when driving.

Code of Conduct

The company's driving code of conduct is, "while driving van, staff and volunteers must comply with the traffic legislation, be conscious of road safety and demonstrate safe driving and other good road safety habits". The following actions when driving van will be viewed as serious breaches of conduct could result in serious disciplinary action up to and including dismissal.

- Drinking Alcohol or being under the influence of alcohol or drugs while driving.
- Driving while disqualified, or not correctly licensed or medically fit.
- Reckless or dangerous driving causing death or injury.
- Any form of road rage, verbal abuse or gestures towards any road user.
- Serious justifiable complaint regarding driving from any member of public.
- Failing to stop after a crash.
- Demerit points suspension.
- Any actions, which warrant suspension of a driver's licence.

Responsibilities as an employee/volunteer

Drivers of van will:

- Ensure they hold a current driver licence for the class of vehicle they are driving
- Immediately notify their coordinator if their driver licence has been suspended or cancelled, or has had limitations put on it
- Be responsible and accountable for their actions when operating van
- Display the highest level of professional conduct when driving vehicle
- Assess hazards while driving and anticipate “what if” scenarios

Responsibilities as an employee/volunteer

- Drive within the legal speed limits, including driving for the conditions
- Wear a safety belt at all times, except where there is a deviation
- Report vehicle defects as per the quality assurance policy
- Comply with traffic legislation when driving van
- Report any crashes and scrapes to their coordinator, including those which do not result in injury
- Follow the crash procedures outlined in this policy
- Take regular and adequate breaks
- Complete the necessary driver log book where necessary

Responsibilities as an employer

The employer will not require staff/volunteers to drive under conditions which are unsafe and/or likely to create an unsafe environment, physical distress, fatigue, etc. The employer will do this by:

Ensuring all vehicles are well maintained and that the equipment promotes driver, and passenger safety by:	Name of manager responsible
Carrying out a full service on all vehicles per the servicing schedules	
Operate procedures where the workshop staff check the vehicles oil, water, tyre pressure and general cleanliness on a regular basis, and this is recorded	
Keep a maintenance schedule of all the vehicles that is completed each time the vehicle is serviced in any way	
Following the maintenance schedule in the vehicles manual	

Section 3

Employee Training, Rules and Procedures

Preamble:

This service is available to convey people who are transport disadvantaged. It is a service to take people to their appointments; it is not an ambulance or emergency service.

The service is for people from North Waikato Districts, Huntly, Ohinewai, Taupiri, Orini, Ngaruawahia, Pukemiro, Glen Afton, Horitu, Te Kowhai. Residents from outlying areas may be asked to get to a central point to be collected.

Golden Rules:

There are some basic 'golden' rules that must be followed.

They are:

All clients must be treated with dignity and respect

No client will be charged a fee for the service.

All donations will be gratefully received

All information about clients must be treated as **totally confidential** at all times.

Our service collects and delivers clients to and from their home or a dedicated pickup point. Occasionally it may mean that it cannot be a door to door service due to the state of people's access or difficulty in manoeuvring the vehicles.

Drivers and Companion General Duties

The service relies solely on volunteers and their willingness to be a part of a team. It is the duty of the Committee to ensure that at all times we take care of the team of volunteers and the clients therefore we ask that you take note of the following:

Duty of Care

- All drivers must be in good health and the Committee retains the right to question their suitability.
- The Committee, depends on drivers for self assessment of their driving skills and the status of their health. The Committee may invite the applicant driver to supply a health certificate from their doctor or may test the driver's ability to drive the vehicles.

- Prospective drivers will be interviewed by a sub-committee of the Committee which will include the Co-ordinator and a Trustee.
- Volunteer drivers are committed to drive and park appropriately with in the confounds of the law.
- Ensure seat belts must be worn by all occupants.
- If a volunteer driver receives an infringement ticket due to driving and/or parking, the ticket receiver will be paying for it.
- Both drivers and support people must act in confidence at all times with knowledge they may overhear or have confided to them.
- All drivers need to ensure they are contactable via email or phone when off duty.
- There is to be no physical lifting of clients in or out of the Van. Please use the hoist. The client must be seated in a wheelchair or something similar.
- The clients are the responsibility of the driver and companion until delivered to their desired clinic, location or transit lounge.

Identification

- ID tags should be worn at all times when on duty.
- Both drivers and support people are identified by a clearly visible and official North Waikato Transport ID. This will enable easy access into hospitals and other medical facilities
- Polo shirts with the Logo are available. The Committee urges you to wear it to distinguish yourself from other similar services at the destinations.

The Roster

- A roster is completed monthly by the Co-ordinator before the beginning of the month and distributed to personnel.
- Volunteers are responsible for taking note of the duty/duties they have been assigned to.
- Any changes from the original roster must be notified to the Co-ordinator as soon as possible.
- Please contact Co-ordinator by the 20th of the month with dates you are unavailable for the following month. This assists the Co-ordinator with the planning.
- One driver and one companion is allocated for the day but the Co-ordinator may appoint a driver and a companion to the morning and one of each to the afternoon shift.
- Depending on client's appointment times, changeover, if there is one, would be at the most convenient time.

Duty of care

- Is committed to assisting the Committee to meet and maintain the aims and objectives of the trust.
- Is responsible for all the administration duties such as preparation of meeting agendas, monthly reports, banking, inward and outward correspondence, and preparing accounts for payments, liaison with the relevant external agencies, rostering, training and other such duties pertaining to the position.
- Has a right to refuse the request for transport for any reason. (We are a transport service not an ambulance service.)
- Before 2.00pm the day before, the coordinator will phone all clients to advise of any changes of pick-up times and places.
- Will collect and record data on clients required by the Committee policies and procedures. This information is confidential and will remain so.

In the Vehicles

- Insure there are mobile phones in the vehicles at all times.
- Business cards are available with contact details to be given to the clients.
- Make clients aware that car seats, capsuals and booster seats are compulsory for all children, indicated by height regulations, by NZ Transport Agency. Under New Zealand law, all children under seven years of age must use an approved child restraint appropriate for their age and size. Children aged seven must be secured in a restraint.
- In the LDV V80 Ssang Yong Mini Van there will be no more than six clients carried at any one time and only seven when the wheelchair hoist is in use.
- An individual carer for a client in poor health is a requirement.
- A support person to a client is welcome to travel with a client when there is a vacant seat.
- There should be a Companion to the driver present at all times in both vehicles. It is preferable to have a male/female driver/companion on all runs

- Annually check the fire extinguisher, first aid kit, and AED (Defibrillator). Ensure they are in correct working order.
- There will be no animal in the vehicle unless this is a service animal.
- Unless there are no afternoon clients, the maximum spread of appointment times should be three hours: ie three clients with appointments for say 7.30 am, 8.00 am and 9.30 am should be returned to NWTT Huntly after completing their visit. The shuttle can then pick up the afternoon clients. If one of your morning clients is not going to be seen until 10.30am then they will have to wait for a return trip in the afternoon. **This is a guide only.**

From time to time hospital visitors may ask to use the service. They are not high priority, but access to the service shall be at the discretion of the Co-ordinator **in the first instance** or driver and support person.

Diesel and petrol purchases are to be made from Mobil Service Stations in Huntly or Hamilton. Drivers are to sign for the purchase and give the docket to the Co-ordinator.

It is the responsibility of the driver and companion to keep the vehicles clean and tidy after each day on its return to the depot. The gate should be kept closed every time you leave the yard.

Dealings with hospitals and other medical centres:

- Maintaining good relationships with the staff at medical centres visited is essential. Mostly there is a desire on the part of hospital staff to make it easy for shuttles to operate freely and without too many hassles.
- Drivers should make themselves known to security staff at the various locations.

Vehicle Storage Parking: At the time of revising this document (February 2020) the following arrangements are in place for the garaging of vehicles:

The LDV V80 Mini Van and the Toyota Isis is at William Street (Chorus Car Park) in a secure Fenced area on the property. When leaving the yard, please ensure the gate is closed and locked. At the end of the day, leave the keys in the designated lock box at Friendship House.

Donations

- Make sure all paper work and donations are kept secure.
- Re donations - If asked 'how much?' Ngaruawahia \$10 , Huntly -\$20,
- Donations of \$5.00 or more qualify for tax credits from IRD.

Driver Duties

- During the late afternoon of the day before your duty, the co-ordinator will make contact via phone or email. There will be a discussion regarding clients, pick up times and destinations. This will contain client address details as well as the times and place of their appointments, and any specific instructions. All information is considered confidential and once it is obtained then it should be deleted off your device.
- Plan your trip/trips according to appointment times and according to the time needed to return some clients to their homes and pick-up others
- Phone your assistant for the next day to arrange meeting time and place
- The co-ordinator may decide the list is too onerous for the van alone, so the use of the car will be deployed with an additional driver and companion. If this happens mutual co-operation may be needed to transport each other's clients on one stage of the journey
- Client comfort throughout the trip is paramount
- Pick up vehicle, check fuel and other necessities
- Turn on mobile phone, and ensure it is on **at all times** whilst you are on duty
- There is a mobile phone charger in each vehicle. Please charge the phone on inward journey.
- The coordinator can determine whether an extra wheelchair is necessary. If so you will need to call an orderly at the hospital reception on arrival (phone in foyer area) or retrieve one from the Hauge Rd main access information desk.
- Transport to appointments at Waikato Hospital or private specialist clinics in Hamilton, as well as locally in Huntly and Ngaruawahia only
- Pick up clients promptly at appointed times
- Clients **MUST** be delivered in good time. If you are running late the assistant should inform the co-ordinator who will contact the appropriate clinic to advise
- If there are any concerns, time or traffic delays please make the co-ordinator aware
- Arrange with assistant to escort clients to reception areas
- Arrange pick-up point, i.e. at the transit lounge, B5 entrance on Hauge Rd
- As soon as is practicable, return clients to their homes.
- If necessary a 'comfort stop' can be made at public toilets
- Please note that mobile phones can only ring between drivers/companion/co-ordinator
- In the event of an incident of any kind, an incident report form is to be completed and handed to the co-ordinator.
- Ensure that vehicle has sufficient fuel for next day, refuel if necessary
- Ensure that vehicle is swept out and left clean, tidy and ready for next day
- Ensure you mark that the client has given a donation on the daily client list
- Ensure that mobile phone is turned off
- On conclusion of your shift, complete daily record sheet (Mileage, time of start and finish of shifts rest times and clients transported) and return keys and folder to lock up box

Assistant Duties

- Meet driver at the arranged time
- Ensure that the mobile phone is on, and with you at all times
- There is a mobile phone charger in each vehicle. Please charge the phone on inward journey.
- Greet clients and ensure that they are comfortable and seat belt is fastened correctly
- On arrival, any clients requiring assistance are to be escorted to their clinic location.
- Leave clients with coordinators contact details so they or clinic receptionist can make contact with coordinator when they have finished their appointment.
- Arrange pick-up point, ie at the transit lounge, outside the Building or the Clinical Centre
- All clients are to be returned to their home unless other arrangements have been made.
- The service relies on donations, so please ensure you give each person a donation envelope
- Donations are to be receipted, if requested. The receipt book is in the glove box
- At the end of the day the driver will deliver donation envelopes and daily client list to the coordinator or the lock up box if coordinator has finished for the day
- Ensure mobile phone is turned off
- Ensure that vehicle is swept out and left clean, tidy and ready for next day
- Disinfectant spray the vehicle where there will be frequent handling
- **Confidentiality is of the utmost importance.**

It is important to ensure that the service runs smoothly, and is efficient and effective.

Drivers/assistants should be friendly and supportive to clients at all times.

Drivers/assistants should be courteous to hospital and specialist's staff at all times

Section 4

Emergency Plans

The purpose of an emergency plan is to provide a system for emergencies that may occur. Fire, storm, earthquake, structure collapse, an accident or pandemic can cause an emergency situation.

General procedures

- Vacate danger area immediately.
- Assess the situation, without endangering your life.
- Isolate, disconnect or contain danger.
- Person in charge to ensure all personnel are clear of the danger area.
- Provide first aid to injured personnel.

- The accident scene is not to be interfered with unless absolutely necessary to save life, property etc.
- Advise your coordinator as soon as all the other details have been attended to.
- For emergency services, telephone 111.

Emergency Evacuation Procedures: Earthquake

Most casualties from earthquakes are caused by falling objects, collapsing debris, moving furniture and after effects like fire. Take action at the first indication of the ground shaking.

If indoors:

- Take shelter under a solid structure e.g. door frame or desk. Keep away from shelves with heavy objects and from windows that may break. If there is no suitable cover the following procedure should be used:
- Drop to knees away from windows.
- Knees together.
- Clasp both hands firmly behind the head bowing the neck.
- Bury the face in arms protecting the head.
- Children are to stay down in position, until they are told that it is safe to move.

If outside:

If outside at the time of an earthquake you should:

- Move to an open space away from buildings, trees, power lines etc.
- Lie down, crouch low to the ground or take the best shelter you can.

If driving at the time of an earthquake you should:

- Move to a clear area away from buildings, trees, overpasses, underpasses or utility wires
- Slow down and quickly find a place to stop, preferably away from traffic.

- Stay in your car
- Check for injuries.
- Turn on your radio and listen for instructions from the authorities.
- Stay off the telephone unless you must report severe injuries.

When the shaking stops:

Major earthquakes are often followed by after-shocks. Normally these are of lesser magnitude.

When the shaking stops stay inside unless you are confident that it is safe to move outside.

If safe to do so, turn off power sources.

Persons outside must stay outside.

FIRE EMERGENCY EVACUATION

Staff Information Sheet

1. If you discover a fire:

Tell every one – by yelling if needed

Call the Fire Service. Dial 111.

2. When you hear the smoke alarm / alarm:

Leave the building by the nearest exit.

Assist members of the public to leave the building.

Assist disabled persons to the nearest exit and if practicable, to leave the building.

Notify a Warden if anyone is left behind and give their location in the building.

3. Assemble outside at your organisations designated area: Friendship House – Out front of the court house

4. Do not attempt to put out the fire unless it is safe to do so:

5. To help you react well in an emergency, be prepared. Know at least the following:

Know the location of all the exits from your work area.

Know the location of fire extinguishers, hose reels etc. and how to use them.

Make sure you know where the assembly point is and how to get there;

Never use a lift in a fire as it may stop at the floor where the fire is. If you are in a lift when the alarm sounds, leave the lift at the next stop;

Before opening a door, feel it with the back of your hand. If it is hot leave it closed and look for another escape route. If it feels normal, brace your body against it and open it slightly - be prepared to slam it shut if heat or smoke rushes in;

If you get trapped in smoke, crawl low at floor level because that is where the clear air will be.

Close all doors behind you on the way out and do not re-enter the building until the Fire Service has told you it is safe to do so.

6. Don't panic: Assist others to stay calm, especially members of the public who will not be as familiar with the layout of the building as you are. A calm, swift evacuation of the building is the best guarantee of safety.

COVID-19

The symptoms of COVID-19 are similar to common illnesses such as a cold or influenza. You may have one or more of the following:

- a cough
- a high temperature (at least 38°C)
- shortness of breath
- a sore throat
- sneezing and runny nose
- temporary loss of smell.

Shortness of breath is a sign of possible pneumonia and requires immediate medical attention.

Symptoms can take up to 14 days to show after a person has been infected. The virus can be passed onto others before they know they have it – from up to two days before symptoms develop.

About the Delta variant

The Delta variant has spread rapidly worldwide and is now the main variant in most countries. It is the most transmissible variant, spreading a lot more easily than the original version of the COVID-19 virus and other variants.

Being fully vaccinated gives you protection against Delta infection and a very high degree of protection against severe illness, hospitalisation and death. Evidence currently shows:

- the effectiveness of two doses of the Pfizer vaccine against symptomatic illness is 64–95%
- the effectiveness of two doses of the Pfizer vaccine against hospitalisation or severe disease due to Delta infection is about 90–96%.

Vaccination does help to reduce transmission of the virus. Taking other precautions also remains important in order to continue to protect our communities against Delta. As well as vaccination, early detection of cases and swift contact tracing, and isolation of cases and contacts, is critical.

It will also be important to continue to protect ourselves and our whānau and stop the transmission of the disease by following health habits such as:

- keep indoor rooms well ventilated (eg, by opening windows and doors) where possible
- wearing masks and face coverings is one way of keeping yourself safe and protecting others from COVID-19, especially when physical distancing is not possible. Wear masks in confined or crowded environments, such as public transport or supermarkets
- physical distancing of 2m where possible
- if you feel unwell or show any symptoms, stay home. Call Healthline and get a COVID-19 test
- keep a record of where you've been or scan in wherever you go using the COVID Tracer app and turn Bluetooth on your phone so you can be contacted if you have been near a case.

Omicron variant

Omicron is much more transmissible than previous variants of the COVID-19 virus, including Delta. However, as the Omicron variant is so new, more data is needed to understand how Omicron has spread so rapidly across the world.

It is important to remember that Omicron was only declared a Variant of Concern at the end of November 2021. The rapid emergence of Omicron will require yet another change in the way New Zealand manages COVID-19.

New Zealand has a very effective system in place for identifying new variants. The ongoing emergence of new variants such as Omicron underline why it is so important that we continue to perform whole genome sequencing on cases from overseas and those not linked to a cluster in New Zealand.

What we can do now to play our part in keeping our clients and Volunteers safe:

- It is required for all drivers and supporters to have both Covid vaccinations and now your COVID-19 vaccine booster shot.
- Self assess your health the day before and the morning of your next shift. If you are feeling unwell with any symptoms, please make it known to the coordinator as early as possible to find a replacement, and ask the coordinator for a Covid test to be dropped off. We have a supply in the office.
- Continue to follow good hygiene practices and wherever you go: Masks to be worn in the shuttle at all times, unless you have an exemption, use sanitizer before and after you enter the shuttle.
- Wipe down all hard surfaces with disinfectant, ie.. door handles, safety railing, seat belts, steering wheel, hand break, gear stick, Hoist controls (if used)....etc
- If you are a close contact you do not need to self-isolate

People at higher risk

People with underlying health conditions are most at risk of COVID-19 becoming a severe illness. You are more vulnerable if you are over 70 years old with a health condition, living in an aged care facility where spread can occur more easily, have a medical condition and/or compromised immunity.

General cleaning principles

A combination of cleaning and disinfection effectively removes the COVID-19 virus.

Surfaces regularly accessed by the public must be cleaned with detergent and water at least daily to remove germs and dirt from surfaces.

Keep all cleaning and disinfectant products out of the reach of children.

Gather your equipment such as cleaning and disinfecting agents, cleaning cloths and mops, and protective equipment to wear (e.g. gloves) before you start cleaning.

Use a fresh damp cloth to clean surfaces and a mop for hard surface floors. Have separate cloths for general and bathroom areas. Cloths and mops can be laundered as usual with regular laundry soap and hot water. Dispose of disinfectant wipes in a rubbish bin (do not flush down a toilet).

Always wear gloves appropriate for the products being used. Follow the product instructions from the manufacturer about the need to wear additional personal protection items (such as a mask to protect you from inhaling chemical fumes). Make sure you know how to put on and take off the equipment you wear for protection from the products you use. Perform hand hygiene after removal and disposal of protective equipment items you have worn during cleaning.