

Bethany Care Ltd
Day Respite Group Safety
Policy & Procedure 21

“Upholding the legal and human rights of each person with a disability and taking action to prevent and/or respond to allegations of abuse and neglect”

Document Review Details	
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Reviewed by	Brian Lynch (Quality Assurance)
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Amendment History	DCR214 to B (Reviewed to correct the referral to the Bethany Care Human Rights / Abuse & Neglect Reporting document on page 6).

1. Object & Field of Application

- 1.1. This document details the process and procedure Bethany Care Ltd uses to ensure clients accessing Bethany services are kept safe and accounted for.

2. Legislation

- 2.1. Occupational Health and Safety Act 2000, Disability Services Act 1992

3. Staff Responsibilities

3.1 Service Manager

- Overall responsibility for the health, safety and general wellbeing of all clients and staff participating in Bethany Care activities, outings and excursions.
- Responsible for all Bethany Care program planning and term activities.
- The principal contact for staff, other organisations and the Board to address safety issues or concerns.
- The Service Manager will work with the Assistant Manager (AM) and support workers to identify potential hazards and risks associated with operations and activities.
- Risk Management assessment and Critical Incident reporting duties may be delegated to the AM or other suitable staff at the Manager's discretion.
- To clearly identify and understand safety responsibilities, while providing the means and authority necessary to carry out those responsibilities.
- Ensure that the client's family and caregivers are notified in the event of reportable events.
- Notify the Board of Directors and provide details in the event of emergency incidents.
- Notify Disability Services Queensland where appropriate.

3.2 Assistant Manager (AM)

- Before setting activities for Day Respite, the AM must take into account client suggestions for the forthcoming term. These activities will be listed on the Program Outline.
- Undertake risk assessments for new activities and when clients with higher support needs will be attending.
- Determine staff levels on the basis of the client mix, activity and risk assessment.
- To assign a key worker for the day at the beginning of each roster period.
- To ensure all staff are aware of this policy.

3.3 Key Worker

- Overall supervision of the day group
- Allocate clients to staff according to their support needs so that each support worker has a small group of clients for whom they are responsible.
- Is required to notify the Assistant Manager and/or Service Manager if there is an emergency.
- Must ensure all relevant documented Bethany Care policies and procedures are followed, so as to provide a safe environment for both clients and staff.

3.4 Support Workers

- To be responsible for their nominated clients throughout the day.
- To carry their staff identification cards with them at all times.
- To check with their small group of clients during transitions between activities
- Be familiar with each client's competences and support needs outlined in their client file.
- Keep in visual contact with clients at all times and encourage individual to take personal responsibility.
- Be close enough to assist clients when needed and appropriate, particularly when;
 - Boarding and exiting transport
 - Moving through crowded places
 - Negotiating physical barriers and hazards e.g. lifts and escalators, steep slopes, ferry landings, crossing streets.

4. Additional Recommendations

- Suggested strategy for activities in public places: A wrist band with name of service and contact phone number to be worn by clients whilst on activity.

5. Transport Safety

5.1 Cars & Vans

- When using any form of transport, standard safety precautions must be observed;
 - Where required by law, seat restraints must be used at all times
 - Board and alight on the kerb side of cars.
- Support and seating arrangements should take into account the client's assistance needs and behaviour.
 - An escort other than the driver should accompany a person, whose behaviour may create hazards e.g. unbuckling the seat belt, distracting the driver.

- On public transport – buses, coaches and trains, and ferries – the accompanying staff member should be seated adjacent to the client and nearest to the exit if possible.
- Clients must not be left unattended in a vehicle.

5.2 Trains and Ferries

- Staff must consider whether advance arrangements will be required because of the mobility and assistance needs of the people travelling, or the size of the group.
- The following precautions suggested by Queensland Rail should be taken.
 - Plan to arrive with sufficient time to notify Queensland Rail staff of any particular requirements, buy tickets, reach the platform etc.
 - Advise station staff at the boarding of your destination, number of people in the group, help required in entraining and detraining, and return travel arrangements.
 - If there are 2 or more staff members accompanying clients, one person should alight first and help the clients detrain, with the second staff member being the last to detrain. The staff member on the station platform should stand safely close to the carriage, facing the guard, to ensure that it is obvious that people are detraining.

6. Water Safety

- Any planning for outings which involve proximity to water e.g. beaches, rivers, lakes, pools should include consideration of water safety.
- Activities in water must be planned around an assessment of the client's safety in water, and the risks of the venue. The risk assessment should be undertaken by the Assistant Manager. This should consider
 - Whether the person is a competent swimmer
 - The person's demonstrated awareness of danger and hazardous behaviour, attraction to water
 - Medical conditions e.g. poorly controlled epilepsy
 - Physical limitations e.g. ability to stand unaided still and moving water
 - Hazards such as currents tides, uneven depth, rocks, weeds, stingers, boating hazards, isolation.
- Swimming on ocean beaches must be in patrolled areas.
- Personal floatation devices to be worn as appropriate.

7. When a Client becomes separated from the group.

If a client becomes separated from staff while on an outing, the immediate area should be searched. If in a group, one staff member should be engaged in the search while others stay with the remaining clients at the place the person was last seen.

If the person has not been located after searching the immediate area, staff should seek assistance for a more thorough search.

- Contact security staff and management in public venues such as shopping centres.
- Immediately notify the Service Manager or Assistant Manager to attend to provide additional support.
- Contact the Police and request assistance.

Deciding when to request Police assistance should be based previous experience of the client, competences, behaviour and knowledge of the area; and the perceived degree of danger to the person, considering the time of day and venue. No more than 30 minutes should elapse before the Police are notified.

7.1 Contact with External Agencies

The decision to report a client as a missing person with the Police or the decision to request assistance from other agencies such as Queensland Rail or local taxis, should be based on the client's individual circumstances. Factors such as the client's previous experience, competencies, knowledge of the area and any possible risks should be considered.

Whenever possible, the situation should be discussed with the AM or Service Manager before a client is reported as missing. This may prevent any unnecessary infringement of a client's rights.

However, if the risks are too great (e.g. if the client does not have skills in road safety) the client should be reported as a missing person within 30 minutes.

8 Response to Incidents

8.1 Service Manager

In the event that a client is missing the Service Manager should;

- Ascertain the following information about the incident
 - The full name of the person (including any aliases)
 - Date of birth
 - Location and type of service accessed (e.g. Day Respite, camp)

- Brief description of incident and any relevant circumstance relating to the incident
 - Details of any medication that the client needs
 - Whether the person is known to wander off and return safely
 - Involvement of any other agencies (e.g. Police, train staff etc)
 - Names and contact details of staff members involved.
- Ensure that the client's family and caregivers are notified.
- Record all relevant information.
- Notify the Board of Directors and provide details about the incident.
- Notify Disability Services Queensland where appropriate.

8.2 Staff Follow Up Tasks

- A RIF form should be completed with full details from each staff member involved in the incident. Please refer to the Bethany Care Human Rights / Abuse & Neglect Reporting (Policy & Procedure 20) for the procedure to be followed.
- Once the client has been found, the incident should be discussed with the client to determine
 - Where they went
 - Why they went
 - What sort of activities they engaged in
- If it is believed that the client may have been abused whilst missing, arrangements should be made for the client to see a doctor. Please refer to the Bethany Care Human Rights / Abuse & Neglect Reporting for the procedure to be followed.

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