

emergency? Lone workers must be capable of responding correctly to emergencies; emergency procedures should be agreed by the Centre.

The Voluntary Board of Directors will also ensure that:

- Resources are made available for the provision of all mandatory training required for compliance with the Safety, Health and Welfare at Work Act;
- All employees receive a copy of the Centre's Health and Safety Statement, guidelines, and procedures;
- Incidents / accidents which have occurred are recorded and reported in accordance with Mohill Family Support Centre's CLG procedures;
- All incidents are investigated to ensure that corrective procedures are implemented as required;

3.2 The Employees

It is the responsibility of all employees to:

- Familiarise themselves with, and adhere to, these procedures—except in circumstances in which doing so may cause injury. In such circumstances, the reasons for not adhering to the guidelines should be brought to the attention of the Coordinator. In this way, appropriate corrective action may be taken:
- Report all incidents of verbal abuse, threats or assault on the appropriate forms to [Majella Mc Govern Coordinators the Centre's Health and Safety Officer];
- Inform management of any unsafe working practices that may increase the risk to themselves or others;
- Participate in the risk assessment process and follow safe systems of working;
- Report all incidents / accidents and record in accordance with Mohill Family Support Centre CLG procedures;
- Participate in all training programmes deemed necessary by Mohill Family Support Centre CLG in relation to safety, health and welfare at work;
- Carry and use, as required, all approved equipment provided by Mohill Family Support Centre CLG
- Ensure that you do not leave personal belongings / sensitive documentation in open view in offices that are accessible to the general public;

- Terminate / reschedule an appointment with a service user that appears to be under the influence of alcohol / drugs or whose behaviour becomes threatening;
- Only meet with service users that are unknown to Mohill Family Support Centre CLG in the office or in a public place. Employees should never meet with service users that are not known in isolated offices or at locations where no one else is present.

4. GENERAL PROCEDURES

General procedures, within Mohill Family Support Centre CLG, for employees working alone are as follows:

- All employees working alone must carry a mobile phone with emergency numbers locked into the phone's speed dial system. These include, but are not restricted to, the Coordinator, the office, the Gardaí, the local doctor, the nearest hospital and relevant car breakdown service;
- Seating arrangements in every room in the Centre, particularly the reception area, should facilitate ease of exit;
- Exit areas in the office(s) should be kept clear at all times;
- Members of the public should not be allowed to wander around unchecked the premises of Mohill Family Support Centre CLG;
- Each employee must complete the office calendar for the week ahead, at the beginning of each week. In this way the daily whereabouts of all employees is known and they can be contacted as required. All employees should cooperate fully with these procedures and make every effort to keep the Coordinator (or other named contact person as appropriate) fully informed as to who they are meeting with, the location of the meeting, the expected finish time, the planned route and the expected time of arrival back at the office;
- It is the responsibility of the Coordinator to ensure, at the end of the working day, contact is made with any employee that was working alone. A written log of contact and agreed 'code' words that will be used if help is required