

# **Cambridge City Foodbank**

## **Health and Safety Procedure: Foodbank Welcome Centres**

Cambridge City Foodbank (CCFb) consider the health and safety of its Foodbank Welcome Centre volunteers to be of primary importance. Each volunteer has a duty to take reasonable care for their own safety and that of others who may be affected by their actions or omissions. All are to be familiar with the provisions dealing with emergencies, fire precautions, first aid, evacuation and safe working, and a duty to comply with CCFb's health and safety procedures.

Volunteers will not be permitted to work in a Foodbank Welcome Centre until they have received an appropriate induction and training. Additional training will be provided from time to time.

### **Personal safety.**

- A Foodbank Welcome Centre must only open and operate with a minimum of two, preferably three or more, volunteers present.
- The layout of the room and positioning of all volunteers should ensure unrestricted access to an exit door(s) should a client become abusive or threatening. A personally activated alarm is available from the Charity.
- Volunteers should be vigilant re: the physical and mental behaviour of all clients.
- If a volunteer has been prescribed medication that might have side effects (e.g. cause drowsiness) detrimental to the safety of themselves or others, this must be discussed with the Team Leader. A decision should then be made whether the volunteer is able to carry out their tasks safely.
- Food trays/boxes must be stored securely on tables/shelving etc., to prevent falling and causing injury, or creating a tripping hazard. Similarly, personal objects (e.g. handbags) and electrical cables are to be clear of work areas and thoroughfares to prevent tripping.
- Emergency exit routes are clearly marked and must be kept clear at all times.

### **Supported Volunteers**

Supported volunteers must never be left to work alone, but properly supervised at all times.

### **Children and Young Persons.**

Any children on the premises must be the responsibility of their parents at all times. At present, no person below the age of 18 years is permitted to work in the Centre. The Charity has no appropriate insurance cover.

### **Equipment.**

- The Charity will provide all the equipment necessary for volunteers to carry out their tasks. This equipment is to be used correctly and only for its designated purpose.
- No private equipment of any type should be brought into the premises and used without the express permission of the host organisation's Manager, and appropriate safety testing.

## **Accidents.**

Accidents resulting in any injury should be entered in the centre's accident book and then sent to CCFb's Main Office. A first aid kit is provided at the premises.

Team Leaders should ensure that their team has a mobile at all times, should there be a need to call the emergency services.

## **Induction for Manual Handling.**

Much of the work at CCFb involves lifting and manual handling. Simple rules have been put in place to prevent back injuries through lifting and manual handling as follows:

All volunteers must:

- Be given lifting instruction during the induction process in accordance with the health and safety guide "Manual Handling at Work: A Brief Guide". Downloadable from <https://www.hse.gov.uk/pubns/indg143.htm>
- Tell their Team Leader if they have a history of back problems or other injuries which may affect their ability to carry out lifting tasks.
- Not lift heavy items (in accordance with the lifting guide) without using provided lifting equipment or sharing the load.
- Not lift food boxes or other heavy items on to high shelves above waist height without sharing the load.
- Use the lifting/moving equipment (where provided, e.g. dollies) in a safe manner.
- Not over-reach or twist even when lifting light items.
- Be shown the manual handling posters which are to be prominently displayed and used during the briefing/induction process.
- Take particular care when loading or unloading food to ensure additional strain is not caused when lifting items on or off the van floor, or in and out of storage.

## **Fire and evacuation.**

- The Team Leader and Deputy are responsible for the safe evacuation of clients and visitors. All volunteers are required to familiarise themselves with the position of the nearest fire alarm and escape routes, and escort clients and visitors whilst in the building.
- Fire alarms, detectors and extinguishers are maintained by the host organisation
- Emergency routes and exits from each Centre are well signed and all exit routes must be kept clear of any obstructions at all times.

## **In the event of a fire.**

- Any person discovering a fire is to raise the alarm by shouting "fire, fire, fire", activate the nearest alarm (if possible) and call for the Fire Brigade by dialling 999 or 112.
- Volunteers should ensure that all other personnel in the area are alerted to the fire and should evacuate the building by the shortest possible route, only closing doors or windows if

time permits, before gathering at the designated assembly point (see Fire Evacuation notice displayed by the host organisation). Do not delay to collect personal belongings.

- On evacuation the Team Leader or Deputy should establish that everyone is safely out of the building. Should a roll call reveal any missing individuals, the Team Leader or Deputy, should inform the fire brigade that there are people potentially left inside the building.
- All personnel evacuated are to remain at the assembly point until released by the fire brigade.
- Any event of fire should be reported to the CCFb H&S Officer who is to report this in writing to HSE, as required by law. He or she will also investigate the circumstances of the fire and, if appropriate, determine whether further training or procedures can be put in place to reduce the risk of a similar incident occurring again.

### **8. Electricity-related injury.**

Although unlikely, in the event of a person suffering an electric shock, it is important to;

- Turn off the power and (if possible) isolate the supply. Do not touch the person until this has been done. Where this is not feasible, use a non-conducting object, such as a wooden broom handle, to remove the live cable/item from the person, and seek medical help.
- Cool minor burns with water and cover with a clean dry cloth or dressing from the First Aid box.
- Report the incident to the H&S Officer.