

# **Animal health care service**

**NTQF Level - II**

## **Learning Guide -01**

**Unit of Competence:** - Carry out Sanitation and Waste Management Duties

**Module Title:** Carrying out Sanitation and Waste Management Duties

**LG Code:** AGRAHC2M04LO1-LG- 01

**TTLM Code:** AGRAHC2 TTLM 1019v1

**LO1:** Follow workplace requirements and instructions concerning chemicals

<b>Instruction Sheet</b>	<b>Learning Guide #-</b>
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This learning guide is developed to provide you the necessary information regarding the following **content coverage** and topics –

- Roles and responsibilities of people in the workplace
- Safety procedures
- OHS hazards
- Organizational procedures

This guide will also assist you to attain the learning outcome stated in the cover page.

Specifically, upon completion of this Learning Guide, **you will be able to –**

- Roles and responsibilities of people in the workplace
- Safety procedures
- OHS hazards
- Organizational procedures

#### **Learning Instructions:**

1. Read the specific objectives of this Learning Guide.
2. Follow the instructions described in number 2 to 19.
3. Read the information written in the “Information Sheets 1”. Try to understand what are being discussed. Ask you teacher for assistance if you have hard time understanding them.
4. Accomplish the “Self-check 1 on page 6”
5. Ask from your teacher the key to correction (key answers) or you can request your teacher to correct your work. (You are to get the key answer only after you finished answering the Self-check 1).
6. If you earned a satisfactory evaluation proceed to “Information Sheet 2”. However, if your rating is unsatisfactory, see your teacher for further instructions or go back to Learning Activity #1.
7. Submit your accomplished Self-check. This will form part of your training portfolio.
8. Read the information written in the “Information Sheets 2”. Try to understand what are being discussed. Ask you teacher for assistance if you have hard time understanding them.

9. Accomplish the “Self-check 2 on page 10”
10. Ask from your teacher the key to correction (key answers) or you can request your teacher to correct your work. (You are to get the key answer only after you finished answering the Self-check 2).
11. If you earned a satisfactory evaluation proceed to “Information Sheet 3”. However, if your rating is unsatisfactory, see your teacher for further instructions or go back to Learning Activity #1.
12. Submit your accomplished Self-check. This will form part of your training portfolio.
13. Read the information written in the “Information Sheets 3”. Try to understand what are being discussed. Ask you teacher for assistance if you have hard time understanding them.
14. Accomplish the “Self-check 3 on page 15”
15. Ask from your teacher the key to correction (key answers) or you can request your teacher to correct your work. (You are to get the key answer only after you finished answering the Self-check 3).
16. If you earned a satisfactory evaluation proceed to “Information Sheet 4”. However, if your rating is unsatisfactory, see your teacher for further instructions or go back to Learning Activity #1.
17. Submit your accomplished Self-check. This will form part of your training portfolio.
18. Read the information written in the “Information Sheets 4”. Try to understand what are being discussed. Ask you teacher for assistance if you have hard time understanding them.
19. Accomplish the “Self-check 4 on page 19”
20. Ask from your teacher the key to correction (key answers) or you can request your teacher to correct your work. (You are to get the key answer only after you finished answering the Self-check 4).
21. Submit your accomplished Self-check. This will form part of your training portfolio.

### 1.1. Roles and responsibilities of people in the workplace

In any work place, every person has a responsibility to behave so that the environment is free from risk of illness or injury.

**Management:** the members of management team have the following responsibilities:

- Understand work place health and safety legislation, regulation and codes of practice
- Ensure the work place health and safety of all workers
- Provide adequate resources for health and safety of all workers
- Provide adequate resources for health and safety
- Ensure that the management activities do not put others at risk
- Provide information and training in health and safety
- Evaluate health and safety performance of supervisors

**Supervisors: in work place have the following responsibilities;**

- Understand work place health and safety legislation, regulations and codes of practice
- Instruct and educate employees in health safety.
- Ensure there is no risk of disease or injury for anyone coming into the work place to work (staff).
- Ensure that any risk of disease or injury is minimized for any else coming in to the work place (customers, trades people).
- Correct unsafe conditions.
- Report any illness or injury immediately.
- Ensure there is safe access for workers and other people to come in to the work place

**Employees and others:** workers are responsible for their own safety on the job. This means that you have the right to refuse to do any act or operate any tool, appliance, equipment when you

have reasonable cause to believe that to do so would put you in danger. It is your responsibility to wear proper clothing for the job site and to use PPE. Provided by your employer or required for your job.

**Employees and others who visit a work place have the following responsibilities:**

- Follow instructions for health and safety in the work place.
- Report all accidents, injuries and illness.
- Report on any risks or hazards.
- Use personal protective equipment that is supplied, as instructed
- Not willfully or recklessly interfere with or misuse anything provided in the work place for health and safety.
- Not place anyone in the work place at risk.
- Not willfully injure himself or herself.
- Must have had adequate instruction about a piece of machinery or equipment before you use it
- Must make sure that there are safe entrances to and exits from the work place
- Must make sure that the work area is safe for the movement of workers, equipment, and materials.

<b>Self-Check -1</b>	<b>Written Test</b>
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**Directions:**

**Write short answer for the following questions (5pnt each)**

1. Write the management team responsibility in work place?
  
2. List down some responsibility of supervisors in work place?

*Note:* Satisfactory rating - 5 points      Unsatisfactory - below 5 points

You can ask you teacher for the copy of the correct answers.

Name: \_\_\_\_\_ IDN0: \_\_\_\_\_

Score = _____
Rating: _____

**Answer sheet:**

**Part one: Write short answer for the following questions (2.5pnt each)**

1. ....  
.....  
.....
  
2. ....  
.....  
.....

<b>Information sheet -2</b>	<b>Safety procedures</b>
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## **2.1. Safety procedures**

### **Work place safety procedures and instructions**

Safety work practices are generally written methods that define how tasks are performed while minimizing risks to people, equipment, material, environment and processes. Safe work procedures are documented procedures for performing tasks.

The purpose of a safe work procedure is to reduce the risk to health and safety in the work place and reduce the likelihood of an injury by ensuring that employees know how to work safely when carrying out the tasks involved in their jobs.

Safe work procedure may also be called safe work method statements (SWMS).

### **Types of safety procedure in work place**

- 1. Handling chemicals:** this involves procedure on how to handle chemicals in work place where these are used.
- 2. Lifting and moving and moving objects:** are procedures that pertain to how objects are to be lifted and moved safely and without strain to person or worker
- 3. Slips, trips, and falls:** are procedures that pertain to safety procedures that should be in place to prevent slips, trips and falls accident in work place.
- 4. Housekeeping:** are procedures that pertain to how housekeeping activities should be done while keeping in mind safety, health and well- being of workers in a facility or work place.
- 5. Electrical equipment:** these are safety procedures that pertain to the installation, repair and maintenance of electrical equipment.

## **Components of safety procedure in work place**

**The following should be followed to ensure a sound safe work procedure is developed:**

- 1. Observe the task/activities:** it is important to observe the task/activity being performed the preferred way to ensure safety method is documented.
- 2. Review associated legislative requirements:** some task/activities are governed by legislative requirements. These must be considered when developing a safe work procedure to ensure any legal requirements are included.
- 3. Record the sequence of basic job steps:** write down the steps that make up the task/activity.
- 4. Record potential hazards of each step:** next to each step identify what may have potential to cause injury or disease.
- 5. Identify ways of eliminating and controlling the hazards:** list the measure that needs to be put in place to eliminate or control any likely risk.
- 6. Test the procedure:** observe staff/student following the safe work procedure.
- 7. Obtain approval:** before the safe work procedure can be used it must be approved by each approver nominated.
- 8. Monitor and review:** make sure the activity is supervised to ensure the documented process is being followed.

## **Terms used when developing work place procedure**

Consultation and participation management or the owners of an organization must consult employees about OHS matters that can affect them when carrying out of their duties.

**A. Emergence situation/incident:** any situation that may arise unexpectedly that could cause injury or harm to any person in work place.

**B. Employee and employer responsibilities:** employee must take responsible care to ensure the safety of themselves and others, and comply with all OHS requirement.



**C. Hazard identification and risk control:** identifying any hazard as a source of potential harm to people, or damage to property, and reducing risk.

**D. Occupational health and safety (OHS):** concerns the health and safety of all people in work place, including employers, employees and visitors.

**E. Safe work practices and procedures:** these provide practical guidance to business on how to fulfill their duty to provide a safe and health work place.

**F. Work place accidents, injury or impairment:** Are unexpected events that cause physical harm or damage to people or property.

<b>Self-Check -2</b>	<b>Written Test</b>
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**Directions:**

**Write short answer for the following questions (15pnt each)**

1. What are safety procedures and instructions in work place?
2. What is the purpose of safety procedure and instructions in work place?
3. Write types of safety procedure and instruction in work place?

*Note: Satisfactory rating - 7 points      Unsatisfactory - below 7 points*

You can ask you teacher for the copy of the correct answers.

Name: \_\_\_\_\_ IDN0: \_\_\_\_\_

Score = _____
Rating: _____

**Answer sheet:**

**Part one: Write short answer for the following questions (2.5pnt each)**

1. ....  
.....  
.....
2. ....  
.....
3. ....

<b>Information sheet -3</b>	<b>OHS hazards</b>
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### 3.1. Occupational health hazards

#### **Hazard and risk**

**Q.** What is hazard?

The meaning of the word hazard can be confusing. Often dictionaries do not give specific definitions or combine it with the term “risk” for example one dictionary defines hazard “as a danger or risk” which helps explain why many people use the terms interchangeable. There are many definitions for hazard but the most common definition when talking about work place healthy and safety is:

**A hazard:** is any source of potential damage, harm, or adverse health effects on something or someone.

**Occupational and health safety:** hazard identification and elimination and risk assessment and control uses the following terms:

- **Harm:** is physical injury or damage to health
- **Hazard:** is a potential source of harm

Basically, a hazard is the potential for harm or an adverse effect ( for example, to people as a health effects, to organizations as a property or equipment losses, or to the environment).

Sometimes the resulting harm is referred to as the hazard instead of the actual source of the hazard. For example, the disease tuberculosis (TB) might be called “hazard” by some but, in general, the TB- causing bacteria (mycobacterium tuberculosis) would be considered the “hazard” or “hazardous biological agents”

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### Examples of Hazards:

Work place hazards came from a wide range of sources. General examples included any substance, material, process, practice, etc. that has the ability to cause harm or adverse health effect to a person or property. See the table below.

Work place example of hazard	Example of harm caused
Thing knife	Cut
Substance (benzene)	Leukemia
Mycobacterium tuberculosis	Tuberculosis(TB)
Electricity	Shock electrocution
Wet floor	Slips, falls
Process Welding	Metal fume fever
Practice hard rock mining	Silicosis
Behaviour bullying	Anxiety, fear, depression

**Work place hazards also include practices or conditions that release uncontrolled energy like:**

- An object that could fall from a height (potential or gravitational).
- A run- away chemical reaction (chemical energy).
- The release of compressed gas or steam (pressure; high temperature).
- Entanglement of hair or clothing in rotating equipment (kinetic energy).
- Contact with electrodes of a battery or capacitor (electrical energy).

**Question: What is risk?**

**Risk:** is the chance or the probability that a person will be harmed or experience an adverse health effect if exposed to a hazard. It may also apply to situations with a property or equipment loss or harmful effects on the environments.

## **Terminology:**

**A. Risk:** is the combination of likelihood of the occurrence of a harm and the severity of harm

**B. Likelihood:** is the chance of something happening.

**Note:** In risk assessment terminology the word “likelihood” is used to refer to the chance of something happening whether defined measured or determined objectively or subjectively, qualitatively or quantitatively and described using general terms or mathematically (eg. a probability or a frequency over a given time period).

### **Factors that influence the degree or likelihood of a risk are:**

- The nature of the exposure: how much a person is exposed to a hazardous thing or condition (eg. several times a day or once a year),
- How the person is exposed (eg. breathing in a vapour, skin contact),
- The severity of the effect: for example, one substance may cause skin cancer, while another may cause skin irritation. Cancer is much more serious effect than irritation.

**Risk assessment:** is the process where you:

- Identify hazards and risk factors that have the potential to cause harm (hazard identification).
- Analyze and evaluate the risk associated with that hazard (risk analysis, and risk evaluation).
- Determine appropriate ways to eliminate the hazard, or control of the risk when the hazard cannot be eliminated (risk control).

**Adverse health effect of hazards:** a general definition of adverse health effect is “ any change in body function or the structures of cells that can lead to disease or health problem”.

**Adverse health effects include:**

- Bodily injury
- Disease
- Change in the way the body functions, grows or develops
- Effects on developing fetus (teretogenic effects, fetatoxic effect)
- Effect on children, grand children etc. (in heritable genetic effect)
- Decrease in life span
- Change in mental condition resulting from stress, traumatic experiences, exposure to solvent, and so on
- Effect on the ability to accommodate additional stress.

**Types of hazards are:**

1. **Biological hazards:** include bacteria, virus, insects, plants, birds, animals and human
2. **Chemical hazards:** depends on the physical, chemical and toxic properties of the chemical
3. **Ergonomic hazards:** include repetitive movements, improper set up of work station, etc.
4. **Physical hazards:** include radiation, magnetic fields, pressure extremes (high pressure or vacuum), noise, etc.
5. **Psychosocial hazards:** include stress, violence, etc.
6. **Safety hazards:** include slipping/tripping hazards, in appropriate machine guarding, equipment mal function or break downs.

<b>Self-Check -3</b>	<b>Written Test</b>
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**Directions:**

**Write short answer for the following questions (15pnt each)**

1. What is hazard and give example of hazards?
2. Write types of hazards?
3. What is risk?

*Note: Satisfactory rating - 7 points      Unsatisfactory - below 7 points*

You can ask you teacher for the copy of the correct answers.

**Name:** \_\_\_\_\_ **IDN0:** \_\_\_\_\_

<b>Score =</b> _____ <b>Rating:</b> _____
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**Answer sheet:**

**Part one: Write short answer for the following questions (2.5pnt each)**

1. ....  
 .....  
 .....
2. ....  
 .....
3. ....

<b>Information sheet-4</b>	<b>Organizational procedure</b>
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#### **4.1. Organizational procedure**

Frist let us define procedures and policy.

A procedure: is the nitty gritty of the policy outlining what has to be done to implement the policy, for example, a staff recruitment policy could involve the following procedures:

1. All vacant paid position will be advertised In the local and state- wide paper.
2. The advertisement have detail of duties, salary range, closing date and contact details.
3. All interested people will be mailed job descriptions and information about the organization.

Most community service organization will have in place procedures and policies that govern and regulate privacy and confidentiality of client information. This concept not only applies to what you can disclose about your client or your organizations outside of work, but also what can be shared in network meeting. What information can be shared with other organization who shares it and how this information is given out should be clearly defined in any effective, professional service.

All organization should have written procedures and policies and staff training in the following areas:

- Confidentiality policy
- A clearly defined process for identifying and regularly updating a community resource index so that all workers are aware of what other service are available to refer to (the index contains basis contact details and information about what each service provides).
- Processes of networking with other agencies, including attending relevant interagency (meeting of local service provider).
- Guide lines for case conferencing.



- Referral protocols, including how referral should be made, the kind of information that can be shared with other services and any other ongoing roles and responsibilities of each service with regard to client
- A policy of how long client information is kept after a client is no longer involved with the service. For example different government departments produce documents that outline legal requirements for their staff in relation to storing and maintain information.

### **Organizational guideline procedures**

The organization is responsible for providing procedures and policies guidelines that support the practice of services. Procedures and policies must reflect the legislation and ethical standards of community service sector.

Quality of service delivery is dependent on the responsibility of both the organization and the worker in the following the policies that guide service delivery

A list of such policy procedure document:

- The organization's strategic plan.
- Policy documents, for example providing services to cultural and linguistic diverse clients.
- Job description.

As well, there are legal documents which provide protocols for:

- Ethics in practice
- Duty of care guidelines which include confidentiality, equity and access
- Child protection policy
- Occupational health and safety guidelines

## **Procedures and policies manuals of organization**

What are the areas covered in a procedure and policy manuals of organization? This can vary depending on the nature of the organization, but may include:

- Personal practices (staff recruitment, training, holiday leaving arrangement etc).
- Complaint and disputes procedures.
- Case management procedures.
- Occupational health and safety procedures.
- Conflict resolution processes.
- Communication.
- Delegation (who can make decisions about what, eg. Approval process for spending money).
- Confidentiality
- Referral
- Duty of care
- Coordination/networking with external agencies.

<b>Self-Check -4</b>	<b>Written Test</b>
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**Directions:**

**Write “True” if the statement is correct and “False” if not (5point each)**

1. A procedure is the nitty gritty of the policy
2. Most community service organization will have in place procedures.

**Note: Satisfactory rating - 5 points      Unsatisfactory - below 5 points**

You can ask you teacher for the copy of the correct answers.

**Name:** \_\_\_\_\_ **IDN0:** \_\_\_\_\_

<b>Score =</b> _____
<b>Rating:</b> _____

**Answer sheet:**

**Part one: Write “True” if the statement is correct and “False” if not (5point each)**

- 1.
- 2.

## Reference Materials

1. <http://opentextbc.ca/workplacesafety/chapter/roles>
2. <http://sielearning.tefensw.edu.au>