



**QUEEN'S  
UNIVERSITY  
BELFAST**

# **STAFF TRAINING INDUCTION PACK**

# Health & Safety

1. Report all accidents/near misses to your supervisor
2. If the fire alarm sounds please leave the building immediately, go straight to the nearest assembly point and wait for further instructions
3. If you come across an ill or injured student please report to reception from an internal phone (ext. 4525)
4. Make sure all cleaning chemicals provided are used properly and you are wearing the correct protective equipment e.g. rubber gloves, mouth masks
5. Please ensure to always wear flat, closed in, non-slip shoes
6. Ensure all electrical equipment is checked visually and by hand before using – check plug, socket, lead and actual pieces of equipment and any damage found do not use, report it to your supervisor and put in store.



## **Procedure for Servicing of bedrooms following the departure of residents**

Following the departure of students from their accommodation, belongings are often left behind in bedrooms and communal areas and it is very important that any such items are dealt with in the appropriate manner.

- 1) Should staff members find belongings in a bedroom/communal area whilst carrying out their duties they must inform one of the Housekeeping Supervisors immediately. The Supervisor will then attend the room and will make the decision if the items are to be retained or disposed of.
- 2) Should a Supervisor not be available, please speak to a member of staff at the Treehouse Reception.
- 3) If the Supervisor advises that the belongings are to be retained please pack and label the items with the apartment block/house and room number and take them to the Treehouse reception.
- 4) Any money found must be taken to the Treehouse office immediately.
- 5) The Treehouse staff will contact the student to let them know what has been removed from their room.
- 6) In no circumstances should any items be removed from the accommodation sites or be taken home.

## Step Ladder safety

### What's this all about?

- QUB duties & risk assessment
- When to use a ladder
- Equipment, pre-use checks & defects
- Stepladder stability
- Safe working practices
- Falling objects/ safety of others
- Fitness to use stepladders

### When is using a ladder appropriate?

When use of other methods or equipment cannot be justified

- Low risk
- Short term duration
- Light work
- 3 points of contact
- Adequate supervision
- Use of ladders is not banned! HSENI

### Visual checks

#### Pre-use checks are critical

- By the user
- Each working day (not recorded)
- After a change (e.g. dropped)
- Rungs/ steps clean & in good condition

### What do you use a stepladder for in the Elms Village?

Bedrooms: curtains – putting up or down, fixing hooks

Bedroom wardrobe tops – dusting, removing belongings

Kitchen cooker hoods – to clean

Kitchen cupboards – to clean and remove items

Kitchen fridge/freezers – to clean and remove items

Kitchen: curtains – putting up or down, fixing hooks

### STEPLADDER STABILITY

- Ladder restraint / locking device engaged
- Know how to erect the stepladder properly
- All feet on firm, level surface
- Secure base, assess ground surface
- face work directly
- avoid side-on working
- keep navel (belt buckle) inside stiles
- avoid over-reaching
- 3 points of contact at all times

- keep both feet on same rung throughout task
- Don't rest ladder on weak surfaces
- Be aware of others in area

### **SAFE WORKING PRACTICES**

- Work of short duration (30 minutes max.)
- Light materials only (10kg)
- Use tool belt, or have items passed up
- When climbing stepladder use handrails
- Wear suitable footwear
- Be trained and know how to erect the stepladder

### **FALLING OBJECTS & SAFETY OF OTHERS**

- Falling or dropped objects
- Cordon off area, e.g. barriers
- Control pedestrian traffic; restrict access to area
- Adequate supervision
- Footing a ladder

### **FITNESS TO USE STEP LADDERS**

- Recurring dizziness
- Epilepsy
- Psychiatric conditions (incl. fear of heights)
- Heart condition
- Severe lung conditions
- Alcohol and drug abuse
- Impaired joint function
- Medication (operating machinery)

### **SUMMARY**

- Avoid work at height, where practicable
- Properly planned & organised
- Short term duration
- Staff trained & competent
- Safe equipment
- Safe working practices
- No falling objects
- Individual fitness

# Manual Handling

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In the UK, 54 million working days are lost each year because of pain, strain and injuries to the back. Nearly all jobs involve some form of manual handling which includes lifting, pulling, pushing and carrying a range of objects. Use of poor techniques to move materials is the most common cause of injury at work.

Injuries to the back, shoulders, neck, hands, arms and feet mostly result from moving heavy or awkward loads, restricted space, carrying loads up and down stairs and awkward movements such as reaching, stooping and twisting.

The simple steps below will help you to prevent injuries caused by manual handling, you may wish to use them as a safety checklist.

**STEP 1** Think about all the activities in your workplace which involve staff moving materials and assess whether such manual handling is really necessary, for example could you use lifting aids such as trolleys, lift trucks, hoists, chutes or roll cages?

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**STEP 2** If you can't avoid manual handling, then you need to assess the risks associated with each task involving movement of materials, considering steps 3 - 7 below.

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**STEP 3 Think about the load**

- if it is heavy, - consider breaking it up or ordering smaller packages?
- if it is difficult to grasp or could shift during carrying - consider placing the load in a container for carrying or binding it together before moving
- if it is awkward - consider using another person to assist, or the use of a trolley

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**STEP 4 Think about the task**

- if it involves twisting, stooping or reaching - consider rearranging the storage facilities by providing more space or shelving or reorganising shelves so that the heaviest items are kept at a height between mid thigh and mid-chest. Consider also the use of stepladders or platforms for access to higher shelves.
- if it involves long distance carrying - consider rearranging the layout of the workplace to minimise travel by arranging delivery and storage to be as near as possible to the point of use or consider using a trolley or powered truck.

- if it involves repetitive movements - consider varying the work to ensure that one set of muscles can rest while another works.

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**STEP 5 Think about the working environment**

- remove any obstructions in the areas where people need to carry materials and ensure that there are no tripping hazards.
- ensure that lighting levels are adequate.
- if there are steps or ramps - consider use of more than one person or the use of chutes, hoists, or conveyors.

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**STEP 6 Think about the physical capability of your staff**

- ensure the staff you are asking to handle materials are capable of doing so - consider those who are pregnant, or who have a physical weakness.
- train all staff in the safe lifting technique and in the safe procedures you have identified for moving materials.
- instruct staff on the correct clothing and footwear to use.
- provide protective shoes, hats and gloves where necessary.

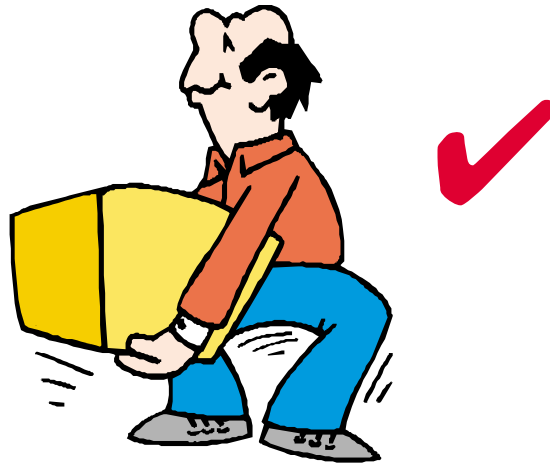
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**STEP 7** Remember to assess any new manual handling tasks.

# The Safe Lifting Technique

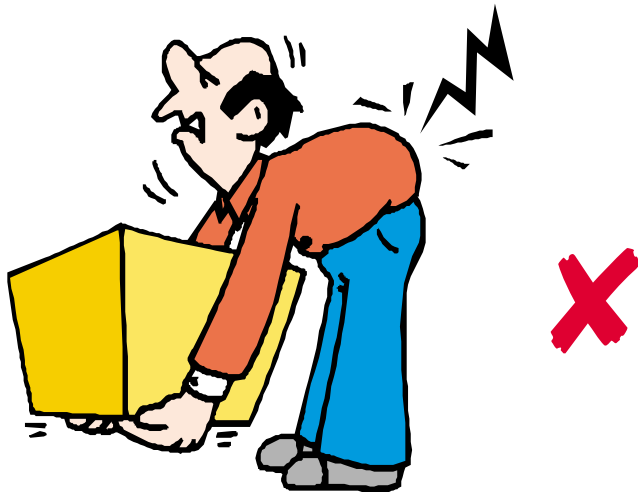
## 1. Stop and Think

- Do I need help?
- Where is the load going?
- Are there any aids to help me?



## 2. The Lift

- Feet apart
- Leading leg forward
- Bend the knees
- Lift in stages
- Keep back straight
- Keep load close to body
- Lean forward a little for good grip
- Keep shoulders level
- Get a firm grip
- Put down first, then adjust



## 3. Don't

- Jerk
- Overstretch
- Twist
- Lift loads which are too heavy

### ■ For Further Information:

*Manual Handling - Solutions You Can Handle*  
Health & Safety Executive ISBN 0-7 176-0693-7

## **Queen's Accommodation Vacuum Cleaner Policy for Housekeeping Staff**

In an effort to prevent accidents all staff must carry out the following checks before using the vacuum cleaners:

- Check the lead is intact
- Check the plug is in working order
- Check the socket is safe to use
- Check the bag and replace if full
- Keep a spare bag in storeroom
- Please ensure there is one vacuum per building

If you find a damaged vacuum cleaner or see a socket that is unsafe please report it immediately to your supervisor who will inform the maintenance team.

This policy will be actively monitored by management.



## What is legionnaires' disease?

1. Legionnaires' disease is a type of pneumonia. It was named after an outbreak of severe pneumonia that affected a meeting of the American Legion in 1976. It is an uncommon but serious disease.
2. It is actually one of a group of similar diseases collectively known as legionellosis. The other forms, eg Pontiac Fever and Lochgoilhead Fever, have similar symptoms but are not as serious as Legionnaires' disease.
3. Legionnaires' disease occurs more frequently in men than women. It usually affects middle-aged or elderly people, and it more commonly affects smokers or people with other chest problems.
4. About half the cases of Legionnaires' disease are caught abroad and the other half are the result of infections acquired in the UK.

### **How do people get it?**

5. The agent that causes Legionnaires' disease is a bacterium called **Legionella pneumophilia**. People catch Legionnaires' disease by inhaling small droplets of water suspended in the air, which contain the bacteria.
6. Certain conditions increase the risk from legionella:
  - a suitable temperature for growth, 20 to 45°C;
  - a source of nutrients for the organism, eg sludge, scale, rust, algae, and other organic matter; and
  - a way of creating and spreading breathable droplets, eg the aerosol created by a Shower or a tap

However, remember that most people exposed to legionella do not become ill, and Legionnaires' disease does not spread from person to person.

### **What are the symptoms?**

7. The symptoms of Legionnaires' disease are similar to those of flu:
  - high temperature, fever and chills;
  - cough;
  - muscle pains; and
  - headache.

In a bad case there may also be pneumonia, and occasionally diarrhoea and signs of mental confusion.

### **8. What do we do to prevent it?**

We test samples from our properties tested every month

We sterilize all our shower heads every 3 months

We clean any water tanks we have regularly

We advise residents to run their shower and taps to remove bacterial growth if they have not been their room for 7 days or more.

We ensure every shower is run once a week when the property is vacant.



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# Customer Care Presentation

Queen's Accommodation and Residential Life Team



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## What is Customer Care?

- How a business looks after its customers;
- Treating others as we would like to be treated and going the extra mile to treat them better than they would expect;
- Remember people who have a bad experience will talk much more about their experience than those who have a good experience.



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## Quality customer care:

- Being courteous, helpful & friendly;
- Make the customer feel welcome;
- Show concern for the customer;
- Provide a quality service;
- Make customer satisfaction your priority.



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## Who are our customers?

- Students;
- Staff;
- Visitors;
- B&B / Conference guests;
- Fellow colleagues.



## **CUSTOMERS**

- A customer is NOT dependent on us – we are dependent on them!!

**NO CUSTOMERS – NO JOB**

- A customer is not someone to argue with;
- A customer is not an interruption of our work – they are the purpose of it;
- Treat your customer well, satisfy their needs and they will come back.



## Presenting the Right Image

- It takes just 4 minutes for a customer to form a lasting impression about a business;
- How staff greet them and acknowledge them or what they hear or see will influence their opinion;
- A customer should never be left unattended – if you have kept them waiting – apologise;
- Take pride in your job – this attitude will communicate itself to the customer;
- It may be the 100<sup>th</sup> time you have been asked a question – but don't forget it will be the customer's first time of asking.





## First Impressions

- Be familiar with the environment around you, so if a customer asks directions you would be able to pass it on;
- Make sure you are well groomed each and every day;
- Treat your colleagues politely – you may be overheard;
- Greet guests when working around site or meeting them in accommodation blocks;
- Have a friendly and helpful attitude at all times

AND FINALLY

- Smile!!!



## DEALING WITH INTERNATIONAL STUDENTS / VISITORS

- Sometimes we experience difficulties communicating with international students / visitors:
  - They may have limited English;
  - Lack confidence;
  - Not used to regional accents.

### REMEMBER

- Be respectful, friendly and welcoming;
- Recognise customer's culture may be different from yours but it is equal;
- Be patient and give customer time to explain and understand;
- Speak clearly and slowly but do not raise your natural speaking volume.