

MANUAL HANDLING COMPETENCY – COMMUNITY

Employee Name:	Region/Centre/Department:	Date:
DIRECT CARE STAFF <input type="checkbox"/> Community Services Manager <input type="checkbox"/> Case Manager <input type="checkbox"/> Client Services Coordinator <input type="checkbox"/> Community Service Coordinator (DACs only) <input type="checkbox"/> Community Registered Nurse <input type="checkbox"/> Dementia Respite Assistant <input type="checkbox"/> Service Support Assistant (DACs only) <input type="checkbox"/> Community Support Assistant <input type="checkbox"/> Domestic Assistant	NON-DIRECT CARE / SUPPORTING STAFF <input type="checkbox"/> Administration Officer <input type="checkbox"/> Intake Support Coordinator <input type="checkbox"/> Specialist Intake Coordinator <input type="checkbox"/> Scheduler <input type="checkbox"/> Other office-based position, please specify: _____ _____ _____ _____	
Reason of completion: <input type="checkbox"/> Initial training during the orientation program <input type="checkbox"/> Annual refresher on site <input type="checkbox"/> New equipment in use <input type="checkbox"/> Other, please specify: _____		
OBJECTIVE: Employees should have an understanding of the basic principles of safe manual handling and be able to demonstrate these principles to their work areas. Employees involved in the handling of clients shall be shown how to safely complete chair, bed, car, wheelchair transfers and mobility and safe use of hoist (if applicable).		
Competent (C):	Related Procedures and Forms	
<ul style="list-style-type: none"> - Demonstrates effective communication to client & other staff member(s) during task - Demonstrates knowledge of equipment - Demonstrates correct body mechanics - Executes task correctly from beginning to end 	<ul style="list-style-type: none"> - AAQ-P-38.2 Incident Management – Community Services policy and procedure - AAQ-P-38.1 Incident Management – Staff, Visitors & Volunteers policy and procedure - HCP-P-09 / RES-P-09 Falls Management policy and procedure (AQ) - DACSHCP-P-09 / DACSRES-P-09 Falls Management policy and procedure (DACs) - HCP-F-106 / RES-F-157 Client Incident form (AQ) - DACSHCP-F-106 / DACSRES-F-106 Client Incident form (DACs) - AAQ-F-019 Incident Reporting form (staff, visitor contractor) - VisualCare / Riskman Incident entry 	

SECTION 1 – GENERAL KNOWLEDGE AND MOVEMENTS (ALL STAFF)

QUESTIONS		N/A	C	NYC	COMMENTS (please list brand/model of equipment used)
1.1	Identifies where training videos are located, and they have been watched prior to the session				
1.2	Identifies relevant policies and forms located on AQ website: <ul style="list-style-type: none"> - AAQ-P-38.2 Incident Management – Community Services policy and procedure - AAQ-P-38.1 Incident Reporting – Staff, Visitors & Volunteers policy and procedure - HCP-P-09 / RES-P-09 Falls Management policy and procedure (AQ) - DACSHCP-P-09 / DACRES-P-09 Falls Management policy and procedure (DACS) - HCP-F-106 / RES-F-157 Client Incident form (AQ) - DACSHCP-F-106 / DACSRES-F-106 Client Incident form (DACS) - AAQ-F-019 Incident Reporting form (staff, visitor, contractor) - VisualCare / Riskman Incident entry 				
1.3	Identifies procedure for maintenance, hazards and incidents				
1.4	Identifies representatives for: <ul style="list-style-type: none"> - Manual Handling and ergonomic difficulties - Workplace Health and Safety - Workplace Rehabilitation 				
1.5	Identifies suitable standing / sitting working posture: <ul style="list-style-type: none"> - Eyes (level with top 1/3 of computer screen; 45-60 centimetres away) - Head and neck – limit twisting / bending forward, cradling of phone, document holder) - Shoulders – relaxed, work at elbow height - Elbows – tucked in, bend approx. 90 degrees - Hands and wrists – neutral alignment, consider keyboard work, mouse - Back – S-curve, avoid leaning and twisting, lumbar support - Hips – chair sitting approx. 90 degrees bend, standing – should width - Feet and legs – use of footrests, toe space to counters 				

SECTION 1 – GENERAL KNOWLEDGE AND MOVEMENTS (ALL STAFF) – CONT.

QUESTIONS		N/A	C	NYC	COMMENTS (please list brand/model of equipment used)
1.6	Awareness to other ergonomic factors (e.g., lighting; breaks, task variation)				
1.7	Demonstrates a safe and appropriate posture and positioning for lifting a light object from the ground				
1.8	Demonstrates 2 safe lifting techniques for lifting a medium object (7kg-15kg) from below waist height e.g., washing basket, mobility equipment, groceries)				
1.9	Demonstrates safe and efficient posture action for loading and unloading (e.g., dishwasher; vehicle)				
1.10	Demonstrates above shoulder task for reaching light objects or cleaning				
1.11	Demonstrates use and knowledge of a step ladder (if applicable)				
1.12	Identifies at least 2 potential workplace injuries associated with manual handling (e.g. injury to back, nerves, tendons)				
1.13	Demonstrates knowledge on actions to take when a fall occurs (e.g., client comfort, call ambulance, notify family and manager, VisualCare / Riskman entry)				

SECTION 2 – DIRECT CARE WORKERS

2.1	Able to explain where to find information on clients' transfers and mobility				
2.2	Demonstrate effective posture in prepping / warming up to support a transfer (e.g., hip rocking, alignment of feet, spine, etc...)				
2.3	Identifies and demonstrates the key points of control for people handling (e.g., hip, knee and shoulder)				
2.4	Demonstrates knowledge on how to minimise assistance with transfers (e.g., equipment - correct height of shower chair, lounge chair, electric bed functions, etc...; prompts to clients for maximal self-assist)				
2.5	Demonstrates a safe assisted bed transfer for: <ul style="list-style-type: none"> - 1 person assist - 2 people assist 				

SECTION 2 – DIRECT CARE WORKERS – CONT.

QUESTIONS		N/A	C	NYC	COMMENTS (please list brand/model of equipment used)
2.6	Demonstrates an assisted chair transfer using correct technique: <ul style="list-style-type: none"> - 1 person assist - 2 people assist 				
2.7	Demonstrates correct techniques for car transfers & able to identify assistive aids				
2.8	Demonstrates correct techniques when lifting mobility equipment in/out of car				
2.9	Demonstrates correct technique for supporting safe use of wheelie walker (4WW) - use of breaks, support use of 4WW, discourage client from sitting on walker (sitting on 4WW is strongly discouraged)				
2.10	Demonstrates / indicates knowledge of use of wheelchairs (e.g., steer and push positions, brakes, etc.)				
2.11	Demonstrates correct knowledge in assisting clients with stairs (e.g., prompting to use the rail, leading with stronger leg ascending, weaker leg descending, and staff position in relation to client)				
2.12	Demonstrates correct technique for guided walking with clients (e.g. position of staff body and hands)				
2.13	Demonstrates knowledge in use of slide sheets				
2.14	Demonstrates safe and efficient posture and action for loading and unloading of: <ul style="list-style-type: none"> - Laundry bags - Clothes dryer - Clothes washer - Mopping - Sweeping - Vacuuming - Use of duplex scrubber / carpet cleaner 				
2.15	Demonstrates safe and efficient posture and action for emptying Rubbish Bins				
2.16	Demonstrates safe and efficient posture and action for use of: <ul style="list-style-type: none"> - Oven - Dishwasher 				

SECTION 2 – DIRECT CARE WORKERS – CONT.

QUESTIONS		N/A	C	NYC	COMMENTS (please list brand/model of equipment used)
2.17	Demonstrates / indicates knowledge of use of shower chairs				
2.18	Demonstrates knowledge of use of standing hoist				
2.19	Demonstrates knowledge of use of full sling hoist				
2.20	Demonstrates pushing or pulling action of trolley or hoist without strain or excessive shearing forces				

Additional Comments:

Employee Name:	Employee Signature:	Date:
Assessor Name:	Assessor Signature:	Date:

**Not applied or attempted - task either not appropriate to employee or those constraints limited assessment on this date or evidence of competency in this area else*

ASSESSORS GUIDE

ABOVE SHOULDER TASK: linen store, dusting, storage in balanced comfortable position with stabilisation, if possible, maintain feet shoulder width apart

CAR TRANSFERS correct lifting techniques moving equipment (e.g., 4WW, wheelchairs) in / out of cars.

CLOTHES DRYER: stand directly in front of the machine, planned lifting with minimisation of carrying the load, keep load as close to body as possible, split load into lighter & safer loads, point toes in the direction you are reaching to avoid twisting, bend using knees not back if needed, work with feet shoulder width apart

CLOTHES WASHER: stand directly in front of the machine, planned lifting with minimisation of carrying the load, keep load as close to body as possible, split load into lighter & safer loads, point toes in the direction you are reaching to avoid twisting, bend using knees not back if needed, work with feet shoulder width apart

DISHWASHER: use safety gloves, use both arms when carrying dish trays and maintain arms close to body, preferably let dishes cool and empty from the tray rather than carry fully loaded dish trays, if carrying a hot tray do not let tray touch body to prevent burning self, avoid twisting when shifting trays in / out from dishwasher and step around with feet instead, feet shoulder width apart for stability.

FLOOR / CARPET CLEANER: maintain neutral spine, grip with neutral wrist positions with palms facing down, feet shoulder width apart for stability.

FULL SLING HOIST:

- Demonstrates knowledge of application of correct **hoist sling**
- Indicates **safety features** (e.g., emergency lower, stop, weight limits)
- Demonstrates strategies for **easier wheeling** of hoist (e.g., walks back legs around, figure 8, slide on guide, single brake turn, etc.)
- Demonstrates battery removal or plug in and is shown battery re-charging system

GUIDED WALKING: position self to resident's weaker side, and positioning of hands on key point of control for additional stability.

KEY POINTS OF CONTROL: hip, knee and shoulder.

LAUNDRY BAGS: planned lifting with minimisation of carrying the load, keep load as close to body as possible, split load into lighter & safer loads, point toes in the direction you are reaching to avoid twisting, bend using knees not back if needed, work with feet shoulder width apart.

LIFTING A LIGHT OBJECT FROM THE GROUND: safe positioning of feet with minimum shoulder width apart, back maintained in natural curve, lift in accordance with safe practices e.g., bending with knees not back.

MINIMISING ASSISTANCE WITH TRANSFERS: equipment - correct height of shower chair, lounge chair, electric bed functions, etc...; prompts to resident for maximal self-assist.

MOPPING: use wet signs to warn others, mop with mop head in front of you with slowly moving backwards to limit standing on wet surfaces, use wheels to slide bucket along, mop in figure 8s or push-pull stroke, maintain neutral postures, avoid twisting side to side, move the legs not the back.

<p>OVEN: use safety gloves, use both arms when carrying items and maintain arms close to body but not touching body to prevent burning self, avoid twisting when taking items in / out from oven to bench top and step around with feet instead, pull out oven rack before lifting trays in/out of the oven to prevent overreaching, bend with knees not back for lower shelves, use smaller trays to minimise food tray weights.</p>
<p>PUSHING OR PULLING ACTION: use handles between shoulder and waist height for manoeuvring, keep arms against rib cage with elbows in, ensure breaks are off, take small steps when turning corners to avoid twisting, keep feet shoulder width apart, bend knees and move the load by shifting weight from the back leg to front leg, push rather than pull as pushing is safer.</p>
<p>RUBBISH BINS: ensure that wearing gloves, empty frequently and avoid over filling, test load before lifting, tilt or put container on side and pull out the load to avoid lifting above shoulders, do not stoop over to line cans.</p>
<p>SHOWER CHAIRS: brakes, types, standing on foot plates etc.</p>
<p>SLIDE SHEETS:</p> <ul style="list-style-type: none"> • Application (e.g., under all dependent body parts) • Translating up bed (without lift or shear forces) • Turning and removal (without lift or hitch or undue forces on resident) • List at least 2 precautions for slide sheet use • List 1 contraindications for slide sheet use
<p>STANDING HOIST:</p> <ul style="list-style-type: none"> • Demonstrates knowledge of application of correct hoist sling • Indicates safety features (e.g., emergency lower, stop, weight limits) • Demonstrates strategies for easier wheeling of hoist (e.g., walks back legs around, figure 8, slide on guide, single brake turn, etc.) • Demonstrates battery removal or plug in and is shown battery re-charging system
<p>SWEEPING: use light weight brooms and stand-up dustpans, use neutral body and shoulder positions, keep arms close to body, alternate right and left hand as top hand on handle to reduce fatigue, sweep in smaller motions, do not overreach.</p>
<p>VACUUMMING: ensure collection bag is fully empty before starting, unwind electric cord completely, adjust wand length to avoid bending over and maintain the back's natural curve, vacuum in a to and fro motion overlapping slightly to complete the area being vacuumed, move the legs not the back, if using a harnessed collection bag ensure that harness is adjusted to suit.</p>
<p>WHEELCHAIRS: steer and push positions, brakes, weight limits, cushions etc.</p>
<p>WHEELIE WALKERS: steer and push positions, brakes etc.</p>