

MANUAL HANDLING COMPETENCY

Hospitality, Cleaning and Laundry Staff

DATE: ____/____/____

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.

Related Procedures and Forms
RNC-Procedure-018 Mobility and Rehabilitation
RNC-Form-263 Continuous Improvement Form
AAQ-Form-019 Incident Reporting Form

Competent (C):	Demonstrates effective communication to resident & other staff member/s during task.
	Demonstrates knowledge of equipment.
	Demonstrates correct body mechanics.
	Executes task correctly from beginning to end.

QUESTIONS		NA *	C	NYC	COMMENTS
1	Demonstrates a safe and appropriate posture and positioning for lifting a light object from the ground .				
2	Demonstrates above shoulder task for reaching light objects.				
3	Demonstrates use of a stepladder .				
4	Identifies and demonstrates the key points of control for people handling.				
5	Demonstrates correct technique for guided walking with residents.				
6	Demonstrates safe and efficient posture and action for loading and unloading of:				
	Laundry bags				
	Clothes Dryer				
	Clothes Washer				
7	Demonstrates safe and efficient posture and action for:				
	Mopping				
	Sweeping				
	Vacuuming				
	Use of Duplex Scrubber / Carpet Cleaner				
8	Demonstrates safe and efficient posture and action for emptying Rubbish Bins				
9	Demonstrates safe and efficient posture and action for use of:				
	Oven				
	Dishwasher				
	Bain Marie				
10	Demonstrates pushing or pulling action without strain or excess force:				
	Rubbish Trolley				

MANUAL HANDLING COMPETENCY

Hospitality, Cleaning and Laundry Staff

	Laundry Trolley				
	Kitchen Trolley				
	Cleaners Trolley				
11	Effective movement and posture for:				
	Cleaning Windows				
	Other:				

**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 elsewhere.*

COMMENTS

Employees Name: _____ Assessors Name: _____

Employees Designation: _____ Assessors Designation: _____

Employee Signature: _____ Assessors Signature: _____

Date: _____ Date: _____

MANUAL HANDLING COMPETENCY

Hospitality, Cleaning and Laundry Staff

ASSESSORS GUIDE	
1	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 i.e. bending with knees not back.
2	ABOVE SHOULDER TASK: linen store, dusting, storage in balanced comfortable position with stabilisation if possible, maintain feet shoulder width apart.
3	STEP LADDER: never stand on the top step if more than two steps, avoid over reaching, ensure ladder is in locked position.
4	KEY POINTS OF CONTROL: hip, knee and shoulder.
5	GUIDED WALKING: position self to resident's weaker side, and positioning of hands on key point of control for additional stability.
6	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.
	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.
7	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.
	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 over reach.
	VACUUMING: 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.
	FLOOR / CARPET CLEANER: maintain neutral spine, grip with neutral wrist positions with palms facing down, feet shoulder width apart for stability.
8	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.
9	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.
	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.
	BAIN MARIE: 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 bain marie and step around with feet instead, use smaller trays to minimise food tray weights, place trays into bain marie and then gently slide outwards away from body if double trays are being placed.

MANUAL HANDLING COMPETENCY
Hospitality, Cleaning and Laundry Staff

10	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.
11	CLEANING WINDOWS: wear nonslip closed toe flat shoes and gloves, move feet to stay under work area, if removing screens that are large then work in twos, for tall windows use extension poles, squeegee that glass using the "straight" method or "fanning" or "swirl" methods.
	FOLDING LAUNDRY: grasp edges of laundry with entire hand (power grip) not just fingers (pincer grip), use folding arms when folding larger items such as sheets, use height adjustable work tables (where possible)