

## MANUAL HANDLING COMPETENCY – RESIDENTIAL

<b>Employee Name:</b>	<b>Facility:</b>	<b>Date:</b>
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<b>SUPPORTING STAFF</b> <input type="checkbox"/> Hospitality Assistant (inc. kitchen, cleaning and laundry) <input type="checkbox"/> Cook <input type="checkbox"/> Chef <input type="checkbox"/> Administration <input type="checkbox"/> Maintenance	<b>DIRECT CARE STAFF</b> <input type="checkbox"/> Director of Care <input type="checkbox"/> Clinical Nurse <input type="checkbox"/> Registered Nurse <input type="checkbox"/> Assistant Nurse <input type="checkbox"/> Leisure and Lifestyle	<b>Reason of completion:</b> <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: <hr style="border: 0; border-top: 1px solid black; margin-top: 5px;"/>
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**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 residents shall be shown how to safely operate equipment supplied for Manual Handling of people including hoists and slings, walk belts, slide sheets and/or sliding boards and other relevant mobile or assistive equipment (e.g., shower chairs and trolley baths, mobile chairs).

Competent (C):	Related Procedures and Forms
<ul style="list-style-type: none"> <li>- Demonstrates effective communication to resident &amp; other staff member/s during task</li> <li>- Demonstrates knowledge of equipment</li> <li>- Demonstrates correct body mechanics</li> <li>- Executes task correctly from beginning to end</li> </ul>	<ul style="list-style-type: none"> <li>- RNC-P-18 Mobility, Dexterity and Rehabilitation policy and procedure</li> <li>- RNC-P-24 Response to Falls policy and procedure</li> <li>- AAQ-F-120 Continuous Improvement form</li> <li>- AAQ-F-019 Incident Reporting form</li> </ul>

### SECTION 1 – GENERAL KNOWLEDGE AND MOVEMENTS (ALL STAFF)

QUESTIONS	N/A	C	NYC	COMMENTS (please list brand/model of equipment used)
1.1 Identifies relevant <b>policies and forms</b> located on AQ website: <ul style="list-style-type: none"> <li>- RNC-P-18 Mobility, Dexterity and Rehabilitation policy and procedure</li> <li>- RNC-P-24 Response to Falls policy and procedure</li> <li>- AAQ-F-120 Continuous Improvement form</li> <li>- AAQ-F-019 Incident Reporting form</li> </ul>				
1.2 Identifies where <b>training videos</b> are located, and they have been watched prior to the session				
1.3 Identifies procedure for maintenance, hazards and incidents				

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

QUESTIONS		N/A	C	NYC	COMMENTS (please list brand/model of equipment used)
1.4	Identifies <b>representatives</b> for: <ul style="list-style-type: none"> <li>- Manual Handling and ergonomic difficulties</li> <li>- Workplace Health and Safety</li> <li>- Workplace Rehabilitation</li> </ul>				
1.5	Identifies suitable <b>standing / sitting working posture</b> : <ul style="list-style-type: none"> <li>- Eyes (level with top 1/3 of computer screen; 45-60 centimetres away)</li> <li>- Head and neck – limit twisting / bending forward, cradling of phone, document holder)</li> <li>- Shoulders – relaxed, work at elbow height</li> <li>- Elbows – tucked in, bend approx. 90 degrees</li> <li>- Hands and wrists – neutral alignment, consider keyboard work, mouse</li> <li>- Back – S-curve, avoid leaning and twisting, lumbar support</li> <li>- Hips – chair sitting approx. 90 degrees bend, standing – should width</li> <li>- Feet and legs – use of footrests, toe space to counters</li> </ul>				
1.6	Awareness to other <b>ergonomic factors</b> (e.g., lighting; breaks, task variation)				
1.7	Demonstrates a safe and appropriate posture and positioning for lifting a <b>light object from the ground</b>				
1.8	Demonstrates 2 safe lifting techniques for lifting a medium object ( <b>7kg-15kg</b> ) <b>from below waist height e.g., washing basket, mobility equipment, groceries</b>				
1.9	Demonstrates safe and efficient posture action for <b>loading and unloading</b> (e.g., dishwasher; vehicle)				
1.10	Demonstrates <b>above shoulder task</b> for reaching light objects or cleaning				
1.11	Demonstrates use and knowledge of a <b>step ladder</b> (if applicable)				
1.12	Demonstrates appropriate adjustments on 1 - 2 pieces of <b>adjustable equipment</b> from within their work area				
1.13	Identifies and demonstrates <b>the key points of control</b> for people handling				
1.14	Demonstrates correct technique for <b>guided walking</b> with residents				

## SECTION 2 – SUPPORTING STAFF

QUESTIONS		N/A	C	NYC	COMMENTS (please list brand/model of equipment used)
2.1	Demonstrates <b>safe and efficient posture and action</b> for loading and unloading of: <ul style="list-style-type: none"> <li>- Laundry bags / rubbish bags / bins</li> <li>- Clothes dryer</li> <li>- Clothes washer</li> </ul>				
2.2	Demonstrates <b>safe and efficient posture and action</b> for: <ul style="list-style-type: none"> <li>- Mopping</li> <li>- Sweeping</li> <li>- Vacuuming</li> <li>- Use of Duplex Scrubber / Carpet Cleaner</li> </ul>				
2.3	Demonstrates <b>safe and efficient posture and action</b> for emptying rubbish bins				
2.4	Demonstrates <b>safe and efficient posture and action</b> for use of: <ul style="list-style-type: none"> <li>- Oven</li> <li>- Dishwasher</li> <li>- Bain Marie</li> </ul>				
2.5	Demonstrates <b>pushing and pulling action without strain</b> or excess force: <ul style="list-style-type: none"> <li>- Rubbish Trolley</li> <li>- Laundry Trolley</li> <li>- Kitchen Trolley</li> <li>- Cleaners Trolley</li> </ul>				
2.6	Effective movement and posture for cleaning windows; or other (please specify)				

## SECTION 3– DIRECT CARE STAFF

3.1	Demonstrate effective posture in prepping / warming up to support a transfer				
3.2	Demonstrates knowledge on actions to take when a <b>fall</b> occurs (e.g., resident comfort, call ambulance, notify GP, family and Manager, complete Accident/Incident form in Clinical Manager)				
3.3	Demonstrates knowledge of use of <b>walk belt</b> : <ul style="list-style-type: none"> <li>• Lists at least 2 contra-indications for walk belts</li> </ul>				
3.4	Demonstrates knowledge of assisting residents with stairs (e.g. prompting to use the rail, leading with stronger leg ascending, weaker leg descending, and staff position in relation to client)				

**SECTION 3– DIRECT CARE STAFF – CONT.**

QUESTIONS		N/A	C	NYC	COMMENTS (please list brand/model of equipment used)
3.5	Demonstrates an assisted <b>chair transfer</b> using correct technique for 1 person assist.				
3.6	Demonstrates an assisted <b>chair transfer</b> using correct technique for 2 people assist				
3.7	Demonstrates knowledge on how to <b>minimise assistance with transfers</b>				
3.8	Demonstrates knowledge of use of <b>reclining / tilting chairs</b>				
3.9	Demonstrates correct technique for supporting safe use of <b>wheelie walker</b> by resident: - Correct use of breaks, how to support use of 4WW, discourage resident from sitting on walker (sitting on the 4WW should is strongly discouraged)				
3.10	Demonstrates / indicates knowledge of use of <b>wheelchairs</b>				
3.11	Demonstrates / indicates knowledge of use of <b>shower chairs</b>				
3.12	Demonstrates a safe assisted <b>bed transfer</b>				
3.13	Demonstrates safe use of <b>slide sheets</b>				
3.14	Demonstrates safe use of <b>standing hoist</b>				
3.15	Demonstrates safe use of <b>full sling hoist</b>				
3.16	Demonstrates safe use of <b>ceiling hoist</b> (If applicable)				
3.17	Demonstrates <b>pushing or pulling action</b> of trolley or hoist without strain or excessive shearing forces.				
3.18	Demonstrates knowledge of use of <b>bath trolley / bath bed</b> (if applicable – Windsor staff only)				
3.19	Demonstrates correct techniques for <b>car transfers</b> and able to identify assistive aids (if applicable)				

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

## ASSESSORS GUIDE

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

**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.

**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.

**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.

**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 worktables (where possible).

### **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 i.e. 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.

<b>MOPPING:</b> 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.
<b>OVEN:</b> 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.
<b>PUSHING OR PULLING ACTION:</b> 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.
<b>RUBBISH BINS:</b> 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.
<b>SHOWER CHAIRS:</b> brakes, types, standing on foot plates etc.
<b>SLIDE SHEETS:</b> <ul style="list-style-type: none"> <li>• Application (e.g. under all dependent body parts)</li> <li>• Translating up bed (without lift or shear forces)</li> <li>• Turning and removal (without lift or hitch or undue forces on resident)</li> <li>• List at least 2 precautions for slide sheet use</li> <li>• List 1 contraindications for slide sheet use</li> </ul>
<b>STANDING HOIST:</b> <ul style="list-style-type: none"> <li>• Demonstrates knowledge of application of correct <b>hoist sling</b></li> <li>• Indicates <b>safety features</b> (e.g., emergency lower, stop, weight limits)</li> <li>• Demonstrates strategies for <b>easier wheeling</b> of hoist (e.g. walks back legs around, figure 8, slide on guide, single brake turn, etc)</li> <li>• Demonstrates battery removal or plug in and is shown battery re-charging system</li> </ul>
<b>STEPLADDER:</b> never stand on the top step if more than two steps, avoid overreaching, ensure ladder is in locked position.
<b>SWEEPING:</b> 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.
<b>VACUUMING:</b> 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.
<b>WHEELCHAIRS:</b> steer and push positions, brakes, weight limits, cushions etc.
<b>WHEELIE WALKERS:</b> steer and push positions, brakes etc.