



## **The Myton Hospices – The Estates Team**

### **Contractors Induction**

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## **1. Patient confidentiality, Equality & Diversity**

- Due to the nature of our working environment and the state of health that many of our patients are experiencing it is imperative that contractors maintain a discreet and professional approach at all times. Any observations of patient ill-health or treatment must be treated with respect and must remain confidential at all times. Patients must not be approached or spoken to unless they wish to do so. Work within Patient areas will be closely monitored and supervised by a member of the Hospice Estates team.
- The Myton Hospices are committed to eliminating discrimination and encouraging and valuing diversity among our staff, volunteers, partners, suppliers, users of our services and Trustees.
- We recognise our responsibilities under the Equality Act 2010, and are committed to meeting them in full. We believe that a culture that embraces equality and values diversity will help us to ensure that everyone feels involved and included in our plans, programmes and activities. We aim to create an environment which respects and welcomes everyone, and in which no form of bullying, harassment, disrespectful or discriminatory behaviour is tolerated by anyone towards anyone. For further information, please refer to The Myton Hospices Equality & Diversity Policy 2016.

## **2. Access and Egress**

- All Contractors must sign in and out of the register located on Reception and must advise Estates staff of their arrival.
- Head of Facilities or Estates Team Leader must be informed prior to any works commencing on site. We have the right to refuse access and work to commence.
- All contractors to wear Visitors badges when working on premises (obtained from Reception and handed in each day when signing out).
- Any new members of contract staff must be made aware of the site rules and risk assessments in place prior to commencing any work.

## **3. Permit to work systems**

- Contractors are advised that they must liaise with the Estates Team leader or a member of the Estates team regarding Myton permit to work systems. These cover such operations as working on electrical systems, working from height, hot works, confined spaces etc.

## **4. Emergency Procedures**

- On a monthly basis Fire alarm tests are carried out on Friday at 11.00 hours. This will be in the form of a number of short sirens.
- In case of Fire alarm sounding via a constant siren, please leave from the nearest escape route and congregate at the front of the Hospice on the red car park ( Assembly point ) until the Fire Warden arrives.

## **5. COVID precautions, PPE and Hand hygiene**

- Due to the nature of the environment it is essential that all contractors thoroughly clean hands, especially before and after rest or lunch breaks.
- All personnel must clean hands when entering and exiting the building and patient ward area. Alcohol hand gels are available throughout the building.
- Local and current PPE measures and face mask use must be adhered to whilst working on site. Check with Estates staff if unsure.
- Personnel must not enter site if they feel unwell or have any symptoms relating to COVID such as new or persistent cough, high temperature or fever or loss of smell or taste.
- Government rules on Hands, Face and space must be adhered to.
- Contractors may be required to undergo a covid test on site with a negative result before commencing work.
- Myton may decide to permit only those contractors that provide essential statutory or reactive maintenance only.

## **6. Procedures for Serious / Imminent Danger**

- Where any contact with electrical supplies is necessary appropriate locking off procedures must be adhered to, especially when access to distribution boards are necessary. The electrical contractor must appoint a person responsible for maintaining secure and controllable access to fuses etc via the Hospice "Permit to Work" system.

## **7. Dust / Smoke / Steam / Fumes / Heat**

- Contractors are advised that they must liaise with the Estates Team Leader prior to any works being undertaken that may create any of the above hazards. The Estates team will advise accordingly as to the appropriate protection of the patients and other users of the Hospice. Fire detection systems may require isolation. Doors may require sealing so as to limit the spread of the hazard. Additional protection and fire fighting equipment may be required. It is the contractors responsibility to ensure the Estates team are advised prior to and upon completion of the works. The contractor is responsible for any additional cleaning following completion of the works.

## **8. Welfare facilities**

- Contractors may utilise the facilities on the site as long as they are left in a clean and tidy condition and similar to which they were found. Discretion is required when using the facilities so that Patients, Visitors and Staff are not affected by any actions of the contractor.

## **9. First Aid**

- We would encourage contractors to have suitable First Aid facilities and an appointed person with them at all times. However, the Hospice does have First Aid stations and personnel available should the contractor need to revert to these measures. The contractor must advise the client of which of the above they will be utilising.

## **10. Incident Reporting**

- All incidents must be reported to the Head of Facilities or Estates Team Leader in relation to Accidents, Security breaches, lost property and matters relating to Hospice staff.
- Contractors must immediately report any incident or accident to their immediate employer.
- It is the responsibility of the contractors employer to notify the HSE of any RIDDOR reportable accidents in a timely manner.

## **11. Estates contact / Liaison - Projects**

- Regular daily liaison is expected between the contractor and Estates Team.
- If the project is due to extend beyond one month in length then weekly meetings may be held in order to formalise and document progress.

- Personnel contacts:

Andrew Main – Estates Team Leader ( ext 232 ) DDI 01926 838807 – **Daily contact**

Royden Henry – Health and Safety Manager – ( ext 6006) DDI 02476 841906

Marco Bandeira – Head of Facilities ( ext 385 ) DDI 01926 838829

## **12. Housekeeping**

- All contract staff are expected to be of a clean and tidy appearance where practical.
- All items of equipment must be sensibly and safely stored and out of the way avoiding risk to other personnel on site.
- No equipment or machinery should be left out in work areas that causes risk to slips, trips or falls in any way.
- No chemicals or adhesives etc should be left out in work areas within the reach of children or members of the public.
- No trailing leads or other hazards without appropriate firm segregation barriers and signage in place.
- Contractors must leave any work area clear and tidy at the end of each shift.
- Certain works may require a builders clean following completion.
- Contractor must ensure that all doors, windows etc are secured at the end of each shift and that any equipment is locked off or away correctly before departure.

## **13. Mobile phone use**

- The use of mobile phones is prohibited within buildings unless they are on silent / vibrate alert.

## **14. Smoking**

- There is a No Smoking Policy on the Hospice premises.

## **15. Portable Appliance Testing requirements**

- All equipment being used by any contractor must have had a relevant PAT test before use and labelled accordingly.
- Contractors equipment and tools to operate at 110v, or less, where possible.

### **Recycling policy**

- The Hospice encourages all waste to be reduced, re-used or recycled where possible. It is the responsibility of the contractor to dispose of their waste in a correct and legal manner.
- Permission must be obtained from the Head of Facilities or Estates Team leader prior to any contractor using the Hospice waste facilities.
- There are mixed recycling containers on site. Cardboard must be flat packed before being placed in the bins.
- Any spills of hazardous waste or chemicals resulting from the contractors work must be cleaned up correctly and the Estates Team informed immediately.

### **16. Deliveries**

- The contractor must liaise with the Estates staff prior any materials or equipment being delivered to the Hospice, especially if the Estates department are to receive such items on the contractors behalf.

### **17. Parking on site**

- Contractor vehicles may be parked on site within the parking spaces provided.
- Parking spaces marked "Visitors Parking" must not be used.
- If parking spaces are limited please liaise with Estates staff on arrival.
- All parking is at the owners risk

### **18. Other site hazards and general information**

- If a contractor suspects that any medical / clinical spillage has occurred then they must inform the Estates Manager immediately.
- No contractor should access or work on any distribution board, fuses or supplies without prior permission from the Estates staff.
- Mortuary procedures – Contractors should be aware that on occasions they may observe patient transfers being taken through to our Mortuary.
- Some hot taps within the unit are **VERY HOT** and are labelled appropriately.
- Any contractor intending to work from height must obtain permission from the Head of Facilities or Estates Team Leader beforehand and must have undertaken a risk assessment.
- Any contractor intending to carry out hot works must obtain permission from the Head of Facilities or Estates Team leader beforehand and must have undertaken a risk assessment
- Any use of chemicals, adhesives, fluid etc will need to be risk assessed beforehand by the contractor and MSDS safety data sheets provided to the Estates staff on request.
- Any work within confined spaces will require a risk assessment beforehand.
- Prior to any work starting on site check with the Head of Facilities or Estates Team Leader whether there is a need to review the Asbestos Register.

I have read the above information and agree to abide by these site rules.

Signature: 

Name of Contractor: Avansys LLP t/a Fixfire

Date: 12/12/2022

Work being carried out: Maintenance of Fire Protection Equipment and Systems