



# Marjon Counselling Clinic **Policies and Procedures**

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## Health & Safety

*The MCC's Health and Safety Policy aims to align with the following policies:*

- The BACP Ethical Framework
- MPU Health and Safety Policy
- The PACH05/PACMO1 Placement Agreement
- The PMU WBPL Policy

### **Overview**

As situated within PMU, the MCC adheres to the PMU Health and Safety Policy and Procedures. An additional risk assessment has been carried out to address the risks present in a counselling environment.

### **Aim**

To ensure the safety of all persons working in the MCC and using its services or visiting its premises as far as is reasonably practical.

### **Obligations**

- MCC will take whatever actions are necessary to ensure that we meet all legal requirements, alongside the PMU Health & Safety Policy.
- It is a condition of all contracts with MCC that all employees, volunteers and suppliers of services understand and abide by the policies and rules relating to safety and behaviour at all PMU premises and in the carrying out of MCC's business at other location. Furthermore, all employees, volunteers and contractors must comply with the requirements of all relevant acts and regulations in force.
- Safety is a condition of employment/placement and a contractual obligation. All employees, volunteers, contractors and suppliers of services to MCC have responsibility for their own safety and for that of other people who may be affected by their actions. Contravention of safe working practices will lead to disciplinary action.
- The MCC will endeavour to ensure that staff and students where relevant undergo health and safety training. **All MCC staff and student counsellors should make themselves familiar with the PMU Health and Safety Policy.** The Clinic Manager is the first point of contact for all Health & Safety related matters within the clinic. The Marjon Health & Safety Team may also be contacted as per the guidance below.

### **MCC Clients/Visitors**

All visitors of the MCC are expected to ensure their personal safety and that of others who may be affected by their acts or omissions.

All visitors are expected to:

- Comply with ALL requirements of the PMU and MCC Health and Safety Policy and associated procedures.
- Not intentionally or recklessly interfere with, or misuse anything, provided by PMU in the interests of Health and Safety.
- Follow all PMU and MCC health and safety rules and procedures.
- Report to the appropriate Reception or authority on-site to record their presence and receive appropriate information to ensure that they are aware of all PMU safety, first aid, fire and emergency procedures.
- Raise all matters of concern relating to Health and Safety as they arise to the appropriate responsible person.
- Ensure all accidents and incidents, including near misses, are reported to the appropriate responsible person on site to ensure appropriate investigation can be undertaken.

### **MCC's Code of Practice for Safe Working**

The following procedures are designed to ensure both the safe operation of PMU premises and the safety of personnel (paid and unpaid) when conducting our business away from premises of the MCC.

These procedures are to be followed by all persons working from the MCC and using our premises: employees, volunteers, service users and contractors. As such they form part of the MCC commitment to safe working practices and will be rigorously enforced.

### **Before Starting Work/Placement**

- Clinic staff and counselling students must ensure that they are aware of their duties under the provisions of the Health and Safety at Work Act and any other pertinent rules regarding the place they are working in. All clinic staff and students will undertake mandatory Health & Safety Training prior to commencing work/placement in the clinic.
- Clinic staff and counselling students must notify the Clinic Manager/Deputy of any medical condition that may affect other people's health, endanger their safety or may restrict their personal activities.

### First Aid

- MCC staff and student counsellors are to familiarise themselves with PMU and MCC first aid arrangements and facilities.
- PMU provides adequate and appropriate equipment, facilities and personnel to ensure their employees and students receive immediate attention if they are injured or taken ill at work, in accordance with the Health and Safety (First-Aid) Regulations 1981.
- PMU has suitably trained individuals who are nominated as qualified First Aiders or Emergency First Aiders to ensure adequate provision of first aid. A qualified First

Aider or Emergency First Aider shall be present or immediately contactable for assistance at all times whilst routine work is being undertaken at the MCC.

- Esther Tonna-Morgan (Welcome Team Manager) and Bex Christison (Welcome Team Coordinator) are both **Qualified First Aiders** and are aware that we will call on them in a medical emergency. These details, including a list of all Marjon First Aiders, will be communicated via MCC induction training.
- First Aid Kits are held throughout the premises and Automated External Defibrillators (AED) are situated on the main academic campus. The location of our closest First Aid kit is Room E202a. The location of our closest AED is Main Reception.

### **Medical Emergencies**

**Student Counsellors will be fully briefed on emergency procedures during clinic induction.**

- Where a person complains of severe chest pains or severe breathing difficulties, or is suffering from severe bleeding, a suspected fracture, a severe blow to the head and/or loss of consciousness, however momentary (except where the person has a known history of blacking out), immediate medical attention should be sought. Normally this would be by making arrangements to have the ill/injured person taken to the A & E Department of the local hospital. The Clinic Manager, or Deputy, should decide whether to arrange conveyance by car, taxi or to call an ambulance. Where conveyance is done by car, two individuals will escort the ill/injured persons.
- The above also applies to MCC clients who disclose that they intend to immediately risk/harm themselves or others. Arrangements will be made by the Clinic Manager, or Deputy, to take the individual to A&E. The Clinic Manager, or Deputy, will decide whether to arrange an appropriate and safe conveyance by car, taxi, walking or to call an ambulance. Where conveyance is done by car, taxi or walking, two individuals will escort the client, including the Clinic Manager/Deputy and the client's student counsellor. Only PMU staff members should use their own vehicles in these circumstances.
- **If the client is in Hub 2, the Student Counsellor should call 999 immediately themselves. They should also shout for help and, if possible, send someone to get the Clinic Manager/Deputy and a First Aider.**
- While awaiting the ambulance, the sick/injured person should be made as comfortable as possible and other people, not involved in assisting with the situation, should as far as practicable be removed from the immediate vicinity. Student Counsellors should always remain with their client unless their (the students) safety is at risk.

- Never give a badly injured person anything to eat or drink in case they need to be operated on. In the case of a suspected back or neck injury no attempt should be made to move the injured person.
- Where a person stops breathing mouth-to-mouth resuscitation should be provided **only by a person with first aid training** and only where the appropriate protective equipment is available to prevent cross infection.
- If there is any doubt about what action to take the Clinic Manager/Deputy should ring N.H.S. Direct on 111.

### **Medication**

- Tablets and medicines are not kept in first-aid kits as first aid at work does not include giving tablets or medicines to treat illness. The only exception to this is where aspirin is used when giving first aid to a casualty with a suspected heart attack, in accordance with currently accepted first-aid practice. First aiders keep a small amount of aspirin to hand, separate from first aid kits, for this purpose.
- MCC staff and student counsellors who have their own medication such as inhalers for asthma or EpiPens for the treatment of severe allergic reactions (e.g. to peanuts, bee stings) are expected to administer this themselves if able to do so and must not use these to treat any other employees. First-aiders should not administer medication to other employees but may assist employees to do so themselves and/ or contact emergency services as appropriate.
- If it is identified that Schedule 19 medication (i.e. adrenalin) may need to be administered in an emergency, First Aiders will be given additional training in its use.

### **Threatening/Aggressive Behaviour**

- In order to afford protection to personnel from threatening or aggressive behaviour, it is the policy of MCC for all Student Counsellors and Clinic Staff members to hold personal alarms/alarm button for their protection. It is also our policy to make available mobile phones to staff and Student Counsellors for their further protection.
- In situations where a staff member or Student Counsellor is alone in a room with such a person displaying threatening/aggressive behaviour, the staff member or student should position themselves between the user and the door, with ready access to an alarm button (or personal alarm if no alarm button is fitted).
- Where a client is behaving in a threatening or aggressive manner on our premises and is considered by the Clinic Manager/Deputy to pose a risk to the

safety of other personnel, to the fabric or furnishings of the building or to personal property, the user in question should be asked to leave. If the client refuses to leave, the police will be contacted immediately.

- While awaiting the arrival of the police, and in situations where there is considered to be a continuing threat, the Clinic Manager/Deputy should endeavor to ensure that the majority of people on the premises are moved to a safe area or evacuated from the building. As far as practicable, the Clinic Manager/Deputy should also ensure that any objects that might be used as offensive weapons are removed to a safe place.
- The Clinic Manager/Deputy should take steps to ensure his/her own safety, by not remaining on their own with the service user in question and if necessary, by evacuating the building (in circumstances where they have ensured that all other personnel have been removed to a safe place).
- **In no circumstances should any staff member or Student Counsellor jeopardise their own personal safety in order to safeguard property.**

### **Security**

- Selected areas of PMU premises are monitored by CCTV and the system is operated in accordance with PMU's CCTV Policy. With regards to operation of a surveillance system, PMU remains committed to full compliance with the Information Commissioner's Office (ICO) Code of Practice.

### **Fire Safety**

- PMU has an established Fire Safety Policy and Fire Risk Management Strategy in place to set out fire safety management in all Marjon premises. The PMU Fire Plan will be communicated to all staff, student counsellors and visitors on induction. In the event of a fire on PMU premises, the priority will be to raise the alarm and ensure all personnel are evacuated safely. The alarm is to be raised and the local fire authorities summoned.

**The MCC will follow the PMU's Fire Safety Procedure as detailed below:**

#### **On discovering a fire:**

- Raise the alarm by shouting **FIRE, FIRE, FIRE** and your **LOCATION**.
- If safe to do so, operate the nearest fire alarm call point.
- Telephone (9) 999 immediately. Follow by dialing 2222/8010 from one of the large white key phones and inform Security/Welcome Team who can then arrange to meet the Emergency Services.
- Vacate the building with your client using the nearest safe escape route to open air and assemble at **the nearest signed assembly point**.

- Await instruction from the Health, Safety & Risk Compliance Manager or a designated Fire Warden/Marshal, or a member of the Security/Estates teams.

### **Fire Alarm**

On hearing the fire alarm in your building, the following action is to be taken:

- Vacate the building with your client using the nearest safe escape route to open air and assemble at the **nearest signed assembly point**.

### **Assembly Points**

#### **Clinic Hub 1 (E205/E205a)**

Evacuation Point: East Car Park

Nearest Telephone: Outside room E201

Fire Alarm Call Point: Corridor

#### **Clinic Hub 2 (E202/E202a)**

Evacuation Point: Assembly Point 2 (East Car Park)

Nearest Telephone/Fire Alarm Call Point: Corridor

### **Evacuation – Disabled Persons**

- Should any disabled person be above ground level when the alarm is raised, they should proceed to the nearest safe refuge area.

- Refuge areas are at the top of stairwells. Please ensure clients get to the refuge area.

- At each refuge area there is a push-button operated communication system/or large white key telephone linking the refuge point to the Welcome team/Security staff. The Welcome team/Security staff will arrange for evacuation using the Evacuation Chairs located across the University.

**All clinic staff and students will be provided with phone numbers for Marjon Security, Estates and Welcome Teams during clinic induction.**

### **Clinic Risk Assessment**

*The MCC's Risk Assessment and Safe Working Procedures are communicated to all who may be affected by the activity during induction.*

- All personnel who may be affected by the activity are made aware, that if any aspect of the activity or the environment in which it is conducted alters then a review of the Risk Assessment must be undertaken and appropriate changes to the safe system of work effected before the work is continued.

- Master copies of all Risk Assessments and Safe Working Procedures are maintained on the server with working copies held on file in the main office.

## Recording, Reporting Accidents & Incidents

### **Accident Records**

- All injuries (no matter how trivial) which involve **staff and students**, both on or off campus, are to be recorded on the University Accident Report Form and forwarded to [h&s@marjon.ac.uk](mailto:h&s@marjon.ac.uk) or the Clinic Manager/Deputy. Fatal, life-threatening or life-changing accidents/incidents are to be brought to the attention of Safety Management Team (SMT) at the earliest opportunity.
- Accidents involving **visitors/clients** on the PMU campus must also be reported to [h&s@marjon.ac.uk](mailto:h&s@marjon.ac.uk) by the Clinic Manager/Deputy.
- A Near Miss reporting system is available to all staff, through which concerns can be raised and highlighted to [h&s@marjon.ac.uk](mailto:h&s@marjon.ac.uk) through the Clinic Manager/Deputy.
- All other incidents/occurrences must be reported to the MCC Clinic Manager/Deputy and/or the course Placement Coordinator to adhere to Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR). The Clinic Manager/Deputy and course Placement Coordinator will then report to the appropriate PMU staff member.

### **Infection Prevention and Control**

- Clinic staff and students will be briefed on infection prevention and control during induction. Clinic staff and students will also cover infection prevention and control during their online mandatory training.

### **Covid-19 Reporting**

- If a staff member, student counsellor or client suspects, or has tested positive for Covid-19, they should report this to the Clinic Manager/Deputy as soon as possible.

### **Incident Investigation**

- All accidents, near misses and dangerous occurrences involving PMU and MCC staff, students or visitors will be investigated to an appropriate degree in accordance with the actual / potential severity of outcome, in order to determine root causes and identify remedial actions to prevent recurrence.
- Learning outcomes and remedial actions taken are disseminated throughout PMU and the MCC following an incident investigation in order to reduce the potential for recurrence.

### **Protocol when the Clinic Manager is unavailable – (meetings)**

- In an emergency, if the Clinic Manager is unavailable (out-of-clinic meetings), please follow the above procedures but direct all communication to the relevant Marjon Team(s) (security, estates, welcome desk and/or safeguarding) and the emergency services. All students will be provided with contact details for these teams during induction. If it is safe (emergency assistance has already been sought), students can also call the Clinic Manager on the number they provide.

### **Protocol when the Clinic Manager is off premises – Sickness or Annual Leave**

- When the Clinic Manager is unavailable (sickness or annual leave), students should direct their health and safety concerns to the Deputy Manager or Appointed Deputy Manager. If the Deputy Manager or Appointed Deputy Manager is working off site, please contact them via email or the telephone number provided regarding your concerns.
- If there is a health and safety related emergency, and all deputies are unavailable/off site, please follow the above procedures but direct all communication to the relevant Marjon Team(s) (security, estates, welcome desk and/or safeguarding) and the emergency services. If it is safe (emergency assistance has already been sought), students can also call the Deputy on the number they provide.