



HEALTH, SAFETY AND WELFARE STATEMENT
Reviewed and updated by CEO March 2025

1. OPENING STATEMENT

This document sets out the Health, Safety and Wellness Policy of Parentline and specifies the means provided to achieve that policy.

The aim of Parentline is to provide a safe and healthy work environment for all its employees and volunteers, and to meet our responsibilities to all visitors and members of the public who may be affected by our operations.

The success of the policy depends on your co-operation. It is, therefore, important that you read the document carefully and understand your role and the overall arrangements for health and safety at our offices room 14 and 14a at Carmichael House, Dublin 7, D07RHA8.

It is our intention to review this statement in the light of experience and developments on a regular basis.

A copy of the Safety Statement will be issued to all volunteers and employees of Parentline during induction, and thereafter, it will be brought to their attention when updated.

We believe that good safety, health, and welfare performance is an integral part of efficient management. We, therefore, intend to continually improve our safety, health, and welfare performance, and are guided by the following principles:

We strive to create a working environment where accidents will not occur and in which building users will not be exposed to health or safety hazards. To this end, we focus on creating practical and safe working systems which minimise risk.

We protect the environment by seeking to minimise the impact of our activities. This is achieved in several ways including through our recycling policy.

We have due consideration for the concerns of all building users, local community, and the public in establishing our Safety, Health and Welfare standards and performance targets.

The intention of Parentline is to apply the statutory provision under the Safety, Health & Welfare at Work Act 2005, The General Application Regulations, the Fire Services Act 1981, and the Building Regulations 1997 as our minimum standards. All possible co-operations will be afforded to inspectors and others concerned with our health, safety, and environmental standards.

2. HEALTH & SAFETY POLICY

Parentline is committed to ensuring a safe and healthy work environment for all our employees and volunteers, and to meet our duties to contractors and members of the public who may be affected by our operations. Hereafter, **Parentline's employees and volunteers will be referred to as staff (paid or voluntary), and all other categories of individuals will be referred to as building users, unless otherwise indicated.** It is our intention to go beyond the legal requirements under such acts as the Safety, Health and Welfare at Work Act 2005 and its regulations, and to promote a culture of continuous health and safety improvement which proactively protects the welfare of building users.

The approach to ensuring safe and healthy work conditions at Parentline is discussed under the following headings:

3. HAZARD AUDITS, RISK ASSESSMENTS AND CONTROLS

On an annual basis, Carmichael Centre for Voluntary Groups (CCVG Insurance Providers, assisted by the Health and Safety Representative & the Corporate Services Manager, will complete a full health and safety audit and identify any hazards arising from systems of work, premises, equipment, substances used and work-related activities. In addition, risk assessments are conducted as needed, for example whenever there is a change to systems of work, or where new equipment and substances are acquired.

Where appropriate, the CCVG makes use of competent consultants and bodies with special skills and services to augment the internal audits, including the Health and Safety Authority and other appropriate sources (e.g. Fire Service).

The health and safety audits lead to the identification of any potential hazards, which may threaten the health, safety and welfare of staff and other building users. The next step in the process, which is undertaken by the Health and Safety Representatives, the Corporate Services Manager and other consultants as necessary, is an assessment of the risk associated with the identified hazards, and the identification of measures/procedures and resources which will be taken/provided to eliminate these risks and/or to minimize their threat.

Section 2 of this Safety Statement presents the hazards identified, the risk assessments and the controls which have been put in place to eliminate or minimize these risks.

Parentline agrees to comply with the CCVG safety procedures.

4. PROVISION OF ADEQUATE TRAINING AND INSTRUCTION

The Health and Safety Policy is highlighted during the induction of all staff and regular building users and a copy of the Safety Statement is provided during this period.

. 5. PRACTICAL AND SAFE WORK SYSTEMS

It is the policy of Parentline to ensure that tasks are within the competence and capacity of the relevant staff member. Every care is taken during the recruitment process to ensure a good person-

job fit, and once employed; all necessary training is provided which particularly highlights areas where care and skill must be exercised. The CEO is responsible for ensuring that established safe work practices are adhered to. They must also consider how to improve the practices where hazards arise. This is done on an on-going basis as hazards are noted.

Notice is paid to the safety of work systems/practices for staff who have disabilities, who have acquired disabilities, and for pregnant or breastfeeding mothers.

6. CONSULTATION AND COOPERATION REQUIRED

The Health and Safety Representative of Parentline is the CEO and they shall have responsibility for consultations with Parentline staff. This shall formally occur through the periodic health and safety/hazard audits, conducted by CCVG and more informally as issues arise.

Cooperation with the Health and Safety Policy and procedures is an expectation of all building users in the Centre. The submission of a copy of the Safety Statement forms part of the induction process for all new building users and all are expected to familiarise themselves with it. Non-compliance with the policy and procedures will be dealt with through the disciplinary procedure.

7. PERIODIC REVIEW AND UPDATING OF THE POLICY

Parentline commits to reviewing and/or updating the Safety Statement on an ongoing basis, and whenever any new hazards are introduced in the Centre. Health and Safety audits are conducted annually by CCVG. Staff and other building users are encouraged to put forward suggestions for improvements to the statement.

8. LOCATION and DESCRIPTION of PREMISES

Parentline is a member of CCVG which occupies two premises: Carmichael House and Coleraine House on North Brunswick Street and Coleraine Street in Dublin 7. The Centre occupies all portions of the buildings except specified areas of Carmichael House and has responsibility for maintenance of all building safety in the licensed areas.

FIRE EXITS

In addition to the main entrance there are two additional Fire Exits located to the sides at either end of the back corridor on the ground floor.

One exit is positioned on the left-hand side of the premises and provides egress to the car park area in the event of an emergency arising.

The second exit is positioned on the right-hand side of the premises and provides egress to the garden area. Egress from the garden is through a gate to the front of the building.

The main entrance door and the fire exit doors to the garden and car park are opened each morning and locked in the evening. These doors remain unlocked during normal working hours.

9. OBSTRUCTING ACCESS to and EGRESS from FIRE EXITS

The access corridors or stairs leading to Fire Exits in either building should not be blocked or obstructed under any circumstances. Any obstructions should be reported immediately to the building's health and safety representative who will organise the removal of the obstructing material with the responsible individual or group.

Cars must only be parked in the authorised spaces in the Carmichael House car park. Illegal parking outside these spaces is viewed very seriously as it will hinder egress from a fire exit.

Anyone found willfully obstructing exit routes or doors may be liable to action under the disciplinary policy in the case of employees or under the licence agreement in the case of CCVG resident groups.

10. DESCRIPTION OF WORK CARRIED OUT BY PARENTLINE

- to provide a telephone helpline service to the parenting community.
- to provide zoom and other online support to the parenting community both individually and in groups.
 - to provide information to the parenting community.
 - to refer members of the parenting community to State and other voluntary service providers.
 - to promote the education of the parenting community and the education of the public in understanding the needs of the parenting community.
- to promote, encourage, support, and cooperate with other organisations, groups, agencies, and others whose purpose includes assisting the parenting community.
- to provide input and advice to the formulation of policies and laws at national and local level concerning the parenting community.
- to offer support and counselling to parents or others affected by peri-natal mental health issues.
- to provide courses in parenting.
- to facilitate the Non-Violent Response (NVR) programme to parents suffering child to adult violence.
- to facilitate the Supportive Parenting for Anxious Childhood Emotions (SPACE) programme to parents seeking support for anxiety and school avoidance

Staff comprises of administration and helpline facilitators who occupy Rooms 14 and 14A at CCVG.

11. ASSIGNMENT OF RESPONSIBILITIES

Outlined below is the overall Safety Management Structure for Parentline as per the Safety, Health and Welfare at Work Act 2005 and the incumbent responsibilities of the organisation as an employer and controller of Room 14 and 14a, and of various other personnel.

11.1 ORGANISATIONAL RESPONSIBILITIES

Section 8 of the Safety, Health and Welfare at Work Act 2005

Every employer shall ensure, so far as is reasonably practicable, the safety, health, and welfare at work of his or her staff.

Every employer shall manage and conduct work activities in such a way as to ensure, so far as is reasonably practicable, the safety, health, and welfare at work of his or her staff.

Every employer shall prevent, as far as is reasonably practicable, any improper conduct or behaviour.

Every employer shall provide and maintain a safe means of access to and egress from the workplace.

Every employer shall provide and maintain safe plant and machinery or any other articles that are safe and without risk to health.

Every employer shall ensure, so far as it is reasonably practicable, the safety and the prevention of risk to health at work of his or her staff relating to the use of any article or substance or the exposure to noise, vibration or ionising or other radiations or any other physical agent.

Every employer shall provide systems of work that are planned, organised, performed, maintained, and revised as appropriate to be, so far as is reasonably practicable, safe and without risk to health.

Every employer shall provide and maintain facilities and arrangements for the welfare of his or her staff at work.

Every employer shall provide the information, instruction, training, and supervision necessary to ensure, so far as is reasonably practicable, the safety, health, and welfare at work of his or her staff.

Every employer shall determine and implement the safety, health, and welfare measures necessary for the protection of the safety, health, and welfare of their staff when identifying hazards and carrying out a risk assessment.

Every employer shall provide and maintain suitable protective clothing and equipment as is necessary to ensure, so far as is reasonably practicable, the safety, health, and welfare at work of their staff.

Every employer shall prepare and review, adequate plans, and procedures to be followed and measures to be taken in the case of an emergency or serious and imminent danger.

Every employer shall report accidents and dangerous occurrences, to the Health and Safety Authority.

Every employer shall obtain, where necessary, the services of a competent person for the purpose of ensuring, so far as is reasonably practicable, the safety, health, and welfare at work of his or her staff.

Parentline will ensure that none of its staff are on Carmichael Centre property outside of agreed opening hours, unless expressly agreed in advance and with the full knowledge of the Corporate Services Manager and CEO of CCVG. Under no circumstances whatsoever is any person allowed to be on Carmichael Centre property alone, outside of Carmichael Centre supervised hours of opening.

Section 12 of the Safety, Health and Welfare at Work Act 2005 (general duties to persons other than employees)

Every employer shall manage and conduct their undertaking in such a way as to ensure, so far as is reasonably practicable, that in the course of the work being carried on, individuals at the place of work are not exposed to risks to their safety, health or welfare.

Section 15 of the Safety, Health and Welfare at Work Act 2005 (applies to person's in control of places of work/premises)

As the controller of Rooms 14 + 14A, Parentline will ensure so far as is reasonably practicable that the place of work, the means of access to or egress from and any article or substance provided for use in the place of work are safe and without risk to health.

11.2 BOARD MEMBERS' RESPONSIBILITIES:

The members of the Board of the Parentline bear the overall responsibility for the provision of a healthy, safe working environment. The Board will ensure:

- That sufficient funds and facilities are available to enable the Safety Statement to be fully implemented.
- The Safety Statement is up to date in accordance with legislation.
- A reasonable level of funds and time are available to provide adequate health and safety training to the standard required by legislation, relevant codes of practice and the Safety Statement.

11.3 CEO'S RESPONSIBILITIES:

The Chief Executive Officer (CEO) has the day to day responsibility for ensuring a safe and healthy work environment for staff, users, and any visitors to the workplace. The CEO shall be responsible for:

- Implementing the safety policy of the Board and the Company

- Ensuring that the Board members are fully briefed on health & safety matters
- Ensuring that the Board members are fully briefed on health & safety funding requirements
- Reporting to the Board on overall health and safety issues and on any additional funding requirements to ensure appropriate standards of health and safety are maintained.
- Ensuring the provision of competent people to carry out Parentline's activities in a safe manner.

11.4 HEALTH AND SAFETY REPRESENTATIVE'S RESPONSIBILITIES

Parentline CEO will act as Health and Safety Representative.

The Health and Safety Representative shall have the responsibility for:

- Ensuring preservation of escape routes at both entrance/exit points to room 14 and 14a
- Ensuring safe fuel/hazardous substances storage
- Maintaining an Incident Book and Accident Report Forms and ensuring accidents and near misses are investigated.
- Keeping up to date, and secure, records of all staff contact details, including Next of Kin.
- Monitoring and replenishing first aid kits to ensure stocked appropriately.
- Conduction of annual health and safety audits which comprise hazards audits, risk assessments and identification of controls in conjunction with CCVG.
- Ensuring that staff maintain proper safety standards in their duties.
- Regular review of systems of work to ensure that safety and health are properly considered.
- Ensure that the Safety Statement is available and distributed to all staff.

Role of Safety Representative:

Under the Safety, Health and Welfare at Work Act 2005, the Safety Representative may, subject to reasonable notice to the CCVG and Parentline Board:

- Make representations to the Carmichael Centre on any aspect of safety, health, and welfare at work.
- Inspect the whole or any part of the place of work particularly when an accident has occurred or where there is a perceived threat to health, safety, and welfare.
- Investigate accidents and dangerous occurrences.
- Investigate staff complaints related to safety, health, and welfare at work.
- Make oral or written representations to Health and Safety Authority Inspectors on any health and safety matter including the investigation of accidents or dangerous occurrences and receive information and advice from Inspectors.
- Accompany a Health and Safety Authority Inspector *on* any inspection related to accidents or incidents or otherwise. At the inspector's discretion, attend Inspectors' interviews

- with staff related to any accident or dangerous incidents which occurred.
- Decide and agree the frequency of hazard audits with the Centre.

The Parentline Board will cooperate fully with the Safety Representative and shall:

- Consider any safety, health and welfare representations made by the Safety Representative and take any relevant necessary action.
- Inform the Safety Representative if an Inspector will be attending the place of work.

12. GENERAL HEALTH AND SAFETY RULES

All Parentline staff must always have regard for their own safety and that of others. The following must be adhered to:

All must familiarise themselves with the contents of this Safety Statement.

All must cooperate with the fire safety systems including fire drills, evacuation arrangements and with relevant training or instruction

All must cooperate with health and safety/hazard audits carried out in the buildings and remedy defects where appropriate.

All must comply with the Centre's rules and regulations regarding admissions and visitors' policy.

Responsibility for visitors and ensuring that visitors are aware of the Centre's health and safety policy, including the fire evacuation procedures, rests with the visitor's host. Visitors to the building are not permitted to wander around the building unaccompanied and must be accompanied from and to reception by the visitor's host.

All Parentline personnel must sign in and out at reception. This is absolute for all Carmichael Centre buildings and all its users- no exceptions.

All must comply with the car parking policy of Carmichael Centre. Cars should only be parked in the authorised spaces in the Carmichael House car park. This is to ensure fire exits are not blocked and the emergency services can gain access in the event of a callout.

The accessible car park spaces beside both buildings are reserved for users with disabled parking permits.

All building users who park their cars in the car park must sign in and register their car details at reception.

It is the duty of anyone hosting or organising a meeting in one of the Centre's meeting rooms to bring Health and Safety Announcement Cards to the attention of the most appropriate persons. This is to ensure that information about emergency evacuation is conveyed to the non-regular building users who will be in attendance.

Any children on the premises are the responsibility of the person or organisation they are visiting.

Babies and young children must always be accompanied and strictly supervised. They must not interfere with the property of the Centre or any other building user.

No Animals (apart from Guide dogs) are permitted on the premises at any time.

All users of sanitary, washroom and welfare facilities are required to co-operate with the facilities team to ensure the maintenance of the highest possible standards of hygiene.

Anyone carrying liquids (e.g. coffee) or substances on the premises must take care to minimize the potential for spillages. Facilities staff should be informed immediately where spillages occur so they can be addressed.

All must report any building safety defects to their building's Health and Safety Representative. This includes defects in fire equipment, means of escape, alarms, integrity of floor coverings, spillages, access, and steps etc.

Excess waste, paper and other combustible materials must be minimised in all work areas and appropriately stored, and all must comply with the Centre's recycling facilities.

No unauthorised equipment should be used including open bar electric fires, toasters, or portable gas heaters.

All must look out for, and report faults in electrical connections and in electrical equipment. Where unsafe practices are observed, they must be corrected.

The burning of candles and/or incense is not permitted in offices or any other area within the Centre.

Trip hazards must not be created by introducing trailing cables, spillages etc. Where they occur, they must be attended to by the person responsible, or brought to the attention of the CCVG supervisory staff.

In compliance with the Public Health (tobacco amendment) Act 2004, smoking is not permitted inside the premises. Smoking is allowed in the back-garden area of Carmichael House, ensuring that all cigarettes are disposed of safely using the ashtrays provided.

Filing cabinets should be loaded bottom drawers first (for stability) and no more than one drawer at a time should be opened (to prevent possible overbalancing of the cabinet).

All accidents and near misses must be reported to the Parentline CEO and CCVG Health and Safety Representative.

If there is any uncertainty about a health or safety issue, the matter must be discussed with the Parentline CEO and CCVG Health and Safety Representative.

13. STAFF (PAID AND VOLUNTARY) RESPONSIBILITIES

In addition to complying with the general health and safety rules (see Section 6.6), employees and volunteers have a responsibility to cooperate with this health and safety policy. Also as set out in the Safety, Health and Welfare at Work Act 2005, it shall be the duty of each staff member while at Parentline offices:

- To comply with the legislation and take reasonable care to protect their safety, and that of any other person who may be affected by their acts or omissions at work, or while undergoing training
- To ensure that they are not under the influence of any intoxicant including alcohol or illegal drugs
- If reasonably required by Carmichael Centre, submit to any appropriate, reasonable, and proportionate tests for intoxicants by, or under the supervision of, a registered medical practitioner who is a competent person, as may be prescribed.
- To co-operate with the Centre and any other person so far as is necessary to enable the Centre and any other person to comply with the legislation and its statutory provisions.
- To not engage in improper conduct or other behaviour that is likely to endanger their own safety, health, and welfare at work or that of any other person.
- Attends such training, and as appropriate, undergo such assessment as may reasonably be required by the Centre or as may be prescribed relating to safety, health and welfare at work or relating to the work carried out.
- Having regard to the training and instructions given by the Centre, make correct use of any article or substance provided for use at work or for the protection of their safety, health, and welfare at work, including protective clothing and equipment.

- A person shall not intentionally, recklessly or without reasonable cause interfere with, misuse or damage anything provided for securing the safety, health and welfare of persons at work, or place at risk the safety, health or welfare of persons in connection with work.
- If a staff member becomes aware that they are suffering from any disease or physical or mental impairment which would be likely to expose him or her or another person to danger or risk of danger, they must immediately notify the Parentline CEO
- Members of staff working off-site (e.g. delivering training, attending conferences, providing support services remotely etc.) must act responsibly at all times with regard to their safety and security (including travelling to and from), and ensure they do not work in any area or conduct any activity which they feel is unsafe.
- Members of staff working at the Parentline offices and off-site should be aware, that in the interest of their wellbeing, professional support services are available to them. Staff are encouraged to make use of these resources. Contact Parentline CEO.

To report to Parentline CEO, as soon as practical:

- Any work being carried out in a way which may endanger the safety, health, or welfare at work of the staff member or any other person.
- Any defects in the place of work, the systems of work, any article or substance which might endanger the safety, health, or welfare at work of the staff member or any other person, or any breach of the relevant statutory provisions which may endanger the safety, health, and welfare at work of the staff member or that of any other person of which they are aware.

13.0 Lifting and Handling Boxes and other weights:

It is important that the correct procedure is adopted when lifting boxes or any heavy objects.

However, staff should not attempt to lift a box or a weight with which they are not comfortable, and they should always seek assistance in such instances. Objects should not be removed from high shelving without the use of a step ladder or other appropriate support or assistance.

When lifting or moving boxes, cartons, or other heavy objects the following procedure should be applied:

- Get a firm footing, keep your feet apart from a stable base and point your toes out.
- Bend your knees, squat down to lift, keeping your hips and shoulders in alignment.
- Never bend at the waist.
- Tighten your stomach muscles.
- Lift with your legs. Let your leg muscles do the work, not your weaker back muscles.
- Avoid fast jerking motions while lifting.
- Keep the load close; do not hold the load away from your body. Do not bend forward.

13.1 Medical Supervision

Members of staff, under medical supervision or on prescribed medication and who have been certified fit for work, should notify the Parentline CEO of any known side effects or temporary physical disabilities, which could hinder their work performance and which may be a danger to either themselves or their colleagues.

13.2 Pregnant Staff

Any staff member, who is pregnant, has recently given birth or who is breastfeeding, will not be placed in any job that is a risk to their health and safety or that of their child. Pregnant staff should notify their line manager as soon as possible to ensure that there are no hazards in the work environment that would affect the pregnancy. A Risk Assessment will be carried out upon initial notification of their condition, and as necessary thereafter.

13.3 Harassment and Anti-Bullying Policy

Parentline is committed to providing a working environment that is free from all forms of harassment, sexual or otherwise, and bullying, and one where all are treated with dignity and respect. Parentline recognises that incidents of harassment or bullying can have devastating physiological, psychological and behavioural effects on a victim. Everyone in the organisation has a responsibility to prevent harassment and bullying and to report any instances they are party or witness to.

14. ACCIDENTS AND FIRST AID

- An up to date record of all Parentline staff contact details, including Next of Kin will be kept securely in the office.
- Any accident or near-miss occurring in the workplace should be brought to the attention of the Parentline CEO and CCVG Health and Safety Representative or the Facilities Manager. All accidents will be recorded in the Incident Book kept in the office and will be investigated. Where appropriate, corrective action will be taken to prevent a recurrence. The accident will also be reported to the Health and Safety Authority where this is required by law (e.g. resulting in more than 3 consecutive days when unable to perform duties).
- There are four fully stocked First Aid Kits in Carmichael Centre located at reception in both premises, and in the catering kitchen and delph wash area in Carmichael House. There is a partially stocked First Aid Kit in the press in the Parentline Helpline Room.
- A list of First aiders can be found on in-house notice boards, fire point panels and at reception.

- **15. SAFETY FOR VISITORS TO PARENTLINE**

- To meet our obligations for the safety and health of visitors to our premises, the following arrangements are in place:
- All visitors or non-regular building users sign in on arrival. Visitors must sign out on exiting the building.
- As a rule, visitors to the Centre should not be left unattended or allowed unaccompanied access to the working areas. Unaccompanied strangers found within the premises shall be challenged and asked for identification.
- Visitors must not do anything likely to put themselves or others at risk.
- Visitors must comply with all security and safety measures in operation on the premises.
- In the event of the continuous sounding of the fire alarm bell, visitors must follow the instructions of the Fire Warden and leave the building at once by the nearest Emergency Exit and report to the relevant Assembly Point. The Visitor must remain there until instructed otherwise.

16. HOSTING MEETINGS

- There are three meeting rooms for hire in Carmichael House. A Health and Safety Announcement card has been prepared for each room, which details the emergency evacuation arrangements and route to be followed in the event of emergency evacuation. It is the duty of
- anyone who is hosting or organizing a meeting in one of the meeting rooms in Carmichael Centre to bring this health and safety notice to the attention of people in attendance. The information should be presented at the start of the meeting to ensure all non-regular building users are familiar with these arrangements.

17. ACCESS TO CARMICHAEL CENTRE

After hours access is not permitted under any circumstances.

The CCVG opening hours are :

Monday to Friday: 8.00am—10.00pm

Saturday: 9.00 a.m. - 5.00 p.m

Sundays closed.

Emergency Evacuation

All fire exits in the Centre are locked for security reasons outside of normal opening hours. A copy of the key for each fire exit is in a break glass unit beside each fire exit door. This is to ensure that individuals who access the premises when it is not officially opened can exit through fire exits in emergency situations.

Locked in the Premises

In the event that a building user who is not a keyholder is accidentally locked in the building at closing time, the person concerned should contact the alarms monitoring company at the numbers listed on the notice at reception near alarm panel and advise of the situation. The building user who is locked in or the alarms monitoring company can then contact the Keyholding Company ATSto attend the premises to enable the person who has been locked in, to exit.

In emergency situations, or where the person cannot wait inside until the Keyholding Company arrives on the premises, the person can leave the building through the Fire Exits.

As outlined above, a copy of the key for each exit is placed in a break glass unit beside the door. On exit, the person should wait outside for the arrival of the Key holding Company to advise of the situation.

Follow Up:

Staff or resident groups must inform the Facilities Manager or a supervisor on the morning of the day following the activity (or as soon as is practical), providing details of the incident that took place.

18. MONITORING AND REVIEW

Parentline commits to reviewing and/or updating the Safety Statement on an ongoing basis.

Staff and other building users are encouraged to put forward suggestions for improvements to the statement.

19. HEALTH AND SAFETY ENFORCEMENT

The purpose of this Safety Statement is to state the health and safety policy and procedures in place at Rooms 14+14A and Carmichael House, to manage workplace health and safety for all. As outlined previously, all parties are obliged to co-operate with this policy and its provisions.

Where personnel are seen to deviate from stated health and safety procedures and all informal persuasion efforts have failed, further action will be taken under the CCVG Centre's disciplinary policy in the case of employees or under the signed licence agreements in the case of resident member groups. Other sanctions will apply in the case of other building users.

CCVG GENERAL HEALTH AND SAFETY REGULATIONS

SECTION 2: HAZARDS, RISK ASSESSMENTS AND CONTROLS

Fire Detection

Carmichael House has high standard fire alarm systems in place at reception which indicates the exact location of activation. All rooms and common areas are protected by automatic smoke detectors. The fire alarms automatically connect to a monitoring station when the alarm is activated. A break glass unit system connected to warning bells has been installed to assist in raising the alarm in the event of an emergency arising. The position of the break glass points is indicated on the location maps on each of the fire point panels.

Inspection, servicing, and maintenance of the fire alarm systems is conducted regularly by contractors.

Internal testing of the fire alarms in the Centre is conducted monthly.

Fire Fighting

Fire Extinguishers and Fire Action Notices are provided and correctly sited to meet statutory and insurance requirements.

All firefighting equipment is tested and serviced by specialist contractors on an annual basis.

All firefighting equipment is checked monthly by maintenance staff. Building fire wardens are trained on fire extinguisher usage.

Fire Evacuation

Carmichael House: There are three independent means of escape via stairways. At ground level, there are three escape routes: one to the front and two to the back of the building.

Fire evacuation drills are carried out twice yearly or more often as required, to ensure that each staff member and group is familiar with the escape routes and to test the effectiveness of the evacuation plan. Fire drill reports are subsequently written, and the evacuation plan is amended as necessary to address any difficulties encountered in the fire drill.

CARMICHAEL HOUSE ASSEMBLY POINT:

Richmond Square, Morning Star Avenue

Further details can be found in the Centre's emergency evacuation plans and procedures. Included are the evacuation arrangements for wheelchair users and others requiring support with evacuation. The CCVG evacuation plans are reviewed annually or more often as circumstances dictate.

All offices and meeting rooms are provided with Fire Action Notices which detail evacuation instructions and assembly points.

All meetings occurring in the CCVG meeting rooms are provided with more detailed evacuation instructions. Meeting hosts are required to bring these to the attention of anyone in attendance at the meeting.

All fire exits and emergency escape paths are marked using standard symbols and doors have illuminated "Emergency Exit" signs connected to a system, comprising of self-contained luminaries and power packs; designed in compliance with B.S. 5266 Part 1 1988.

Emergency lights and illuminated escape route signs will light the way even in the event of a fire which causes early loss of electrical power.

The integrity of escape routes are examined regularly by the CCVG Health and Safety Representative.

FIRE AND EMERGENCY EVACUATION PROCEDURES for CCVG

This section outlines the procedures and arrangements in place to ensure proper action is taken in the event of an emergency in Carmichael Centre premises. A brief description of the procedure can be found on the Fire Action Notice displayed around the buildings. This procedure applies to all regular building users, in addition to visitors or others who may be working on site. The Fire and Evacuation Procedure applies to all emergency evacuation situations which may include fire or explosion, in addition to Fire Drills which will be carried out twice a year.

1. Discovery of Fire

Any building user who discovers a fire should do the following:

- Operate the Fire Alarm System, using the nearest Break glass unit.
- Telephone the Fire Brigade by dialling '112' or "999".
- If safe and trained to do so, attack the fire using the nearest fire extinguisher.
- Leave whenever danger threatens, closing doors behind you as you leave.
- Inform the Person in Charge of the incident
- Proceed to the Assembly Point.

2. Fire Action Notice

All building users apart from Fire Wardens must adhere to the following in the event of the fire alarm sounding:

- Leave the building immediately by the nearest available fire exit.

- Do not re-enter the building
- Go to the assembly point and await roll call.
- Return to the building when the all-clear has been given by the Person in Charge or the Fire Brigade.
- Sign back into the building.

Remember:

- Close all doors behind you when exiting the building.
- Do not stop to collect coats, bags, or other personal belongings.
- Do not use the lift.
- Do not run to an exit
- Do not re-enter the building

3. Emergency Personnel.

In the case of a fire or other emergency which necessitates building evacuation, the following roles have been assigned in CCVG to ensure effective management of the situation:

- A Person in Charge who takes operational control over the incident scene.
- Several Fire Wardens who will strive to ensure that their designated areas of the building are cleared in the safest and quickest way
- A receptionist/Roll Caller who keeps track of all personnel at the assembly point
- First Aiders who will attend to any injured personnel at the scene.
- Details on the responsibilities of these roles are outlined below.

Fire Warden Responsibilities in the event of an evacuation

All Fire Wardens are provided with detailed instructions as regards their role and the area they are responsible for clearing.

These responsibilities are detailed below excluding the specific areas of the building which they are evacuating.

Put on their Hi-Viz jacket.

Proceed to their area of responsibility and ensure that all in their immediate area, evacuate to the pre-determined assembly point by way of the nearest available exit.

Fire wardens must quickly check in with the Person in Charge outside the premises and indicate whether their area has been cleared or whether anyone refused or were unable to leave the premises.

The Fire Warden must return to the Person in Charge at the end of the evacuation to provide any additional information that might be necessary for the Fire Evacuation Report to be compiled.

Important Note:

If a Fire Warden is away from the location in which they are normally based when the fire alarm sounds, their evacuation duties will be conducted by the Backup Fire Warden who has been trained to carry out these duties. At no time should a Fire Warden risk their own life by re-entering the building.

Fire Warden Training

All Fire Wardens are trained to ensure that they are versed in Fire Safety Principles, have experience in using Fire Extinguishers, and are familiar with standard and location specific emergency procedures. Training records will be held on file in the Fire Safety Register.

Receptionist/Rollcall Responsibilities in the Event of an evacuation

In the event of the fire alarm sounding, the Receptionist should:

Call reception in the other Carmichael Centre premises to advise of what is happening.

Put on the Hi-Viz jacket.

Take the sign in book, a pen, a torch (if needed).

Go directly to the assembly point.

Wait at this point, and direct people over as they exit the Centre. Keep everyone together. This *will*

make the roll call easier.

Begin the roll call when instructed by the Person in Charge.

Taking the Roll Call:

You need to have a loud, clear voice to do the roll call. The receptionist can ask for a volunteer to do the roll call if needed.

Ask if there is anyone at the assembly point who has not signed in. These names must then be taken down in the sign-in book

Call out each name and tick off the names of those present, one at a time. Do not call out the name of a person if they have signed out.

If a person has not signed out of the building and they are not present at the roll call, make a note beside their name, find out their whereabouts from co-workers if possible and inform the Person in Charge.

Keep everyone together at the assembly point. The Person in Charge will come over to the assembly point and give the all clear to return to the House.

Inform everyone they should sign back in as they re-enter the building.

Before returning, inform the Person in Charge of any problems you had during the evacuation

Person in Charge

The Person in Charge is deemed to be the *person* in charge of any evacuation, including fire drills. They are responsible for ensuring that the fire brigade has been called and are the liaison person in the event of the fire brigade arriving onsite. There is several designated Persons in Charge covering the extensive building opening hours. It is the responsibility of the staff member who is top of the list as the Person in Charge to inform the next staff member acting as Person in Charge if they are leaving the building, so that there is greater clarity as to who should take charge in the event of an emergency evacuation. This system will be complemented by ensuring an 'Evacuation Person in Charge – Name' notice is put at reception which is changed depending on which staff member will be in charge.

ON HEARING THE FIRE ALARM OR OTHER WARNING:

The Person in Charge should go immediately to the fire control panel and determine which zone has been activated.

Notify the fire warden in this area to proceed with caution if possible.

Contact the Fire Brigade by dialling '999' or '112'

Investigate the location of the fire, if possible.

Go directly outside the premises and direct people to the Assembly Point. Do not allow anyone to re-enter the building for any reason.

Give the go ahead to the receptionist to begin the roll call at the Assembly Point when all the fire wardens have made their initial check-in.

Organise assistance as necessary if a building user requires assistance in exiting the building.

When the fire brigade arrives, you need to tell them in which zone the fire is located and if anyone is

unaccounted for. They will conduct a sweep of the building and will inform you when it is safe to return to the building.

When the roll call has been completed and the fire brigade has given the all clear to return, you can announce to the assembly that people can begin returning to the House. Be sure to thank them for their co-operation and remind everyone that they must sign back in at reception.

Check with the receptionist and all other fire wardens and take note of any problems or observations that arose during the evacuation. These will then be included in the Fire Evacuation. Any Report, which you will write and keep in the Fire Safety Register. The evacuation roster may need to be amended if there are any recommended changes.

First Aiders Duties in the Event of an Emergency Evacuation

All qualified First Aiders must:

Immediately bring the First Aid box and go to the assembly point.

Attend to any injured that might be on the exit route and at the assembly point.

Be ready to assist in any tasks as delegated by the Person in Charge.

4. Procedure for Evacuating People Requiring Assistance

There are several people who may require assistance during an evacuation. These include the mobility impaired and wheelchair users, visually impaired, hearing impaired, individuals with breathing or heart problems, elderly, pregnant staff etc.

In recognition of these additional needs, separate procedures have been prepared to enhance their personal safety. Procedures adopted for the evacuation of individuals with additional needs are made in consultation with the person concerned, giving special regard to their specific needs.

4.1 Ambulant Disabled

The ambulant disabled are people who can walk but who may depend upon prostheses (artificial limbs), sticks, crutches or walking aids. Some ambulant disabled individuals will be able to descend a stairway on their own; others will require the assistance of one or more volunteers. The Centre will consult with any regular building user who is ambulant disabled to identify how that person will evacuate the building. When assistance on exiting is required, this will be provided by a colleague or from a Carmichael Centre Fire Warden. Periodic practice will be carried out, as necessary.

The Centre will similarly consult with other building users who may require assistance such as people with hearing or visual impairments, to identify how that person will evacuate the building. Assistance on exiting may be provided by a colleague or from a Carmichael

Centre Fire Warden, and periodic practice will be carried out, as necessary. problems will be noted in the Fire Evacuation Report.

Procedure for Evacuating Wheelchair Users and non-Ambulant Disabled

In the event of an emergency evacuation, wheelchair users or non-ambulant disabled on the ground floor in either Carmichael or Coleraine House should evacuate using the nearest fire exit, with assistance as necessary from a colleague or Fire Warden.

Because Carmichael House does not have a fire protected stairwell or area, wheelchair users

are discouraged from accessing the first floor in this building. Reception staff keep records of any wheelchair users who enter the premises and inform the Person in Charge in the events of emergency evacuations.

Emergency Contact Numbers Database

The Carmichael Centre has an access database which contains all the emergency contact numbers for every employee. This can only be accessed by the CEO or Corporate Services Manager.

In providing for best health and safety practice, Parentline abides by all the rules and regulations of CCVG. Parentline also applies the most appropriate technical standards available including national standards, fire safety codes and guidelines of the Health and Safety Authority.

Chief Executive Officer

Aileen Hickie

Parentline

Chair of the Board

Mags Goddard

Parentline

Date: 05/03/25

