

# JACK REED FOUNDATION



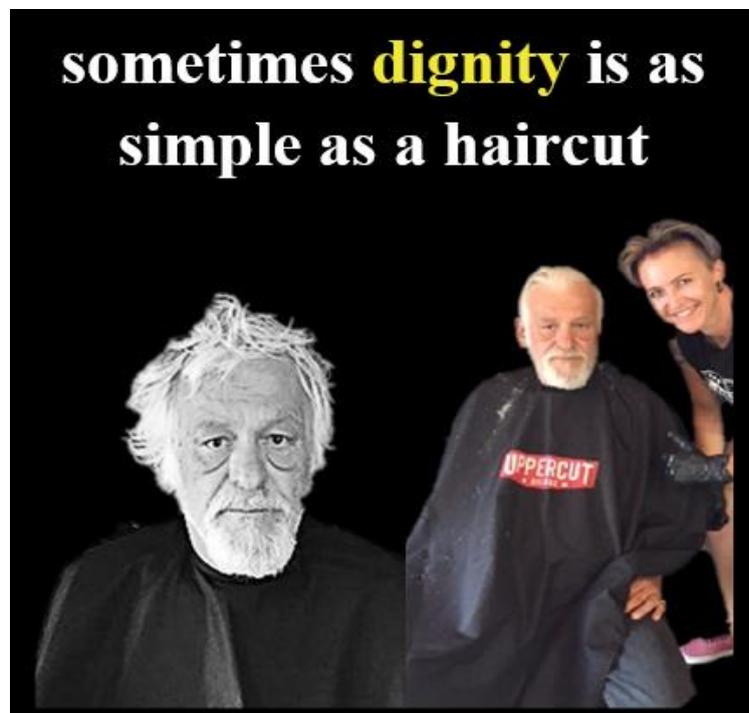
**VOLUNTEER  
HANDBOOK**

# WELCOME

The Jack Reed Foundation is a grass roots not-for-profit that offers a range of services to the homeless and disadvantaged youth. Through our project work the Foundation is dedicated to helping people restore their sense of dignity and to finding pathways to making transformational change in their lives.

Our moto 'dignitas una per vitan intranet' literally translates to: 'dignity through life changing transformation'. Our work is driven by 4 key values: Dignity, Respect, Empowerment and Inclusion.

Our ongoing development of programs, projects and services provides pathways for our clients to live with dignity, gain skills and drive personal growth and change. This commitment is reflected in our chosen logo the Koru, a symbol of life, hope, rebirth, awakening and personal growth.



**annually we help more than 1500 people share in the dignity**

# **VOLUNTEER CODE OF CONDUCT**

The Code of Conduct applies at all times when undertaking activities and communications for the Jack Reed Foundation, both internally and externally facing.

## **Respect**

- Always treat everyone including staff, volunteers, clients and members of the community with respect, courtesy, and fairness
- Engage in open, non-judgemental, effective communication
- Acknowledge & value diversity, respecting customs, traditions & views

## **Professionalism**

- Always act in a professional manner
- Maintain appropriate and professional boundaries
- Always present in appropriate clothing and maintain good personal hygiene
- Carrying out all reasonable and lawful instructions

## **Safety and Well Being**

- Comply with all Workplace Health and Safety requirements and perform work safely and using safe manual task work practices, personal protective and other equipment, vehicles and products
- You must not place anyone at risk including Employees, Volunteers, Clients the wider Community

## **Confidentiality & Privacy**

- Respect everyone's right to privacy and confidentiality
- Do not disclose anyone's personal or sensitive information
- Store and record information in compliance with privacy principles & organisational requirements

# PRIVACY AND CONFIDENTIALITY

The Jack Reed Barber Shop respects and upholds an individuals' rights to privacy. We are committed to protecting the privacy of the personal information we collect, hold, administer and store in the process of providing services.

## **Guidelines for volunteers:**

- Volunteers have a Duty of Care to ensure they respect the right to privacy, dignity and confidentiality for all our clients, staff members and other volunteers.
- All documents which contain names and contact details (including address, phone numbers and e-mails) are confidential and should be kept in a secure location.
- Expectations of confidentiality extend to:
  - Any information that is written, verbal and/or is overheard
  - Service documents and reports
  - Employee information and records
- Volunteers should pass on any request for information to their supervisor
- Volunteers should exercise discretion in all public comments and not engaging in conversations which have a detrimental affect on the image of Jack Reed Foundation, its staff, or services
- No identifying details (address, phone numbers, e-mail addresses etc) may be given out without the prior consent of the individual and the approval of the relevant supervisor

Volunteers who do not comply with the Privacy & Confidentiality Policy will be subject to Disciplinary Action and their services may be terminated

# PROFESSIONAL BOUNDARIES

## **Volunteers ARE NOT permitted to:**

- Use Jack Reed Foundation information systems and records in order to obtain contract and/or personal details for clients, other volunteers and/or staff members
- Make unsolicited contact with Clients
- Make contact with Clients outside of their role with the Jack Reed Foundation
- Accept cash from Clients outside of their role with the Foundation
- Perform additional services for Clients
- Request client phone numbers or other contact details for purposes other than the delivery of services and/or the updating of records

## **Volunteers should:**

- respect personal and physical boundaries
- ensure that touch is limited and respectful of the personal boundary preferences of the Client
- not impose personal culture, religious, philosophical or other beliefs/ values on others

# HEALTH & SAFETY

## INFECTION CONTROL PRACTICES

### Equipment:

- Towels must be washed in detergent and hot water
- All equipment should be cleaned between use, including combs, brushes, clippers and scissors and be kept in a clean and dry condition
- Detachable blades on clippers must be cleaned before being re-used
- Cleaning the equipment in warm water and detergent and allowing it to air
- Disposable razors should be used for shaving. They should be used once and then thrown away into an approved sharps container
- Scissors or other equipment that accidentally penetrate the skin must be sterilized if they are to be reused

### Hygiene procedures:

- The premises / trailer should be kept in a clean and hygienic condition at all times
- Chairs should be cleaned between each client
- Wear disposable gloves when needed

All Volunteers have access to equipment that includes, but is not limited to: Gloves, Disinfectants, Cleaning solutions, Hand sanitizer and a First Aid Kit.

## PERSONAL HYGIENE

### Hand hygiene:

**Everyone has germs.** Our bodies are covered with germs that help us stay healthy. In addition to the germs that are usually present on our skin, we also pick up germs from contact with other people or objects in our surroundings. These germs are easy to pick up and transfer. In this way, they can cause you, or others, to get sick. Although people usually think that germs are spread through the air, the fact is **that germs are most easily spread through hand contact**. Washing hands helps to physically remove germs by friction, and to rinse them down the drain.

“The best way to stop the spread of germs is to wash OR decontaminate your hands”

### Hands should be washed:

- before and after attending a client
- after exposure to a body substance
- after touching a client
- after the removal of gloves
- after blowing your nose or sneezing
- after going to the toilet

### Cuts or wounds:

Any cuts, wounds or open sores should be covered with a sealed waterproof bandage

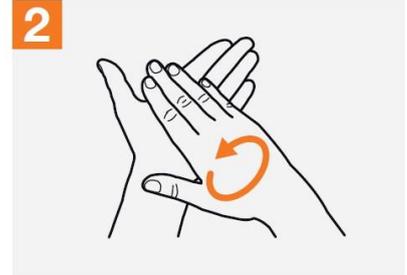
# How to Handrub?

**RUB HANDS FOR HAND HYGIENE! WASH HANDS WHEN VISIBLY SOILED**

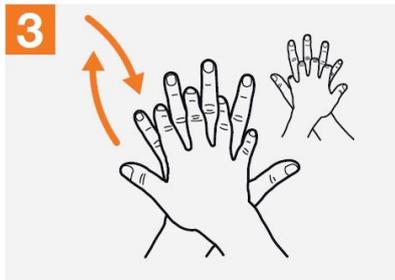
 **Duration of the entire procedure: 20-30 seconds**



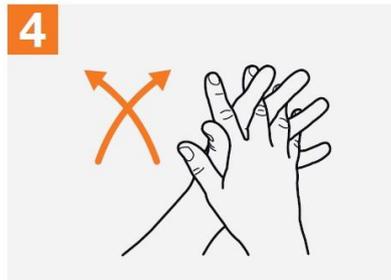
Apply a palmful of the product in a cupped hand, covering all surfaces;



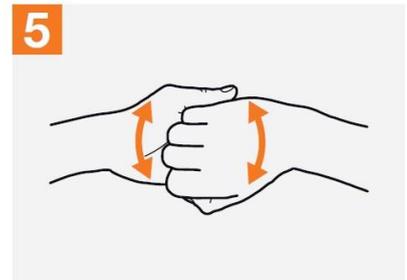
Rub hands palm to palm;



Right palm over left dorsum with interlaced fingers and vice versa;



Palm to palm with fingers interlaced;



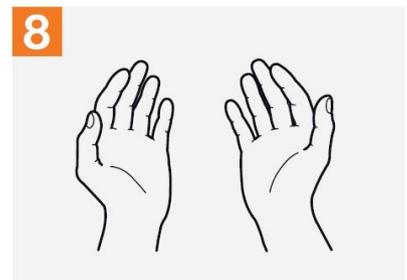
Backs of fingers to opposing palms with fingers interlocked;



Rotational rubbing of left thumb clasped in right palm and vice versa;



Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa;



Once dry, your hands are safe.



**World Health Organization**

**Patient Safety**

A World Alliance for Safer Health Care

**SAVE LIVES**

**Clean Your Hands**

All reasonable precautions have been taken by the World Health Organization to verify the information contained in this document. However, the published material is being distributed without warranty of any kind, either expressed or implied. The responsibility for the interpretation and use of the material lies with the reader. In no event shall the World Health Organization be liable for damages arising from its use.

WHO acknowledges the Hôpitaux Universitaires de Genève (HUG), in particular the members of the Infection Control Programme, for their active participation in developing this material.

# DERMATITIS

Dermatitis means inflammation of the skin, caused by something that people touch. It usually affects the hands.

## Irritant contact dermatitis

Continual wetting and drying of the skin as well as handling irritating substances will dry out the skin. This will occur more rapidly in people with a history of eczema (even as a baby), asthma or hay fever. Common irritants are:

- washing hands frequently
- frequent handling wet hair
- frequent handling of styling products
- not drying hands properly
- heat and sweating from wearing gloves for long periods of time

To help prevent contact dermatitis:

- dry your hands well after washing
- apply moisturiser
- avoid wearing gloves for long

# BIOLOGICAL HAZARDS

Barbers can be exposed to blood and body substances through activities such as shaving. Blood or body substances do not have to be visible on an instrument for an infection to be transmitted.

## Sharps Management

- Used sharps (eg: razor blades) MUST BE discarded in the portable sharps container
- Ensure you do not touch the sharp



# MUSCULOSKELETAL HEALTH

Barbers can be exposed to musculoskeletal risk including lower back, neck, shoulder, wrist discomfort.

## To reduce risks avoid the following:

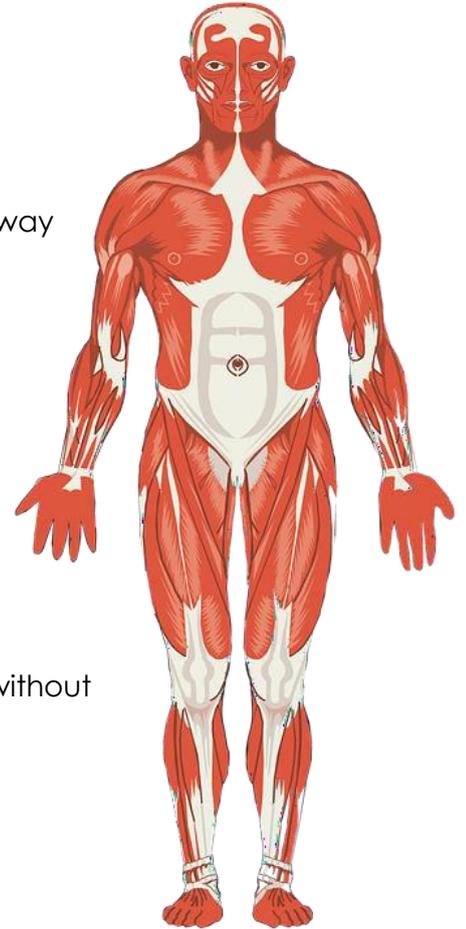
- bending or twisting your back during a task
- having your neck bent forward or twisted
- keeping your shoulders raised during work
- having the upper arms held out to the sides and away from the body
- long periods of task repetition

## To reduce risks ensure:

- you have adequate breaks
- job/tasks changes to reduce repetition
- use the chair height adjustments

## Before commencing work ensure your workspace:

- enables access to your equipment and materials without bending, reaching or twisting
- ensure the area has adequate lighting
- ensure floors are not wet
- ensure there are no trip hazards



# MANUAL HANDLING

Manual Handling means any activity requiring the use of force exerted by a person to lift, push, carry or otherwise move or restrain any animate or inanimate object.

## To reduce manual handling risks:

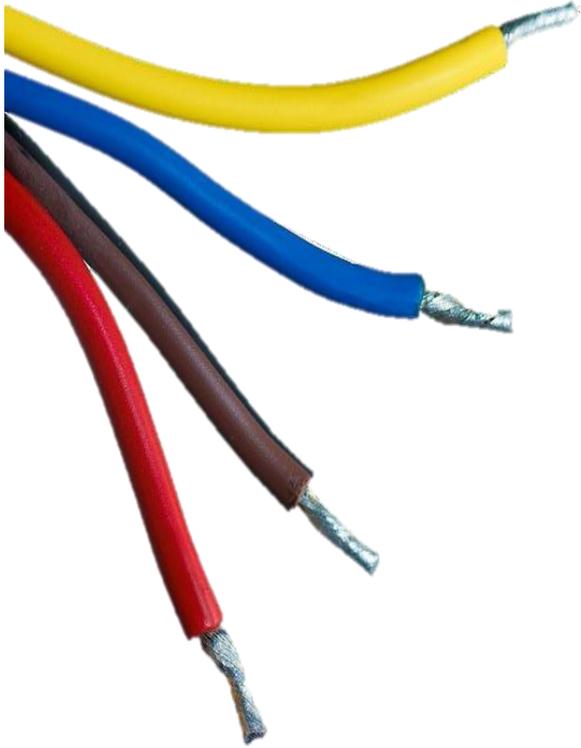
- Avoid heavy lifting and follow lifting instructions
- Do not work beyond own physical abilities/capacity
- Avoid performing the same lifting task repeatedly over a long period of time.
- Take micro-breaks, stretch, vary the load (light and heavy) and vary the task (alternate activities) to use different muscle
- Avoid awkward work postures such as bending, reaching, and twisting.
- Lift smaller loads by planning and adjusting weight distribution
- Keep floor areas free of spillages or slip risks

## Reduce the risk of injury by:

- Use your hands and not just your fingers to get a good grip on the load
- Place your feet shoulder width apart for good balance
- Bend at your knees and not at your waist to maintain your centre of balance and to utilise the strong leg muscles to do the lifting
- Try to keep the load between your knees and shoulders
- Use smooth, gradual motions
- Avoid twisting your back: pivot with your feet instead of twisting your back
- Keeping floors clean
- Keep entrances, exits points and stairways clear of obstructions
- Ensure items and equipment are stored in areas with easy access



## ELECTRICAL SAFETY:



### Reduce the risk of injury by:

- Ensuring all electrical equipment is used correctly
- Check your equipment before use
- Use power boards instead of double adaptors
- Do not run too many pieces of equipment from one socket
- When adjusting or cleaning equipment, SWITCH OFF the power and pull out the plug – do NOT pull out by the cord
- Store and operate equipment away from damp areas
- Avoid standing on a wet floor whilst using any electrical equipment
- Make sure leads do not run across wet surfaces or any place where they may be easily damaged
- Clean up liquid spills as soon as possible
- Do not touch equipment with wet hands
- Do not use a wet cloth to clean sockets
- Keep leads away from heat, oil and chemicals

## PERSONAL SAFETY:

Protect your personal safety by:

- Ensuring that you have reliable communication systems e.g. a fully charged mobile phone on your person at all times
- Ensuring that your supervisor and colleagues are aware of your whereabouts and schedule of activities at all times
- Where possible, avoid working alone
- Do not provide a service if you do not feel safe

Before leaving for a mobile trailer service:

- check that the vehicle and trailer are in good working order including tyres, lights and indicators
- ensure adequate levels of petrol
- check oil levels

While providing a service:

- do not enter areas that are not required even if requested
- remain observant of the client's demeanor
- follow safe work procedures
- do not offer lifts to clients

**ALWAYS LEAVE ANY ENVIRONMENT IF YOU DO NOT FEEL SAFE**

## **MOBILE TAILER USAGE:**

### **Towing**

- Nobody is allowed to ride in the trailer
- Learner drivers and learner and provisional motorcycle riders are not allowed to tow
- The driver must observe the following:
  - Allow for the trailer's tendency to 'cut-in' on corners and curves.
  - Allow longer distances for braking, overtaking and joining a traffic stream.
  - When reversing, it is advisable to have someone outside the vehicle giving directions.
  - Avoid sudden lane changes and changes of direction.
  - Look further ahead than normal so you can react to changes in traffic or road conditions.
  - Use the accelerator, brakes and steering smoothly and gently at all times.
  - Slow down well before entering corners and curves.
  
- **Before each trip check the following:**
  - the vehicle and trailer are roadworthy
  - all tyres are properly inflated
  - couplings, all doors, hatches, covers and any load or equipment are still properly secured

### **Trailer**

- Care needs to be taken when entering and exiting the trailer
- When setting up the trailer at a location the following must be done:
  - Ensure that the trailer is fully uncoupled and disconnected from the vehicle
  - Ensure that the steps have been fully deployed and are stable
  - Ensure the trailer is level