

## Site Orientation Guide

**Calvary Public Hospital Bruce, Mary Potter Circuit, Bruce Canberra**

**Clare Holland House Hospice, 5 Menindee Drive, Barton Canberra**

**Business Facility, 21 Thynne Street, Bruce Canberra**

This booklet is written guidance for new and ongoing workers of Calvary Public Hospital Bruce to understand:

- The protocols of our working environment
- Our commitment to zero preventable harm to protect our workers, patients and visitors,
- An overview of our approach to safety, security, wellbeing and ethical conduct, and
- The importance of the spirit of Calvary and our values of Hospitality, Healing, Stewardship and Respect.

If you have any queries, please ask your manager or engagement contact.



**Mark Dykgraaf**  
**General Manager**  
Calvary Public Hospital Bruce

## Working at Bruce Public

This site orientation guide is designed to provide all new and existing workers information related to Calvary's mission and values, work health & safety, emergency information, wellbeing and ethical conduct. The headings contain a summary of their overall meaning and the person conducting your orientation will provide further information throughout your onboarding experience.

If you do not understand any content, it is your responsibility to ask questions of your manager. If you are a contractor; subcontractor; locum; volunteer; sponsored guest; agency or seconded staff member, please discuss your queries with your engagement contact.

## About Calvary

Calvary is a Catholic not-for-profit organisation with more than 12,000 staff and volunteers operating public and private hospitals, retirement communities and delivering community care services across Australia. We are a leading provider of palliative and end of life care, continuing the Mission of the Sisters of the Little Company of Mary.

In line with our values of **Hospitality**, **Healing**, **Stewardship** and **Respect**, Calvary is committed to the health, safety and wellbeing of its workers, patients, volunteers and visitors alike. Calvary is also committed to minimising our impact on the environment.



Hospitality



Healing



Stewardship



Respect

## New Starter Portal

This online portal is the gateway to critical information and resources essential for every person engaged on-site at Calvary Public Hospital Bruce (CPHB) including Clare Holland House and the Business Facility. Access to the portal is a mandatory requirement of working at CPHB. All workers must acknowledge that they understand that this resource pathway is available to them. This site provides you with Human Resource, Work Health and Safety, Emergency and Infection Control Policies with which you must comply. All resources, documents and links are available on Calvary Connect (intranet) and it is a condition of your engagement that you access and review these policies.

### Orientation

All new paid and unpaid employees are required to be orientated to both Calvary, the organisation, as well as to the site (or sites) where you will be based.

### Roles and Responsibilities

To ensure you understand your role and responsibilities you will receive a position description which you must read and sign to confirm your understanding. If you have any questions, please speak with your manager.

To support you further in your role, your manager will conduct performance appraisals as required. This is an opportunity to consult with your manager, seek clarification and advice on job expectations and review your achievements.

### Reporting and Communication Lines

All workers have site determined lines of communication. Please discuss those applicable to your role with your manager.

### Code of Conduct

Calvary expects its workers, including labour hire/agency staff; contractors/subcontractors; volunteers; sponsored guests and students to conduct themselves in accordance with the Calvary Code of Conduct and in a manner that is consistent with our core values. Please refer to our Code of Conduct for more information.

### Presentation and Uniforms

It is important that workers on-site present and maintain a professional image which are compliant with WHS requirements. Our uniforms ensure clothing is safe, comfortable and appropriate for the working environment and the duties being undertaken. Please familiarise yourself with the uniform policy and speak to your manager about uniform requirements. An FAQ sheet is also available on the New Starter Portal.

### Leave & Pay

MyKiosk is the web based module of our Payroll/HR system that allows employees and managers to have access to employee and pay related information. Calvary's MyKiosk is an employee self-serve payroll portal is available to all employees from any internet enabled device. You just need your employee number and password.



### Prevention of Workplace Discrimination, Bullying and Harassment

CPHB is committed to providing a safe equitable and respectful work environment free from all forms of bullying, discrimination and harassment. CPHB has a stated expectation that workers neither ignore nor condone inappropriate behaviour. There are confidential pathways accessible to all workers for the reporting of inappropriate behaviour. All complaints will be treated seriously, professionally and confidentially. Further information can be found on the Policy Statement located

throughout CPHB sites and online through the New Starter Portal.

### **REDCO**

Respect, Equity and Diversity Contact Officer (REDCO) is a role designed to provide a first point of contact for employees with enquiries related to potential discrimination and harassment in the workplace. The REDCO is responsible for providing information to employees to help prevent, manage and eliminate workplace discrimination, bullying and harassment.

### **Employee Assistance Program (EAP) – 24/7**

Calvary operates an EAP free to all paid and unpaid employees and their immediate families providing confidential counselling sessions regardless of whether the issue is related to work. All EAP counselling is confidential and nothing discussed with a counsellor will be communicated back to work. To access the EAP, contact **1300 361 008**. There are informational posters located throughout CPHB sites.

### **EAP Manager Hotline**

To support new and existing managers and supervisors in proactively managing staff, CPHB offers a telephone based helpline contracted to EAP called the Manager Hotline. This has been established to confidentially support managers as they work to achieve good working relationships with their staff for improved team performance and productivity. Call **1300 361 008** to access this service.

### **Speak Out! – 24/7**

Calvary provides the 'Speak Out' Program as a confidential service for all employees to voice concerns and report possible violations of law, professional and ethical standards and conduct or organisation policy. The Speak Out Hotline is designed for workers to report possible illegal, unethical or improper conduct when the normal channels of communication are ineffective or impractical. Call **1800 582 551** to access this service.

## **Learning and Development**

Calvary provides a structured learning and development program. The program aims to ensure that all workers at Calvary facilities receive appropriate training and development in line with Calvary values and legislative requirements. This enables everyone to perform their work activities competently as well as minimizing risks of personal injury/illness to themselves and others and promotes optimal patient/resident/client outcomes.

### **Mandatory Training**

Mandatory training will be provided through various learning modes including face to face, on the job and online via the eLearning portal. Mandatory training is determined by legislation, territory health directives, Calvary corporate policy or clinical network/local facility policy specific to the

CPHB operating environment.

### **Orientation Program**

The face to face orientation program is mandatory for all employees, seconded staff, volunteers, sponsored guests and students. Orientation has been designed to provide you with an overall understanding of CPHB, what to expect when working on-site, your responsibilities and obligations and how to stay safe in your environment. It is a requirement that you complete face to face orientation.

### **eLearning**

As part of your blended learning program, you are assigned mandatory training and other short courses to help develop and maintain your skills and knowledge, applicable to your role. Access is via the New Starter portal. Your username is your employee number. Access instructions are provided at orientation and available from Learning & Development.

## **Communication**

### **Calvary Connect (Intranet)**

All services have access to Calvary Connect that is the repository for all local and corporate resource information such as policies and procedures, service and site information and newsfeeds and alerts. You will be shown how to navigate and access information most relevant to you during your onboarding journey. This is also showcased in face to face orientation programs.

### **Email**

Should your role require an email account this will be automatically set up for you on commencement. Please refer to the relevant ICT policies on the New Starter Portal.

### **Equipment Issue and Proximity Access ID**

On commencement, there will be items of equipment assigned to you relevant to your role. Whether it is solely an ID access and proximity card or work related equipment, you are allocated responsibility for these items. You must return all equipment at the end of your engagement. For employees, this must happen for your final pay to be processed.

### **Responsible use of Electronic Equipment**

Where applicable, employees are issued equipment and access to business systems for business use and reasonable and appropriate personal use only. Unlawful or irresponsible use is prohibited. Calvary reserves the right to monitor use. Please refer to relevant ICT policies.

### **System Access from Home**

Access to MyKiosk and eLearning are available to all employees from any web browser and therefore are accessible from home. Login instructions are provided on the New Starter Portal.



## Workplace Health and Safety

### Obligations

WHS legislation states that everyone has a responsibility for health and safety at work. Calvary has assigned this responsibility through the line of management to each worker. All workers must:

- take reasonable care for your own health and safety and that of others who may be affected by your acts or omissions
- report all incidents and injuries, and hazards or WHS issues of concern
- seek WHS information or advice from your supervisor where necessary
- participate in discussions and consultation on the management of WHS risks that may affect you
- adhere to Calvary's WHS policies and procedures
- wear appropriate clothing, footwear and protective equipment for the work being performed
- properly use relevant safety devices
- familiarise yourself with local emergency procedures
- not willfully place at risk the health, safety or wellbeing of others or misuse safety equipment.

### Incident and Hazard Reporting

All Incidents (clinical and non-clinical), Near Misses, Hazards and Property Damage are required to be reported, initially to the person in charge in order to initiate immediate responses (first aid, maintenance requirements etc). All incidents must be entered in to our online reporting system RiskMan. You will be given further information/training in risk management as part of your mandatory training requirements. RiskMan is available through the New Starter Portal.



### WHS Issues and Consultation

Calvary has a duty to communicate and consult on safety issues with its workforce and others it interacts with. The consultative arrangements for CPHB is by way of your WHS Representative with whom you can raise and discuss safety issues.

### Workplace Injuries

Every effort is made to eliminate the occurrence of injuries, however there can be occasions when incidents do occur.

### Injury Management

The injury management/return to work process is commenced as soon as practicable following a work related injury/illness. The Injury Management Team manages return to work and offers support for both work

and non-work related injuries.

### Ergonomics/Manual Handling

Calvary is committed to identifying and controlling the risk of workers being injured in the course of their work to as low as reasonably practicable. Musculoskeletal injuries can result from working in sustained or repeated awkward positions, repeated movement, applying repeated or sudden force, or applying high force.

Focus is placed on suitable workplace and job design, the use of mechanical aids and assistive devices, safe procedures, and suitable training for both clinical and non-clinical roles. All new starters must receive competency training appropriate to their duties at commencement.

All patient handling activities are potentially hazardous and an ongoing patient risk assessment is an essential part of safe handling and reducing injury risk to workers. Administrative workers should perform a self-assessment on their workstation within the first month of employment using the Workstation Setup Checklist. Workstation assessments will be performed by WHS as needed.

### Hazardous Chemicals

All chemicals used on site are listed on the site's Chemical register that can be found online via ChemAlert. No logon to ChemAlert is required if the Anonymous User option is selected. Safety Data Sheets (SDS) are located within ChemAlert, or in selected folders on the premises. SDS contains information relating to the methods for handling and storing chemicals, PPE to be worn and first aid instructions if required. Your onboarding will incorporate information about chemicals that you may be exposed to.



### BEIMS

The Building Engineering Information management System (**BEIMS**) is used to notify the maintenance department of any faults or issues within or around the building including equipment that needs repair. The BEIMS application can be located on your desktop or via Calvary Connect. Then follow the prompts to report an item for maintenance attention. Upon making a request, you are provided with a work order number, and you can follow the progress of the work order by logging in. To obtain a logon from BEIMS at CPHB, contact the Facilities Department Engineering Administration Officer.



### Electrical Safety

For your own safety and that of our patients and visitors, you will be provided with electrical safety awareness information to assist with your day to day duties. Electrical cables can become frayed or damaged and may

carry a risk of electric shock. If you see a piece of electrical equipment that looks damaged or unsafe please:

- switch it off and remove the plug
- place a danger tag/notice on it, and
- report to your manager and maintenance via BEIMS.

### Illness and infection control

For the general wellbeing and benefit of fellow colleagues, it is recommended that staff adhere to CPHB policy on exclusion periods and seek medical attention for ailments that could be infectious including coughs, colds, flu's and gastro and follow the medical practitioner's advice. In the event you are unwell, please contact your manager or the After Hours Hospital Manager by phone, as appropriate. Alcohol based hand rub dispensers are provided throughout the facility to support Hand Hygiene practices. Infection Control eLearning is mandatory for all employees.

Calvary provides a Staff Health Immunisation Program which includes access to free annual flu vaccinations each year. The Staff Health Immunisation Program will assess all employees' vaccination history during pre-employment.

### Housekeeping

Ensure that all Emergency exits and pathways are kept clear and free of obstructions. Always keep an eye out for potential trip hazards and remove them immediately or report to management or the maintenance department.

## Emergency information

### First Aid/Medical Assistance

Calvary Bruce Public and Private Hospitals have a Medical Emergency Team (MET) that will attend to Medical Emergencies to all staff, inpatients and visitors on the Calvary Hospital Campus, selected buildings and grounds.

First Aiders and First Aid kits can also be found in selected non-clinical areas. Please refer to CPHB's MET Policy and your Manager for further information about medical assistance.

### Emergency Plans

There are evacuation diagrams located throughout CPHB which provide information on egress routes, Fire safety equipment including emergency manual call points, portable firefighting equipment the location of AEDs. Ensure you locate these important Life Safety equipment as part of your onboarding.

### Emergency Procedures

Emergencies can be reported/activated by dialing '5' and stating the emergency type (refer to table). Emergency Alarm Call Points can also be used to activate an emergency and response. In some areas a personal threat response can be activated using a duress alarm. You must ensure that you are familiar with how to activate an emergency response as part of your onboarding.

CODE RED	FIRE AND SMOKE
CODE BLUE	MEDICAL EMERGENCY
CODE PURPLE	BOMB THREAT
CODE YELLOW	INTERNAL EMERGENCY (FAILURE OR THREAT TO ESSENTIAL SERVICES OR HAZARDOUS SUBSTANCES INCIDENT)
CODE BLACK	PERSONAL THREAT (ARMED OR UNARMED PERSONS THREATENING INJURY TO OTHERS OR TO THEMSELVES)
CODE BROWN	EXTERNAL EMERGENCY (MAJOR EMERGENCY OCCURRING OUTSIDE THE FACILITY)
CODE ORANGE	EVACUATION

### Evacuation Alarm

In the event of a fire activation, the system will issue a warning alarm which is **"Beep Beep Beep"**. Upon hearing this you should prepare to evacuate and await instructions from the floor wardens.

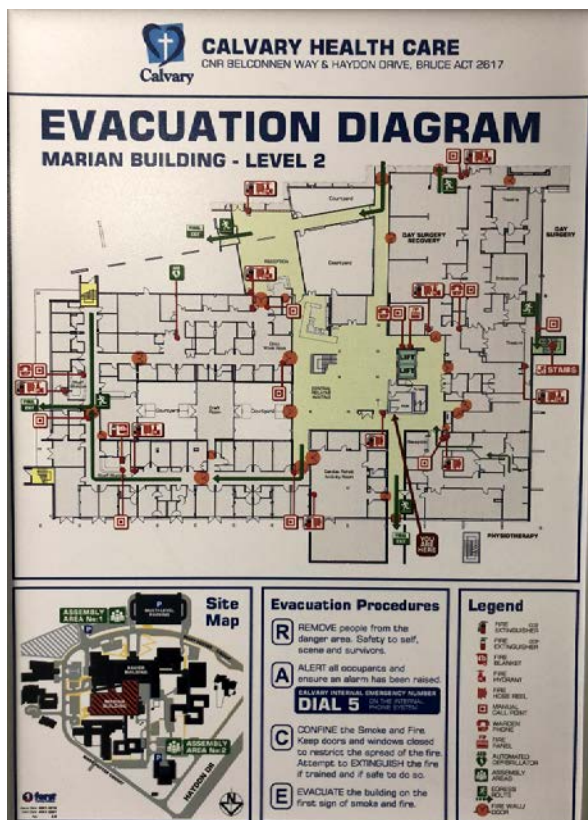
If an evacuation is required you will hear the Evacuation Alarm that makes a **"Whoop Whoop Whoop"** sound.

The Evacuation Alarm is designed to notify all occupants on a particular floor or throughout the building that an evacuation is necessary. During the initiated evacuation of an area, floor wardens will direct occupants to leave via an indicated Emergency Exit.

When you are requested, by a floor warden or a member of staff, or Emergency Service personnel to evacuate the building you must:

- leave the building immediately by the nearest exit, and
- proceed to the assembly area as indicated on the evacuation floor plans, and remain in the assembly area until advised the emergency is over.

Evacuation maps are located throughout the campuses as per the below example:



## Evacuation Assembly Areas

## Key points about Calvary Public Hospital

## Visitors

## Security

cards and must be worn at all times when within the building. Lost ID/access cards must be reported immediately to your Manager and Security Administration so that they can be disabled.

## Chapel

## Recycling & Sustainability

## Vehicles

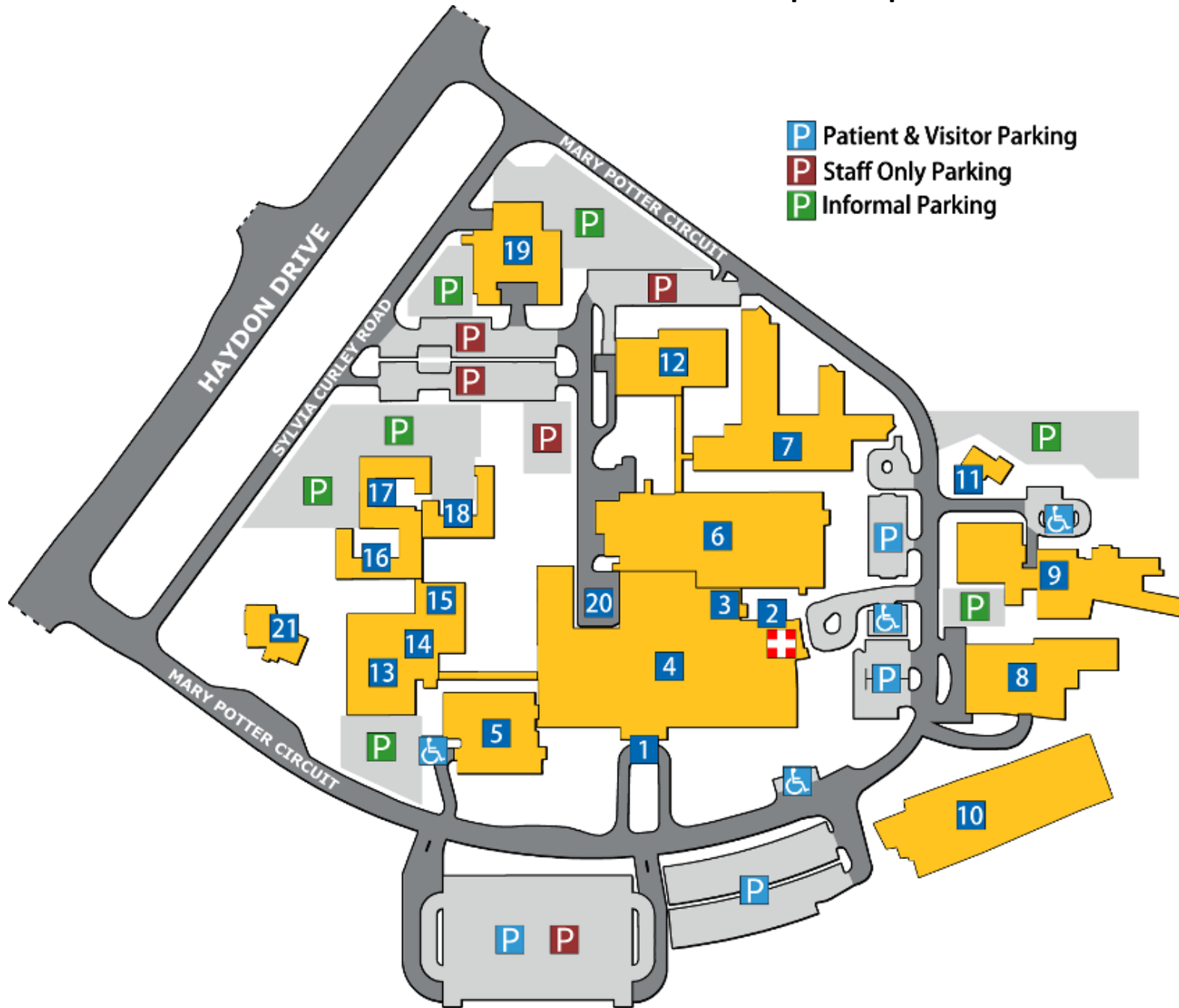
## Parking

## Meeting Rooms

## Amenities

## Rest Rooms and Shower Facilities

## Bruce Campus Map



1. Main Entrance & Reception
2. Emergency Department Entry
3. Maternity & Day Services Entry
4. Xavier Building
5. Intensive Care Unit and Coronary Care Unit
6. Marian Building
7. Keaney Building
8. Calvary Clinic - Specialists' Rooms
9. Hyson Green - Private Mental Health
10. Calvary Private Hospital
11. Rotary Cottage
12. O'Shannassy Building - Administration
13. ACU Calvary Clinical & ANU Medical School
14. Functions Rooms
15. Calvary Community Care
16. Staff Specialists
17. Allied Health
18. Staff Residences
19. Engineering Services
20. Delivery Dock
21. Bruce Ridge Early Childhood Centre



# Our Values



Hospitality

**Hospitality** demonstrates our response to the desire to be welcomed, to feel wanted and to belong. ***It is our responsibility*** to extend hospitality to all who come into contact with our Services by promoting connectedness, listening and responding openly.



Healing

**Healing** demonstrates our desire to respond to the whole person by caring for their spiritual, psychological and physical wellbeing. ***It is our responsibility*** to value and consider the whole person, and to promote healing through reconnecting, reconciling and building relationships.



Stewardship

**Stewardship** recognises that as individuals and as a community all we have has been given to us as a gift. ***It is our responsibility*** to manage these precious resources effectively now and for the future. We are responsible for striving for excellence, developing personal talents, material possessions, our environment, and handing on the tradition of the Sisters of the Little Company of Mary.



Respect

**Respect** recognises the value and dignity of every person who is associated with our Services. ***It is our responsibility*** to care for all with whom we come into contact with justice and compassion no matter what the circumstances, and we are prepared to stand up for what we believe and challenge behaviour that is contrary to our values.



# Prevention of Workplace Discrimination, Bullying and Harassment

## Policy Statement

- Consistent with our values of Hospitality, Healing, Stewardship and Respect, Calvary is committed to promoting a healthy and safe work environment.
- Calvary Public Hospital Bruce seeks to build a work environment free from Harassment, Discrimination and Bullying.
- At Bruce Public, everyone has a right to be treated fairly and with respect.
- *Discrimination, Bullying and Harassment*<sup>1</sup> in any form will not be tolerated in Bruce Public workplaces onsite, offsite or after hours work related functions or conferences.
- This includes on-site, off-site or after hours work including whenever and wherever a worker may be as a result of their role or engagement.
- The purpose of this policy statement is to declare to all workers that Bruce Public is committed to providing a safe, equitable and respectful work environment free from all forms of Discrimination, Bullying and Harassment.
- Bruce Public has a stated expectation that workers neither ignore nor condone inappropriate behaviour.
- Providing confidential pathways that are accessible to all workers for the reporting of inappropriate behaviour including that which may be constituted as Discrimination, Bullying and Harassment.
- Supporting all workers who raise or address unacceptable behaviour, including protection and anonymity for those who make complaints in good faith.
- Assuring that all Discrimination, Bullying and Harassment complaints will be treated seriously, professionally and confidentially.
- Ensuring that all complaints will be managed in accordance with the principles of natural justice and procedural fairness.
- Implementing a Respect, Equity and Diversity Framework with resources for resolving workplace issues including a trained network of contact officers.

We will demonstrate this commitment through:

- Providing all new starters and existing workers at Bruce Public with guidance materials to support the understanding of all workers in how to prevent and manage Discrimination, Bullying and Harassment.
- Enabling access to bullying and harassment, workplace conflict and duty of care e-learning for all workers who in their engagement are required to work on-site at Bruce Public.
- Fostering a culture of fairness and respect that has an open dialogue on what constitutes inappropriate behaviour.
- Encouraging each worker who may observe, or be advised of, unacceptable behaviour to fulfil their obligation to report that behaviour.

We are providing all workers with access to the following complaint mechanisms:

- Complaints should usually be made to the Manager.
- However if the complaint is against the Manager or if there is a conflict of interest the complaint should be reported through Calvary's *Riskman Staff to Staff Incident Behaviour Reporting Module*.
- Contact **REDCO@calvary-act.com.au**.
- Contact the Director People & Organisational Development – **6264 7239**, Health, Safety and Wellbeing Manager – **6201 6750**, or Workplace Relations Manager – **6201 6120**.
- Call the 24/7 *EAP Hotline*<sup>2</sup> - **1300 361 008** for employees to access confidential counselling.
- Call the *EAP Manager Hotline*<sup>3</sup> - **1300 361 008**.

For Further information refer to:

1 [Prevention of Workplace Discrimination, Bullying and Harassment Policy](#)

2 [Employee Assistance Program Intranet Resources](#)

3 [Manager's guide to the Employee Assistance Program](#)



**Mark Dykgraaf**

General Manager, Calvary Public Hospital Bruce

February 2019

# Work Health, Safety & Injury Management



Hospitality  
Healing  
Stewardship  
Respect

## Policy Statement

Through our mission of being for others, at Calvary we recognise our duty of care to all people in the workplace and we are committed to:

- Effective implementation of this policy
- Establishing measurable objectives and targets to ensure continuous improvement aimed at elimination of work-related illness and injury
- Proactive hazard identification and risk management
- Consulting with our workers<sup>1</sup> and relevant external parties in a meaningful and effective manner
- Complying with relevant legislation and other requirements placed on the organisation or to which the organisation subscribes
- Improving safety culture and promoting the health and wellbeing of our workers<sup>1</sup>
- Providing effective rehabilitation and injury management assistance to employees with a work-related injury/illness

### We will demonstrate this commitment through:

- Implementing our work health and safety management system across all Calvary Services; this system includes Procedures that set the minimum standards to meet the required performance
- Fostering a culture that empowers everyone to be responsible and accountable for health, safety and injury management

- Defining and communicating health, safety and injury management roles and responsibilities<sup>2</sup>
- Applying risk management processes to identify, assess and control health and safety hazards
- Establishing effective consultation and communication processes with our workers and relevant stakeholders regarding health, safety and injury management matters that potentially impact them
- Providing health, safety and injury management training, information and guidance
- Using appropriate internal and external expertise and resources
- Encouraging workers<sup>1</sup> to report hazards, work related injuries, illness or near-miss incidents
- Providing injured employees with suitable duties in line with current medical advice; with the ultimate goal of returning to normal duties
- Developing and monitoring goal oriented Return to Work Plans in consultation with employees
- Ensuring fair and equitable claims management
- Ensuring confidentiality of our employee's personal information at all times
- Recognising the right of our employees to select their treating practitioner

1. The term 'worker' refers to employees, volunteers, labour hire staff, contractors, students, VMOs, or any other person performing work on behalf of Calvary.

2. Refer to WHS Responsibilities Procedure and Responsibilities, Accountabilities and Authorities Table on Calvary connect.

**Martin Bowles**  
National Chief Executive Officer

Aug 2018