



HEALTH & SAFETY – MANUAL HANDLING

What you need to know

- Manual handling is the term used for moving items by lifting, lowering, carrying, pushing, or pulling – in Chicken Cottage, most of our colleagues will carry out any, or all of these activities' multiple times a day, every day.
- Enforcement authority statistics show that both manual handling and slips, trips and falls together account for over half of all reported accidents.
- Injuries are not just caused by lifting items too heavy for the person, other factors such as: the frequency, the distance, the height picking up and putting down, any twisting, bending, or stretching involved in the activity will have an impact.
- Manual handling injuries can cause significant pain, and include spinal disc injuries, ligament and tendon injuries, muscular and nerve injuries, hernias, fractures, abrasions, cuts, and repetitive strain injuries.
- Where we cannot influence the scale of manual handling activities, we can ensure our colleagues are equipped with the knowledge and techniques to carry out these tasks to minimize the risk of injury both at work and at home.

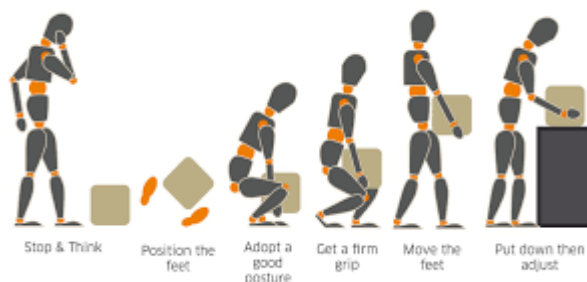
Training

- **Training your team:**
 - Demonstration and practical assessment are ideal ways to coach and test manual handling training.
 - You must have personally undergone manual handling training prior to training the team.
 - You can deliver your session either to small groups or one-to-one as appropriate.
 - Ensure you allow sufficient time for your session (approximately 30 minutes including the test)
- **In preparation, have ready:**
 - 1 empty average size cardboard box plus 2-3 different shape light items to practice lifting typical products in your unit.
 - Sufficient space to accommodate your trainees.
 - Lifting aids used in your store.
 - Quiz sheets and pens
- **Gain your trainee's interest:**
 - In your own words, explain why safe manual handling techniques are important. Use the information above – 1st four points of 'what you need to know...' this information is tested in the quiz.



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- For added interest, you can ask if your trainees have ever had manual handling training, if their response is 'yes' – probe for more information – where? when? – what they thought of the training etc.
 - Tell your trainees that you are about to provide them with some instruction on safe lifting, that they will have a practical session, and that there will be a quiz at the end of the session to test their knowledge.
- **Coach the session:**
 - Ensure your trainees have a clear view of you top to toe.
 - Place the empty cardboard box in front of your feet.
 - You can then deliver the first section of your session in one of two ways:
 - 1. Where you have established a trainee has had manual handling training previously – ask the trainee to guide you how to pick up the box using the correct techniques. Ensure the correct process is followed, In the event of an element being omitted by your 'guide' ask the remainder of the group to participate – in any event, ensure the full process is demonstrated using the diagram and instruction below.
 - 2. Where none of your trainees have had manual handling training previously – demonstrate the technique ensuring you follow the process in the diagram and instruction provided below



1. Stop and consider the task to be completed – can the load be broken down? Can anyone help? is there any mechanical means of help? Are there rest places if necessary?
 2. Feet apart for balance, and check the load: Hot? Sharp? Heavy? Handles?
 3. Keep the spine straight without over-tensing the back muscles.
 4. Grip the load securely.
 5. Check the route ahead to make sure it's clear of obstacles and keep your head up.
 6. Using the leg muscles, lift the load.
 7. Keep the arms as close as possible to the body while lifting.
 8. Carry the object close to the body.
 9. Keep a clear view of the route ahead.
- **Check trainee's understanding:**
 - Ask your trainees if they have any questions and respond accordingly.
 - Show your trainees some common loads they may be required to carry.
 - Explain the distance they may have to travel and show resting points where necessary.



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- Explain/demonstrate how obstacles they may encounter enroute, i.e. equipment; furniture; fixtures and fittings; self-closing doors; heavy doors; steps; uneven floor surfaces etc. Explain how they can be overcome.
- **Trainee's practical session:**
 - Explain it is your trainee/s turn to practice lifting properly.
 - Have each trainee take it in turns to lift your prepared items.
 - top your Trainee/s should they go wrong.
 - Provide corrective coaching and start again.
 - Provide encouraging feedback for each practice session completed correctly.
- **Testing your trainee's knowledge:**
 - Once the practical sessions are finished, praise your trainees, and explain it is time for the quiz.
 - Ensure you have an area suitable for the purpose – table, chair, pens. Issue each with a copy of the quiz.
 - Where necessary, ask your trainees not to copy or help each other with the quiz.
 - Allow sufficient time to complete, gather answer sheet and mark.
 - Praise/corrective coach your trainee/s as applicable
- **You are responsible for:**
 - Training new team members in safe manual handling techniques as part of their induction.
 - Observing team members manual handling practices on a regular basis, providing corrective coaching when necessary.
 - Ensuring your team members are fit and able prior to assigning lifting and carrying tasks.
- **Use the Manual Handling Training Video for support when training:**
<https://www.youtube.com/watch?v=Nt4PEss3Ppk>