

## Heat Management Policy and Procedure

### For all Keys HR Staff and Clients

#### Purpose of this policy

- ) To reduce risk to staff and clients on days of heatwave conditions
- ) To provide information and strategies, so all staff is aware of safe work practises in extreme weather conditions.
- ) To identify if an employee is suffering from symptoms of heat stress

#### Definitions

Heatwave – a prolonged period of excessive heat. A heatwave occurs when there are a number of consecutive days with above average temperatures, often combined with high humidity

Heat Stress – the condition where more heat is absorbed by the body than can be dissipated

Heat Exhaustion – fatigue and collapse resulting from prolonged exposure to excessive or unaccustomed heat

#### Policy

- ) Keys Human Resources is required under the *Occupation Health and Safety Act 2004* to provide and maintain, so far as is reasonably practicable, a safe working environment, and mitigate any risks associated with working in excessive heat conditions.
- ) Keys Human Resources will monitor and efficiently disseminate any heatwave alert to all staff and clients, as soon as possible
- ) Staff will ensure that, their contact clients are aware of any changed service conditions due to the heatwave
- ) Staff will plan their workload together with their supervisors to minimise the likelihood of heat stress and issue all policy and procedures to clients
- ) Staff will adopt adequate procedures set out below to prevent heat stress in the workplace

Heat related hazards can be created from working in enclosed or confined spaces or using personal protective equipment. The factors that can lead to heat stress should be considered, including temperature, humidity, air movement, exposures to heat source, work activities including individual physical factors and the demands of how long personal protective equipment must be worn for.



### Planning and monitoring

- J Keys Human Resources operations team maintains the awareness of Heat Management and will ensure all clients are informed of this policy
- J During period of high heat and humidity, supervisors will, monitor the work practices and conditions of each staff member in their teams to reduce heat stress risk

### Supervisors should consider the following when planning support provision during a heatwave;

- J Rotating duties and rest breaks as appropriate
- J Ensuring workload remains compatible with physical capabilities
- J Re-scheduling work to cool time of the day or re-scheduling work to another day
- J Encouraging staff to maintain hydration through frequent drinks
- J Encouraging staff to use sunscreen with minimum protection factor – if they will be outdoors
- J Selection of appropriate personal protective equipment fitted to reduce the build-up of heat
- J Job rotation
- J Producing a cool, shaded rest area
- J Informing staff of the symptoms of heat stress (headache, vagueness, fatigue and nausea). Where staff express feeling of heat stress or are identified as being victim of heat stress then medical assistance should be sought following first aid guidelines or from trained professionals where required.
- J If there is a concern or uncertainty about a heat stress occurring at the workplace or worksite, a risk assessment is needed. The assessment should be carried out by the Health and Safety representatives or by a person competent in a heat assessment
- J Control measures should then, be put in place to reduce or eliminate the risk of heat stress
- J Follow up assessment needs to be undertaken when control measures are implemented to monitor effectiveness of change circumstances
- J Supervisors will ensure that staff are adequately skilled at recognising potential heat stress situations and to implement measures to minimise heat stress

### In the event of higher than average temperatures:

- J This information will be disseminated to clients via email, to ensure that all clients and staff are efficiently notified.
- J Staff should consider the following safety measures, to prevent heat stress:
  - Wear light-coloured, loose fitting clothing and a hat where possible
  - At least two (2) hourly applications of sunscreen with a minimum protection factor (SPF) of 30+ if working outdoors
  - During hot/humid condition drink plenty of fluid (water) prior to the commencement of outdoor work and maintain hydration through frequent drinks
  - Review the Worksafe 'Working in heat' guidelines
- J Staff will consult their supervisor if they cannot perform their duties due to heat stress
- J If a staff member ceases work, due to high temperature environment, then the work to be undertaken will be re-rostered to the next suitable day or time.

## First Aid – Care towards the Workers

Employers/Host Employers have a duty to provide first aid equipment and facilities, and access to trained first aid officers, for sick or injured workers. Heat-related illness is progressive and if the worker is not treated or remains in a hot environment, it can be fatal.

Dehydration – seek medical advice if symptoms don't improve or are severe

Symptoms	First aid for dehydration
<ul style="list-style-type: none"> <li>- Mild to severe thirst (remember that thirst is satisfied before fluid loss is fully replaced)</li> <li>- Dry lips and tongue or sticky mouth</li> <li>- Slowed mental function and lowered performance</li> <li>- Headache</li> <li>- Muscle Cramps</li> <li>- Reduced or dark urine output</li> </ul>	<ul style="list-style-type: none"> <li>- Drink plenty of water. Avoid caffeinated, carbonated and alcoholic drinks including salt tablets</li> <li>- Loosen tight clothing and remove unnecessary clothing and PPE</li> <li>- In case of extreme heat or dehydration replace electrolytes</li> </ul>

Heat Rash – seek medical advice if symptoms don't improve

Symptoms	First aid for heat rash
<ul style="list-style-type: none"> <li>- Itchy rash with small raised red spots in skin folds or on the face, neck, back, chest and/ or thigh where clothing may be causing friction</li> </ul>	<ul style="list-style-type: none"> <li>- Move to a cooler place in the shade or in an air conditioned building</li> <li>- Apply cold compress to skin</li> <li>- Keep the affected area dry and remove unnecessary clothing including PPE</li> </ul>

Heat Cramps – seek medical advice if symptoms don't improve

Symptoms	First aid for heat cramps
<ul style="list-style-type: none"> <li>- Painful and often incapacitating cramps in muscles, usually fatigued by heavy physical work, such as calves, thighs and shoulders</li> <li>- Muscles may spasm or jerk involuntarily</li> </ul>	<ul style="list-style-type: none"> <li>- Stop activity and rest quietly in a cool place until recovered</li> <li>- Drink electrolyte solution</li> </ul>



Fainting – seek medical advice

Symptoms	First aid for fainting
<ul style="list-style-type: none"> <li>- Fainting (heat syncope) can occur while standing or rising from a sitting position</li> </ul>	<ul style="list-style-type: none"> <li>- Lie the worker flat immediately with their leg slightly raised above heart level</li> <li>- Do not raise their head</li> <li>- Loosen belts, collars or other constrictive clothing</li> <li>- Treat for heat exhaustion</li> </ul>

Heat Exhaustion – call ambulance immediately

Symptoms (not all will be presented)	First aid for heat exhaustion
<ul style="list-style-type: none"> <li>- Dehydration, thirst, and reduced or dark urine output</li> <li>- Profuse sweating</li> <li>- Pale skin</li> <li>- Elevated body temperature</li> <li>- Weakness or fatigue</li> <li>- Headache or dizziness</li> <li>- Nausea, vomiting or diarrhea</li> <li>- Muscle or abdominal cramps</li> </ul> <p>Serve symptoms:</p> <ul style="list-style-type: none"> <li>- The worker stops sweating</li> <li>- Cold, pale or clammy skin</li> <li>- Clumsiness or slower reaction times</li> <li>- Disorientation or impaired judgement</li> <li>- Rapid or short breathing</li> <li>- Rapid weak pulse or heart palpitations</li> <li>- Tingling or numbness in fingers or toes</li> <li>- Visual disturbance</li> <li>- Vomiting or an unwillingness to drink</li> </ul>	<ul style="list-style-type: none"> <li>- Move the worker to a cool place with circulating air or an air conditioned room</li> <li>- Lie the worker flat on their back</li> <li>- Remove unnecessary clothing including PPE</li> <li>- Loosen tight or restricting clothing</li> <li>- If the worker is fully conscious sit them up to facilitate in drinking and provide cool, not cold, fluid to drink</li> <li>- Provide electrolyte solution or water</li> <li>- Cool the worker with cold compresses or apply cold water to skin</li> <li>- Observe the worker and obtain medical advice or assistance if symptoms do not improve</li> </ul>



Heat Stroke – call ambulance immediately

Symptoms (not all will be presented at once)	First aid for heat stroke
<ul style="list-style-type: none"> <li>- Lack of sweating despite the heat</li> <li>- Hot, red and dry skin</li> <li>- High body temperatures above 39 degrees Celsius</li> <li>- Rapid heartbeat, which may be either strong or weak</li> <li>- Throbbing headache, dizziness and visual disturbance</li> <li>- Nausea and/or vomiting</li> <li>- Clumsiness or slower reaction times</li> <li>- Disorientation or impaired judgements</li> <li>- Irritability and mental confusion</li> <li>- Collapse, seizures and unconsciousness</li> <li>- <b>Cardiac arrest.</b> Can be characterised by unconscious, stopped breathing and no pulse</li> </ul>	<ul style="list-style-type: none"> <li>- Call 000 and evacuate by ambulance immediately.</li> <li>- Ensure that the ambulance is updated if he worked has experienced seizures or becomes unconscious</li> <li>- If cardiac arrest occurs follow DRSABCD action plan</li> <li>- Move the worked to a cool place with circulating air</li> <li>- Remove unnecessary clothing, including PPE</li> <li>- Cool the worker by splashing room temperature water on their skins or sponging their skin with a damp cloth</li> <li>- Apply cold packs of wrapped ice on the workers neck, groin and armpits</li> <li>- If the worked if fully conscious sit them up to facilitate drinking and provide cool, not cold, fluid to drink</li> <li>- Provide electrolytes solution with sugar. Do not attempt to give oral fluid if worker is unconscious</li> <li>- Shivering is an automatic muscle reaction which warms the body. It will make the body temperature rise even further. If the worker starts shivering, stop cooling immediately and cover them until they stop. Once they have stop recommence first aid treatment</li> </ul>

