

服務質素標準九

9.1 社會工作服務各單位的安全政策

1. 目的

此安全政策及相關的程序有以下目的：

- 1.1 確保所有社會工作服務單位的服務使用者、職員和訪客處身於安全及衛生的環境。
- 1.2 確保職員明瞭和遵守安全工作守則。
- 1.3 指導職員和服務使用者如何應付緊急事故。

2. 理念

社會工作服務部致力確保所有探訪我們的單位、使用我們的設施或參與我們所舉辦活動的人士（服務使用者、職員、訪客）處身於安全的環境。

保持環境安全，人人有責。社會工作服務部的全體職員有責任以安全為行事的守則、遵守各安全政策及程序，以及在一旦發生緊急事故時，遵照指示行事，盡力減少不安全的情況。

3. 政策

為使本服務單位達到最高的環境及安全標準，社會工作服務各單位承諾：

- 3.1 定期進行環境及安全評審，並實施解決有關問題的計劃
- 3.2 定期進行火警演習、疏散演習等安全程序
- 3.3 妥善維修有關設備，並訓練職員和服務使用者使用這些設備
- 3.4 定期檢討和修訂安全、衛生及預防傳染疾病的政策及程序
- 3.5 安排職員接受有關安全、衛生及預防傳染疾病政策及程序的訓練
- 3.6 存備文件記錄，並定期檢討有關文件，以減少潛在的危險

4. 程序

社會工作服務各單位制訂下列安全、衛生及預防傳染疾病程序，並定期檢討。

檢討及更新日期：2023 年 4 月 1 日

發佈：經各服務的總辦事處傳

檢討：根據服務質素標準 2，政策會於有需要時或每年由社會工作服務部長或委派代表檢討。

SERVICE QUALITY STANDARD 9

9.1 SAFETY POLICY OF ALL SERVICE UNITS OF SOCIAL WORK SERVICES

1. Purpose

The purpose of this policy and the associated procedures are as follows:

- 1.1 Ensure a safe and hygienic environment for service users, staff and visitors to all service units.
- 1.2 Ensure safe working practices are understood and followed by staff.
- 1.3 Provide guidance to staff and service users on appropriate action to be taken in the event of an emergency situation arising.

2. Philosophy

All service units are committed to ensuring a safe environment for all people (service users, staff, and visitors) who visit or use the facilities or participate in the activities of the Service.

Safety is a shared responsibility and all staff has a duty to contribute to the safety of the environment by acting in a safe manner, adhering to policies and procedures and following instructions in the case of an emergency situation.

3. Policy

In order to maintain the optimal environmental and safety conditions, all service units are committed to:

- 3.1 regular environmental and safety audits and implementation of problem resolution plans
- 3.2 regular practice of procedures such as fire and evacuation drills
- 3.3 equipment maintenance and training in the use of equipment
- 3.4 regular review and updating of policies and procedures on safety, hygiene and prevention of infectious diseases
- 3.5 staff training in policies and procedures relevant to safety, hygiene and prevention of infectious diseases
- 3.6 written documentation and hazard identification through regular review of the written documents

4. Procedures

All service units have developed and regularly review the procedures on safety, hygiene and prevention of infectious diseases.

Date of Review and Revision: 1 April 2023

DISTRIBUTION: Circulate to all services via Head Office.

REVIEW: The policy will be reviewed on need basis or annually by the Director of Social Work Services or delegates as stated in SQS 2.