



## HEALTH AND SAFETY - LONE WORKER'S GUIDE

Find here a general guide for those Tinies childcarers who take on temporary childcarer work and emergency back-up care work, babysitting assignments and event nannying, on behalf of Tinies. Please read this guide before you start an assignment and ask Tinies for help if you have any questions.

When providing childcare at the family's home, parents should always carry out the **Home Safety Risk Assessment Form** provided by Tinies. You should both review this together, then both sign and date the form so that you can send a scanned photo of the final page to your local Tinies consultants by email. Please speak with your local branch if you have any questions.

When providing childcare at a nursery setting, your local Tinies consultant will provide you with a Tinies Nursery Induction guidance sheet which can be used to support your induction with the nursery manager or appointed deputy when you arrive for your assignment.

### INTRODUCTION

There is a requirement by law that companies must protect their workers from health and safety risks in the workplace, and in particular, protect their lone workers. This is a joint responsibility between us and our clients. You should also be aware that as a temporary worker you also have a duty to assess any risks that may compromise your own health and safety whilst working at a client site so should also be safeguarding your own health and safety too. In the case of Tinies childcarers, this obligation arises concerning those childcarers we place in short term temporary childcare work or emergency back-up care work (where you are payrolled by Tinies and not the family), babysitting assignments or event childcarer work (where you are working alone). If you are placed with a family who employs you permanently or temporarily and provides you with an employment contract and payroll you, then the health and safety obligations fall on that family.

### LONE WORKERS

The nature of in-home childcare work and babysitting work means that most of the time you are going to be working alone. That could pose more risks than if you were working alongside a colleague or a parent. In normal circumstances, Tinies would carry out a risk assessment of the work to determine what health and safety

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issues may exist. However, Tinies will not have access to the working environment of all the childcarers, babysitters and emergency nannies that it places, and therefore cannot carry out risk assessments in every case. Thus we have produced this guide to support you to assess any risks yourselves and guide you on what you need to do to avoid those risks.

When working at the family's home, parents should always carry out the Home Safety Risk Assessment Form as soon as possible before the assignment takes place. If there are any risks you need to become aware of, the family will communicate these to us and we will let you know. The client will review this risk assessment with you before you start the assignment. Then you both will sign and date the form, and send a scanned photo of the final page to your local Tinies consultants by email

If you feel unwell at any time whilst on an assignments, then please contact Tinies immediately so that we can find a suitable replacement for you or cancel the booking.

## GUIDANCE

Set out below are things to look out for and potential risks that you need to assess, plus guidance on how to avoid those risks or protect yourself from harm:

### Temporary childcare or emergency back-up care:

- Ensure that you can get a mobile reception at the house. If not, ask the client if you can use the
- landline for emergencies and check where it is. Make a note of the landline number.
- Ask the client for their nearest neighbour's contact details and write it down.
- Take the contact details of the clients as well as the number of where they are going.
- Ask the client if they have an alarm system, and if they have a panic button connected to the police station.
- Please assess if there are any hazards in the house that may cause you to trip or injure yourself in some way. Loose carpet, steep or slippery steps/stairs, toys on stairs, wet bathroom floors etc. Remember that a home can never be completely free of hazards; therefore, it is essential to be on the lookout and take care.

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- If you choose to join in with activities such as trampolining or scootering, then that is at your own risk.
- Intoxicated clients: if a client or clients return intoxicated, then make your goodbyes as quickly as you can. Do not agree to sit down with them for a drink. It is best to make your excuses and leave. If a client shows aggressive behaviour towards you, make sure you can make a safe exit. Do not engage in any aggressive behaviour yourself as this could make the situation worse.
- If you are at all concerned or worried, then call Tinies.
- If you feel unwell at any time, immediately call Tinies and the clients.

## Babysitting at a client's home:

- Ensure that you can get a mobile reception at the house. If not, ask the client if you can use the
- landline for emergencies and check where it is. Make a note of the landline number.
- Ask the client for their nearest neighbour's contact details and write it down.
- Take the contact details of the clients as well as the number of where they are going.
- Ask the client if they have an alarm system, and if they have a panic button connected to the police station.
- Please assess if there are any hazards in the house that may cause you to trip or injure yourself in some way. Loose carpet, steep or slippery steps/stairs, toys on stairs, wet bathroom floors etc. Remember that a home can never be completely free of hazards; therefore, it is essential to be on the lookout and take care.
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- If you are at all concerned or worried, then call Tinies.
- If you feel unwell at any time, immediately call Tinies and the clients.



### Babysitting at Hotels or Events:

- When you arrive at the hotel or event for your babysitting or childcare assignment, check-in at the hotel desk, so they know you are there, or with the person Tinies have told you to meet.
- When you go up to the room to carry out your babysitting assignment, carry out the following checks:
  - Read the fire drill instructions.
  - Close windows and any balcony doors.
  - Make sure there is nothing in the bathroom or the room that you can slip on or trip up on.
  - Clear away any hazards on the floor, such as toys or clothes that you could trip up on.
  - Make a note of the number to call reception - key it into your phone in case you can't reach the landline phone.
  - Check your mobile works in the room – if it doesn't ask the client if you can use the landline to make any emergency calls.
  - Ask the clients for their contact numbers plus the number of where they are going – e.g. restaurant number, friend's number, etc.
  - Ask if they have any first aid equipment handy. If not, the hotel reception should have that.
  - Once the clients have left the room – lock the door and secure any safety chains.
- Intoxicated clients: if a client or clients return intoxicated, then make your goodbyes as quickly as you can. Do not agree to sit down with them for a drink. It is best to make your excuses and leave. If a client shows aggressive behaviour towards you, make sure you can make a safe exit, or find somewhere to make a call down to reception. Do not engage in any aggressive behaviour yourself as this could make the situation worse.
- If you feel unwell at any time, immediately call down to reception and contact the clients to ask them to return.

### Event Childcarers

This applies where you are working alone at an event, looking after 1 or more children:

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- When you arrive at the event for your childcare assignment, check-in at the hotel desk, so they know you are there, or with the person Tinies have told you to meet at the venue.
- When collecting the children from the parents, ensure you have:
  - All of their contact details;
  - Any medical information about the children;
  - Agreed time and meeting place for them to collect the children from you.
- If you are looking after the children in a room, then carry out the following checks:
  - Read the fire drill instructions.
  - Close windows and any balcony doors.
  - Make sure there is nothing in the room that you can slip on or trip up on.
  - Keep the children away from any electrical objects in the room, such as sockets, cables etc.
  - Clear away any hazards on the floor.
  - Make a note of the number to call reception (if you are in a hotel) or the parent contact details - key it into your phone in case you can't reach a landline phone.
  - Check your mobile works in the room – if it doesn't ask the client if you can use the landline to make any emergency calls.
  - Check if there is any first aid equipment handy. If not, the hotel reception should have that.
  - Make sure you know where the toilets are.
- If you are looking after children in an outside area:
  - Keep the children within a safe area.
  - Make sure you can access a safe place, such as a marquee or hotel.
  - Know where the parents are going to be and any other adults in case you need help.
- Intoxicated clients: if a client or clients return intoxicated, then make your goodbyes as quickly as you can. It is best to make your excuses and leave. If a client shows aggressive behaviour towards you, make sure you can make a safe exit, or find somewhere to make a call. Do not engage in any aggressive behaviour yourself as this could make the situation worse.
- If you feel unwell at any time, immediately call the parents to ask them to return.



## SUMMARY

It is extremely rare that a health and safety issue will arise during your assignment. However, it is always best to be prepared, and therefore we do strongly recommend that you follow this guide, review the Home Safety Risk Assessment Form with the client when working at a family's home and send a scanned photo of the final page to your local Tinies consultants by email