



## Health and Safety Deep Dive – Animal Control

12 August 2021

# Today

- Due Diligence Requirements
- Site Visit
- Nature of Operations
- Key Statistics
- Worker Representation (Health and Safety Representatives)
- Key Risks for the Animal Control Team
- Strategic Activity Plan Update
- Questions

# Your Due Diligence Obligations

- Acquire and update knowledge of health and safety matters
- Gain an understanding of the operations carried out by the organisation and the hazards and risks generally associated with those operations
- Ensure the Council has, and uses, appropriate resources and processes to eliminate or minimise those risks
- Ensure the Council has appropriate processes for receiving and considering information about incidents, hazards and risks and for responding to that information in a timely way
- Ensure there are processes for complying with any duty and that these are implemented
- Verify that these resources and processes are in place and being used

# Site Visit – 29 July 2021



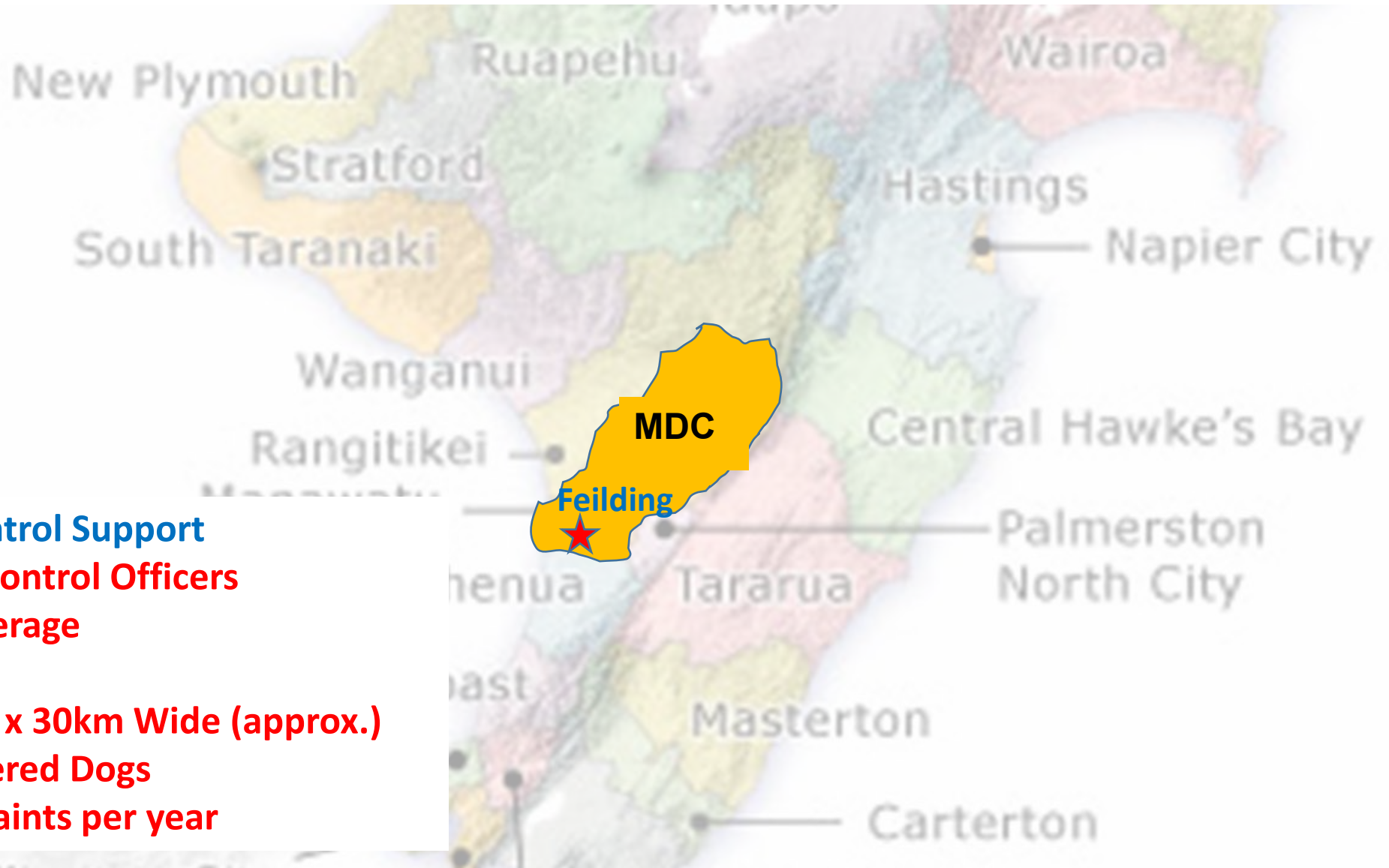
# Animal Control Operations



# Animal Control Operations

- Animal Control Services provided via Shared Service Agreement via RDC
- Team Leader Animal Control (TLAC) manages projects and reports to:
  - Paul Greig (Acting Regulatory Manager) and
  - Karel Boakes (Acting General Manager – Corporate and Regulatory)
- 2 x ACO staff operate in MDC
  - Grace Donaldson
  - Lesley Butler
- 1 x additional ACO staff member provides A/Hrs service to MDC as rostered by TLAC
- Current staff reside in the MDC District
- Ability within the ACO structure to provide additional ACO's if required
- Manpower flexibility to change ACOs when required

# Key Statistics



- **MDC Animal Control Support**
  - **2 x Animal Control Officers**
  - **24 hour coverage**
  - **2600 sq km**
  - **104km Long x 30km Wide (approx.)**
  - **7000 Registered Dogs**
  - **1400 Complaints per year**

# Health and Safety Representative



Lou Fairest-Harper



Martin Skinner

# Risk One

## **Aggressive animal owners - Verbal and/ or physical abuse leading to physical or psychological injury**

- All staff are instructed to walk away from any encounter if all other attempts to defuse the situation do not work
- Staff have cell phones and are advised to call another team member, management or Police if they require advice or assistance.
- Identified abusive property owners are communicated to the team and displayed via OZONE. Staff are not to visit these properties alone. In some cases they will be accompanied by the police
- EAP is available via Vitae Services
- ACO's carry warrants to identify themselves
- Appropriate protective equipment issued
- Guardian Angel issued to all ACO's. SOS Alert available
- Body Worn Camera's to be issued in the next two months

# Risk Two

## Attacks from animals - Physical / Psychological injury

- Staff trained in the use of animal handling equipment and animal handling as part of induction process
- Appropriate animal handling equipment provided for use i.e. Catch Poles, Bite Sticks, Doggy Dozers
- First aid kits available in all vehicles
- Staff are instructed not to enter a situation or property if they do not feel safe and to call another staff member for assistance if required
- Appropriate protective equipment to be worn
- Guardian Angel issued to all ACO's. SOS Alert available

## Risk Three

### **Witnessing or being involved in the euthanising of animals - Psychological damage, depression**

- Staff are made aware at the time of recruitment that this is part of the job
- EAP is available to all staff via Vitae
- All Staff are encouraged to discuss any concerns with their supervisor
- Temporary relief from this task will be offered if deemed necessary
- Firearms SOP provides for safe conduct of task
- Close liaison with Totally Vets in MDC for lethal injection assistance
- Use of SRVS Bulls in RDC where appropriate

# Risk Four

## Lifting Animals - Strain and sprain injuries

- Recommended maximum lone lift – 25kg
- Standard Adult Labrador can weigh 20 - 25kg
- Sheep / Pigs much heavier
- All staff have individual vehicles with electric winches for cages to reduce risk of back injury
- ACO's can call any other team member for assistance
- If another person is on site, cages designed for two person control and lift with additional handles.

# Risk Five

## Working alone at the Pound - Assault / Injury

- Interaction with customer is via appointment only
- Pound workstation is set up away from the public entrance and has controlled access
- Animal Control Officer has the ability to isolate themselves from customers by locking them out
- CCTV has been completely updated with six new cameras and software upgrade
- Health and Safety Audits completed six monthly
- Guardian Angel issued to all ACO's. SOS Alert available

# Strategic Activity Plan Update

Goal	Status	Comments
1. Improve risk management processes	Good progress	More actions to come in 2021-22 including better digital processes and control monitoring. Lots of work being done to update our risk register before it moves into Jarvis.
2. Improve contractor management processes	Good progress	SiteWise Contractor Prequal working well. Contractor Management Training for appropriate staff taking place in October.
3. Create a mental health framework	Good progress	People Leaders and Health and Safety Reps have completed D&I and Unconscious Bias workshops. Next step is to decide how we do this across the organisation.
4. Create a H&S recognition process	Complete	New process working well, with good feedback.
5. Establish remote worker policy and practices	Good progress	Get Home Safe in place. About to trial a new way of using it with our Retic and Treatment Teams.

# Strategic Activity Plan Update

Goal	Status	Comments
6. Establish a PPE register and process	Complete	Automated Jarvis register and process established.
7. Establish a training/competency matrix and process	Good progress	Matrix complete. Awaiting Jarvis upgrade before we can make this a digital process.
8. Establish a health monitoring process	Good progress	Matrix complete. Awaiting Jarvis upgrade before we can make this a digital process.
9. Improve incident management	Yet to start	Actions are set to get underway in the 2021-22 year.
10. Improve H&S communication with RDC shared services staff	Behind schedule	RDC have had turn-over of key staff after we held initial discussions. These roles have been filled and we are ready to restart these conversations. Believe having three RDC based staff on the H&S Committee has had a positive impact.



# Questions?