



INCREASING PRODUCTIVITY AND EFFICIENCY BY DECREASING ABSENTEEISM IN THE WORKPLACE CAUSED BY BACK PAIN AND STRESS

Business Wellbeing provides you with the comprehensive resources and advice to establish easy to follow policies and procedures with effective training and medical treatment while being compliant to statutory and agency codes of practice for wellbeing in the workplace.

Absenteeism in Ireland costs small business an average of €793 million per annum or 5.3 million days based on average earnings of €149 per day / €37,400 per annum.

The national average for absenteeism is 3.5% or 8 working days. For large firms this rises to 4.6% or 10 working days. For small firms the average falls to 2.8% or 6 working days.

Business Wellbeing is comprised of a team of 4 specialists each with their area of expertise. It includes the following:

Drake Chiropractic – for the treatment of neck and back pain, headaches, pins and needles or numbness, arm and leg pain and Repetitive Strain injuries (RSI).

MB Health and Safety – for visual display unit (VDU) work station assessments and pregnancy risk assessments.

Quigley and Associates – for advice on workplace conflict, including awareness training, policy development, mediation, investigation, conflict coaching and consulting on bullying and harassment.

Safety Skills – for all health and safety training, advise and consulting on COP compliance.

The above services can be contracted separately or as part of an integrated package.

For details of the individual services please read the following pages.



Drake
CHIROPRACTIC



HEALTH AND SAFETY LIMITED



Quigley + Associates



Drake
CHIROPRACTIC

Absenteeism Statistics:

Each year:

- 40-60% of the population are affected by back pain.
 - Back pain/injury and stress are the most commonly cited problems on medical certificates.
- Average total sickness absence (S/A) in a company of 3000 is 150 employees (5% of the workforce) each year, for, on average, two working weeks at a cost of €149 per day.
- Of the total 5% S/A, 30% is due to musculoskeletal problems and 60% of these are back and neck related.
- At any given time 1.5% of the work force will be off due to a musculoskeletal problem and 1% due to back and neck related injuries only.

Two or three employees off work at any one time at €149 per day each, plus any production disruption or litigation.

- Without treatment people with severe low back pain or RSI may have to leave their jobs and even with milder symptoms they may be in constant pain or have to take large numbers of days off every year – or work inefficiently.

Not providing an adequate service for the workforce may prove a false economy.



Drake
CHIROPRACTIC

What is Chiropractic?

Chiropractic is a profession which specialises in the diagnosis, treatment and prevention of biomechanical disorders of the neuro-musculoskeletal system, particularly involving the spine and its effect on the nervous system.

Patient management consists of a wide variety of manual therapies including spinal manipulation and rehabilitative exercises to restore joint function.

Psychological, as well as musculoskeletal, factors have a part to play in sickness – but simply changing a workstation will not be enough to counteract them. It is suggested that the huge amounts of money paid out by companies - to have employees tested so that their jobs can be matched to their physical capabilities – may be wasted, since there is limited evidence that this reduces back pain or RSI. Physical therapy has far stronger evidence for its efficacy.

The value of the availability of chiropractic services is not limited to the obvious, day-to-day benefits, because by analysing data from the treatment of a significant number of individuals from the same source, feedback to the employer can be used to prevent future injuries and costs and therefore must be viewed as an investment for the company.

Why Drake Chiropractic?

- The opening hours of the clinic allow the employee to receive treatment outside of normal working hours
- The locality of the clinic limits commuting time
- A proactive chiropractor whose aim is to help the employees as well as the company
- A chiropractic clinic with a very keen interest in the local business community from the Irish SME's to the multinationals.
- An experienced fully trained chiropractor who provides a caring and dedicated service



HEALTH AND SAFETY LIMITED

MB Health and Safety Ltd has been established for over 10 years. We offer individual and personalized services for all aspects of Health and Safety in the workplace for employer and employees, along with a comprehensive range of Health and Safety Services including:

Workstation Assessments

Under the Safety Health and Welfare at Work (General Application) Regulations 2007, an employer must carry out an analysis of an employee's workstation if the employee:

- Uses the V.D.U. for continuous periods of more than one hour
- Uses the V.D.U. on a daily basis

This analysis must be documented and must be carried out by a qualified competent person.

We offer comprehensive training and information in the following areas:

- Training in the use of the workstation
- Provide information about health and safety factors and other relevant procedural requirements

Workstation Assessments are carried out at the workstation of the employee using a check list / and providing specific advice to employees on issues highlighted or arising during the workstation assessment. All items highlighted and discussed are agreed with employee before assessment is returned to employer for information action and closeout.

Pregnancy health and safety risk assessments

An employer is required to assess specific risks posed to a pregnant employee and ensure she is not exposed to specific physical agents that will damage either her own safety or health, or that of her unborn child - Safety Health and Welfare at Work (General Application Regulations) 2007.

This assessment must be carried out by a qualified competent person.



HEALTH AND SAFETY LIMITED

Issues in relation to the work environment of pregnant employees include:

- Working Conditions during pregnancy
- Possible provision of suitable alternative work during pregnancy
- Night Work
- Regulations re return to work post pregnancy

Pregnancy Assessments are carried out at the workstation / work area of the employee. This is by using a check list / and providing specific advice to employees on issues highlighted or arising during the pregnancy assessment. All items highlighted and discussed are agreed with employee before assessment is returned to employer for information action and closeout.

In addition to the above we also offer:

- Advice on Compliance with Health and Safety Legislation
- Preparation, implementation and updating Health and Safety Policies
- Risk Assessments
- Safety Statements
- Site / Premises Inspection Visits
- Providing support to Management and staff in all aspects of Health and Safety
- Accident Investigation
- Claims Handling of Employer Liability and Public Liability Claims
- Dealing with external Agencies – Health and Safety Authority, Insurance Companies etc.
- Assessments of Sub-Contractors

- Under the Safety, Health & Welfare at work act 2005 it is the duty for every employer in the Republic of Ireland to ensure their employee's receive adequate training in so far as reasonably practical to carry out their job in a safe manner in the workplace. Employers are now responsible under that act to provide safe working equipment including vehicles company cars/vans.
- According to the Irish injuries board there was €31 million paid out in compensation for workplace accidents in 2008 in Ireland.
- Compensation was awarded in respect of 972 claims for workplace accidents in 2008, with 75 per cent of employer liability awards going to men.
- The main causes of workplace accidents last year were slips, trips and falls (44 per cent), lifting/handling (18 per cent), and machinery and defective equipment (16 per cent).

Safety Skills Training Ltd is a wholly owned Irish company who offer individuals & companies/organisations the opportunity to train their staff specialised training courses in the health & safety industry throughout the Republic of Ireland. We have a wealth of experience working in the health & safety business & associated industries having being involved in all types of health & safety training in one form or another. Our courses are certified by regulatory institutions like FETAC, FAS, NISO (National Irish Safety Organisation), IOSH (Institution of Occupational Safety & Health) and Safety Skills in house certification.

The training we provide can be defined as the following:-

- a) **Groups** - Catering for large groups of people for training, specifically suitable for Companies. This is carried by our trainers on our clients premises as it's more cost effective & the training may be more relevant to their specific place of work.
- b) **Individuals**- Catering for smaller numbers of people or Joe blogs who walks in off the street, from our city centre training facility. These, generally tend to be fire training, health & safety training, first aid, manual handling & safe pass courses.

Some of our current training courses are as follows:-

1. First Aid; occupational, paediatric, refresher and emergency
2. General workplace basic fire safety
3. Staff fire training (Fire Warden) and Advanced Staff fire training (Fire Warden)
4. Manual handling
5. Forklift operation (novice, intermediate and experienced)
6. Health & safety
7. Safe Pass
8. Mobile Elevated Working Platform (scissors and scissors and boom)
9. Working at Heights
10. Patient Handling/People moving
11. Chainsaw Safety/Tree surgery

In Addition to the above we also offer the following products/services:-

- Safety Statements (Every business must have a valid and up to date safety statement and must be specific to the place of work, cannot be general)
- Fire Risk Assessments (any changes made to the internal design or layout to any business premises which deviates from the original intended use must have a FRA carried out)
- Scaffold Inspections
- PPE equipment
- Flood defence systems

“Safety Skills Training Ltd- Promoting safer working environments”

Bullying – a Workplace Hazard

Bullying in the Workplace

- National Irish Survey - 10 %+ suffering effects of Bullying - this is up to 15 % in the public service
- Work Performance - 72 % said their performance decreased as a result of bullying
- Absenteeism - Those suffering from bullying take an additional 7 days sick leave per year

The main legislation that impacts both employers and employees behaviour in the work place are the Safety, Health & Welfare and the Employment Equality Acts. Both acts and the corresponding codes of practice from the HSA and Equality authority give clear direction as to individual responsibilities in work related situations. It is essential for organisations of all sizes to have adequate policies, training and procedures for handling complaints of both Bullying and Harassment in order to demonstrate their compliance with the relevant legislation.

The absence of clear policies and procedures results poor handling of such issues as well as;

- Wasted Time; by both staff and management in protracted formal procedures
- Absenteeism; often by both complainant and alleged perpetrator while procedures are being followed.
- Employee turnover; one of the favoured actions by those bullied at work is to leave or disengage
- Unnecessary Restructuring; removing parties to areas where they don't impact each other
- Cost of dealing with formal complaints; payments to individuals can run into six figure sums
- Adverse PR; an organization's reputation may be adversely affected by reports of complaints

Similarly an Individual who is bullied or harassed at work can be affected in different ways;

- Physical – Lack of Energy, Stomach Problems, Disturbed Sleep
- Emotional – Stress, Depression
- Behavioural – Bullying is at the root of a significant number of suicides

Best Practice

To protect your organisation and your employees it is essential to communicate clearly to staff at every level and status and take steps to provide the following;

- Clear, written Dignity at Work Policy and Procedures.
- Training to all in supervisory or management position in their responsibility to maintain a workplace in accordance with the policy.
- Awareness Briefings to all staff regarding the policy to create a positive orientation towards conflict at work.
- Informal resolution/Mediation to defuse conflict.
- Formal independent investigation of complaints.
- Conflict Coaching to support individuals in conflict.

Quigley & Associates, with its certified Workplace Mediator and Coach, is available to assist you in establishing a conflict positive approach in your workplace.

What to do now:

If you feel that what you have just read would be appropriate for your company please complete the following check list which will indicate the most suitable member(s) of Business Wellbeing for you to contact.

Drake Chiropractic	YES WE HAVE COMPLIED or YES	NO WE HAVEN'T COMPLIED or NO
Do you currently have employees off on sick leave due to back or neck pain?		
Do you currently have any employees suffering with back or neck pain but who still remain at work?		
Do you know your current rate of absenteeism due to back and neck pain? And would like to reduce it?		

MB Health and Safety Limited	YES WE HAVE COMPLIED or YES	NO WE HAVEN'T COMPLIED or NO
Have we ensured that the general use of Display Screen Equipment is not a source of risk to employees? Are workstation assessments carried out?		
Protection of Pregnant, Post Natal and Breastfeeding Employees – Have we complied with these requirements?		
Have we appointed a competent person to deal with our compliance of Health and Safety requirements within our Company?		

Safety Skills	YES WE HAVE COMPLIED or YES	NO WE HAVEN'T COMPLIED or NO
Is there a current Safety Statement dated and signed in place in the Company? Are employees aware of the Safety Statement?		
Have we prepared plans and procedures to be followed in the event of emergencies?		
Have we prepared plans and procedures to be followed in the event of emergencies?		

Quigley and Associates	YES WE HAVE COMPLIED or YES	NO WE HAVEN'T COMPLIED or NO
Have you updated your Bullying and Harassment policy in the last two years?		
Is inappropriate behaviour being dealt with positively in your organisation?		
Are you distracted by interpersonal disputes within your team?		

Business Wellbeing

for the healthy working environment

