

OP 5	Service User Baggage Storage Policy
Operational as of 15th December 2008	For review: 14th November 2009

1 Policy Statement

Ana Liffey Drug Project is committed to managing risks to its staff, locum workers and volunteers at work

2 Purpose

Ana Liffey Drug Project recognises its obligation and strives to ensure that there are proper working practices for staff, locum workers and volunteers in all aspects of their work. This policy defines those practices in the case of *baggage storage*.

3 Scope

This policy covers the circumstances in which baggage may be stored for clients. It also covers the process by which bags are admitted for storage. In the context of this policy 'baggage' is defined as any item a service user wishes the ALDP to store for him/her *other than* items which may be held on file.

This policy applies to all staff, locum and volunteers.

4 General Notes

Generally, it is not the role of the ALDP to store baggage. If at all possible, ALDP staff should ensure that clients' baggage is stored elsewhere (e.g. in another service) or remains with the client. That said, it is recognised that from time to time it will be necessary to hold baggage for a short period of time in order to adequately support people who use ALDP services.

5 Storage Locations

5.1 Baggage may only be stored in designated baggage storage locations. There is one such location in 48 Middle Abbey Street- the locked presses in the family / holistics room. There are 3 presses available here.

5.2 If these presses are full, then additional baggage cannot be stored, regardless of the circumstances. To store baggage in areas other than in designated areas is in contravention of health and safety requirements and jeopardises the safety of service users and staff.

6 Recording

6.1 A recording sheet should be kept in each press, using the Baggage Record Sheet provided in Template A, attached.

6.2 The sheet should be updated each time baggage is placed in or removed from the press.

6.3 A copy of the Baggage Record Sheet will be stored on the I Drive.

6.4 Each sheet should be reviewed weekly to identify baggage that needs to be moved in order to make space

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7 Process Issues

- 7.1 In **taking in baggage**, the following process should be followed:
- 7.1.1 Assess whether or not there is space to take in the baggage
 - 7.1.2 Ask the service user if there is anything we should be aware of in the baggage (e.g., sharps). If the baggage contains sharps ask the service user to dispose of them in a sharps disposal unit.
 - 7.1.3 Place a sticker on the bag, with the following information: Owner's name, date, staff member's name.
 - 7.1.4 Inform the service user that baggage storage is reviewed every 2 weeks. Inform them of the review date for their baggage. This is two weeks to the day after the baggage is taken in.
 - 7.1.5 Inform the service user that the review date is renewable (i.e. we can hold baggage for longer than 2 weeks, provided the service user asks for it to be renewed on the review date).
 - 7.1.6 Inform the service user that ALDP cannot take responsibility for any baggage. Anything that they choose to leave on the premises is left at their own risk.
 - 7.1.7 Ask the service user to accompany you to the appropriate location. Ask them to carry their own bag. If the service user is *physically unable* to do so, you may take the bag upstairs yourself. Make sure appropriate care is taken in handling baggage, bearing in mind:
 - 7.1.7.1 You cannot be sure of the contents of the baggage. It may contain sharps, even if the service user has been asked about this.
 - 7.1.7.2 Appropriate manual handling techniques should be used at all times
 - 7.1.8 The service user should place the bag in the relevant storage area.
 - 7.1.9 Record where the bag has been placed using the relevant Baggage Record Sheet.
- 7.2 In **retrieving baggage**, the following process should be followed:
- 7.2.3 Accompany the service user to the storage location
 - 7.2.4 The service user should retrieve the bag from the location
 - 7.2.4.1 If the service user wishes to re-store the baggage after accessing it, there is no need to record any further information
 - 7.2.4.2 If the service user wishes to take the baggage off-site, ensure that this is noted on the Baggage Record Sheet.

8 Collecting / Removing of Baggage

- 8.1 In exceptional circumstances, ALDP may assist a service user in collecting baggage from / moving baggage to other services (e.g. if a service user is in hospital)
- 8.2 The decision to do so must be taken by a manager
- 8.3 Where the baggage is to be moved as a result of the expiry of the review date, every attempt is to be made to contact the baggage owner

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8.4 No baggage should be removed without the prior authorisation of a manager.