

HOSPITALITY

Employers like you hire more than 65,000 young workers across our province¹. From 15 to 24 years old, they work in a broad range of jobs in accommodation and food and leisure services.

Like young workers in most industries, those in hospitality are generally productive and eager to please — but record a significant share of compensation claims. Making up 37 percent of our hospitality labour force, young workers recorded \$19.6 million² in claim costs and nearly 170,000³ days lost from work in the five years ending 2004.

How are they hurt?

Based on 2000–2004 compensation statistics, these are the top three safety issues facing our young hospitality workers.

- 35 percent of their injuries involved being hit by or against hand-held tools, machines and other equipment — for \$3.8 million in claim costs and almost 35,000 days lost from work.
- 22 percent of young worker injuries resulted from falls, including falls from heights — for more than \$6.5 million in claim costs and 50,000 days lost.
- 12 percent of their injuries came from overexertion, mainly as a result of lifting — generating \$1.9 million in claim costs and almost 25,000 days lost.

Why does this happen?

A major factor is who we're dealing with. Too often, young workers:

- ▶ Lack proper safety training
- ▶ Don't know their rights and responsibilities when it comes to workplace safety
- ▶ Aren't aware of on-the-job risks or how to protect themselves
- ▶ Take risks because of an it-won't-happen-to-me sense of being invincible
- ▶ Want to impress employers and so don't ask questions for fear of looking incompetent or losing their jobs

What can you do about it?

Remember those characteristics of young workers when putting procedures in place to comply with health and safety requirements. For most hospitality operations, this means:

- ◆ Providing comprehensive training to make sure young workers recognize hazards and know how to handle them.
- ◆ Training managers and supervisors to give young workers the instruction and direction they need, and following up to see how everyone's doing.
- ◆ Creating an environment that recognizes and rewards safe behaviour, and encourages young workers to ask questions about their safety concerns.

None of this is hard, and it all pays off. Keeping young workers safe and healthy keeps them productive, and it adds to your bottom line.

WorkSafeBC can help

Check these resources online at www2.worksafebc.com/Safety/Home.asp. Click on "Tourism and Hospitality" for material specific to your industry or on "Young Worker" for more general information.

Health and Safety for Hospitality Small Business — For owners, employers, managers, supervisors, and workers who want to prevent workplace accidents and injuries in smaller hotels, motels, restaurants, and other food service establishments.

Ergonomic Tips for the Hospitality Industry — Individual pamphlets explaining how body motion and posture in the workplace affect servers, kitchen staff, dishwashers, housekeepers, baggage handlers, and front desk clerks.

Preventing Injuries to Hotel and Restaurant Workers — A WorkSafeBC focus report on how employers, supervisors, employees, and safety personnel can prevent workplace accidents in these two industries.

Industrial Kitchen Posters — A series of six posters dealing with the most kitchen common hazards.

General resources

Lost Youth Video — Four seriously-injured young British Columbians discuss their on-the-job accidents and the permanent after-effects for them and their families. The stories of four lives forever altered are told through dramatic accident recreations and interviews with the young people and their parents.

The Supervisor Video — This docudrama examines the supervisor's responsibilities for workplace health and safety. It's the graphic depiction of the emotional, legal, and financial consequences of the death of a young worker.

Be a Survivor Magazine — Targeting teen workers, this colourful publication offers useful tips and on young worker safety. It's also a great resource for anyone in touch with youth: parents, educators, employers, and labour and community groups.

Getting a Job? Ask Questions about Safety — Created with the help from members of WorkSafeBC's Young Worker Advisory Group, this simple document contains practical tips on how to raise concerns about safety in the workplace.

¹ Source: Statistics Canada 2004 Labour Force Historical Review CD, CD1, Table Cd1T05an, Catalogue No. 71F0004XCB

² Claim cost paid represents total health care payments, short term disability payments, vocational rehabilitation payments, long term disability reserves and one-time cash awards, and survivor benefit reserves and one time cash awards charged in the year regardless of the year of injury

³ Total days lost represent total short term disability days and rehabilitation income continuity days paid in the year regardless of the year of injury