

Prevention Tips

Lifting

- Where possible, avoid lifting and carrying heavy or awkward objects. Instead, use mechanical devices such as forklifts, hoists, carts, or dollies.
- Get help from others if you need it.
- Lift smaller loads by planning and adjusting weight distribution ahead of time.
- Hold the object you are lifting as close to your body as possible.
- Avoid awkward work postures such as bending, reaching, and twisting. Try to keep the load between your knees and shoulders, without twisting your body. Pivot with your feet instead of twisting your back.
- Bend at your knees, not at your waist. This will help you keep your centre of balance and let the strong muscles in your legs do the lifting.
- Lift smoothly and slowly.
- Get a good grip. Use your hands, not just your fingers, to grip the load. Wear gloves to protect your hands if necessary.
- Avoid doing physically demanding lifting tasks for a long period. If possible, vary the task with another activity that uses different muscles.



Prevention Tips

Working alone

If workers are required to work alone, here are some tips to help deal with the situation.

- Have someone contact the person regularly to make sure they are okay.
- Have an emergency phone number handy.
- If possible, do not open back doors and leave them open and unattended.
- If possible, do not empty the garbage at night, especially if the dumpster is in a secluded spot or back alley.
- Avoid looking directly at suspicious loiterers. Prolonged eye-to-eye contact, especially if there is a group involved, may be seen as a challenge, and can invite trouble.

Shoplifting and robbery

The best way to prevent injury from robbery is to prevent the robbery from happening in the first place.

- Keep the store clean, tidy, and well-lit.
- When there are no customers at your check out, keep busy by cleaning, dusting, sweeping, etc. - don't look vulnerable.
- Be aware of cars parked across the street or off to the side of the lot.
- Look around for anyone who may be watching the store or loitering in or around it.
- If you are concerned about a person or a vehicle, do not hesitate to contact your supervisor or the appropriate authorities.
- Know the location of phones or available help outside the premises
- Be friendly and briefly look directly into their eyes.
- Ask people alone in the aisle if they would like any help
- Keep the cash register fund to a minimum
- Ask customers for exact change or the smallest bills possible

Signs and symptoms

It is important to recognize the early signs and symptoms of sprains and strains. The sooner the treatment starts, the better. Signs and symptoms include.

- Swelling
- Redness or difficulty moving a particular body part
- Numbness
- Tingling, and
- Pain

If you notice any early signs or symptoms of sprains and strains, report them to your employer or supervisor.

A commitment to health and safety in the workplace makes good business sense because it's one way for a business to protect its greatest resource – its people.

Seven Steps to a Safer Workplace

An occupational health and safety program helps ensure a safe, productive workplace. Follow these seven steps to establish an effective program for your small business.

Step 1: Health and Safety Policy

Develop a statement of the employer's commitment to the health and safety program, including the aims of the program and the responsibilities of the employer, supervisors and workers.

Step 2: Regular Inspection

Regularly monitor work procedures, equipment and machinery to ensure hazards to workers are eliminated and controlled.

Step 3: Education and Training

Make sure workers know about all pertinent hazards in the workplace; are familiar with health and safety regulations that apply and ensure and that workers demonstrate competency at the tasks they are required to perform.

Step 4: Monthly Meetings

Discuss health and safety matters, identify any unsafe condition or practice and implement solutions to any health or safety concerns.

Step 5: Accident Investigation

Determine the causes of accidents and near misses so that corrective actions can be taken to prevent similar incidents.

Step 6: Records and Statistics

Maintain a first aid treatment record book, inspection and accident investigation reports, and records of program activities and training. These will allow you to identify trends of unsafe conditions or work procedures.

Step 7: Maintaining an Effective Program

Review the program annually to identify the extent of effectiveness and deficiencies of the existing health and safety activities. Examine the potential for future injury and the progress of the organizations current safety effort.

Maintain a strong commitment to safety policies and procedures and the interest and involvement of the workers

WorkSafeTM

WORKERS' COMPENSATION BOARD OF BC

Health and Safety for Retail

- **Last year in British Columbia, 1,769 workers in the retail industry were injured on the job.**
- **Those claims cost your industry more than \$6.8 million.**

Workplace accidents cost time and money. And, they can have a devastating impact on the emotional and psychological well-being of you and your employees. Keeping your workers safe and healthy is, quite simply, just good business

Quick facts...

The three most common types of accidents

1. Repetitive motion and overexertion – lifting, pushing, pulling, or carrying (35 percent)
2. Falls – either on the floor or from an elevation (18 percent)
3. Being struck by an object (14 percent)

The two most common types of injury

1. Sprains, strains, and tears (50 percent)
2. Cuts and lacerations (12 percent)

The body parts most likely to be injured

1. The back (28 percent)
2. Fingers and fingernails (12 percent)
3. Legs (7 percent)

Although **Acts of violence** accounted for less than 5% of lost time injuries they are often more traumatic than other types of injuries.

Recent accidents...

- A suspect jumped over the sales counter during a robbery and stabbed the store clerk in the chest.
- A store clerk missed a step while stepping off a ladder and his body swung into the side of ladder.
- While lifting a case of juice off a cart, an employee turned at the same time and suffered an overexertion injury.

