

White Spot

Health & Safety Information



WORKSAFE

We know you care about occupational health and safety. It's good for your restaurant's workers and it's good for your bottom line. The attached materials were developed by White Spot Restaurants for their own use, and is working for them. White Spot states:

While the primary focus of our restaurant operators and their staff is guest service, we need to keep safety at the top of our minds. There's a tendency to associate risk with heavy industry, but the truth is, accidents really do happen in our industry, and some of them can be serious.

We are pleased to be able to share some of the resources that our team has developed and hope that other employers and workers in the hospitality sector benefit from them.

The Workers' Compensation Board (WCB), in consultation with the British Columbia Restaurant and Foodservices Association (BCRFA) and the Canadian Restaurant and Foodservices Association (CRFA), is pleased to send you the enclosed restaurant specific occupational health and safety information. A commitment to safety in the workplace makes good business sense and contributes to keeping workers happy and healthy. Both BCRFA and CRFA fully support the foodservice industry taking proactive steps that will contribute to making our workplaces safe.

We encourage you to review the enclosed material and incorporate the most useful information in your operation's health and safety program. This material contains basic information and will assist you in dealing with occupational health and safety in your restaurant.

For more information regarding a complete program contact the WCB Prevention Information line at 604 276-3100 or toll-free at 1 800 621-SAFE (7233).

Online, go to www.worksafefbc.com.

Roberta Ellis
VP Prevention
Workers'
Compensation
Board

Mark von Schellwitz
Government Affairs
Manager
Western Canada
Canadian Restaurant
and Foodservices
Association

Warren Erhart
President
White Spot
Restaurants

Simon Evans
President
British Columbia
Restaurant & Foodservices
Association



HEALTH AND SAFETY IN SMALL RESTAURANTS

A commitment to health and safety in B.C. not only makes workplaces healthier and safer for everyone but also makes good business sense. For small restaurants, workplace accidents can be financially devastating. Each year in small business, thousands of workers are injured. By being proactive when addressing health and safety issues, a firm will have a positive effect in reducing injuries, increasing profits, and making your business grow.

KEY INITIATIVES THAT WILL HAVE A MAJOR EFFECT ON REDUCING INJURIES:

- **A basic health and safety program**

A health and safety program is a fundamental process for managing health and safety in the workplace. It includes a written document that details the health and safety policies and procedures of your business. Your program will be unique to your workplace as the scope of the program depends on the type of work you are carrying out and the hazards workers may encounter. Attached to this document is a checklist to review your health and safety program that may be used by small business (see next page).

- **Special considerations for young workers**

Young workers, ages 15 to 24, are at greater risk of being seriously injured than any other age group. Eighty percent of all workplace deaths of young workers occur within the first year on the job. Owners and employers can help prevent accidents to young workers. The key is orientation to the job site and training in safe work procedures.

- **Identifying the risks of strains and sprains**

Almost one-third of WCB claims result from injuries such as strains and sprains. A strain, sprain or inflammation is known as a Musculoskeletal Injury (MSI). Many of the ways we work — such as lifting, reaching, or repeating the same movements — may lead to strains or sprains. Employers must identify factors that may expose workers to a risk of MSI. After identifying these factors:

- Assess the risk to workers
- Eliminate or minimize the risk
- Train workers in ways to minimize or eliminate the risk

The enclosed materials were developed by White Spot and have worked for them to reduce workplace injuries. Some of the procedures may work for your restaurant too.

For complete information on WCB Occupational Health and Safety requirements, check our web site www.worksafebc.com or call 1-800-661-2112 Local 3068.

ANNUAL REVIEW OF HEALTH AND SAFETY PROGRAM

USE THIS CHECKLIST TO REVIEW THE EFFECTIVENESS OF YOUR HEALTH AND SAFETY PROGRAM

PURPOSE

The purpose of reviewing your health and safety program is to make sure it's up-to-date and effective. A program review helps you identify the strengths and weaknesses of your program and allows you to focus on the areas that need improvement. Involve employees in the review process.

HOW TO USE THIS CHECKLIST

If you answer "no" to any of these questions, take action to correct the deficiency in your program. If you are unsure what a question means, read the relevant section in the guide, refer to the Occupational Health and Safety Regulation, or contact the WCB Prevention Information Line at 604 276-3100 (Lower Mainland) or toll free 1888 621-SAFE (7233).

Company name: _____

Date of review: _____

Conducted by: _____

WRITTEN PROGRAM

YES NO

- | | | |
|--|--------------------------|--------------------------|
| 1. Do you have a written program? | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Do you keep a copy of this kit in a handy location? | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Have you posted a copy of your program? | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Does your written program include a policy statement? | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. Does your policy clearly state the responsibilities of: | | |
| The employer? | <input type="checkbox"/> | <input type="checkbox"/> |
| Managers and supervisors? | <input type="checkbox"/> | <input type="checkbox"/> |
| Workers? | <input type="checkbox"/> | <input type="checkbox"/> |

SAFE WORK PROCEDURES

YES NO

- | | | |
|--|--------------------------|--------------------------|
| 8. Have you posted safe work procedures near any hazardous equipment or machinery used in your business? | <input type="checkbox"/> | <input type="checkbox"/> |
| 9. If any employee works alone, have you developed written procedures safeguarding the worker's well-being when working alone? | <input type="checkbox"/> | <input type="checkbox"/> |
| 10. Have you conducted a risk assessment and developed procedures for preventing violence in the workplace? | <input type="checkbox"/> | <input type="checkbox"/> |
| 11. Do you have written rules prohibiting horseplay and the use of drugs and alcohol at work? | <input type="checkbox"/> | <input type="checkbox"/> |
| 12. Do you enforce rules prohibiting horseplay and the use of drugs and alcohol at work? | <input type="checkbox"/> | <input type="checkbox"/> |
| 13. Do you keep records when you discipline workers for not following these rules? | <input type="checkbox"/> | <input type="checkbox"/> |

SAFE WORK PROCEDURES

YES NO

- | | | |
|---|--------------------------|--------------------------|
| 6. Does your written program list all the written safe work procedures that you have developed for your business? | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. Have you reviewed these safe work procedures in the last year? | <input type="checkbox"/> | <input type="checkbox"/> |

ANNUAL REVIEW OF HEALTH AND SAFETY PROGRAM

IDENTIFYING HAZARDS AND RISKS

YES NO

- 14. Do you have a method of identifying hazards?
- 15. When hazards have been identified, do you conduct a risk assessment to help determine the best way to eliminate or control these hazards?

EDUCATION AND TRAINING

YES NO

- 16. Does your orientation of new workers include information and instruction on your health and safety program?
- 17. Does your orientation of new workers include training on the safe work procedures used in your business?
- 18. Do you inform new workers about work rules prohibiting horseplay and the use of alcohol and drugs at work?
- 19. Have you observed workers to determine if they need refresher training in safe work procedures?
- 20. Did you provide instruction and training for any new procedures, processes, equipment, or machinery that you introduced in the last year?
- 21. Have supervisors and workers received training in how to conduct safety inspections and accident investigations?

SAFETY INSPECTIONS

YES NO

- 22. Do you regularly inspect your workplace?
- 23. Do a supervisor and a worker conduct the inspection?
- 24. Do you observe workers during inspections?
- 25. Do you have a method of reporting hazards between inspections?
- 26. Do you have a system of rating hazards?
- 27. Do you discuss the results of inspections at monthly safety meetings?
- 28. Do you have a system of following up on hazards to ensure that they have been corrected?

HAZARDOUS MATERIALS

YES NO

- 29. Do you have a written inventory of controlled products used in your workplace?
- 30. Does each controlled product have a corresponding MSDS?
- 31. Are MSDS readily available to workers and do they know where to get them?
- 32. Do you have a way to check that new controlled products are accompanied by MSDS?
- 33. Do workers understand how to read MSDS and know what they mean?

ANNUAL REVIEW OF HEALTH AND SAFETY PROGRAM

HAZARDOUS MATERIALS CONTINUED

YES NO

34. Do you check all controlled products for supplier labels when received?
35. Are decanted products labelled?
36. Are labels legible?
37. Do workers know what hazardous materials are used in your business?
38. Do workers know how to safely handle, store, and dispose of hazardous materials used in your business?

INVESTIGATING ACCIDENTS AND INCIDENTS

YES NO

39. Do you have a method for workers to report accidents and near-misses?
40. Do you investigate all accidents and near-misses?
41. Do you focus on finding the root cause during accident investigations?
42. Do you take recommended corrective action identified during accident investigations?

FIRST AID

YES NO

43. Have you confirmed that all workers know the location of the first aid kit?
44. Do workers know who the first aid attendant is (if one is required) and how to contact first aid?

FIRST AID CONTINUED

YES NO

45. Have you instructed workers to report all injuries?
46. Do you record all injuries?
47. Have you confirmed that workers know how to obtain assistance in emergencies?

RECORDS AND STATISTICS

YES NO

48. Do you keep records of the following:
- Orientation of new workers?
 - Training sessions?
 - Accidents and incidents?
 - Injuries?
 - Inspection reports?
 - Accident and investigation reports?
 - Monthly health and safety meetings?

MONTHLY MEETINGS

YES NO

49. Do you review accident statistics to see if trends are developing?
50. Do you hold monthly safety meetings?
51. Do workers attend most of these meetings?
52. Do you include an educational topic on your agenda?

BASIC SAFETY ORIENTATION

The success of a good safety program depends on the effectiveness of the orientation and training. Basic safety orientation allows you to communicate general and specific safety rules and regulations and the ways and means of developing good, productive and safe work habits. Basic employee orientation begins on the employee's first day of work and training should continue through the entire period of employment.

It is the responsibility of the owner/manager/supervisor to provide employees with safety orientation and training. Such orientation and training includes:

- 1.** Explanation, discussion and copies of:
 - Your health and safety program
 - Any documentation that details your business's health and safety policies and procedures
 - All employee health and safety training materials
 - All employee health and safety responsibilities
- 2.** Identifying all the hazards and risks particular to your work site.
- 3.** Educating employees as to the location and how to use:
 - Your safe work procedures
 - Your first aid kit
- 4.** Reviewing procedures in case of a fire or any emergency
- 5.** Reviewing the emergency procedures for getting medical treatment and for reporting accidents
- 6.** Reviewing reporting procedures for work injuries and accidents
- 7.** Communicating risks associated with injuries potentially arising out of violence in the workplace
- 8.** Explaining and issuing materials related to Workers' Compensation Board such as:
 - The policy to ensure that adequate employee training is provided to enhance worker safety and meet regulatory training requirements.

SAFETY TRAINING

TRAINING PROGRAM REQUIREMENTS

Good business practice and safety requirements dictate that all employees receive safety training:

- at their initial orientation
- when employees receive a change in job task or new responsibilities requiring new orientation
- when employees are exposed to new substances, processes, procedures, or equipment
- whenever a previously unrecognized hazard is identified

Safety training brings new ideas into the workplace or re-establishes desired methods of achieving safer work practices. It also allows managers to review the other elements of the safety program with employees and ensure that they are put into action on a daily basis.

MANAGER'S RESPONSIBILITY

It is the responsibility of managers to:

- Train employees in the proper use of equipment and safe methods of performing their jobs
- Ensure that every employee has been oriented in health and safety matters
- Review and provide every new employee with written safety rules

MANAGERS' RESPONSIBILITIES

In order to effectively execute their health and safety responsibilities, managers must:

- Familiarize themselves with the Health and Safety program and ensure its effective implementation in the restaurant.
- Be aware of all safety considerations when introducing a new process, procedure, machine or material to the workplace.
- Provide instruction on control measures and safe work procedures.
- Provide instruction on emergency procedures.
- Give maximum support to all programs and employees whose function is to promote health and safety.
- Review all accidents and complete an Accident Investigation Form to ensure that documentation requirements are fulfilled and appropriate action is taken to prevent reoccurrence.
- Report any work related accidents to the proper Workers' Compensation Board facility by completing a Form 7 and sending it within 72 hours of the occurrence.
- See that all injuries — no matter how minor — are treated immediately and referred to the approved medical facility, if needed.
- Inspect work areas often to detect any unsafe conditions and work practices.
- Conduct monthly health and safety meetings and inspections.
- Ensure that unsafe or harmful conditions found in the course of an inspection and/or accident investigation are remedied without delay.
- Conduct risk assessments and involve and consult with staff members for any injuries potentially arising out of violence in the workplace, ergonomics (sprains and strains) and emergencies.
- Eliminate or minimize risks to employees by implementing control measures, training and educating the staff, and evaluating controls for effectiveness.
- Ensure that all employees are fit for duty. An employee must not be assigned to activities where a reported or observed impairment may create undue risk to the employee or anyone else.

BE AWARE - TAKE RESPONSIBILITY

80% of all accidents are caused by unsafe acts

20% of all accidents are the result of unsafe conditions

Education, training and supervision go a long way in reducing the risk of accidents and injuries to employees

EMPLOYEES' RESPONSIBILITIES

Be Aware - Take Responsibility

Here are some of the responsibilities employees need to uphold in order to promote a safe and healthy work environment:

- Never knowingly put yourself or others at risk.
- Work with care and attention at all times.
- Before handling chemicals, read the MSDS and labels.
- Understand the control measures and safe work procedures.
- Know what to do in an emergency situation.
- Wear protective equipment as needed or required.
- Do not operate any machinery or equipment without receiving the proper instructions.
- Always report all injuries and/or symptoms, no matter how minor, immediately to your manager so that he/she can work with you towards prevention.
- Participate in inspections and investigations where applicable.
- Encourage co-workers to work safely.
- Report any unsafe acts and/or conditions to your manager and, wherever possible, remedy those conditions to ensure that no one gets hurt.
- Always check that guards and safety devices on equipment are used as instructed.
- Maintain equipment in good, safe working order.
- Adhere to all safety rules and regulations.
- If in the event you do get hurt, it is very important that you work with your doctor and your management towards a speedy recovery .
- Assist in the creation of a safe work environment by recommending actions that will improve the effectiveness of the health and safety program.

1. Locate the fire.
2. If the fire is small and localized, treat with a fire extinguisher.
If the fire is large, don't risk your safety. Don't attempt to fight it with a fire extinguisher.
3. Announce to staff and customers: "There is an emergency situation and you must leave the building immediately."

**ADVISE EVERYONE TO WALK – DON'T RUN – TO EXITS
STAFF MUST NOT GO TO LOCKERS TO GET PERSONAL BELONGINGS**

4. Phone the Fire Department from a phone outside the restaurant.

Emergency Phone Number in your area: _____

Be prepared to give the following information:

- Name of caller
 - Address of fire with nearest intersecting street
 - Information about fire (how fast fire is spreading, people trapped, etc.)
5. Ensure that people are leaving the building. Do not allow anyone to go back into the building.
 6. Have staff members meet at a pre-arranged area away from the restaurant (i.e. a nearby phone booth)
 7. Senior Manager on duty should:
 - Ensure everyone leaves the building
 - Provide firemen with details of the fire
 - Stay near but at a safe distance to the restaurant
 8. Cooperate with the Fire Department.

**DO NOT RE-ENTER BUILDING FOR ANY REASON UNTIL ADVISED BY
FIRE DEPARTMENT THAT IT IS SAFE TO DO SO.**

FIRE EXTINGUISHERS

FIRE EXTINGUISHERS – TYPES AND USAGE

1. A fire extinguisher is a storage container for water or a chemical. It is designed to put out a small fire, not a big one.
2. Extinguishers are labeled A, B, C, or D or a combination of these letters to indicate what type of fire it can be used on.
 - Extinguishers labeled with an “A” indicates use for fires started in paper, wood, drapes, or upholstery .
 - Extinguishers labeled with a “B” indicates use for fires started in gasoline, solvents, cooking shortening, or grease.
 - Extinguishers labeled with a “C” indicates use for fires started in wiring, fuse boxes, or electrical sources.
3. Fire extinguishers must be recharged professionally after any use. A partially used one might as well be empty.
4. Fire extinguishers are to be serviced and checked semi-annually by an authorized agent.
5. Extinguishers should be installed **away** from potential fire hazards and **near** an escape route.

HOW TO USE A FIRE EXTINGUISHER

1. **Pull** the pin. Some extinguishers require releasing the lock latch, pressing a puncture lever, or other motion.
2. **Aim** the extinguisher nozzle (horn and hose) at the base of the fire.
3. **Squeeze** or press the handle.
4. **Sweep** from side to side at the base of the fire. Watch for “re-flash” (the fire starting up again). Discharge the entire contents of the extinguisher.

CHECK TO SEE HOW YOUR FIRE EXTINGUISHER WORKS BEFORE YOU HAVE TO USE IT IN AN EMERGENCY.

FIRE CONTINUED

Review the Posted Fire Plan on a regular basis.

Fire extinguishers are located _____

The following employees are trained on how to use the fire extinguishers:

Employee	Date Trained
_____	_____
_____	_____
_____	_____
_____	_____

Fire drills have been conducted on:

Date: _____

Date: _____

Date: _____

FIRE ESCAPE PLAN

PLEASE POST ON SAFETY BULLETIN BOARD

EQUIPMENT LOCK-OUT PROCEDURE

Before commencing cleaning procedures or repairs on power-actuated machinery ensure the machine is locked out.

1. Use the start /stop switch on machine controls to turn it off. Ensure the machine is no longer energized.
2. Disconnect the power supply:
 - Where the machine uses a plug, disconnect the plug and place the male end on the machine in a location readily visible to the person or persons performing the work.
 - Where the machine's power is supplied from an electrical panel and circuit breaker, determine the correct breaker and switch it to the OFF position and apply a lockout clip on breaker and your own safety lock.
 - Where the machine is supplied power from a disconnect switch, determine the correct disconnect switch and switch it off. Apply lockout clip on breaker.
 - Where a machine is supplied power from more than one source, determine the correct breaker or disconnect for each power supply. Using your safety lockout clip and lock, lock out each power supply.
Note: Where more than one power source, equipment specific lockout procedure must be used.
3. Immediately test the machine to ensure power has been disconnected.
4. If the machine or equipment has been previously locked out, apply your own lock to the lockout clip.
5. Always use an approved safety lockout clip in conjunction with your own labeled lock to lock out electrical switch gear and power supplies.
6. Proceed with the necessary work.
7. Each worker must remove his/her own lock when his/her maintenance procedure is complete.
8. Workers are forbidden to remove locks other than their own.

ON COMPLETION OF WORK, THE MACHINE MUST BE JOGGED BY INTERMITTENT APPLICATION OF POWER BEFORE CONTINUOUS POWER IS APPLIED.

CONVECTION OVEN

Equipment

- clean cloth towels
- wear personal protective equipment, as recommended

- 1. Turn power switch off. Let oven cool down.**
2. Always wear personal protective equipment (for example, gloves, goggles and respirator) as recommended by supplier.
3. Always turn ventilation fans on to high.
4. Remove oven racks, bottom pan, side baffles and the fan venting baffles, and respirator, as recommended by supplier.
5. Using full strength oven cleaner, paint or spray cleaner onto warm surfaces.

If any chemical sprays in your eyes - get help right away! Someone will check MSDS sheets for medical treatment.

6. Once soil has been loosened from interior, wipe the surfaces with a clean cloth and warm water, making sure to remove all traces of oven cleaner.
7. Replace all removable parts.
8. Wash exterior surfaces with cleaning solution.
9. Wipe with damp cloth.

Pointers:

- Clean up spills as they occur. Line the bottom of the oven with foil to make clean-up easier.
- Do not use scouring pads or abrasive cleaners on glass doors. Oven cleaner will remove grease from glass.

CLEANING PROCEDURES

SLICER

Equipment

- wire mesh glove
- slicer pick
- spray bottle
- clean cloth towels

Standard

Clean daily and as often as necessary:

- 1. Wear wire mesh glove while cleaning or wiping the slicer in between products.**
2. Turn off slicer and unplug.
3. Turn the thickness control knob all the way to the “zero”.
4. Loosen the slicing table or vegetable chute locking knob. Do not remove knob.
5. Lift off slicing table or vegetable chute.
6. Push the slice deflector release button down.
7. Push the deflector down to release the top pin, then lift the deflector free.
8. Using both hands, lift off the centre plate knife guard.
9. Remove the sharpening assembly guard and lift out the sharpening assembly. Do not allow sharpening assembly to get wet.
10. Clean and sanitize removed parts and accessories by putting them through the dishwasher. Allow the parts to air dry. Do not put the sharpening assembly in any water, as it will rust. Wipe food away from sharpener with a dry cloth. Parts will remain very hot for some time after removal from dishwasher. Use extreme care when handling.
11. Before cleaning the blade, put on the wire mesh glove. Use cleaning solution to clean the front and back of blade, working from the centre outward.
12. Wipe slicer base.
13. Sanitize by misting with sanitizing solution. Do not rinse after sanitizing. Allow to air dry. Repeat steps 12 and 13 using clean water to rinse.

SLICER CONTINUED

After cleaning:

1. Replace sharpening assembly and guard.
2. Position centre plate knife guard with both hands. Line up the locking knob. Tighten the locking knob.
3. Replace the slice deflector by positioning the bottom pin first. Push down slightly and hook the top locking pin. Snap closed.
4. Replace required parts and accessories.

Important: Avoid using excess water to clean slicer. When sanitizing, lightly mist surfaces only. Excess water will cause damage to motor located at bottom of slicer.

Pointer:

- use a spray bottle filled daily with fresh sanitizing solution to mist sanitizer onto surfaces.

HANDLING HOT OIL STEPS

1. Turn off thermostat.
2. Unplug power cord from receptacle and place plug so that it is visible to the person cleaning/draining the cooker. Allow fryer to cool for 5 minutes.
3. Put on approved safety gloves.
4. Drain shortening while still hot, through a filter into a clean approved shortening pail.
5. Only fill pail(s) two - thirds full.
6. Cover pail(s) with lid and secure, store out of immediate work area.
7. Clean equipment according to cleaning guidelines.
8. Ensure that equipment is dried thoroughly.
9. Re-fill fryer by carefully pouring the cooled (to below 200° F) shortening back into the well. Fill to the correct level with filtered shortening.
10. Top up fryer to the oil level line (completely covering elements) with new solid shortening placed in the fryer basket and carefully lowered.
11. Remove safety gloves.
12. Start up or leave off fryer as business requires.
13. When oil in pails has cooled to 100° F carry to shortening disposal area, remove lid and pour carefully into storage container.

WORKING CLOSELY DOESN'T MEAN WE HAVE TO COLLIDE

- Use “in” and “out” doors
- Look through window before entering swinging door
- Say “behind” to alert your colleagues of your location
- Stay alert - get plenty of rest
- Avoid standing by swinging doors
- Watch for briefcases, purses, parcels
- Watch for seated children
- Walk, don't run
- Unravel doormats when they get crumpled
- No horse play

THE RIGHT SHOES CAN KEEP YOU UPRIGHT

Proper footwear prevents injuries. Wear shoes that:

- Are closed at the toe and without holes
- Protect against hot spills
- Are slip resistant
 - lots of edges on the sole
 - low or no heels
 - in good shape (not dirty or worn out)
- Provide lots of cushioning for comfort while on your feet

GET A GRIP - AVOID A SLIP!

- Clean as you go
- Keep floors clean, dry, and not slippery
- Use “Wet Floor” signs
- Wear non-slip footwear
- Empty all garbage cans frequently
- Keep aisles, entrances, and work areas clear
- Use handrails on stairs
- Walk, don't run
- Don't use boxes, chairs; use a ladder to get something out of reach
- Immediately repair all fall hazards - if not possible, report the hazard to your supervisor

LIGHTEN THE STACK - SAVE YOUR BACK

- Get help with heavy loads
- Use dollies, carts, trays for heavy loads
- Carry loads close to your back
- Squat! Lift with your legs, not your back
- Take extra trips
- Get regular exercise
- Maintain good posture
- Do not strain to reach for high items
- Push don't pull
- Ask a buddy for feedback on your posture
- Kindly and gently help others to learn good posture

KEEP THE EDGE - AVOID THE CUT!

- Use a sharp knife
- Always use a cutting board
- Store knives in proper racks
- Hold knife with your strongest hand
- Cut away from your hands and body
- Clean knives immediately after use
- Curl fingers under when dicing
- Carry only one knife at a time, with tip pointed down at your side
- Walk, never run, while holding a knife
- Place knives at the back of your working area, with sharp edges away from you
- Never try to catch a falling knife
- Do not talk to co-workers while cutting
- Do not use a knife as a can opener
- Never take medication that makes you drowsy
- Stay alert - rotate your tasks often

PREVENTING STRAINS & SPRAINS

Tired muscles can lead to serious injuries. Often there are risks associated with the physical demands of the job through frequent lifting of heavy items in awkward positions. Preventing injuries need not be complicated.

WAIT STAFF

- **Use trays to even the load**
- **Make frequent trips**
- **Pour coffee at waist level**
- **Load bus carts with heaviest on top, lightest on bottom**
- **Don't twist while carrying heavy items**
- **Use a step stool for long reaches**
- **When pulling, pushing, lifting or carrying:**
 - place feet apart for good balance
 - avoid twisting your back
 - bend knees
 - keep loads close to body
 - use smooth gradual motions
- **Everyone can benefit by:**
 - staying in shape with regular exercise
 - warming up muscles used in work
 - reporting any physical discomforts to your team
 - asking for and giving help when needed
 - stretching between orders
 - asking your management team and health and safety members to work with you on preventing strains and sprains

PREVENTING STRAINS & SPRAINS

Tired muscles can lead to serious injuries. Often there are risks associated with the physical demands of the job through frequent lifting of heavy items in awkward positions. Preventing injuries need not be complicated.

KITCHEN TEAM

- **Use two hands for carrying heavy pots**
- **Use carts, dollies to move heavy items**
- **Use two hands for plates**
- **Organize work areas with heavy items at waist level**
- **Put one foot up to rest when possible**
- **Use a step stool to eliminate long reaches**
- **When pulling, pushing, lifting or carrying:**
 - place feet apart for good balance
 - avoid twisting your back
 - bend knees
 - keep loads close to body
 - use smooth gradual motions
- **Everyone can benefit by:**
 - staying in shape with regular exercise
 - warming up muscles used in work activities prior to your shift
 - reporting any physical discomforts to your team before it's too late
 - asking for and giving help when needed
 - stretching between orders
 - asking your management team and health and safety members to work with you on preventing strains and sprains

SAFELY HANDLE CHEMICALS

SAFE HANDLING OF CHEMICALS MEANS:

1. When a chemical product is received into the restaurant make sure that the label has:
 - hazard symbol(s)
 - reference to MSDS *
 - precautionary and first aid measures
 - product and supplier identifier
 - risk phrase(s)
2. Do not use chemicals that you are unfamiliar with. If they do not have a correct label, then do not use them.
3. Always store chemicals away from food.
4. Always cover and label the chemicals.
5. Know how to correctly use chemical products before using them.
6. When handling chemicals, wear personal protective equipment (for example, goggles, gloves and respirator) as recommended by supplier.
7. Always mix chemicals in a well ventilated area.
8. When transferring cleaning agents from the original containers make sure that the new containers are labelled with the product name, safety precautions and the MSDS whereabouts in case of an accident.
9. If you run out of labels make your own by referring to a Material Safety Data Sheet (MSDS) for the necessary information.
10. Always check that the CO₂ tanks are chained and secure.

Part of Workplace Hazardous Materials Information System. (WHMIS)

SAFELY HANDLE CHEMICALS

MSDS* (Material Safety Data Sheets) explain potential hazards associated with chemical products and how to AVOID THEM. MSDS provide the following information:

1. How to use the product safely and how it can harm you if you don't.
2. First aid treatment and the hazards associated with the use of the product.
3. Ingredient breakdowns, description of the chemicals, fire and explosion information.
4. Preventative measures.
5. Disposal and clean up of spills.

Keep MSDS near the first aid kit in case of an **EMERGENCY** and take them to the hospital with the patient. A second copy must be kept in the manager's office as back up.

Part of Workplace Hazardous Materials Information System. (WHMIS)

CHEMICAL POISONING

If anyone (an employee or guest) accidentally ingests a chemical substance, immediately call your local Poison Control Centre to obtain information on how to effectively deal with the circumstances.

Emergency Phone Number in your area: _____

(Please fill in)

If possible, please have the following information available before you call the Poison Control Centre. Check your MSDS sheets for all hazardous information.

- Original container
- Brand name
- Active ingredients - refer to your Material Safety Data Sheets (MSDS)
Exposure - when did it happen?
- Is chemical full strength or diluted?

If a chemical is splashed in an eye:

- Immediately irrigate the eye by using the eyewash stations or lay head over a sink and trickle clear, lukewarm water from a clean jug over the eye for at least 20 minutes and continue flushing en route to the hospital.
- Have someone call the Poison Control Centre.
- Locate the Material Safety Data Sheet (MSDS) to bring with patient to the hospital.

First Aid Policy

A holder of a current Level I First Aid Certificate must be on duty when there are eleven employees or more on shift.

All employees must know who the First Aid Attendant is in case of an emergency.

Post an updated list of First Aid Attendants on the employee bulletin board.

Always notify a First Aid Attendant if an employee or a customer requires first aid.

All injuries must be recorded in the first aid record book.

A fully stocked first aid kit must be readily available to all employees.

First Aid Kit

The following items, except for the blankets, must be kept in a kit that can readily be taken to the scene of an injury. Where necessary to keep the items clean and dry, the kit must be weather-proof. Blankets must be readily available to the First Aid Attendant.

- 3 Blankets
- 24 14 cm x 19 cm antiseptic towelettes, individually packaged
- 60 Hand cleansing towelettes, individually packaged
- 100 Sterile adhesive dressings, assorted sizes, individually packaged
- 12 10 cm x 10 cm sterile gauze dressings, individually packaged
- 4 10 cm x 16.5 cm sterile pressure dressings with crepe ties
- 2 7.5 cm x 4.5 m crepe roller bandage
- 1 2.5 x 4.5 m adhesive tape
- 4 20 cm x 25 cm sterile abdominal dressings, individually packaged
- 6 Cotton triangular bandages, minimum length of base 1.25 m
- 4 Safety pins
- 1 14 cm stainless steel bandage scissors
- 1 11.5 cm stainless steel liver forceps
- 12 Cotton tip applicators
- 1 Pocket mask with a one-way valve
- 6 Pairs of latex gloves
- 1 First aid record book and pencil or pen

PROTECTIVE EQUIPMENT

1. When working with hazardous materials, wear proper personal protective equipment as recommended by the manufacturer/supplier (for example, gloves, goggles, respirator).
2. Lidded pails are available for transporting shortening.
3. Rubber based, leather topped shoes are required in the restaurant. Shoes with exposed heels, toes or archways are not permitted.
4. Hair longer than shoulder-length must be pulled back while on duty in the restaurant.
5. Trays and dollies are available for carrying heavy loads.
6. All locations must maintain a full level first aid kit.

Other protective equipment available to employees:

- oven mitts
- eyewash materials
- MSDS and workplace labels
- water gel: a powerful healer and provides pain relief for most minor burns
- “Wet Floor” signs

For information on interpreting of complying with the WCB’s Personal Protective Equipment (PPE) requirements, talk to your WCB occupational safety or hygiene officer or call the WCB Prevention Information Line at 604 276-3100 or toll-free in B.C. at 1 888 621-SAFE (7233).