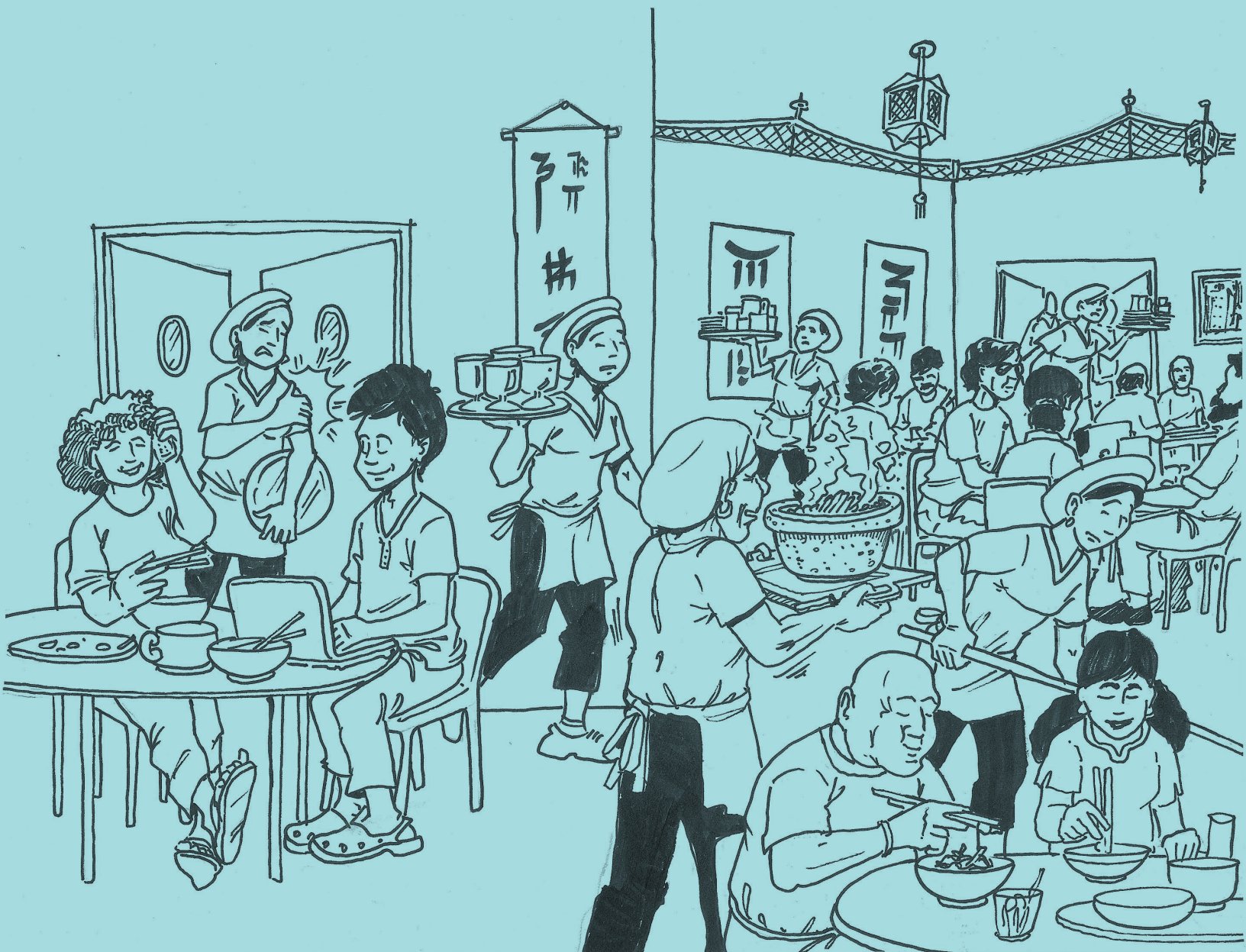


A Menu for Protecting the Health and Safety of Restaurant Workers

A joint project of the Labor Occupational Health Program at UC Berkeley and Young Workers United



A Menu for Protecting the Health and Safety of Restaurant Workers is a joint training project of the Labor Occupational Health Program at UC Berkeley and Young Workers United. If you have any questions, please contact:

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Heat Safety: How to report a problem to Cal/OSHA developed by Cal/OSHA, 2010.

A Menu for Protecting the Health and Safety of Restaurant Workers



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Health and safety in restaurants

In any workplace there are hazards that can cause injuries and illnesses to the people who work there. This training focuses on restaurants – you will learn more about hazards that are common in restaurants and how to prevent getting hurt. You will also learn about your rights to a safe workplace.

What type of injuries affect restaurant workers?

The most common injury is **sprains and strains** – these make up a third of injuries reported in restaurants.

Other common injuries include **cuts, bruises and burns**.

Most of these injuries are preventable.

The safest restaurant is one in which as many hazards as possible are eliminated through careful planning and good decision-making about how work gets done. Workers play an important role in identifying the hazards and making suggestions for solutions.

Preventing injuries can actually **save** lives and **save** money by:

- reducing workers' compensation claims;
- avoiding loss in productivity when injuries occur; and
- improving employee morale!



Luis's Story



Luis works at a busy restaurant called “The Honey Pig.” The dining room seats 180 people. He works at the preparation table cutting vegetables and meat all day. He has to keep the cutting machine clean.

On Monday afternoon, Luis rushed into work from his morning job as a school janitor. He had to prepare 10 orders of vegetable servings at once and found that his co-worker from the day shift hadn’t cleaned the vegetable cutting machine.

Luis tried to quickly clean between the machine’s blades by reaching in with his bare hands to pull out some remaining pieces of vegetables. The machine was not unplugged, and because the turn-on button was very sensitive, he accidentally turned it on. The machine shredded his three middle fingers.

Does this seem familiar?

- Yes No

What causes the injuries of restaurant workers like Luis?

Kim's Story



Kim has worked full time as a waitress at a restaurant since she immigrated to the U.S. five years ago.

Lately, she becomes tired very easily, gets lots of headaches, and feels joint pain and fatigue. The restaurant has been very busy and there is a lot of pressure to work fast.

She has tried over the counter medication to reduce her pain, but the pain on her shoulders, arms, and hands won't go away. All waitresses at the restaurant have been complaining that the trays are too heavy. The manager says that the restaurant is too busy and that there's nothing he can do.

Does this seem familiar?

Yes No

What causes the injuries of restaurant workers like Kim?

What are Job Hazards?

Anything at work with the potential to harm a worker either physically or mentally is considered a **job hazard**.

Some hazards in restaurants are easily visible. Restaurant workers can see that the hot stove or stone pot can potentially burn their hand or that the ham slicer can potentially cut their fingers. Some hazards are less visible. These are things that can cause workers to be injured or become ill that we do not think of as job hazards. We do not usually think that working too quickly may cause an injury, that chopping vegetables all day or lifting heavy objects may hurt workers' wrists and backs over time, or that using strong cleaning products every day may damage workers' lungs.

Job hazards can be grouped into different categories, such as:

- **Safety hazards** which cause immediate accidents and injuries. For example, knives, ovens, slippery floors are hazards that can result in burns, cuts, or broken bones.
- **Ergonomic hazards** that cause sprains and strains, such as doing repetitive tasks or heavy lifting.
- **Other health hazards:** additional workplace conditions that can make you sick, such as noise, chemicals, heat, and stress.

Remember, restaurant workers are exposed to many job-related hazards that may cause injuries and illnesses that in turn impact their lives, income, and family members. Restaurant employers also face financial challenges in making health and safety improvements and complying with state and federal laws.

Restaurant workers and employers can develop skills to identify both the **more visible** and the **less visible** hazards in the workplace, come up with effective solutions, and communicate about ways to prevent injuries and illnesses.

What is wrong with this picture?



Making Restaurants Safer

Many hazards exist in restaurants, but there are also steps that can be taken to dramatically improve safety. As the safety triangle shows there are three main ways to protect workers.

The best way to prevent injuries is to remove the hazard altogether (#1), or keep it isolated, away from workers, so it can't hurt anyone. This way the workplace itself is safer!

Removing the hazard can sometimes be the most difficult solution, or take the longest time to implement. You may need other solutions to protect you in the meantime.



Example

Many restaurant workers get burned lowering frozen food into deep fryers, or cleaning the fryers. What controls can a restaurant put in place to keep workers from getting burned?

1. Is there a way to remove the hazard?

Install grease pans that dump automatically for cleaning.

2. What improvement in work practices would help?

Train workers on the importance of shaking ice crystals off frozen foods before putting them into the deep fryer, to avoid splattering.

3. What protective clothing or equipment would help?

Gloves, sleevelets, and long aprons. These need to resist heat and grease to at least 400° F for anyone working with fryers.

What solutions do you see in this picture?



Remember:

- The goal should be to come up with changes that remove or isolate the hazards and do not depend on people to follow procedures that need to be enforced. Procedures can be hard to keep up when restaurants get busy. Personal protective equipment (PPE) is the last resort because it requires proper maintenance and must fit the worker, and it depends on the worker remembering to use it and use it correctly.
- Many times it takes steps at all levels to protect workers. Once a change has been implemented, it is important to re-evaluate the situation to confirm that the hazard is no longer present or that other hazards have not been created.
- Training is necessary to keep workers aware and involved whenever a safety rule will be put in place or a change will be implemented.

Making Restaurants Safer Worksheet

Now try to come up with a combination of measures to reduce some of the key hazards you identified in the hazard mapping activity. Remember that you always aim to remove or isolate the hazard first. If that is not possible, try to come up with a combination of measures to reduce the hazard like improving work practices and then using personal protective equipment.

Hazards	Solutions
	Remove or isolate the hazard
	Improve work practices
	Provide personal protective equipment
	Remove or isolate the hazard
	Improve work practices
	Provide personal protective equipment
	Remove or isolate the hazard
	Improve work practices
	Provide personal protective equipment

Workers' Rights to a Healthy and Safe Workplace

By law, all workers have the right to a safe and healthful workplace. Cal/OSHA is the agency in charge of making sure that workplaces are safe for all workers. There are specific laws or regulations called “standards” which Cal/OSHA enforces. These laws describe what employers must do to protect workers and can be divided into three categories:

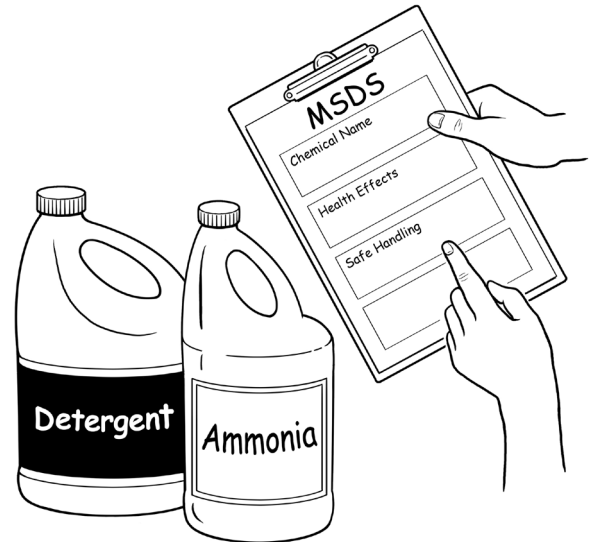
1. **Right to know** about workplace hazards
2. **Right to protection** from these hazards
3. **Right to act to improve** workplace safety

1. Right to know about workplace hazards

The Hazard Communication Standard

This standard gives you the right to know about the chemicals you work with and requires that employers:

- Make an inventory of all the chemicals used or stored at the workplace.
- Label all chemical products.
- Obtain and make available to employees copies of the Material Safety Data Sheets (MSDSs) for all chemicals. MSDSs give you detailed information about the chemical, possible health effects, and how to work with it safely.
- Train all employees about the chemicals they work with and how to use them safely.



Do you want to know:

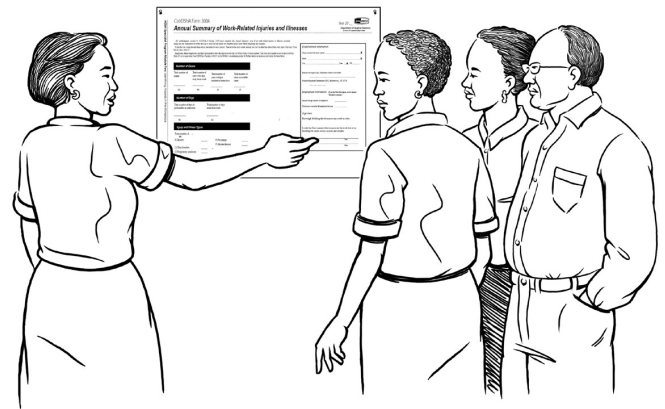
- How dangerous is this chemical?
- How can this product affect my health?
- What other chemicals are used in my workplace?

Recording and Reporting of Occupational Injuries and Illnesses Cal/OSHA Form 300

Every employer with ten or more employees must record most occupational injuries and illnesses on a state form called the Cal/OSHA Form 300. An employer must record any job injury that requires more than first aid treatment or that results in lost work time, restricted duties or transfer to another job, or where the worker loses consciousness. All work-related illnesses must be recorded.

An annual summary of the Form 300 must be posted in the workplace for three months, from February 1 to April 30 each year.

Workers have a right to get a copy of the Form 300 and the Annual Summary.



Do you want to know:

- What type of injuries have occurred in your workplace?
- How many workers were injured in the last year?

2. Right to protection from workplace hazards

Injury and Illness Prevention Program (IIPP)

This standard requires every California employer to have an effective Injury and Illness Prevention Program (IIPP) to promote health and safety in the workplace. The IIPP must include the following information:

1. Name of the person responsible for the program.
2. A system for making sure workers comply with safety rules and procedures.
3. A system to communicate with workers on health and safety matters, which must include a way for workers to report unsafe conditions without fear of reprisal.
4. A system to identify unsafe or unhealthful conditions. This must include regular inspections of the worksite. Supervisors must be informed of any problems found.
5. A system to investigate any job-related injuries and illnesses that occur.
6. A system to correct hazards in a timely manner.
7. Training for workers about the specific hazards on their jobs before they start work and every time a new hazard is introduced. Training must be provided in a language and manner workers can understand.
8. A written document describing the IIPP. Workplaces with fewer than 10 employees are exempt from some documentation requirements.

Do you want to:

- Give suggestions for improving safety at your workplace?
- Receive training in the language you speak?

3. Right to Act to improve workplace safety

Right to Report a Problem to Cal/OSHA

You have a right to make a complaint to Cal/OSHA, the agency in charge of making sure that workplaces are safe for all workers. Cal/OSHA will investigate if you and other workers are in danger of work-related injury or death. They will not ask you about your immigration status.

You can contact Cal/OSHA directly, or a community organization can assist you. Community organizations include unions, worker centers, churches and other local groups. It is illegal for your employer to fire or punish you for reporting or making a complaint about unsafe working conditions.



Are you concerned about a hazard that has never been fixed, and wonder where you can go for help?

Cal/OSHA will respond more rapidly if you provide the following information:

1. **The name of your employer or company** and the kind of work you are doing.
2. **Where the job is located** – this is important so Cal/OSHA can find your worksite.
3. **The problem** – Give as many details as you can about the problem and how it affects you and other workers.
4. **The number of workers** at the site and what languages they speak.
5. **The hours of work** and how long the work will continue at that location (another day, week or month?)
6. **Your name** – Cal/OSHA will not tell your employer who called. You are not required to give your name if you do not want to.

How can you report a problem to Cal/OSHA?

Call, fax a complaint and/or go in person to your local Cal/OSHA office.

Find your local office:

- Call 1-866-924-9757 (enter your zip code to find the closest office)
- Go to <http://www.dir.ca.gov/dosh/DistrictOffices.htm>

Find a complaint form online:

- English version: <http://www.dir.ca.gov/dosh/WebComplaintForm.pdf>
- Spanish version: <http://www.dir.ca.gov/dosh/CompFormSpaGeneral.pdf>

Right to Act to improve workplace safety (continued)

What will Cal/OSHA do?

Cal/OSHA inspectors will come to a worksite if they believe the employer is violating worker health and safety standards or workers are in danger of injury or death.

They will ask the employer and workers questions to find out more about the hazards. You have a right to talk with the inspector in private. Get the inspector's phone number if you prefer to talk when you are not at work.

- Tell the inspector about any problems and any changes that are needed to protect your health – you are the expert about conditions at your job. If the inspector doesn't speak your language, he or she will request an interpretation service.
- If it is determined that the employer has violated a safety standard, Cal/OSHA will give a citation and fine to the employer. The employer must fix the problem by a specific date.

Right to Refuse Unsafe Work

If you are ever asked to do job tasks that you believe might lead to death or serious injury, you can and should refuse to do that work. Ideally, your workplace will have a safety system to make sure that workers are never called on to perform an unsafe act. If you do refuse to do a dangerous task, Cal/OSHA protects you against punishment but only if certain conditions are met:

- Doing the work could expose you to a “real and apparent” hazard that could result in injury or death.
- You first ask the employer or supervisor to eliminate the hazard.
- There is not enough time to correct the problem through normal Cal/OSHA enforcement procedures.
- You inform the employer that you are willing to perform other work until the hazard is eliminated.

If all these conditions are met and workers are punished for refusing to do work they believe is especially dangerous, you can file a complaint with the state Labor Commissioner.

Other rights

In addition to the health and safety rights already described, workers have the right to:

- At least the California minimum wage, \$8 per hour.
- A half-hour unpaid meal period after no more than 5 hours of work, and a 10-minute paid rest period after each 4 hours of work.
- Work without racial or sexual harassment.
- Join or organize a union.

In San Francisco, workers have the right to:

- A minimum wage of \$9.92.
- Sick leave – Workers have a right to one hour of paid sick leave for every 30 hours worked, with a cap or maximum of 72 hours. For small businesses with less than ten employees, the cap is 40 hours.
- Health plan benefits, if you work for an employer with 20 or more employees.

Workers' compensation if injured on the job

Every workplace should have a plan for handling injuries. Employees need to know when and how to report injuries.

Should these restaurant workers report their injury to their supervisor?



A. Carlos cut his hand with the knife while chopping vegetables. He needs stitches and a tetanus shot.



B. Sara's arms ache during her shift as a server. On some days, she can barely carry the trays.

Both of these injuries should be reported to the supervisor. If you get hurt on the job, your employer is required by law to pay for workers' compensation benefits. These benefits can include:

- **Medical Care.** Paid for by your employer, to help you recover from an injury or illness caused by work.
- **Temporary Disability Benefits.** Payments if you lose wages because your injury prevents you from doing your usual job while recovering.
- **Permanent Disability Benefits.** Payments if you don't recover completely.
- **Supplemental Job Displacement Benefit.** If you need to change jobs, this provides a voucher to help pay for retraining or skill enhancement if you don't recover completely, your employer doesn't offer you work, and you don't return to work for your employer.
- **Death Benefits.** Payments to your spouse, children or other dependents if you die from a job injury or illness.

You don't have to be a legal resident of the United States to receive most workers' compensation benefits.

How does the law help these workers?

Roberto's story

In the last three months, workers at Joe's Big Steak have started using a new dishwashing liquid. A couple of workers have developed rashes and Roberto often feels headaches after using it. He also feels like his hands burn. He isn't sure if it's due to the new dishwashing liquid, and wonders if he should be wearing gloves or doing something to protect himself. None of the workers received training on this product or other chemicals they use.

(Look at the Hazard Communication Standard on page 12 to answer these questions.)

1. What is the problem?

2. How does the Hazard Communication Standard help workers like Roberto?

3. What are two main points that you think are most helpful about this standard?

Ana's story

Ana has worked at Taqueria La Mejor for two years. She has received several trainings on handling food safely, but doesn't remember ever receiving training on her own safety at work. Accidents have been common at the taqueria. Co-workers have been burned by hot oil and slipped on wet floors, and several are having back problems. She has some good ideas for making the restaurant safer, but doesn't know if she could talk to the manager without getting in trouble.

(Look at the Injury and Illness Prevention Program on page 13 to answer these questions.)

1. What is the problem?

2. How does the Injury and Illness Prevention Program (IIPP) help workers like Ana?

3. What are two main points that you think are most helpful about the IIPP?

Julia's Story

Several workers at The Golden Restaurant, the restaurant where Julia works, have suffered burns from the hot oil that splashes from the deep fryer. Even though Julia knows that you always have to defrost the food before putting it into the fryer, she sees how new workers arrive and nobody trains them. There is just no time. The restaurant is so busy and the managers push them to work more quickly. The manager tells them they should all be happy to have a job, and Julia doesn't dare say anything about the fryer.

(Look at the Right to Report a Problem to Cal/OSHA on page 14 to answer these questions.)

1. What is the problem?

2. How does the Right to Report a Problem to Cal/OSHA help workers like Julia?

3. What are two main points that you think are most helpful about this right?

Taking it back to work

Resources to improve safety at your restaurant

This section contains resources that you can use to improve safety at your restaurant. These include:

- Restaurant Hazard Checklist** – use it during a walk-through to help identify key hazards. (page 24)
- Five Tip Sheets** that give you ideas for dealing with specific hazards. These tip sheets include suggestions for what **management can do** to make the workplace safer, and **suggestions for workers** to follow safe work practices and use protective clothing as needed.

Topics addressed are:

- Burns and Hot Stuff (page 24)
 - Cuts and Sharp Stuff (page 26)
 - Slips and Falls (page 28)
 - Ergonomics Hazards (page 30)
 - Robberies and Assaults (page 32)
- Two tip sheets** to address:
- Emergencies and how to be prepared (page 34)
 - Injuries on the job (page 35)



Next Steps

Restaurant workers and employers need to work together to prevent injuries and illnesses and improve productivity and the overall functioning of their workplace. Workers are in an important position to identify hazards and to suggest solutions. Managers may provide the resources and have the decision-making power to implement the changes that will keep workers from being injured or becoming ill. The following are things restaurant workers and their employers can do to protect everyone's health:

What can workers do?

- Report hazards and injuries to their manager or employer immediately.
- Practice using the hazards checklist and hazard mapping.
- Suggest the best solutions to the hazards present in their workplace.
- Participate in safety and health training.

What can workers ask management to do?

- Set up safety meetings to listen to workers' concerns.
- Set up and support a safety committee that would take on the task of identifying hazards and coming up with solutions.
- Provide health and safety training for all workers.

Key points to remember:

- A job hazard is anything that can potentially harm workers physically or mentally.
- Some job hazards are more obvious because we know they are dangerous, and some are not, such as things that can harm workers over a longer period.
- Workers are in an important position to identify hazards and to suggest solutions. Managers may provide the resources and have the decision-making power to implement the changes that will keep workers from being injured or becoming ill.

Restaurant Hazards Checklist

1. Check all the hazards below that you believe you have in your restaurant. This checklist doesn't cover every hazard, but will help you think about the most common ones. Use the blank lines to add any hazards that you think are important but are not listed.
2. Decide which **three** you think are the most serious hazards. Circle them.
3. Look at the tip sheets on pages 24-36 for ideas for dealing with these hazards.

Hot Stuff

- | | | |
|---|---|--------------------------------------|
| <input type="checkbox"/> Ovens and broilers | <input type="checkbox"/> Grills and stovetops | <input type="checkbox"/> Deep fryers |
| <input type="checkbox"/> Microwave ovens | <input type="checkbox"/> Coffee makers | <input type="checkbox"/> _____ |

Sharp Stuff

- | | | |
|---------------------------------------|---|--|
| <input type="checkbox"/> Knives | <input type="checkbox"/> Power slicers/grinders | <input type="checkbox"/> Food processors |
| <input type="checkbox"/> Broken glass | <input type="checkbox"/> Box cutters / tools | <input type="checkbox"/> _____ |

Slips and Falls

- | | | |
|--|---|--|
| <input type="checkbox"/> Slippery floors | <input type="checkbox"/> Clutter on floors | <input type="checkbox"/> Cluttered exits |
| <input type="checkbox"/> Cords | <input type="checkbox"/> Climbing to reach things | <input type="checkbox"/> _____ |

Ergonomic Hazards

- | | | |
|---|--|--|
| <input type="checkbox"/> Awkward lifting | <input type="checkbox"/> Heavy lifting | <input type="checkbox"/> Awkward bending or reaching |
| <input type="checkbox"/> Repetitive movements | <input type="checkbox"/> Standing for long periods | <input type="checkbox"/> _____ |

Robberies and Assaults

- | | | |
|--|--|---|
| <input type="checkbox"/> Working alone | <input type="checkbox"/> Working late at night | <input type="checkbox"/> Handling large amounts of cash |
| <input type="checkbox"/> Poor visibility from street | <input type="checkbox"/> No alarm system | <input type="checkbox"/> _____ |

Chemicals

- | | | |
|---|--|-------------------------------------|
| <input type="checkbox"/> Dishwashing products | <input type="checkbox"/> Cleaning products | <input type="checkbox"/> Pesticides |
| <input type="checkbox"/> _____ | | |

Other Hazards

- | | | |
|--------------------------------|--------------------------------|--------------------------------|
| <input type="checkbox"/> _____ | <input type="checkbox"/> _____ | <input type="checkbox"/> _____ |
|--------------------------------|--------------------------------|--------------------------------|

Preventing Burns from Hot Stuff

Stove Tops, Ovens, Broilers, Grills

Make the Workplace Safer

- Provide grills and other hot surfaces that have built-in guard bars, so workers won't accidentally touch them.

Follow Safe Work Practices

- Avoid overcrowding on the range tops.
- Set pot handles away from burners, and make sure they don't stick out over the edge of the range.
- Adjust burner flames to cover only the bottom of a pan.
- Don't fill pots too full, to avoid boiling over.
- Lift pot covers back safely to protect yourself from steam.
- Use tongs to lower food into boiling water.
- Get help when moving or carrying a heavy pot of simmering liquid.
- Never leave hot oil or grease unattended.

Use Protective Clothing and Equipment

- Use potholders, gloves, or mitts when checking food on the stove, placing food in boiling water, or reaching into ovens and broilers.
- Never use wet material (like a damp towel) as a potholder.

Deep Fryers

Make the Workplace Safer

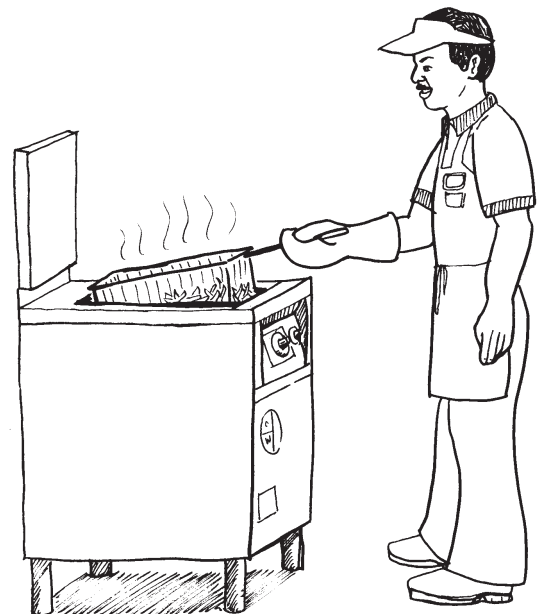
- Provide fryers that dump used grease automatically.
- Provide fryers that lower food automatically into the hot oil.
- Use splash guards on fryers.

Follow Safe Work Practices

- Dry off wet food and brush off ice crystals before placing the food in the fryer basket. Wet foods splatter and cause steam.

DID YOU KNOW?

Workers under 16 are not allowed to bake, and they can only do light cooking with electric or gas grills that do not involve cooking on an open flame.



- Fill fryer baskets no more than half full.
- Raise and lower fryer baskets gently.
- Do not stand too close to hot oil, or lean over it.
- Keep beverages and other liquids away from fryers.
- Don't strain hot oil or carry it. Wait until it is cool.
- Follow directions when adding new fat or oil.
- Cover fryer oil when it's not in use.

Use Protective Clothing and Equipment

- Use potholders, gloves, or mitts.
- Never use wet material (like a damp towel) as a potholder.

Microwave Ovens

Make the Workplace Safer

- Provide ovens that turn off when the door is opened.
- Check seals on microwave oven doors periodically.

Follow Safe Work Practices

- Do not use metal containers, foil, or utensils in a microwave oven.
- Open containers carefully after removing them from the microwave, to allow steam to escape.

Use Protective Clothing and Equipment

- Use hot pads, potholders, gloves, or mitts when removing items from the microwave.

For More Information

Workers can also be burned when they slip or trip. They may fall against or touch a hot surface. Look at Tip Sheet: Preventing Injuries from Slips and Falls.

Preventing Cuts from Sharp Stuff

Knives

Make the Workplace Safer

- Provide knives that are the right size and type for each job.
- Provide box cutters for opening boxes.
- Provide proper storage for knives (counter racks, wall racks, or storage blocks).
- Allow workers enough time to work safely.

DID YOU KNOW?

Workers under 18 are not allowed to use, clean, take apart, or assemble large electrical appliances, such as automatic slicers and bakery machines.

Follow Safe Work Practices

- Keep knives sharp. Dull knives are unsafe.
- Never leave knives soaking in water.
- Place a damp cloth under your cutting board to keep it from slipping.
- If you are interrupted while cutting, put the knife down in a flat, safe place.
- Pass a knife to another person by laying it on a counter, or pass with blade pointed down.
- Let a falling knife fall. Step back. Warn others. Never try to catch the knife.
- Carry and store knives in sheaths or protective cases when possible.
- When cutting, tuck in fingers on the hand that's holding the food.

Use Protective Clothing and Equipment

- If you're doing a lot of cutting, wear cut-resistant gloves that cover the wrists, fit well, and have sturdy, tightly-woven seams.



Slicers, Grinders, Food Processors

Make the Workplace Safer

- Equip large electrical appliances with machine guards.
- Keep cords, plugs, outlets, housings, and blades in good repair.
- Keep electrical outlets free of cracks and grease to avoid short circuits.
- Place electrical equipment away from water.

Follow Safe Work Practices

- Before using a machine, make sure guards are in place.
- Keep hands, face, hair, clothing, and jewelry away from moving parts.
- Always use lockout/tagout procedure when cleaning or repairing electrical equipment.
A machine is locked out if a special locking mechanism is used so no one can turn it on, often at the plug or power circuit. In addition, it must be tagged out, which means that a written warning is attached to the power source telling people not to remove the locking mechanism or turn on the power.
- Keep floors dry near electrical equipment and outlets.

Use Protective Clothing and Equipment

- Wear cut-resistant gloves, goggles, sleevelets, and arm protectors when operating equipment.

Glass and Dishware

Make the Workplace Safer

- Designate one clearly-marked trash can for broken glass and sharp can lids.
- Store glasses, bottles, and dishware away from areas with a lot of foot traffic.
- Store glasses in racks. Don't stack them directly on top of each other.

Follow Safe Work Practices

- Use heavy-duty plastic or metal scoops for food or ice, not drinking glasses.
- Don't use chipped or cracked glasses or dishware.
- When cleaning up broken glass, use a dustpan and broom.

Use Protective Clothing and Equipment

- Wear gloves and goggles if necessary when cleaning up broken glass.
- Wear gloves or use a towel when removing lids from glass jars.

Preventing Injuries from Slips and Falls

Moving Around Safely

Make the Workplace Safer

- Provide enough work space to avoid collisions.
- Provide proper storage so walkways and work areas are kept free of clutter.
- Keep electrical cords out of walkways. Have enough outlets so extension cords are not needed.
- Maintain carpets in good condition.
- Lay out the dining room and kitchen without tight or blind corners to avoid collisions.
- Have non-slip surfaces and handrails on stairs.

Follow Safe Work Practices

- Don't move too quickly.
- Don't carry items too tall for you to see over.
- Warn other workers when walking behind them.

Use Protective Clothing and Equipment

- Wear non-skid, waterproof shoes with low heels and good tread.
- Lace and tightly tie your shoes.
- Don't wear shoes that have leather or smooth soles, platform or high heels or are open-toe style.
- Don't wear over-sized or baggy pants that could cause you to trip.

Some shoe manufacturers have products with slip-resistant soles and some provide special employer purchasing arrangements. Two examples are:

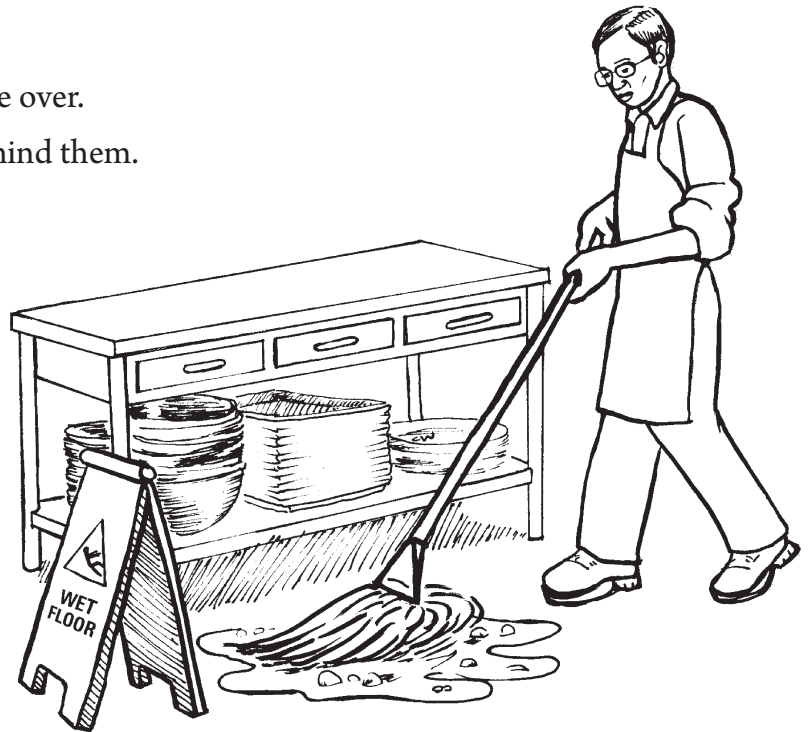
Keuka Footwear: www.keukafootwear.com

Shoes for Crews: www.shoesforcrews.com

DID YOU KNOW?

Employers are required by law to give workers protective equipment and clothing if it's needed.

Some employers provide safe shoes with non-skid soles as part of the work uniform.



Spills and Clean-up

Make the Workplace Safer

- Have non-slip stable floor mats in good condition in areas that could get wet. But remember that moving heavy mats can cause back injuries.

Follow Safe Work Practices

- Clean up spills immediately.
- Clean floors regularly so grease does not build up.
- Use a clean mop with approved floor cleaners.
- Use warning signs to keep people off wet floors.

Falls When Reaching or Climbing

Make the Workplace Safer

- Provide enough ladders and footstools of the right size and keep them in good condition.
- Have good lighting in work areas, and in delivery and storage areas.
- Set up work areas to limit the need for reaching and climbing. For example, keep the most frequently used items on accessible shelves.

Follow Safe Work Practices

- Never use a box, cart, or other equipment to reach for objects. Use a ladder or footstool.

Preventing Injuries from Ergonomic Hazards

Lifting and Carrying

Make the Workplace Safer

- Design the workplace so workers have enough space to move safely when lifting and carrying.
- Provide smaller bus pans and trays.
- Reduce the need for lifting and carrying. Provide hand trucks and other lifting devices, and keep them in good condition.
- Install a garbage chute.
- Provide training in safe lifting methods.

Follow Safe Work Practices

1. Plan your lift before you start

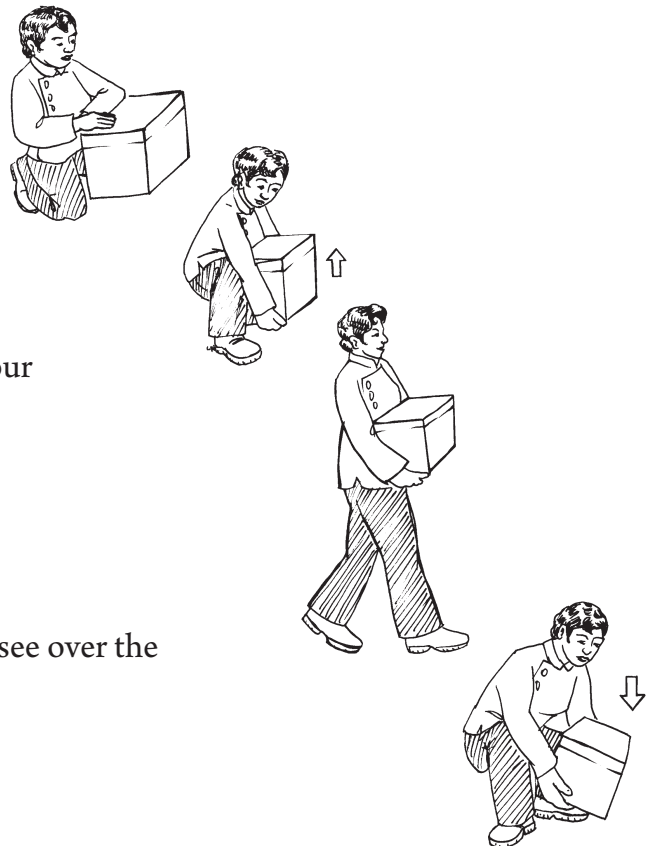
- Don't try to carry more than you can handle. Make extra trips if necessary or ask for help.
- Don't overload trays or pans.
- Use gloves if necessary.
- Make sure you have a clear path to where you are carrying the load.

2. Lifting

- Get as close as possible to the load before lifting.
- Lift with your legs, not your back.
- Keep your head up, back straight, and bend at your knees.
- Don't lift with your hands only.

3. Moving the load

- Keep the load close to your body.
- Look where you are going. Don't lift if you can't see over the load.
- Move your feet instead of twisting your body.



DID YOU KNOW?

Ergonomic hazards are caused by poor design of the workplace and equipment. They produce wear and tear on the body. They can cause pain and injury to the hands, arms, neck, back, and other parts of the body.

4. Lowering

- When setting the load down, let your leg muscles carry it down.
- Be sure your fingers and toes are clear before setting the load down.

Bending, Reaching

Make the Workplace Safer

- Provide storage for heavy items on lower shelves to avoid reaching.
- Provide ladders and footstools of the right size, and keep them in good condition.
- Redesign drive-through windows so workers don't have to stretch to serve customers.

Follow Safe Work Practices

- Don't bend or reach to get a heavy or awkward item. Ask for help to lift and move it properly.
- Don't reach above your shoulders.
- Never use a box, cart, or other equipment to reach for objects. Use a ladder or footstool.
- Push carts instead of pulling them, where possible.

Repetitive Movements

Make the Workplace Safer

- Install tables and chairs permanently so they don't have to be set up and taken down daily.
- Provide floor mats to protect against constant impact with hard surfaces.
- Rotate tasks, especially those that require using the same motion over and over.
- Provide mechanical equipment to do repetitive tasks where possible.

Follow Safe Work Practices

- Often take a few moments to stretch, especially if you spend a lot of time carrying loads, bending, reaching, or repeating the same motion.
- Use good posture.
- When walking or standing for long periods, use floor mats, take breaks, and rotate tasks if possible.
- When sitting for long periods, make sure your lower back is supported, take breaks, and rotate tasks if possible.

DID YOU KNOW?

Experts say back belts are not effective in preventing back injuries, and in some cases may increase the chance of back injury. The National Institute for Occupational Safety and Health (NIOSH) recommends that employers not rely on back belts to protect workers, but instead set up an ergonomics program that includes workplace assessment, hazard reduction, and worker training.

Preventing Injuries from Robberies and Assaults

Basic Security Measures

Make the Workplace Safer

- Post emergency telephone numbers.
- Post laws against assault, stalking, and violent acts.
- Have good lighting in the workplace.
- Have good lighting and security in parking lots and other areas where people go alone at night.
- Have more than one exit workers can reach in case of emergency.
- Schedule at least two people per shift, especially at night.
- Train workers on what to do in case of robbery, crime, or a potentially violent situation.
- Set up a reporting process for violent incidents and threats.
- Don't require servers to wear revealing or sexy uniforms.

DID YOU KNOW?

Workplace violence is one of the leading causes of death on the job. Most violent acts in the workplace are committed by outsiders, not by workers.



Follow Safe Work Practices

- Keep background noise down so people will be aware of any problem.
- Use the “buddy system” when walking to public transportation and parking areas.
- Make sure back doors are locked at night. Workers should still be able to exit easily.

Handling Cash

Make the Workplace Safer

- Leave a clear, unobstructed view of the cash register area from the street.
- Post signs that the cash register only contains a small amount of cash.
- Store larger amounts of cash in a drop safe.

Follow Safe Work Practices

- Don't count cash in front of customers.
- Use the “buddy system” during cash drops.

Security Systems

Make the Workplace Safer

- Have working locks and alarms kept in good condition.
- Have a way to communicate with the police or security personnel, like a “panic” button or silent alarm.
- Provide surveillance cameras and/or mirrors.

Planning for Emergencies

Every workplace should have a plan for dealing with different kinds of emergencies. All workers should be trained on what's in the plan, and what they should do. A plan should answer all the questions below.

Exit and escape plans

- What is the escape plan for fires, floods, earthquakes, and chemical spills?
- Where are emergency exits located and how do you open them?
- Where should you go if there is an evacuation? Is there a designated meeting area?

Fire extinguishers

- How does the fire alarm system work, and how should you respond?
- Where are fire extinguishers located?
- How do you operate fire extinguishers properly? Everyone who is expected to use a fire extinguisher must be trained.

Other emergency equipment

- Where are emergency eye wash stations and safety showers located (if any)?
- Where are first aid kits located?
- Which workers on each shift are trained in first aid? Unless a hospital is nearby, at least two trained people should be available.

If someone is injured

- Who should be notified of an injury?
- Who is designated to provide first aid?
- What procedures should be followed to get medical care?



Dealing with Injuries

Every workplace should have a plan for handling injuries. The plan should spell out how workers should report injuries, and how to get help promptly. It should designate staff to provide first aid, and explain how to contact medical personnel if needed.

Cuts

Follow Safe Work Practices

- Train designated staff on each shift to provide first aid for cuts.
- Make sure everyone knows who is designated to provide first aid.
- Know the dangers of contact with another person's blood, and take appropriate precautions. Blood can carry organisms that cause diseases like Hepatitis B or AIDS.

Exposure to Blood

Follow Safe Work Practices

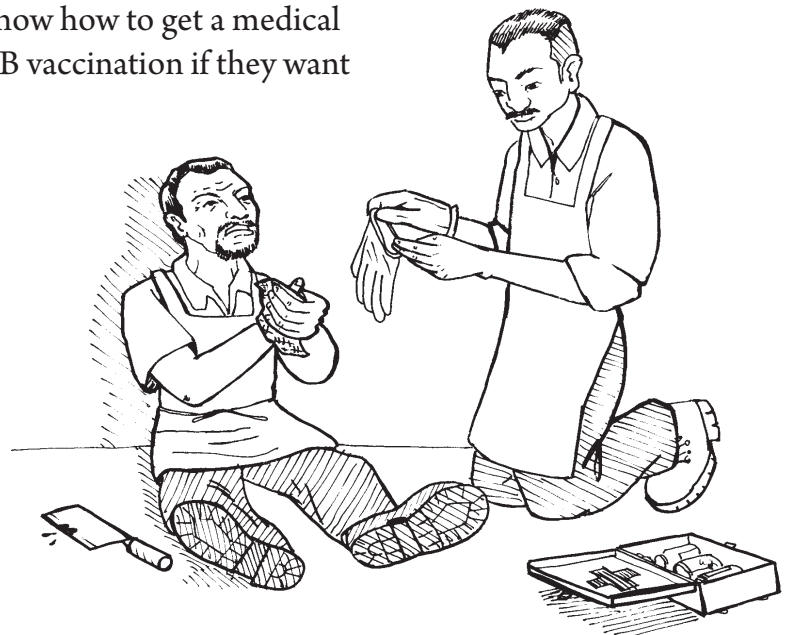
- Make sure only designated, trained staff provide first aid.
- If trained staff are not available, keep away from blood. Hand the victim a towel or bandage to apply to the wound.
- Make sure workers know how to report an incident where there is exposure to blood. They should also know how to get a medical evaluation, and how to get a Hepatitis B vaccination if they want one.
- Have a system to record and evaluate incidents where there was exposure to blood.

Use Protective Clothing and Equipment

- Have first aid kits, gloves, and other protective equipment available for staff designated to provide first aid.

What if I get hurt on the job?

- Tell your supervisor right away.
- Get emergency medical treatment if needed.
- Your employer is required by law to provide workers' compensation benefits, including medical care for your injury and payments if you lose wages for more than 3 days. Your employer must give you a claim form. Fill it out and return it to your employer.



Burns

Follow Safe Work Practices

- Train designated staff on each shift to provide first aid for burns. First aid is the best way to minimize the damage caused by a burn.
- Make sure everyone knows who is designated to provide first aid.
- Do not apply ointments, sprays, antiseptics, home remedies, butter, or grease to burns.
- If over 15% of the body is burned, give appropriate first aid. Call 911, or follow the restaurant’s procedures to get the person to a doctor or hospital immediately.

Use Protective Clothing and Equipment

- Have first aid kits, gloves, and other protective equipment available for staff designated to provide first aid.

First Aid for Burns and Shock

1st Degree Burn:

A burn injuring only the outside layer of skin.

Treatment: Apply cold water to the burned area.

2nd Degree Burn:

A burn that injures the layer of skin beneath the surface. Blisters usually form.

Treatment:

1. Immerse the burned area in cold water or apply a clean cloth soaked in ice water until pain subsides.
2. Blot dry and apply a clean dry cloth or bandage. Send to a doctor if necessary.

3rd Degree Burn:

A burn that destroys all layers of skin

Treatment: *Do not put ice or ice water on the burn.*

Do not remove clothes that are stuck to the burn.

1. Maintain an open airway. Restore breathing and circulation if necessary.

2. Protect the burned area by covering with a clean cloth.

3. Treat for shock.

4. Call 911, or follow the restaurant’s procedures to get the person to a doctor or hospital immediately.

Shock:

A person in shock will be cold, pale, sweating, and may pass out.

Treatment: *Do not give any fluid or drugs.*

Follow the steps below.

1. Maintain an open airway. Restore breathing and circulation if necessary.
2. Call 911, or follow the restaurant’s procedures to get the person to a doctor or hospital immediately.
3. Have the victim lie down with feet elevated, unless this would hurt them more.
4. Cover the person to keep them warm.

