

# Hospitality Industry Workplace Safety

## Orientation & Training Guide



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## **Acknowledgements**

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Supervising for Safety – Employer Workshop Materials Department of Labor and Industries  
[www.lni.wa.gov/WorkplaceRights/TeenWorkers/JobSafety/RestaurantProgram/Resources](http://www.lni.wa.gov/WorkplaceRights/TeenWorkers/JobSafety/RestaurantProgram/Resources)

- Preventing Slips and Falls  
PUBLICATION FSPO-904-000 [11-2005]
- Four Steps to Proper Lifting  
Publication FSPO-918-000 [03-2008]
- Fryer Safety  
PUBLICATION FSPO-905-000 [03-2008]
- Robberies And Abusive Customers  
PUBLICATION FSPO-919-000 [02-2006]
- Ten Safe Handling Hints for Knives  
PUBLICATION FSPO-903-000 [01-2006]
- Ten Steps For Avoiding Burns  
PUBLICATION FSPO-906-000 [03-2008]
- Supervisor-Employee Responsibilities.  
PUBLICATION F700-139-000 [03-2008]
- Restaurant Employee Safety Orientation Checklist  
PUBLICATION F700-140-000 (03-2008)

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*Restaurant Safety Training Guide*

Labor Occupational Health Program  
University of California, Berkeley  
2223 Fulton St., 4th Floor  
Berkeley, CA 94720-5120

*Young Worker Safety Can't Wait: Safety Kit for the Tourism and Hospitality Industry*

Worksafe BC

[http://www2.worksafebc.com/PDFs/YoungWorker/tourism\\_yw\\_safety\\_kit.pdf](http://www2.worksafebc.com/PDFs/YoungWorker/tourism_yw_safety_kit.pdf)

*Young Worker Safety in Restaurants ETool*

Occupational Safety and Health Administration

<http://www.osha.gov/SLTC/youth/restaurant/>

*Emergency Treatment of Burns*

National Restaurant Association

*Cal/OSHA Guide to Restaurant Safety*

Research and Education Unit

Cal/OSHA Consultation Service

Division of Occupational Safety and Health

*How to Develop a Hazard Communication Program in Your Restaurant*

<http://www.foodservicewarehouse.com/restaurant-equipment-supply-marketing-articles/product-safety-public-health/how-to-develop-a-hazard-communication-program-in-your-restaurant-/c28190.aspx>

*Preventing Injuries when Serving Banquets; Ergonomic Tips for the Hospitality Industry*

Workers Compensation Board of B.C.

6711 Elmbridge Way

Richmond BC V7C 4N1

*Preventing Injuries to Dishwashers*

Workers' Compensation Board of B.C.

6711 Elmbridge Way

Richmond BC V7C 4N1

*Preventing Injuries to Servers*

Workers' Compensation Board of B.C.

6711 Elmbridge Way

Richmond BC V7C 4N1

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# Introduction Letter

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Dear Establishment Supervisor,

This training manual was developed by the Washington Restaurant Association Education foundation as a tool for owners, managers and supervisors in the hospitality industry who are responsible for training their employees. The purpose of the manual is to help improve employee safety in your workplace with the goal of reduced injuries, and to decrease your workers compensation premiums.

## **Saving Your Business Time and Money**

Work related injuries and illnesses are costly and damaging, both for the employee who gets hurt and for the establishment as a business. For your employees, job injuries result in pain and potential loss of income. For the employer, on the job injuries and illnesses contribute to higher employee turnover, absenteeism, higher workers' compensation costs and unhappy and less productive staff.

## **Why Safety Training Improves Staff Morale and Feelings of Security**

One of the best strategies to help prevent on the job injuries and illnesses is to provide regular health and safety training for all employees. Establishing regular training helps your employees learn how to avoid hazards, keeps lines of communication open between you and your employees about problems and hazards you might not be aware of, letting your employees know you are serious about promoting safety policies and sound work practices in your establishment.

This manual was designed to be a stand-alone training guide that can be used with all segments of the restaurant and food service industry ranging from quick serve and full service establishments to large institutional kitchens and small independent catering businesses.

It was also meant to provide the next training phase for high school culinary arts students who have participated in the ProSafety Culinary Arts workplace health and safety curriculum (available at <http://www.uwworksafe.com/request/#culinary>), which is currently being used in ProStart Culinary Arts education programs in Washington state high schools.

If your establishment already has an existing employee health and safety training program in place, this manual is not meant to replace your current orientation and training program. Rather, it is meant to help you build on what is already working well in your workplace and supplement your training with additional material and information.

Thank you for your participation!

Lyle Hildahl  
Washington Restaurant Association Education Foundation

# How to Use This Training Guide

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## To Conduct New Employee Orientation

Since most employees receive the bulk of their information and training during their orientation period, the training outlines in this manual have been designed to help supervisors provide their new employees with the majority of their workplace safety and health training early on in their employment.

## To Conduct Shift Trainings for Experienced Employees

However, the information in the training outlines can also be used as refresher training for your more experienced employees. This information can also be covered during regular shift meetings. Ongoing health and safety training for your employees can be one of the most effective ways to reduce workplace accidents, injuries and illnesses.

Conducting regular training will help your employees learn how to avoid hazards and keep lines of communication open with management. It will also enable employees to identify, assess and discuss workplace hazards with management to ensure that hazards are either eliminated or controlled. Conducting regular health and safety training also lets employees know that management is serious about promoting policies and safe workplace practices in your establishment. Listen carefully to employee concerns, make note of them, then provide feedback on how each specific concern will be addressed.

# Elements of Effective Staff Training

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Most employees, particularly young workers and teen workers, respond most effectively to hands-on training in the job tasks they are to perform. When covering the material in the training guide we recommend you try the following:

## When to Train

- When the employee is first hired.
- When the employee is assigned at new job task or to work with a new piece of equipment.
- When a new hazard is introduced into the establishment.
- After a workplace incident (an injury or a close call).
- Periodically for review.

## How to Train

- Train by verbally talking through the material with your employee.
- Use the handouts and other visual aids to emphasize the key points.
- Review the instructions with the employee and try to get employee feedback.
- Ask the employee to repeat the instructions.
- Demonstrate how to perform the specific job tasks.
- Watch the employee try to perform the task, correct any mistakes and review the proper procedure.
- Keep training sessions short.
- Ask for questions.

Review the individual job task functions and seek feedback from the employee. Ask the employee to repeat the instructions.

After the training has taken place, be sure to document all training in writing. That can be accomplished using the employee assessments for each unit at the back of this document.

# Hospitality Orientation Training Topics

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The training outlines are divided into two sections. The first section contains what is considered core information relevant to all establishments, regardless of the type of setting. The second section contains several job specific safety training outlines, and may be optional depending on the job the employee will be doing.

## Core Training Topic Outlines for All Establishments

- Job Restrictions for Workers 14 to 17-Years-Old
- Working Around Stoves, Ovens and Grills
- Fryer Safety
- Working With Knives, Equipment With Blades and Other Sharp Items
- Preventing Slips, Trips and Falls
- Chemical Hazards in Establishments
- Preventing Injuries from Robberies and Assaults
- First Aid for Burns
- How to Handle Workplace Emergencies
- Safe Lifting and Carrying
- Ergonomics for Establishment Workers

## Job Specific Training Topic Outlines

- Dishwasher Safety
- Server and Waiter Safety

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## Safety is a Shared Responsibility

Everyone in the workplace has a role to play in keeping the workplace safe.

## Supervisors' Responsibilities

1. Ensure that each employee supervised has received an initial orientation before beginning work and that the orientation is documented.
2. Ensure that each employee supervised is competent and receives training before starting work on how to safely operate specific equipment and safely do potentially hazardous tasks.
3. Ensure that each employee has been issued required personal protective equipment (PPE) before starting work on a project requiring PPE.
4. Conduct a periodic safety check of the work areas and promptly take corrective action for any hazards discovered.
5. Periodically observe work performance of employees supervised for compliance with safety rules. Provide training and take corrective action as necessary. Document employee evaluations.
6. Set a good example for employees by following established safety rules and attending required training.
7. Complete a preliminary investigation of all accidents and report findings to your establishment's human resources office and establishment management.
8. Provide information to all establishment staff, including supervisors and crew members to solicit advice and suggest changes to work practices or equipment that will improve employee safety.

# Safety is a Shared Responsibility (cont.)

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## **Worker Responsibilities**

1. Follow established safety rules, work procedures and training you receive.
2. Report unsafe conditions, concerns or incidents to your supervisor as soon as you become aware of them.
3. Report all injuries to your supervisor promptly regardless of the severity of injury.
4. Report all-near-miss accidents to your supervisor promptly.
5. Always use any required personal protective equipment (PPE) and clothing.
6. Do not remove or defeat any safety device or safeguard provided for employee protection.
7. Encourage co-workers by your words and behavior to use safe work practices on the job.
8. Make suggestions to your supervisor, safety committee representative or management about changes to work practices or equipment that you believe will improve employee safety.



# Hospitality Employee Safety Orientation Checklist

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## Instructions

Each employee needs to receive a safety orientation before beginning work. Please check each item that was covered in the orientation. Employees will sign this form once all items have been covered and all questions have been answered satisfactorily.

- Informed about the elements of the written safety program that outlines the company's safety efforts.
- Told to report all injuries and shown how to do this.
- Told to report all hazards to her/his supervisor and shown how to do this.
- Informed about all machinery hazards and if younger than 18 years of age, instructed about prohibited duties.
- Informed about all other hazards and ways to protect themselves (i.e., chemicals, use of ladders, slippery floors, etc.).
- Shown where the first aid supplies are located and who to call for first aid.
- Told what to do during any emergencies that could be expected to occur.
- Shown how to operate a fire extinguisher.
- Informed of and trained on chemical hazards according to the Hazardous Chemical Communication Program training requirements including how to read a label and Material Safety Data Sheet (MSDS) and precautions to take when using them.
- Trained on the safe methods to perform the specific job the employee was assigned including any hazards associated with that job, such as proper lifting, use of knives, grill and fryer operation, spill clean-up, etc.
- Specific hazard training given:  
\_\_\_\_\_

The names and signatures below document that the above orientation was completed on the date listed. Both parties accept responsibility for maintaining a safe and healthful work environment.

Employee First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_



# Core Training Topic Outlines for All Establishments

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- Job Restrictions for Workers 14 to 17-Years-Old**
- Working Around Stoves, Ovens, and Grills**
- Fryer Safety**
- Working With Knives, Equipment With Blades and Other Sharp Items**
- Preventing Slips, Trips, and Falls**
- Chemical Hazards in Establishments**
- Preventing Injuries from Robberies and Assaults**
- First Aid for Burns**
- How to Handle Workplace Emergencies**
- Safe Lifting and Carrying**
- Ergonomics for Hospitality Workers**

# Job Restrictions for Workers 14 to 17-Years Old

## Training Guide for Supervisors

### Training Objective

To train those employees who are 14 to 17-years of age and those who directly supervise them about the types of jobs they are both prohibited from performing and allowed to do in your establishment. The minimum age for employment is 14.

Orientation is a critical component for all new employees, especially for younger and less experienced workers. Although young workers can add a lot of enthusiasm to your place of business, it is important for them to receive adequate safety training and supervision before starting any new job. Understanding child labor laws, such as the hours and jobs teens are prohibited from working, can help your business avoid potential problems.

1. Prepare for training.
  - Review the key points on this handout prior to conducting training.
  - Walk through your establishment to remind yourself of any jobs or tasks minor workers are prohibited from doing.
  - Make sure you are familiar with regulations and company rules related to employing minors.
2. Distribute the employee handout that outlines the types of job tasks are both prohibited and permitted.
  - Review the job restrictions with any employees who are 14 to 17-years-old. Identify the restrictions based on the age of the employee being trained.

(Optional viewing of course available at: [www.workplacesafetyguide.org](http://www.workplacesafetyguide.org) | section: Job Restrictions for Workers 14 to 17-Years Old or on CD provided with course book)



# Job Restrictions for Workers 14 to 17-Years Old (cont.)

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## Training Guide for Supervisors (cont.)

3. Walk the employee around the establishment pointing out what pieces of equipment they are prohibited from working with and emphasizing what job tasks they can and cannot do based on their age.
4. Ask employees if they have any questions.
  - Invite worker to ask questions related to the topic.
  - Respond to those questions you can answer. Offer to find answers for those you can't.
5. Have employee sign training evaluation form and keep as an employee training record.

### 16 and 17-Year-Old Employees



#### Prohibited Tasks

16 and 17-year-old employees are prohibited from doing the following types of hazardous work:

- Working with power-driven meat processing machines (*This includes operating, setting-up, feeding, adjusting, repairing or cleaning the following types of machines*):
  - Meat slicers
  - Patty forming machines
  - Pizza dough rollers
  - Grinders or choppers
  - Saws
  - Working with commercial mixers and certain power driven bakery machines such as large Hobart mixers.
  
- Driving & Order Deliveries. Generally, no employee under 18 may drive on a public roadway as a regular job assignment. Seventeen-year-olds may drive in very limited situations on an occasional and incidental basis, such as running an occasional errand. All minors are prohibited from making time sensitive deliveries (*such as pizza deliveries or other trips where time is of the essence*) and from driving at night. (*See the L&I policy ES C.4.3, [www.lni.wa.gov/workplacerrights/files/policies/esc43.pdf](http://www.lni.wa.gov/workplacerrights/files/policies/esc43.pdf)*).
  
- Jobs involving the use of hazardous chemicals.
  
- Jobs involving exposure to bloodborne pathogens.



#### Allowable Tasks

The following are hospitality jobs that 16 and 17-year-old hospitality workers are allowed to do:

- Cooking and baking.
  
- Using the following equipment:
  - Knives
  - Counter-top blenders
  - Milk shake blenders
  - Coffee grinders
  - Espresso machines
  - Microwaves
  
- Selling food to motorists from a window counter.
  
- Cleaning establishment and bathroom facilities.



# Job Restrictions for Workers 14 to 17-Years Old (cont.)

## Key Points to Cover



### 14 and 15-Year-Old Employees

#### Prohibited Tasks

14 and 15- year olds may work in hospitality, but only doing certain limited jobs and tasks.

14 and 15-year-old employees are prohibited from doing the following types of hazardous work:

- They may not perform any cooking or baking activities.
- Working with power-driven meat processing machines (*This includes operating, setting-up, feeding, adjusting, repairing or cleaning the following types of machines*):
  - Meat slicers
  - Patty forming machines
  - Pizza dough rollers
  - Grinders or choppers
  - Saws
  - Working with commercial mixers and certain power driven bakery machines such as large Hobart mixers.
- Driving and order deliveries. Generally, no employee under 18 may drive on a public roadway as a regular job assignment. Seventeen-year olds may drive in very limited situations on an occasional and incidental basis, such as running an occasional errand. All minors are prohibited from making time sensitive deliveries (*such as pizza deliveries or other trips where time is of the essence*) and from driving at night. (*See the L&I policy ES C.4.3, [www.lni.wa.gov/workplacerrights/files/policies/esc43.pdf](http://www.lni.wa.gov/workplacerrights/files/policies/esc43.pdf)*).
- Jobs involving the use of hazardous chemicals.
- Jobs involving exposure to bloodborne pathogens.



#### Allowable Tasks

The following are hospitality jobs that 14 and 15-year-old hospitality workers are allowed to do:

- They may do kitchen work, including use of knives and other work involved in preparing food and beverages. Operating the following kinds of equipment is permitted:
  - Dishwashers
  - Toasters and microwaves
  - Espresso machines
  - Milk shake blenders
  - Coffee grinders
- They may cashier, wait on tables, bus tables and clean-up work using vacuum cleaners and floor waxers.
- They may dispense food from the cafeteria lines and steam tables and heat food in microwave ovens that do not have the capacity to heat food over 140° F.
- They may clean kitchen surfaces and non-power driven equipment, and they may filter, transport and dispose of cooking oil, but only when the temperature of the surface and the oils do not exceed 100° F.



# Job Restrictions for Workers 14 to 17-Years Old (cont.)

## Key Points to Cover

### Hours of Work

- In addition to restrictions on certain job tasks, all teens, 17-years-old and younger also have restricted work hours, particularly during school weeks. Child labor laws protect teens from working too long, too late or too early. 14 and 15-year-old workers have different work hour limitations than workers who are 16 to 17-years-old. For more detailed information on the hours teens can work, go to:  
[www.lni.wa.gov/WorkplaceRights/TeenWorkers/Hours](http://www.lni.wa.gov/WorkplaceRights/TeenWorkers/Hours)

### Employer Requirements for Hiring Teens

- For more detailed information regarding the hiring of teen workers go to:  
[www.lni.wa.gov/WorkplaceRights/TeenWorkers/HiringMinors](http://www.lni.wa.gov/WorkplaceRights/TeenWorkers/HiringMinors)







## Training Guide for Supervisors

### Training Objective

To train your employees on how to safely work around stoves, ovens and grills to prevent burns.

1. Prepare for training.
  - Review the key points on this handout prior to conducting the training.
  - Walk through your establishment kitchen to remind yourself of any potential hazards with your stoves, grills or ovens.
  - Make sure you are familiar with any regulations or company policies related to working around stoves, grills or ovens.
  - Review reports of recent accidents in your workplace related to burns received from working around a stove, grill or oven.
2. Emphasize the importance of using safe practices when working around stoves, ovens, grills or other cooking equipment with hot surfaces.
  - Approximately one third of the work related burns that occur in the U.S. happen to employees working in establishments.
3. Give examples of burn injuries that workers have experienced. Talk about actual incidents or near misses in your own establishment or other establishments.
  - Write down additional examples or stories: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

(Optional viewing of course available at: [www.workplacesafetyguide.org](http://www.workplacesafetyguide.org) | section: Working Around Stoves, Ovens and Grills or on CD provided with course book)



## Training Guide for Supervisors (cont.)

4. Distribute the employee handout.
  - Distribute the employee handout when you are ready to talk about it.
  - Review each point on the handout.
5. Demonstrate how to handle hot objects and liquids safely.
  - Demonstrate the correct procedures to follow when working on a grill, or with a stove or oven from beginning to end.
  - Ask the employee to demonstrate. Tell them what they did right and what needs improving. If necessary, go over the procedure again until they get it right.
6. Ask employees if they have any questions.
  - Invite employee to ask questions related to the topic.
  - Respond to those questions you can answer, offer to find answers for those you can't.

# Working Around Stoves, Ovens and Grills (cont.)

## Key Points to Cover

### Safe Practices for Working Around Stoves, Ovens and Grills

#### Make the Workplace Safer

- Grills and other equipment with hot surfaces should have built in guard-bars, so employees won't accidentally touch them.

#### Follow Safe Work Practices

- Set pot handles away from burners to prevent the handles from getting hot.
- Adjust burner flames so the flame covers the bottom of the pan.
- Make sure pot handles don't stick out over the edge of the range where they can be bumped.
- Avoid overcrowding on the range tops.
- Avoid wearing loose clothing when working around flames on ranges and ovens.
- Don't fill pots too full, to prevent liquids from boiling over the sides of the pot.
- Lift pot lids off slowly to protect yourself from being exposed to boiling steam.
- Always use tongs; never use your hands to lower food into boiling water or oil.
- Slowly place sealed cooking pouches in boiling water to avoid splashing.
- Never leave hot oil or grease unattended.
- Ask for help when moving or carrying a heavy pot of hot liquid.
- Drink plenty of water and take breaks from hot kitchen environments to allow your body to cool down. Temperatures can reach 105 to 110 degrees while cooking in front of hot grills. Exposure to excessive heat may lead to heat exhaustion or heat stroke.

#### Use Protective Clothing and Equipment

- Use potholders, gloves or mitts:
  - When checking food on the stove.
  - When placing food in boiling water or oil.
  - When reaching into ovens and broilers.
- Never use wet material (like a damp towel) as a potholder to prevent steam burns on your hands.
- Wear cool, comfortable, breathable clothing like cotton when working in front of grills and other hot cooking equipment.



# Working Around Stoves, Ovens and Grills (cont.)

## Key Points to Cover

### Safe Practices for Working with Microwave Ovens

#### Follow Safe Work Practices

- Do not use metal containers, foil or metal utensils (e.g. spoons, forks or knives) in a microwave oven.
- Open containers carefully after removing them from the microwave. This allows steam to escape.

#### Use Protective Clothing and Equipment

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



## Training Guide for Supervisors

### Training Objective

To train your employees on how to safely work with fryers and hot oil to prevent burns.

1. Prepare for training.
  - Review the key points on this handout prior to conducting the training.
  - Walk through your establishment to remind yourself of the different types of fryers you have and the proper procedures for working with those fryers to prevent burns.
  - Make sure you are familiar with any company policies or regulations related to handling hot oil and fryers.
  - Review reports of recent accidents in your workplace related exposure to hot oil or fryers.
2. Emphasize the importance of safely working around fryers and handling hot oil.
  - Nearly half of all burn injuries in establishments are caused by hot oil or grease.
3. Give examples of injuries that workers have experienced. Talk about actual incidents or near misses in your own establishment.
  - Write down examples or stories from your own or other establishments.

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(Optional viewing of course available at: [www.workplacesafetyguide.org](http://www.workplacesafetyguide.org) | section: Fryer Safety or on CD provided with course book)



## Training Guide for Supervisors (cont.)

4. Distribute the employee handout.
  - Distribute the handout when you are ready to talk about it.
  - Review each point on the handout.
5. Demonstrate how to handle hot oil and work with fryers safely.
  - Demonstrate the correct procedure from beginning to end.
  - Ask the new employee to demonstrate. Tell them what they did right and what needs improving.
  - If necessary, go over the procedure again until they get it right.
6. Ask the employee if they have any questions.
  - Invite the employee to ask questions related to the topic.
  - Respond to those questions you can answer, offer to find answers for those you can't.

## Key Points to Cover

### Follow Safe Work Practices.

- Dry off wet food and brush or shake off excess ice crystals with a clean paper towel before placing the food in the fryer basket. Wet foods splatter and cause steam.
- Fill fryer baskets no more than half full.
- Gently raise and lower fryer baskets into the hot oil.
- Do not stand too close to or lean over hot oil.
- Keep liquids and beverages away from fryers (they could be easily bumped into the hot oil and cause a flare-up).
- Follow directions when adding new fat or oil to the fryer or when draining old oil from the fryer.







# Working With Knives, Equipment With Blades and Other Sharp Items

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## Training Guide for Supervisors

### Training Objective

To train your employees how to do job tasks that involve handling or working with knives, equipment with blades or other sharp items.

1. Prepare for training.
  - Review the key points on this handout prior to conducting training.
  - Walk through your establishment to remind yourself of knife hazards, any equipment that has blades and broken glass disposal procedures.
  - Make sure you are familiar with any regulations or company rules related to working with knives or equipment with blades.
  - Review reports of recent accidents in your workplace related to cuts.
2. Help your workers understand the Importance of working safely with knives or equipment that has blades or sharp edges.
  - Cuts and punctures (most frequently to hands and fingers) are some of the most common injuries reported in establishments. Puncture and laceration injuries can be caused from handling knives or cutting equipment and disposing of broken glassware or plates.
3. Give examples of injuries that workers have experienced. Talk about actual incidents or near misses in your own establishment.

(Optional viewing of course available at: [www.workplacesafetyguide.org](http://www.workplacesafetyguide.org) | section: Working With Knives, Equipment With Blades and Other Sharp Items or on CD provided with course book)



# Working With Knives, Equipment With Blades and Other Sharp Items (cont.)

## Training Guide for Supervisors (cont.)

- A worker in an establishment sliced off the end of his finger when he reached into a sink full of dirty dishes, which included a sharp knife.
- A worker was using an electric vegetable slicer with a shredder plate attachment to shred cheese. Two of the workers fingers contacted the spinning shredder wheel, resulting in serious hand injuries
- A worker at a fast food establishment sustained a deep cut requiring surgery to repair tendons when a knife she was using to chop lettuce slipped and sliced the palm of her hand.
- Write down examples or stories from your own establishment or other establishments:

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4. Distribute the handout.
  - Distribute the handout when you are ready to talk about it.
  - Review each point on the handout.
5. Demonstrate how to work safely with knives and equipment with blades. Also discuss how to handle broken dishes and glassware.
  - Demonstrate the correct procedure from beginning to end.
  - Ask the new employee to demonstrate. Tell them what they did right and correct what needs improving. If necessary, go over the procedure again until they get it right.
6. Distribute the handout.
  - Distribute the handout only when you are ready to talk about it.
  - Review each point on the handout.
7. Ask employees if they have any questions.
  - Invite workers to ask questions related to the topic.
  - Respond to those questions you can answer and offer to find answers for those you can't.

# Working With Knives, Equipment With Blades and Other Sharp Items (cont.)

## Key Points to Cover

### Safe Handling Hints for Knives

#### Follow Safe Work Practices

- Keep knives sharpened and let other staff know when knives are newly-sharpened. Dull knives are unsafe.
- Never touch knife blades.
- Use a knife only for its intended purpose; use the appropriate type of knife for the cutting job (Demonstrate the different knife types and the tasks for which they should be used and those for which they should not be used).
- Place a damp cloth under your cutting board to keep it from slipping.
- When interrupted, stop cutting and place the knife down on a flat surface. Never place knives near the edge of a countertop.
- Never leave a knife soaking in a sink of water.
- Let a falling knife fall. Step back and warn others. Do not try to catch the knife.
- Carry knives with the cutting edge angled slightly away from your body.
- To hand a knife to someone else, place it down on a clean surface and let the other person pick it up.
- Store knives properly in racks or knife sheaths.
- For opening boxes, use box cutters instead of knives.

### Working With Slicers, Food Processors and Equipment with Sharp Blades

#### Follow Safe Work Practices

- Workers under 18 are not allowed to use, clean, take apart or assemble automatic slicers.
- Before using a machine with blades, make sure all the guards are in place.
- When cleaning the blade on a slicer:
  - Be sure the power is off.
  - Wipe from center hub to edge to prevent cuts from the edge of the blade.
- Keep hands, face, hair, clothing and jewelry away from moving parts.



# Working With Knives, Equipment With Blades and Other Sharp Items (cont.)

## Key Points to Cover

- When working with Grinders:
  - Use a push stick to feed food into the grinder, not your hands.
  - Never place fingers in feed openings.
  - Keep guards in place at all times when operating the grinder.
- When working with mixers:
  - Make certain mixer beaters are properly fastened.
  - Make sure the bowl elevator is locked in position before starting the unit.
  - Always stop the machine before removing anything from the mixing bowl.

### Use Protective Clothing and Equipment

- Wear cut resistant gloves when using knives and sleevelets or arm protectors when operating equipment.

### Handling Broken Glass and Dishware

#### Make the Workplace Safer

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

#### Follow Safe Work Practices

- Use plastic or metal scoops for dispensing food or ice. Do not use drinking glasses that could break inside the ice bin.
- Never use chipped or cracked dishware or glasses; dispose of them in the trash.
- When cleaning up broken glass, avoid touching it with your hands. Always use a dustpan and broom.

### Use Protective Clothing and Equipment

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



# Preventing Slips, Trips, and Falls

## Training Guide for Supervisors

### Training Objective

To train your employees on steps they can take to prevent slips, trips and falls at work.

1. Prepare for training.
  - Review the key points on this handout prior to conducting training.
  - Walk through your establishment to remind yourself of areas where potential slip, trip or fall hazards may exist.
  - Make sure you are familiar with any regulations or company rules related to preventing slips, trips or falls.
  - Review reports of recent accidents in your workplace related to employees slipping, tripping or falling.
2. Emphasize the Importance of preventing slip, trip, and fall hazards by helping your employees understand:
  - One of every three disabling establishment injuries is the result of an employee slipping, tripping or falling.
  - Slip and fall injuries cost establishment chains nearly a million dollars per year.
  - In establishments, common sources of slippery floors include wet floors or where food debris have fallen on the floor, or when material was spilled while carrying it in an open container (such as containers holding fryer grease and food waste).

(Optional viewing of course available at: [www.workplacesafetyguide.org](http://www.workplacesafetyguide.org) | section: Preventing Slips, Trips, and Falls or on CD provided with course book)



# Preventing Slips, Trips, and Falls (cont.)

## Training Guide for Supervisors (cont.)

- Although many injuries from falls are relatively minor (for example bruises), some are not. Falls can result in broken bones, sprains and strains, pulled muscles and head injuries. And if they occur in the kitchen, they can also cause burns and scalds.
- 3. Give examples of injuries that workers have experienced. Talk about actual incidents or near misses in your own establishment.
  - A worker in an establishment was transferring hot oil into a deep fryer. At the same time, a second worker walking by slipped in some liquid on the floor, causing him to slide into the first worker. This caused him to overturn and spill the hot oil container, causing hot oil to spill onto both workers. One worker suffered burns to his head, body and leg. The other worker was burned on the face and arm.
  - A worker was standing on a chair trying to reach items on a high shelf. She slipped and fell, fracturing her skull on the tile floor.
  - Write down examples or stories from your own establishment:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
- 4. Distribute the handout.
  - Distribute the employee handout when you are ready to talk about it.
  - Review each point on the handout.
- 5. Demonstrate how to prevent slips, trips and falls.
  - Review steps employees can take to minimize slipping tripping or falling.
  - Discuss the importance of appropriate shoes.
  - Demonstrate the following:
    - How to clean up different types of spills on the floor.
    - Where step stools or ladders are stored.
    - Ask new employees to demonstrate how to clean up a spill. Tell them what they did right and correct what needs improving. If necessary, go over the procedure again until they get it right.
- 6. Ask employees if they have any questions.
  - Invite employees to ask questions related to the topic.
  - Respond to those questions you can answer, and offer to find answers for those you can't.

### Appropriate Shoes for Hospitality Work

- Wear sturdy shoes with slip-resistant soles and low heels.
  - No leather soles.
  - No open toes.
  - No platforms or high heels.
- Shoes should be laced and tightly tied.
- Avoid shoes made with porous fabrics such as canvas, which won't protect your feet from spills and burns.
- Look for a tread that channels liquid out from under the shoe to prevent hydroplaning.
- Oil-resistant shoes are not necessarily slip resistant. If it is oil-resistant, it just means that the sole will not break down if it is exposed to petroleum products like you find in automotive or industrial workplaces. These shoes will not necessarily protect you from conditions like those you find in establishments.

### Where to Find Slip Resistant Shoes

- Slip resistant footwear can be purchased from discount stores or be ordered for under \$25.00 (*The following listing is not complete and does not constitute a product endorsement*).
  - Payless Shoes
  - Walmart
  - Sketchers
- Slip resistant overshoes can be purchased for half the price of slip resistant shoes. Slip resistant overshoes provide workers with the same level of slip resistance while at the same time offering the possibility of being shared by employees.
- Some shoe manufacturers have products with slip-resistant soles and also provide special employer purchasing arrangements. Also consult your Yellow Pages under "Safety Equipment and Clothing" (*The following listing is not complete and does not constitute a product endorsement*).
  - Iron Age Shoes: [www.Ironageshoes.com](http://www.Ironageshoes.com)
  - Shoes for Crews: [www.shoesforcrews.com](http://www.shoesforcrews.com)

### Housekeeping and Cleaning Up Spills

#### Follow Safe Work Practices

- Clean up spills immediately.
- During rush periods, spot mop only.
- Be careful not to spill oil or shortening.
- Place caution signs when mopping or when floors are wet or slippery.
- Use a clean mop with approved floor cleaners.
- Keep floor mats clean and in-place.
- Clean floors regularly so grease does not build up.
- Monitor areas around ice bins where ice can easily fall onto the floor and melt causing puddles.



# Preventing Slips, Trips, and Falls (cont.)

## Key Points to Cover

### Awareness and Moving Around the Establishment

#### Make the Workplace Safer

- Keep walkways and work areas free of clutter.
- Keep electrical cords out of walkways.
- Maintain carpets in good condition.
- Provide windows on swinging doors so you can see if someone is coming out.
- Provide two-way doors, one only for going in, and one for only coming out. Follow a set traffic pattern to avoid collisions (for example, enter on the right side, exit on the left).
- Provide mirrors for blind corners.
- Alert employees and customers to step-ups and step-downs by using hazard tape or other warning signs.

#### Follow Safe Work Practices

- Pay close attention to what is going on around you. Don't move too quickly and never run.
- When moving around corners, blind doorways or stairs, let other employees know you are coming through by shouting out a warnings such as:
  - "Corner!"
  - "Coming Through!"
  - "Behind You!"
- When carrying things, don't carry items too tall for you to see over.
- Be aware of areas where there transitions in floor types (e.g., from the carpeted dining area to the tile kitchen floor).

### Preventing Falls When Reaching or Climbing

#### Follow Safe Work Practices

- Never stand on boxes, chairs with wheels, carts or other equipment to reach for objects. Use a ladder or footstool.
- Organize and set up work areas to limit the need for reaching and climbing. For example, keep most frequently used items on easily accessible shelves.





# Chemical Hazards in Establishments

## Training Guide for Supervisors

### Training Objectives

To train employees about the hazards of chemical products used in your establishment, where employees can find health and safety information on these hazardous products, and how they can protect themselves when working with these products.

1. Prepare for training.
  - Review the key points on this handout prior to conducting training.
  - Walk through your establishment to review what hazardous products or chemicals are currently being used, what they are used for, what hazards they might pose to a person working with them, and how employees should protect themselves when working with them.
  - Identify where Safety Data Sheets (SDS) / Material Safety Data Sheets (MSDS) are located in your establishment and how they are organized so employees can find them for specific products.
  - If an eyewash station is in your establishment, confirm it is not blocked and that it is operating properly by activating it.
  - Make sure you are familiar with any company regulations regarding working with hazardous chemicals.
  - Review reports of recent accidents in your workplace or other food service establishments related to employees being exposed to hazardous products or chemicals.

(Optional viewing of course available at: [www.workplacesafetyguide.org](http://www.workplacesafetyguide.org) | section: Chemical Hazards in Establishments or on CD provided with course book)



## Training Guide for Supervisors (cont.)

2. Help your workers understand the importance of working safely with chemical products to prevent injuries.
  - Hazardous chemical products are used everyday in establishments. Some of these products have the potential to severely injure the employees who work with them if they are used incorrectly. A majority of these products are used for cleaning tasks, such as cleaning ovens, floors, dishes, fryers, dining rooms and bathrooms.
  - Working with these products can potentially cause chemical burns or irritating reactions to the skin, eyes or lungs. These types of injuries can usually be avoided by knowing which products to use for specific cleaning tasks, by knowing what personal protective equipment employees should wear when working with these products and by knowing the potential hazards of the products themselves.
3. Give examples of injuries that hospitality workers have experienced after being exposed to chemical products. Talk about actual incidents or near misses that have taken place in your own establishment.
  - During a late night shift a worker was cleaning out the french fryer vats using a powdered cleaner containing hydroacetic acid mixed into several gallons of water. Adding this product to the water made it acidic and corrosive. The mixture was then poured into the fryer vats where it was brought to a boil. After letting it cool to 200 degrees, it was drained into a bucket that the worker picked up and carried to a sink 20 feet from the fryer. The bucket had no handle or a lid, so he carried it by the narrow lip at the top of the bucket. As he approached the sink, the bucket slipped from his hands, causing the hot water/acid mixture to splash on his face and arm. He was taken to the hospital and treated for second and third degree burns to his face and arm.
  - Write down examples or stories of chemical exposure incidents from your own establishment or other establishments:  

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4. Distribute the handout.
  - Distribute the handout only when you are ready to talk about it.
  - Review each point on the handout.

## Training Guide for Supervisors (cont.)

5. Demonstrate what chemical products in your establishment are potentially hazardous and how to work safely with them to prevent exposure. Also discuss where employees can find health and safety information on these products and how to use the emergency eyewash (if available in your establishment).
  - First, teach your employees where Material Safety Data Sheets (MSDS)/Safety Data Sheets (SDS) can be found in your establishment, and how they are organized so they can find them in an emergency.
  - Teach employees how to use a Safety Data Sheet / Material Safety Data Sheet. Explain that while labels on chemical products contain some very basic safety information, Safety Data Sheets provide more complete safety information.
  - Show the employee a Safety Data Sheet so they can see how the information is laid out and organized. These sheets include the following information:
    - The chemical and common name of the product.
    - Physical and chemical characteristics of the hazardous. Ingredients.
    - Physical hazards (such as flammability).
    - Health hazards.
    - Primary ways it can enter the body (such as inhalation).
    - Precautions for safe handling and use.
    - First aid and emergency procedures.
  - Next show the employee what chemical products in your establishment are potentially hazardous.
  - Show where the emergency eyewash station is located in your facility (if one is available). Let the employee know when to use it, demonstrate how to use it and remind them it needs to be unblocked at all times.
  - Demonstrate the correct use and procedures employees need to follow to work safely with the different chemical products that are used in your establishment.
  - Next ask the employee to demonstrate how they would handle the products if they were working with them. Tell them what they did right and correct what needs improving. If necessary go over the procedure again until they get it right.
6. Ask employees if they have any questions.
  - Invite workers to ask questions and make suggestions related to working with hazardous chemical products.
  - Respond to those questions you can answer and offer to find answers for those you can't.

# Chemical Hazards in Establishments (cont.)

## Key Points to Cover

### Material Safety Data Sheets (MSDS)/Safety Data Sheets (SDS)

- A Material Safety Data Sheet (also called an MSDS) or Safety Data Sheets (also called an SDS) is an information sheet that contains detailed health and safety information about the properties of hazardous chemical products. These sheets provide important emergency information and guidance on what to do if someone has an accident and is exposed to the product.

*(\*Note to trainer: These sheets are primarily available in English. Contact your distributor or the manufacturer to see if this information is also available in other languages such as Spanish.)*

- Material Safety Data Sheets / Safety Data Sheets for hazardous chemical products used in our establishment are available to all employees. The location of Safety Data Sheets in this establishment is:

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- Safety Data Sheets are divided into sections. Each section gives a different kind of information about the chemical product. Information that is usually found on a Safety Data Sheet includes:
  - The chemical and common name of the product.
  - Physical and chemical characteristics of the hazardous ingredients.
  - Physical hazards (such as fire hazards).
  - Health hazards and routes of exposure.
  - Primary ways it can enter the body (such as inhalation).
  - Precautions for safe handling and use.
  - Personal Protective Equipment needed to work with the product.
  - First aid and emergency procedures.
  - Spill and leak procedures.

### How to Safely Work With Chemical Products

#### Make the Workplace Safer

- Whenever possible substitute or replace less hazardous products and cleaners for more hazardous products. Manufacturers are frequently developing new products that do the same job, but are less harmful.
- Dispose of any old chemical products that are no longer being used in the workplace.
- Set up dispensing systems that will prevent employees coming in direct contact with the chemical product and to ensure the correct amount of product is being used (e.g. have cleaning chemicals automatically pumped into a dishwasher to eliminate the need to do it by hand).
- If chemicals need to be diluted or mixed, purchase them pre-diluted or mixed to eliminate the need to do it by hand.
- Change cleaning processes to make the use of some hazardous chemical products unnecessary.



# Chemical Hazards in Establishments (cont.)

## Key Points to Cover

### Follow Safe Work Practices

- Know the hazards of cleaning chemicals before using them.
- Make sure all chemical containers, such as spray bottles, have a label on them that clearly identifies the chemical product name and the main safety information about the chemical (e.g. corrosive, avoid contact with skin).
- Never store or use chemical products or cleaners in unlabeled containers.
- Do not use old drink or food containers to store chemicals.
- To avoid combining incompatible chemicals causing a chemical reaction (e.g. mixing a product that contains chlorine with a product that contains ammonia can generate a poisonous gas) never mix different chemical products together.
- Avoid using chemical products for cleaning tasks that they were not designed to be used for. If out of a product, reorder it and find a safe substitute.
- Minimize exposure to chemicals by preventing splashing.
- Use lower shelves to store chemicals to avoid the risk of spills.

### Use Protective Clothing and Equipment

- Always have eye protection, such as safety glasses and goggles available for use. Wear eye protection any time there is the possibility the chemical product could potentially splash into your face or eyes.
- Always wear gloves, shirts with sleeves, and aprons when there is potential for exposure to your skin. If clothing or gloves have become soaked or covered with the chemical product, remove the clothing gloves and replace them clean gloves or clothing to prevent skin exposures.
- Have the correct cleaning tools available that minimize employees direct skin contact with chemical products as much as possible.





## Training Guide for Supervisors

### Training Objective

To train your employees on steps they can take to reduce the potential for being robbed or assaulted at work.

1. Prepare for training.
  - Review the key points on this handout prior to conducting the training.
  - Walk through your establishment to remind yourself of any procedures employees follow or locations in the establishment where employees might be at risk of assaults or robberies.
  - Make sure you are familiar with any company policies related to responding to robberies or assaults.
  - Review reports of recent robberies or assaults in your establishment, company or surrounding neighborhood.
2. Emphasize the importance of knowing how to respond to a robbery or assault if it occurs.
3. Give examples of robberies or assaults that workers or businesses in your surrounding neighborhood have experienced. If possible, talk about actual incidents or near misses in your own establishment or neighborhood if available.
  - Write down examples or stories from your own establishment or neighborhood businesses:

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(Optional viewing of course available at: [www.workplacesafetyguide.org](http://www.workplacesafetyguide.org) | section: Preventing Injuries from Robberies and Assaults or on CD provided with course book)



## Training Guide for Supervisors (cont.)

4. Distribute the employee handout.
  - Distribute the handout when you are ready to talk about it.
  - Review each point on the handout.
5. Demonstrate how to employees should respond if a robbery or assault occurs in your workplace.
  - Review and demonstrate the procedures the employee should follow if they experience a robbery or assault at work.
  - Demonstrate the procedure from beginning to end.
  - Ask new employees or workers to review what was just covered. If necessary, go over the procedure again until they get it right.
6. Ask employees if they have any questions.
  - Invite the employee to ask questions related to the topic.
  - Respond to those questions you can answer. Offer to find answers for those you can't.



# Preventing Injuries from Robberies and Assaults (cont.)

## Key Points to Cover

### Procedures for Handling Cash to Prevent Robberies

#### Make the Workplace Safer

- Leave a clear, unobstructed view of the cash register area from the street or dining room area.
- Post signs that the cash register only contains a small amount of cash.
- Store cash in a drop safe, limited-access safe or comparable type of safe.
- Have working locks on all doors and make sure alarms are in working order.
- Provide surveillance cameras and/or mirrors.
- Have a way to communicate with the police or security personnel, like a “panic” button or silent alarm.

#### Follow Safe Work Practices

- Never count cash in front of customers.
- Use the “buddy system” during cash drops.
- Store larger amounts of cash in a drop safe.
- Train employees on what to do in case of a robbery or assault.
- Establish a policy that employees not resist during a hold-up or robbery.

### Following Basic Security Measures

#### Make the Workplace Safer

- Post emergency telephone numbers next to the phone.
- Have good lighting in the workplace and parking lots and alleys where employees and customers go at night.
- Post signs on back exits to help remind employees to be aware of their surroundings when they leave the building.
- Have more than one exit workers can reach in case of an emergency.



# Preventing Injuries from Robberies and Assaults (cont.)

## Key Points to Cover

### Follow Safe Work Practices

- Schedule at least two people per shift, especially at night. Minors may not work without adult (age 18 or older) supervision after 8:00 p.m.
- Set up a reporting process for violent incidents and threats.
- Don't require servers to wear revealing or sexy uniforms.
- Post laws and policies against assault, stalking and violent acts.
- Use the "buddy system" when walking to public transportation and parking areas.
- Use the "buddy system" when taking trash out to the back dumpster at night or in the dark.
- Make sure back doors are always locked at night. Workers should still be able to exit easily.
- Keep background noise down so people will be aware of any problem.



# First Aid for Burns

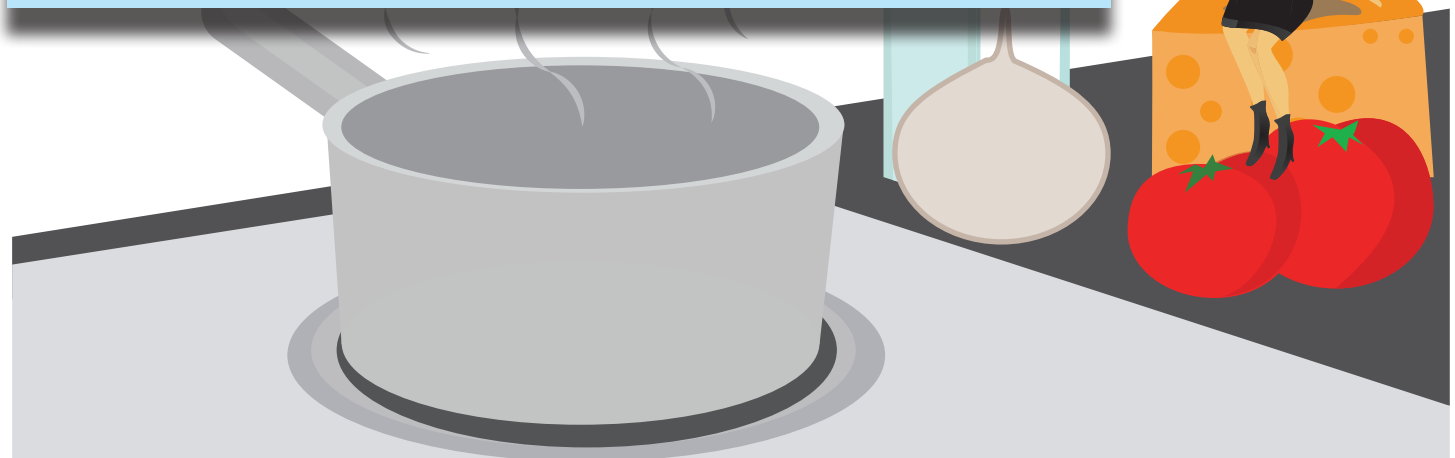
## Training Guide for Supervisors

### Training Objective

To train your employees on steps they can take to prevent burns from occurring, as well as how to respond and treat different types of burns if they occur.

1. Prepare for training.
  - Review the key points on this handout prior to conducting the training.
  - Walk through your establishment to review the location of the first aid kit and review the contents inside the first aid kit that can be used to treat burns.
  - Make sure you are familiar with any company policies related to responding to employee injuries or accidents.
  - Review reports of recent burn injuries that have occurred in your establishment.
2. Emphasize the importance of knowing how to prevent and respond to burns before they occur.
  - Explain your establishments procedures for dealing with burns to both employees and customers when they occur. Tell the employee what their role is and what procedures to follow.
  - Every workplace should have a plan for handling burn injuries. The plan should:
    - Designate staff who can provide first aid.
    - Explain how to contact medical personnel if needed.
    - Explain how workers should report injuries.

(Optional viewing of course available at: [www.workplacesafetyguide.org](http://www.workplacesafetyguide.org) | section: First Aid for Burns or on CD provided with course book)



## Training Guide for Supervisors (cont.)

3. Talk about and provide examples of actual burn incidents that may have occurred in your establishment or other establishments. Write down examples or stories from your own establishment:

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4. Distribute the employee handout.
- Distribute the handout when you are ready to talk about it.
  - Review each point on the handout.
5. Demonstrate how to employees should respond a burn emergency if it occurs in the workplace.
- Ask new employees to review the steps they should follow for responding to different types if burns. Tell them what they did right and what needs improving. If necessary, go over the procedure again until they get it right.
6. Ask employees if they have any questions.
- Invite the employee to ask questions related to the topic.
  - Respond to those questions you can answer; offer to find answers for those you can't.

### Ten Steps for Avoiding Burns

- Use potholders, gloves and mitts. Never use wet material as a potholder.
- Avoid overcrowding on the range top.
- Set pot handles away from burners and make sure they don't stick out over the edge of the range.
- Adjust the burner flames to cover only the bottom of the pan.
- Check hot foods on stoves carefully.
- Place sealed cooking pouches in boiling water carefully to avoid splashing.
- Never leave hot oil or grease unattended.
- Ask for help when moving or carrying a heavy pot of simmering liquid off the burner.
- Do not use metal containers, foil, or utensils in a microwave oven.
- Use hot pads and be careful when removing food and food containers from the microwave. Lift lids carefully to allow steam to escape.

### Emergency Treatment of Burns

- Always report all burns to your manager or supervisor.
- Extensive Burns
  - If over 15 percent of body is burned, WASTE NO TIME.
  - Give appropriate first aid and get the injured person to the hospital IMMEDIATELY!

### 1st Degree Burns (A burn injuring only the outside layer of skin)

#### Treatment:

- Apply cold water to the burned area or submerge the burned area in cold water (A dry dressing may be applied).
- Do not apply ointments, sprays, antiseptics or home remedies.



# First Aid for Burns (cont.)

## Key Points to Cover

**2nd Degree Burns** (A burn that injures the layer of skin beneath the surface. Blisters usually form)

**Treatment:**

- Immerse the burned area in a cold water bath, or under cold running water- or apply a clean cloth soaked in ice water until the pain subsides.
- Blot dry and apply a clean dry cloth or dressing and send to a doctor.
- Do not apply ointments, sprays, antiseptics or home remedies.

**3rd Degree Burns** (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. Follow the following steps below.
  - Protect the burned area by covering with a cleaned cloth.
  - Treat for shock.
  - Call 911, or get the injured person to a hospital IMMEDIATELY!
  - Do not put ice or ice water on burn. This can intensify the shock reaction.
  - Do not remove clothes that are stuck to the burn.
  - Do not apply ointments, sprays, antiseptics or home remedies.

**Chemical Splashes Involving Eyes** (see Appendix A)

- Needs IMMEDIATE first aid attention and medical service.
- Do not allow victim to rub the eyes.
- Place a sterile bandage or dressing over the eyes to immobilize the eyelids.
- Take patient to hospital or physician.

**Treatment:**

- If splashed by a chemical or other substance:
  - Immediately flush eye with large quantities of running water using an emergency eyewash (if available in your establishment) for about 10 minutes. If no eyewash is available, use a sink.
  - Take patient to hospital or physician.



### If burned by flame or explosion:

- Apply a cool wet towel or other cold pack (not ice).
- Take patient to hospital or physician.

### Chemical Burns

#### Treatment:

- Immediately wash away chemical with large quantities of running water for at least five minutes.
- Continue to flush with water while removing clothing from burned area.
- Cover burn with bandage.
- Seek medical attention.
- Do not apply ointments, sprays, antiseptics or home remedies.

### Shock

Shock will be present in many burn cases. A person in shock may be cold, pale, sweating and may pass out.

#### Treatment:

- Maintain and open airway. Restore breathing and circulation if necessary.
- Call 911, or follow the establishments procedure to get the person to a hospital immediately.

#### Treat for shock by:

- Have the victim lie down with feet elevated, unless this would hurt him/her more.
- Cover the person only enough to prevent the loss of body heat.
  - Do not give any fluid.
  - Do not administer any drugs.







# How to Handle Workplace Emergencies

## Training Guide for Supervisors

### Training Objective

Training your employees on how to respond to a fire, medical or other type of emergency that may occur in your establishment.

1. Prepare for training.
  - Review the key points listed on this handout prior to conducting the training.
  - Walk through your establishment to review the location of emergency equipment such as emergency first-aid kits, fire extinguishers, fire suppression systems and posted emergency phone numbers.
  - Make sure you are familiar with any company policies related to responding to different types of emergencies.
  - Review reports of recent fires or medical emergencies that occurred in your establishment.
2. Emphasize the importance of knowing how to respond to an emergency.
  - Explain what your establishment plan is for dealing with different kinds of emergencies. This should include what to do if there is a fire, medical emergency or other kinds of emergencies such as loss of power. Tell employees what their role is and what procedures to follow.

(Optional viewing of course available at: [www.workplacesafetyguide.org](http://www.workplacesafetyguide.org) | section: How to Handle Workplace Emergencies or on CD provided with course book)



# How to Handle Workplace Emergencies (cont.)

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## Training Guide for Supervisors (cont.)

- 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.
- 3. Talk about and provide examples of actual emergencies and incidents experienced by employees in your establishment. Examples or stories from your own establishment or other establishments:  
  
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- 4. Distribute the employee handout.
  - Distribute the handout when you are ready to talk about it.
  - Review each point on the handout.
- 5. Demonstrate how to employees should respond an emergency if it occurs in the workplace.
  - Review each step of the procedure they should follow.
  - Ask new employees to review what they learned with you. If necessary, go over the procedure again until they get it right.
- 6. Ask employees if they have any questions.
  - Invite workers to ask questions related to the topic.
  - Respond to those questions you can answer. Offer to find answers for those you can't.

### Emergency Equipment and Procedures

#### Fire Extinguishers and Fire Suppression Systems

- Explain where the fire extinguishers and other fire suppression systems are located in your establishment, how they work and what employees should do if they activate.
- Demonstrate how to operate a fire extinguisher properly (Anyone who is expected to use a fire extinguisher on the job must be trained).

#### Exit and Escape Plans

- Demonstrate where the emergency exits are located and how to open them.
- Explain where employees should go if there is an evacuation. Identify if there is a designated meeting area.

### Dealing With Injuries on the Job

#### If Someone Else is Injured

- Explain where the first aid kit is located.
- Identify which workers on each shift are trained and designated to provide first aid.
- Explain who should be called if an employee or customer is injured and show them where emergency phone numbers are located and what procedures should be followed to get medical care.

#### What if You Get Hurt on the Job?

- Explain what the employee should do if they get injured on the job, including the following:
  - Tell their supervisor right away or as soon as possible.
  - How to get emergency medical treatment if it is needed.
  - When to fill out an accident report and who the employee needs to contact to obtain the accident report form.
  - Let them know that the employer is required by law to provide workers compensation benefits, including paying for medical care for their injury, and potentially payment for their wages if they lose wages for more than three days.



# How to Handle Workplace Emergencies (cont.)

## Key Points to Cover

### Exposure to Blood

- Make sure everyone knows who is designated to provide first aid if an employee is injured.
- Post on the wall which employees have first aid cards and the expiration dates of their first aid cards.
- 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 HIV.
- If employees are exposed to someone else's blood from an injury, let them know what procedure they need to follow.
- If trained staff are not available, tell the employee to keep away from blood. Hand the victim a towel or bandage to apply to the wound.
- Make sure the employee knows how to report an incident where there is exposure to blood. Inform the designated staff person in the establishment who has been trained on how to clean up body fluids. Also inform them how to get a medical evaluation if they need one.



## Training Topic Guide for Supervisors

### Training Objective

To train employees on strategies and techniques they can use to safely lift and carry loads to help prevent back and other related musculoskeletal injuries.

1. Prepare for training.
  - Review this handout prior to conducting training.
  - Walk through your establishment to remind yourself of tasks and work settings where employees may be required to lift, stack or carry heavy loads or heavy containers.
  - Make sure you are familiar with any company rules related to lifting or moving heavy items in your establishment.
  - Review reports of recent accidents in your workplace caused by lifting or moving heavy materials for the establishment.
2. Emphasize the importance of using safe techniques when lifting and carrying heavy items to prevent back injuries or sprains and strains.
  - Each year thousands of hospitality workers suffer overexertion injuries while lifting and carrying objects.
  - In the hospitality industry lifting and lowering heavy food containers, holding and moving pots while using awkward body postures, grasping large bags, emptying containers and carrying heavy objects are all common tasks. If done incorrectly, continued and repeated performance of these tasks can cause fatigue, discomfort, back pain and shoulder and neck problems.

(Optional viewing of course available at: [www.workplacesafetyguide.org](http://www.workplacesafetyguide.org) | section: Safe Lifting and Carrying or on CD provided with course book)



## Training Guide for Supervisors (cont.)

3. Provide the sample incident below. If possible, give examples of musculoskeletal or back injuries that workers have experienced in your own establishment from lifting or carrying heavy items.
  - A worker in a busy establishment strained her back and lost several weeks from work when she bent over to lift a pail of fruit weighing 33 pounds.
  - A worker helping to set up a catering event suffered a painful back and shoulder strain when he tried to lift a large table without getting help.
  - Write down examples of back injuries that occurred in your establishment and how they happened:  

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4. Distribute the employee handout.
  - Distribute the handout only when you are ready to talk about it.
  - Review each point on the handout.
5. Demonstrate techniques on how to safely lift and carry heavy items.
  - Review the Four Steps to Proper Lifting procedure.
  - Demonstrate the correct procedure with your employee from beginning to end.
  - Ask the new employee to demonstrate. Tell them what they did right and correct what needs improving. If necessary, go over the procedure again until they get it right.
6. Ask employees if they have any questions.
  - Invite workers to ask questions. Respond to those questions you can answer, and offer to find answers for those you can't.

### Key Points to Cover

Four Steps to Proper Lifting and Carrying

#### 1. Size up the load.

- Use a hand truck if possible.
- Get help if you need it:
  - Don't try to carry more than you can handle.
  - Make extra trips if necessary.
- Check for slivers, nails or exposed staples sticking out of the box or crate you are moving that might puncture your skin.
- Use gloves if necessary to protect your hands.
- Make sure you have a clear path to where you will be carrying the load.

#### 2. Lift.

- Bring the load as close to you as possible before lifting.
- Lift with your legs, not your back.
- Keep your head up, your back straight and bend at your knees and hips.

#### 3. Move.

- Keep the load close to your body.
- Look where you are going.
- Shift your feet to turn. Don't twist your body.

#### 4. Get set and lower.

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



# Safe Lifting and Carrying (cont.)

## Key Points to Cover

### Other Strategies to Prevent Back Injuries When Lifting and Carrying Materials

#### Make the Workplace Safer

- Stack heavier items on lower shelves, and lighter items on the top shelves.
- Stack and store items used most frequently at a convenient waist level.
- Reduce the need for lifting and carrying by providing hand trucks or carts.
- Lighten the loads that need to be lifted by purchasing smaller containers that will be lighter and easier to lift.
- Provide ladders and footstools of the right size, and keep them in good condition.
- Use garbage cans with wheels when moving garbage out to the dumpster.
- Limit the weight and size of garbage containers to limit the weight of the load employees must lift and dump.

#### Follow Safe Work Practices

- Get help lifting heavy items.
- Never stand on a chair with wheels, a box, cart or other equipment to reach for objects. Use a ladder or footstool.
- Limit lifting by hand. Whenever possible use carts to lift and move heavy loads.
- Limit lifting materials above shoulder level.
- Do not use or rely on back belts when lifting.
- Do not carry materials above the shoulder level. Doing this puts excessive strain on your neck, shoulders and lower back.
- As much as possible, push carts instead of pulling them.







## Training Topic Guide for Supervisors

### Training Objective

The purpose of this lesson is to train your employees on strategies they can use to help prevent musculoskeletal and back injuries by following good ergonomic practices.

1. Prepare for training.
  1. Review this handout prior to conducting training.
  2. Walk through your establishment to remind yourself of tasks in your establishment that involve regularly reaching or stretching, repetitive motions or lifting and stacking materials.
  3. Review reports of recent accidents in your workplace related to musculoskeletal or back injuries due to repetitive motions.
2. Emphasize the importance of working safely to prevent sprains and strains caused by overexertion, awkward postures or repetitive motions.
  - Sprains and strains of muscles and tendons are common among food service workers.
  - Improper lifting, reaching and repetitive motions are often associated with sprains, strains and tear injuries in establishments.
  - By applying good ergonomic techniques of fitting the job tasks to the employee and using proper equipment it can prevent these types of injuries.

(Optional viewing of course available at: [www.workplacesafetyguide.org](http://www.workplacesafetyguide.org) | section: Ergonomics for Hospitality Workers or on CD provided with course book)



## Training Guide for Supervisors (cont.)

3. Provide the sample incident below. If possible, give examples of musculoskeletal or back injuries that workers have experienced in your own establishment.

A worker at an establishment was assigned to pat pizza dough into pans. He was required to prepare several pans per minute. The employee noticed that over time, her hands, shoulders and back were hurting from the repetitive motion of working with the dough.

Sample incident from your establishment:

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4. Review the key points on how to reduce sprains and strains.

Where possible, demonstrate the correct way to do specific tasks that will:

- Reduce excessive bending and reaching.
- Minimize carrying and lifting.
- Minimize repetitive movements.

5. Distribute the employee handout.

Distribute the handout when you are ready to talk about it.

Review each point on the handout.

6. Ask employees if they have any questions.

Invite workers to ask questions and make suggestions related to the topic.

Respond to those questions you can answer and offer to find answers for those you can't.

### Sprains and Strains

- Sprains and strains of muscles and tendons are common among food service workers. Improper lifting, reaching and repetitive motions are often associated with sprains, strains and tear injuries in establishments.

### Prevent Excessive Bending and Reaching

#### Minimize Reaching and Bending

- Rearrange workspaces so it is easier to reach for supplies used routinely and to prevent overreaching and awkward back, shoulder and wrist postures.
- Store heavy items on lower shelves to avoid reaching.
- 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 stand on a chair with wheels, a box, cart or other equipment to reach for objects. Use a ladder or footstool.
- As much as possible, push carts instead of pulling them.

#### Minimize Lifting and Carrying Heavy Loads

- As much as possible, push carts instead of pulling them.
- Provide smaller bus pans and trays.
- Reduce the need for lifting and carrying where possible. Provide and use carts and hand trucks.

#### Minimize Repetitive Movements

- Vary repetitive tasks by spacing out activities.
- Provide ergonomic floor mats to protect against constant impact with hard surfaces.
- Rotate tasks, especially those that require the same motion over and over.
- Provide mechanical equipment to do repetitive tasks where possible.



# Ergonomics for Hospitality Workers (cont.)

## Key Points to Cover

- When walking or standing for long periods, use floor mats, take breaks, and rotate tasks if possible.
- Take a few moments to stretch, especially if you spend a lot of time carrying loads, bending, reaching or repeating the same motion.
- Take short breaks if doing a task requiring frequent repetitive movements.
- When sitting for long periods doing computer or office work, make sure your lower back is supported, take breaks and rotate tasks if possible.

### Example:

- How to Minimize Sprains, Strains and Back Injuries When Doing Clean-up Tasks
  - Reduce strains when moving garbage out to the dumpster by using garbage cans with wheels.
  - Limit the weight and size of garbage containers to limit the weight of the load employees must lift and dump.
  - Lower the height of the rinse nozzle on the wash sink so it sits at mid-body height to reduce stretching and overreaching.
  - Limit the size of dirty dish containers to reduce weight of dishes that can be stacked and carried.
  - Don't overfill containers so workers do not have to lift and carry excessive weight.
  - Use carts to put dirty dish containers on, decreasing the distance workers have to carry heavy containers.



# Job Specific Training Topic Outlines

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- Dishwasher Safety**
- Service Staff Safety**



# Dishwasher Safety

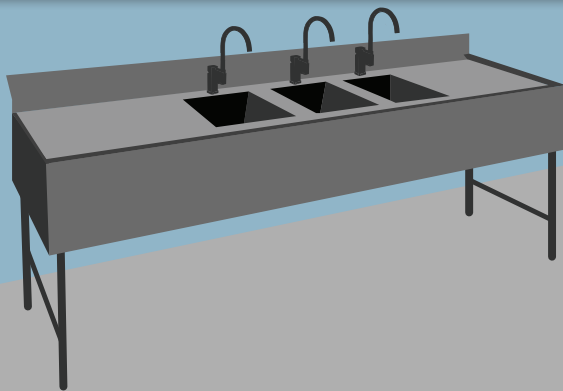
## Training Guide for Supervisors

### Training Objective

The purpose of this lesson is to train your employees on hazards associated with washing dishes in an establishment.

1. Prepare for training.
2. Review this handout prior to conducting the training.
3. Walk through your establishment dishwasher area to remind yourself of any conditions that could potentially increase the potential for injury.
4. Make sure you are familiar with any company policies related to washing dishes.
5. Review reports of injuries that may have occurred in your establishment in the dishwashing area.
6. Emphasize the overall hazards and risks associated with the dishwashing station, including the following hazards.
  - Burns and scalding.
  - Exposure to hazardous chemicals.
  - Awkward body postures increase the stress on ligaments and joints. This can lead to fatigue and discomfort, and increase the risk of injury. During dishwashing, awkward postures can occur when you:
    - Reach above shoulder level.
    - Reach below knee level.
    - Reach across deep counters.
    - Twist to reach sideways.

(Optional viewing of course available at: [www.workplacesafetyguide.org](http://www.workplacesafetyguide.org) | section: Dishwasher Safety or on CD provided with course book)



## Training Guide for Supervisors (cont.)

11. Give examples of injuries or near misses that have happened to workers doing work in the dishwasher area of your establishment.
- To clean cooking pans, a worker who was hired as a dishwasher soaked them in a powerful chemical cleaning solution. She regularly wore gloves to protect her hands and arms. One day when she was lifting three large pans out of the sink at once, they slipped out of her hands and back into the sink. The cleaning solution splashed into her face and got into her right eye. She was blinded in that eye for two weeks.
  - Examples or stories from your own establishment:  
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\_\_\_\_\_  
\_\_\_\_\_
12. Distribute the handout.
- Distribute the handout when you are ready to talk about it.
  - Review each point on the handout.
13. Demonstrate how employees should safely perform tasks involved in washing dishes.
- Review each step of the procedure even if it seems obvious.
  - Demonstrate the correct procedure from beginning to end.
  - Ask new employees to review what they learned with you. Tell them what they did right and what needs improving. If necessary, go over the procedure again until they get it right.
14. Ask employees if they have any questions.
- Invite workers to ask questions and make suggestions related to the topic.
  - Respond to those questions you can answer. Offer to find answers for those you can't.



### General Dishwasher Safety Practices

#### Make the Workplace Safer

- Use anti-fatigue mats when standing is required for long periods to reduce the stress on your back and legs.
- Install non-slip floor mats on the floor in front of the dish sink to avoid slipping in water on the floor.
- Lower the rinse nozzle to rest at mid-body height to reduce your reach.
- Rearrange the dishwashing work space so it is easier to reach for supplies used routinely and to prevent over-reaching and awkward back, shoulder and wrist postures.

#### Follow Safe Work Practices

- Never leave knives to be washed sitting in a wash sink filled with soapy water.
- Load trays properly. Do not overload or force trays into the machine.
- If tray is stuck in unit, use long pole with hook to pull back to leading end.
- Stand as close to the front of the work surface as possible.
- Turn your feet to point at your work to prevent twisting your back.
- Don't overload dish racks. If possible, use more than one rack to reduce the weight of each rack that you have to move.
- Place an object such as a plastic basin in the bottom of the sink to raise the surface up while washing items to help limit bending forward at the waist while washing items.
- If possible, provide carts to put dirty dish containers on, to decrease the distance that workers have to carry heavy containers. Employees should also be warned not to overfill containers in order to prevent them from lifting and carrying excessive weight.
- To limit over-reaching when placing glasses into racks, fill the near rows first, then rotate the rack to bring the back rows to the front.
- Reduce overhead reaching; try to keep reaches at chest to waist level.
- Don't overload dish racks.



# Dishwasher Safety (cont.)

## Key Points to Cover

- Rack heavier items, such as plates, closest to you.
- Empty and sort cutlery bins before they are full.
- Use cleaning tools with good grips when heavy-duty cleaning is required.
- Put one foot on a step or rail to reduce stress on your back and legs when standing for long periods of time.

## Use Protective Clothing and Equipment

- Wear shoes with enough cushioning to relieve the stress on your knees and back when standing for long periods.
- Wear non-slip shoes or overshoes when working in the dishwashing area.

Example of awkward back, shoulder, and wrist posture from overreaching.



Example of awkward back, shoulder, and wrist posture from overreaching.



Example of improved shoulder and wrist posture.



### Preventing Exposures to Burns and Scalds

#### Follow Safe Work Practices

- While loading or unloading automatic dishwashers, do not try to unload dishes or glasses until they are cooled.
- Avoid exposure to steam; it can burn.
- Open hot water faucets slowly to avoid splashes.
- Test water temperatures in sinks before sticking your hands into them.

### Preventing Exposure to Hazardous Cleaning Chemicals

#### Follow Safe Work Practices

- Avoid direct skin contact with concentrated detergents and cleaners. Dishwasher detergents, drain cleaners, oven cleaners and grill cleaners can be caustic and can cause skin and eye irritation and chemical burns.

#### Use Protective Clothing and Equipment

- Wear rubber gloves and aprons to avoid contact with harsh soaps and chemicals.
- Wear safety glasses/goggles when pouring or transferring concentrated chemical cleaners, detergent or bleach.





## Training Guide for Supervisors

### Training Objective

The purpose of this lesson is to train your employees on hazards associated with waiting and serving tables in an establishment or catering setting.

1. Prepare for training.
  - Review this handout prior to conducting the training.
  - Walk through your establishment to remind yourself of any conditions that could potentially increase your servers potential for injury.
  - Make sure you are familiar with any company policies related to serving and waiting on tables.
  - Review reports of injuries that may have occurred in your establishment to employees who are servers, waiters or waitresses.
2. Emphasize the overall hazards and risks associated with waiting on tables, including some of the following:
  - Serving food and bussing tables requires extensive lifting and reaching. This may lead to fatigue, back, neck, and shoulder strains and sprains. It also increases stress on your ligaments and joints. Awkward postures can occur when you:
    - Are reaching above shoulder level, such as when you balance or lift heavy trays above shoulder height.
    - Lifting large and heavy containers overfilled with dirty dishes.
    - Repetitive reaching across tables to serve customers or to clear off tables.
    - Moving and lifting tables and chairs to accommodate customers.
    - Twisting to reach sideways to grab an object.
    - Balancing or lifting too much weight, such as when you balance or lift too many plates or glasses while serving or clearing tables.

(Optional viewing of course available at: [www.workplacesafetyguide.org](http://www.workplacesafetyguide.org) | section: Service Staff Safety or on CD provided with course book)



## Training Guide for Supervisors (cont.)

- Other injuries, including burns or scalds, may occur while by handling hot dishes or from spilling hot beverages or food on you.
- 3. Give examples of injuries that workers have experienced. Talk about actual incidents that have taken place in your own establishment.
  - A server who was moving tables in the dining room suffered painful back and shoulder strain when she tried to lift a large table without getting help.
  - Examples of incidents or injuries from your own establishment:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
- 4. Demonstrate how to prevent injuries when serving tables.
  - Review steps servers can take to minimize using awkward postures when carrying trays of food, beverages or serving dishes.
  - Review steps servers can take to minimize the chance of touching hot dishes or spilling hot food or beverages on themselves or their customers.
  - Ask new employees to demonstrate how to lift and carry trays of dishes and beverages from the kitchen to the dining room. Have them practice serving the dishes and beverages to the table. Tell them what they did right, and correct what needs improving. If necessary, go over the procedure again until they get it right.
- 5. Distribute the handout.
  - Distribute the employee handout when you are ready to talk about it.
  - Review each point on the handout.

### Preventing Sprains and Strains While Serving Tables

#### Make the Workplace Safer

- Provide servers with small rather than large containers for table clean-up, to limit the amount of dirty dishes that can be stacked and carried at one time to prevent servers from carrying excessive weight.
- Reduce travel with trays by using carts to carry food and dirty dishes, rather than requiring workers to carry heavy trays overhead.
- Choose carts with large wheels that roll easily, to prevent strain or sprain injuries caused by servers pushing or pulling heavy carts.
- If space permits, set up a server's station close to the serving area to decrease the distance that items need to be carried.
- Leave outdoor furniture set up outside at night. This may substantially decrease the amount of lifting required to set up and break down eating areas.

#### Follow Safe Work Practices

- Get help when moving tables and chairs rather than lifting them alone.
- Carry fewer plates at a time. The more plates you carry, the greater the stress on muscles and joints. Carry items close to your body to lessen the strain on your arms and back.
- When serving large orders, make two trips or ask other servers to help.
- Move around the table to serve guests. This will promote good posture and reduce the need for reaching.
- Do not overfill trays with dishes when serving tables. When filling the serving tray balance the load evenly, placing heavier items in the center of the tray.

#### When carrying large trays:

- Balance the load and keep the tray clean and dry.
- Carry most of the load over your shoulder to support it.
- Use both hands to support and balance the tray.
- Keep both wrists in neutral positions by grasping the outside edge of the tray.

#### When carrying small trays:

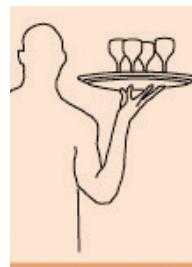
- Carry the tray with your shoulder, arm and hand in neutral positions.
- Carry the tray as close to your body as possible, balanced on both your arm and hand.
- Use both hands to carry serving items such as coffee pots and water pitchers. Carry them with your elbows close to your body.



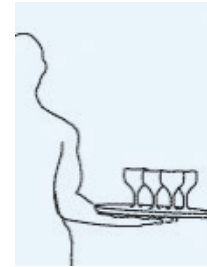
# Service Staff Safety (cont.)

## Key Points to Cover

- When pouring, move the glass or cup as close to you as possible rather than over-reaching with a full pitcher or coffee pot.
- Don't use water jugs or other beverage containers with sharp edges on the handles as the edges increase the pressure on your fingers. If this is not possible, wrap a serving towel around the handle.
- Stand close by the person you are serving rather than reaching across the table and over people.
- When serving customers sitting in a booth, pass the plates along, requesting that the people sitting closest to the edge of the booth assist you in passing the plates.
- Try to balance serving trays on both your arm and hand rather than carrying them on a bent wrist or holding them on your fingers.
- Support large banquet trays by resting them on your shoulder.
- Alternate carrying tasks so that you use different muscles such as alternating between left and right hands when carrying trays.



**Tray Incorrect**



**Tray Correct**



Example of an unbalanced load and awkward posture.



Example of preferred posture.



Example of awkward wrist, elbow, shoulder, neck, back posture.



Example of preferred posture.





### Use Protective Clothing and Equipment

Preventing Burns While Serving Tables

#### Follow Safe Work Practices

- Do not remove a coffee pot until the coffee is through being dispensed.
- Use trays to carry cups of hot beverages, hot dishes or dishes containing hot food.
- Be aware that plates under heat lamps are hot. Use caution before picking up these plates to serve customers.
- Do not reach over table candles while serving or removing food from tables.
- Do not carry lit candles because the dripping wax can cause burns.
- Do not use wet towels to grab or hold hot items.
- When operating machines that make hot drinks such as coffee, tea or espresso, do not stick your hands into areas where the hot liquids are dispensed.
- Use caution when removing items from the microwave. Some items continue to heat or cook after the microwave turns off.

### Use Protective Clothing and Equipment

- Use a dry waiter's towel, hot pads or oven mitts to protect your hands and arms when carrying hot plates or trays. Warn customers when the dishes are too hot to touch.
- Wear an apron to help protect you from spilling hot items on yourself while serving.

### Preventing Collisions and Slips When Serving Tables

#### Make the Workplace Safer

- Provide windows on swinging doors so you can see if someone is coming out.
- Provide two-way doors, one only for going in and one for only coming out. Follow a set traffic pattern to avoid collisions (For example, enter on the right side, exit on the left).
- Install mirrors on blind corners.

#### Follow Safe Work Practices

- When carrying trays or dishes around blind doorways, corners or stairs, let other employees know you are coming through by shouting out a warning.





**Employee Handout Section**



## Job Restrictions for Teen Workers 16 and 17-Years-Old

### Key Points to Cover

#### 16 and 17-Year-Old Employees

16 and 17-year-old employees in establishments have some task limitations:

#### Prohibited Tasks

- Working with power-driven meat processing machines (This includes operating, setting-up, feeding, adjusting, repairing or cleaning the following types of machines):
  - Meat slicers
  - Patty forming machines
  - Pizza dough rollers
  - Grinders or choppers
  - Saws
- Working with commercial mixers and certain power driven bakery machines such as large Hobart mixers.
- Driving and order deliveries. Generally, no employee under 18 may drive on a public roadway as a regular job assignment. Seventeen-year-olds may drive in very limited situations on an occasional and incidental basis, such as running an occasional errand. All minors are prohibited from making time sensitive deliveries (such as pizza deliveries or other trips where time is of the essence) and from driving at night (See the L&I policy ES C.4.3, [www.lni.wa.gov/workplacerrights/files/policies/esc43.pdf](http://www.lni.wa.gov/workplacerrights/files/policies/esc43.pdf)).
- Jobs involving the use of hazardous chemicals.
- Jobs involving exposure to bloodborne pathogens.

#### Allowable Tasks

- Cooking and baking.
- Using the following equipment:
  - Knives
  - Counter-top blenders
  - Milk shake blenders
  - Coffee grinders
  - Espresso machines
  - Microwaves
- Selling food to motorists from a window counter.
- Cleaning establishment and bathroom facilities.

# Job Restrictions for Teen Workers 14 and 15-Years-Old

### 14 and 15-Year-Old Employees

14 and 15-year-olds may work in establishments, but only doing certain limited jobs and tasks:

### Prohibited Tasks

14 and 15-year-old employees are prohibited from doing the following types of hazardous work:

- They may not perform any cooking or baking activities.
- Working with power-driven meat processing machines (This includes operating, setting-up, feeding, adjusting, repairing or cleaning the following types of machines):
  - Meat slicers
  - Patty forming machines
  - Pizza dough rollers
  - Grinders or choppers
  - Saws
- Working with commercial mixers and certain power driven bakery machines such as large Hobart mixers.
- Driving and order deliveries. Generally, no employee under 18 may drive on a public roadway as a regular job assignment. Seventeen-year-olds may drive in very limited situations on an occasional and incidental basis, such as running an occasional errand. All minors are prohibited from making time sensitive deliveries (such as pizza deliveries or other trips where time is of the essence) and from driving at night. (See the L&I policy ES C.4.3, [www.lni.wa.gov/workplacerrights/files/policies/esc43.pdf](http://www.lni.wa.gov/workplacerrights/files/policies/esc43.pdf)).
- Jobs involving the use of hazardous chemicals.
- Jobs involving exposure to bloodborne pathogens.

# Job Restrictions for Teen Workers 14 and 15-Years-Old (cont.)

### Allowable Tasks

- They may do kitchen work, including use of knives and other work involved in preparing food and beverages. Operating the following kinds of equipment is permitted:
  - Dishwashers
  - Toasters and microwaves
  - Espresso machines
  - Milk shake blenders
  - Coffee grinders
- They may cashier, wait on tables, bus tables, and do clean-up work using vacuum cleaners and floor waxers.
- They may dispense food from the cafeteria lines and steam tables and heat food in microwave ovens that do not have the capacity to heat food over 140° F.
- They may clean kitchen surfaces and non-power driven equipment, and they may filter, transport and dispose of cooking oil, but only when the temperature of the surface and the oils do not exceed 100° F.

### Hours of Work

- In addition to restrictions on certain job tasks, all teens, 17-years-old and younger also have restricted work hours, particularly during school weeks. Child labor laws protect teens from working too long, too late or too early. 14 and 15-year-old workers have different work hour limitations than workers who are 16 to 17-years-old. For more detailed information on the hours teens can work, go to: [www.lni.wa.gov/WorkplaceRights/TeenWorkers/Hours](http://www.lni.wa.gov/WorkplaceRights/TeenWorkers/Hours).





## Working Around Stoves, Ovens, and Grills

### Key Points to Cover

### Safe Practices for Working Around Stoves, Ovens, and Grills

#### Make the Workplace Safer

- Grills and other equipment with hot surfaces should have built in guard-bars, so employees won't accidentally touch them.

#### Follow Safe Work Practices

- Set pot handles away from burners to prevent the handles from getting hot.
- Adjust burner flames so the flame covers the bottom of the pan.
- Make sure pot handles don't stick out over the edge of the range where they can be bumped.
- Avoid overcrowding on the range tops.
- Avoid wearing loose clothing when working around flames on ranges and ovens.
- Don't fill pots too full. This helps prevent liquids from boiling over the sides of the pot.
- Lift pot lids off slowly to protect yourself from being exposed to boiling steam.
- Always use tongs. Never use your hands to lower food into boiling water or oil.
- Slowly place sealed cooking pouches in boiling water to avoid splashing.
- Never leave hot oil or grease unattended.
- Ask for help when moving or carrying a heavy pot of hot liquid.
- Drink plenty of water and take breaks from hot kitchen environments to allow your body to cool down. Temperatures can reach 105 to 110 degrees while cooking in front of hot grills. Exposure to excessive heat may lead to heat exhaustion or heat stroke.

# Employee Handout

## Working Around Stoves, Ovens, and Grills (cont.)

### Use Protective Clothing and Equipment

- Use potholders, gloves or mitts;
  - When checking food on the stove.
  - When placing food in boiling water or oil.
  - When reaching into ovens and broilers.
- Prevent steam burns on your hands by never using wet material (like a damp towel) as a potholder, to prevent steam burns on your hands.
- Wear cool, comfortable, breathable clothing like cotton when working in front of grills and other hot cooking equipment.

### Safe Practices for Working with Microwave Ovens

#### Follow Safe Work Practices

- Do not use metal containers, foil or metal utensils (e.g. spoons, forks or knives) in a microwave oven.
- Open containers carefully after removing them from the microwave. This allows steam to escape.

### Use Protective Clothing and Equipment

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

## Fryer Safety

### Key Points to Cover

#### Fryer Safety

##### Follow Safe Work Practices

- Dry off wet food and brush or shake off excess ice crystals with a clean paper towel before placing the food in the fryer basket. Wet foods splatter and cause steam.
- Fill fryer baskets no more than half full.
- Gently raise and lower fryer baskets into the hot oil.
- Do not stand too close to or lean over hot oil.
- Keep liquids and beverages away from fryers (they can be easily bumped into the hot oil and cause a flare-up).
- Follow directions when adding new fat or oil to the fryer or when draining old oil from the fryer.



# Working With Knives, Equipment With Blades and Other Sharp Items

## Key Points to Cover

### Safe Handling Hints for Knives

#### Follow Safe Work Practices

- Keep knives sharpened, and let other staff know when knives are newly-sharpened. Dull knives are unsafe.
- Never touch knife blades.
- Use a knife only for its intended purpose; use the appropriate type of knife for the cutting job (demonstrate the different knife types and the tasks for which they are appropriate and inappropriate).
- Place a damp cloth under your cutting board to keep it from slipping.
- When interrupted, stop cutting and place the knife down on a flat surface. Never place knives near the edge of a countertop.
- Never leave a knife soaking in a sink of water.
- Let a falling knife fall. Step back and warn others. Do not try to catch the knife.
- Carry knives with the cutting edge angled slightly away from your body.
- To hand a knife to someone else, place it down on a clean surface and let the other person pick it up.
- Store knives properly in racks or knife sheaths.
- Use box cutters for opening boxes instead of knives.

# Employee Handout

## Working With Knives, Equipment With Blades and Other Sharp Items (cont.)

### Working With Slicers, Food Processors and Equipment with Sharp Blades

#### Follow Safe Work Practices

- Workers under 18 are not allowed to use, clean, take apart or assemble automatic slicers.
- Before using a machine with blades, make sure all the guards are in place.
- When cleaning the blade on a slicer:
  - Be sure the power is off.
  - Wipe from center hub to edge to prevent cuts from the edge of the blade.
- Keep hands, face, hair, clothing and jewelry away from moving parts.
- When working with grinders:
  - Use a push stick to feed food into the grinder, not your hands.
  - Never place fingers in feed openings.
  - Keep guards in place at all times when operating the grinder.
- When working with mixers:
  - Make certain mixer beaters are properly fastened.
  - Make sure the bowl elevator is locked in position before starting the unit.
  - Always stop the machine before removing anything from the mixing bowl.

#### Use Protective Clothing and Equipment

- Wear cut resistant gloves when using knives and sleevelets or arm protectors when operating equipment.

### Handling Broken Glass and Dishware

#### Make the Workplace Safer

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

#### Follow Safe Work Practices

- Use plastic or metal scoops for dispensing food or ice, not drinking glasses that could break inside the ice bin.
- Never use chipped or cracked dishware or glasses. Dispose of them in the trash.
- When cleaning up broken glass, avoid touching it with your hands. Always use a dustpan and broom.

#### Use Protective Clothing and Equipment

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

## Preventing Slips, Trips, and Falls

### Key Points to Cover

#### Appropriate Shoes for Hospitality Work

- Wear sturdy shoes with slip-resistant soles and low heels.
  - No leather soles.
  - No open toes.
  - No platforms or high heels.
- Shoes should be laced and tightly tied.
- Avoid shoes made with porous fabrics such as canvas, which won't protect your feet from spills and burns.
- Look for a tread that channels liquid out from under the shoe to prevent hydroplaning.
- Oil-resistant shoes are not necessarily slip resistant. If it is oil-resistant, it just means that the sole will not break down if it is exposed to petroleum products like you find in automotive or industrial workplaces. These shoes are not necessarily designed for conditions found in establishments.

#### Where to Find Slip Resistant Shoes

- Slip resistant footwear can be purchased from discount stores or be ordered for under \$25.00 (the following listing is not complete and does not constitute a product endorsement).
  - Payless Shoes
  - Walmart
  - Sketchers
- Slip resistant overshoes can be purchased for half the price of slip resistant shoes. Slip resistant overshoes provide workers with the same level of slip resistance while, at the same time, offering the possibility of them being shared by employees.
- Some shoe manufacturers have products with slip-resistant soles and also provide special employer purchasing arrangements. Also consult your Yellow Pages under "Safety Equipment and Clothing" (the following listing is not complete and does not constitute a product endorsement).
- Iron Age Shoes: [www.Ironageshoes.com](http://www.Ironageshoes.com).
- Shoes for Crews: [www.shoesforcrews.com](http://www.shoesforcrews.com).

#### Housekeeping and Cleaning Up Spills

##### Follow Safe Work Practices

- Clean up spills immediately.
- During rush periods, spot mop only.
- Be careful not to spill oil or shortening.
- Place caution signs when mopping or when floors are wet or slippery.
- Use a clean mop with approved floor cleaners.

# Employee Handout

## Preventing Slips, Trips, and Falls (cont.)

- Keep floor mats clean and in place.
- Clean floors regularly so grease does not build up.
- Monitor areas around ice bins where ice can easily fall onto the floor and melt, causing puddles.

### Awareness and Moving Around the Establishment

#### Make the Workplace Safer

- Keep walkways and work areas free of clutter.
- Keep electrical cords out of walkways.
- Maintain carpets in good condition.
- Provide windows on swinging doors so you can see if someone is coming out.
- Provide two-way doors, one exclusively for going in and one for only coming out. Follow a set traffic pattern to avoid collisions (for example, enter on the right side, exit on the left).
- Provide mirrors for blind corners.
- Alert employees and customers to step-ups and step-downs by using hazard tape or other warning signs.

#### Follow Safe Work Practices

- Pay close attention to what is going on around you. Don't move too quickly and never run.
- When moving around corners, blind doorways or stairs, let other employees know you are coming through by shouting out warnings like:
  - "Corner!"
  - "Coming through!"
  - "Behind You!"
- When carrying things, don't carry items too tall for you to see over.
- Be aware of areas where there are transitions in floor types (e.g., from the carpeted dining area to the tile kitchen floor).

### Preventing Falls When Reaching or Climbing

#### Follow Safe Work Practices

- Never stand on boxes, chairs with wheels, carts or other equipment to reach for objects. Use a ladder or footstool.
- Organize and set up work areas to limit the need for reaching and climbing. For example, keep most frequently used items on easily accessible shelves.



# Chemical Hazards in Establishments

## Key Points to Cover

### Material Safety Data Sheets (MSDS)/Safety Data Sheets (SDS)

- A Material Safety Data Sheet (also called an MSDS) or Safety Data Sheets (also called an SDS) is an information sheet that contains detailed health and safety information about the properties of hazardous chemical products. These sheets provide important emergency information and guidance on what to do if someone has an accident and is exposed to the product.
  
- Material Safety Data Sheets / Safety Data Sheets for hazardous chemical products used in our establishment are available to all employees. The location of Safety Data Sheets in this establishment is: \_\_\_\_\_  
\_\_\_\_\_
  
- Safety Data Sheets are divided into sections. Each section gives a different kind of information about the chemical product. Information that is usually found on a Safety Data Sheet includes:
  - The chemical and common name of the product.
  - Physical and chemical characteristics of the hazardous ingredients.
  - Physical hazards (such as fire hazards).
  - Health hazards and routes of exposure.
  - Primary ways it can enter the body (such as inhalation).
  - Precautions for safe handling and use.
  - Personal Protective Equipment needed to work with the product.
  - First aid and emergency procedures.
  - Spill and leak procedures.

## How to Safely Work With Chemical Products

### Make the Workplace Safer

- Whenever possible, substitute or replace less hazardous products and cleaners for more hazardous products. Manufacturers are frequently developing new products that do the same job, but are less harmful.
  
- Dispose of any old chemical products that are no longer being used in the workplace.
  
- Set up dispensing systems that will prevent employees from coming in direct contact with the chemical product and ensure the correct amount of product is being used (e.g. Have cleaning chemicals automatically pumped into a dishwasher to eliminate the need to do it by hand).

## Chemical Hazards in Establishments (cont.)

- If chemicals need to be diluted or mixed, purchase them pre-diluted or mixed to eliminate the need to do it by hand.
- Change cleaning processes to make the use of some hazardous chemical products unnecessary.

### Follow Safe Work Practices

- Know the hazards of cleaning chemicals before using them.
- Make sure all chemical containers, such as spray bottles, have a label on them that clearly identifies the chemical product name and the main safety information about the chemical (e.g. corrosive, avoid contact with skin).
- Never store or use chemical products or cleaners in unlabeled containers.
- Do not use old drink or food containers to store chemicals.
- To avoid combining incompatible chemicals causing a chemical reaction (e.g. mixing a product that contains chlorine with a product that contains ammonia can generate a poisonous gas) never mix different chemical products together.
- Avoid using chemical products for cleaning tasks for which they were not designed. If out of a product, reorder it and find a safe substitute.
- Minimize exposure to chemicals by preventing splashing.
- Use lower shelves to store chemicals to avoid the risk of spills.

### Use Protective Clothing and Equipment

- Always have eye protection, such as safety glasses and goggles available for use. Wear eye protection any time there is a possibility the chemical product could potentially splash into your face or eyes.
- Always wear gloves, shirts with sleeves and aprons when there is potential for exposure to your skin. If clothing or gloves have become soaked or covered with the chemical product, remove the clothing gloves and replace them clean gloves or clothing to prevent skin exposures.
- Have the correct cleaning tools available that minimize employees' direct skin contact with chemical products as much as possible.

# Preventing Injuries from Robberies and Assaults

## Key Points to Cover

### Procedures for Handling Cash to Prevent Robberies

#### Make the Workplace Safer

- Leave a clear, unobstructed view of the cash register area from the street or dining room area.
- Post signs that the cash register only contains a small amount of cash.
- Store cash in a drop safe, limited-access safe or comparable type of safe.
- Have working locks on all doors and make sure alarms are in working order.
- Provide surveillance cameras and/or mirrors.
- Have a way to communicate with the police or security personnel, like a “panic” button or silent alarm.

#### Follow Safe Work Practices

- Never count cash in front of customers.
- Use the “buddy system” during cash drops.
- Store larger amounts of cash in a drop safe.
- Train employees on what to do in case of a robbery or assault.
- Establish a policy that employees not resist during a hold-up or robbery.

# Employee Handout

## Preventing Injuries from Robberies and Assaults (cont.)

### Following Basic Security Measures

#### Make the Workplace Safer

- Post emergency telephone numbers next to the phone.
- Have good lighting in the workplace and parking lots and alleys where employees and customers go at night.
- Post signs on back exits to help remind employees to be aware of their surroundings when they leave the building.
- Have more than one exit workers can reach in case of an emergency.

#### Follow Safe Work Practices

- Schedule at least two people per shift, especially at night. Minors may not work without adult (age 18 or older) supervision after 8:00 p.m.
- Set up a reporting process for violent incidents and threats.
- Refrain from requiring servers to wear revealing or sexy uniforms.
- Post laws and policies against assault, stalking and violent acts.
- Use the “buddy system” when walking to public transportation and parking areas.
- Use the “buddy system” when taking trash out to the back dumpster at night or in the dark.
- Make sure back doors are always locked at night. Workers should still be able to exit easily.
- Keep background noise down so people will be aware of any problem.

## First Aid for Burns

### Key Points to Cover

#### Ten Steps for Avoiding Burns

- Use potholders, gloves and mitts. Never use wet material as a potholder.
- Avoid overcrowding on the range top.
- Set pot handles away from burners and make sure they don't stick out over the edge of the range.
- Adjust the burner flames to cover only the bottom of the pan.
- Check hot foods on stoves carefully.
- Place sealed cooking pouches in boiling water carefully to avoid splashing.
- Never leave hot oil or grease unattended.
- Ask for help when moving or carrying a heavy pot of simmering liquid off the burner.
- Do not use metal containers, foil or utensils in a microwave oven.
- Use hot pads, and be careful when removing food and food containers from the microwave. Lift lids carefully to allow steam to escape.

#### Emergency Treatment of Burns

- Always report all burns to your manager or supervisor.

#### Extensive Burns

- If over 15 percent of the body is burned, WASTE NO TIME.
- Give appropriate first aid and get the injured person to the hospital IMMEDIATELY!

#### 1st Degree Burns (A burn injuring only the outside layer of skin.)

##### Treatment:

Apply cold water to the burned area or submerge the burned area in cold water. (A dry dressing may be applied.)

- Do not apply ointments, sprays, antiseptics or home remedies.

#### 2nd Degree Burns (A burn that injures the layer of skin beneath the surface. Blisters usually form.)

##### Treatment:

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

- Immerse the burned area in a cold water bath or under cold running water or apply a clean cloth soaked in ice water until the pain subsides.
- Blot dry and apply a clean dry cloth or dressing and send to a doctor.
- Do not apply ointments, sprays, antiseptics or home remedies.

# Employee Handout

## First Aid for Burns (cont.)

- 3rd Degree Burns** (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. Follow the following steps below.

- Maintain an open airway. Restore breathing and circulation if necessary.
- Protect the burned area by covering with a cleaned cloth.
- Treat for shock.
- Call 911 or get the injured person to a hospital IMMEDIATELY!
- Do not put ice or ice water on burn. This can intensify the shock reaction.
- Do not remove clothes that are stuck to the burn.
- Do not apply ointments, sprays, antiseptics or home remedies.

- Burns or Chemical Splashes Involving Eyes**

- Needs IMMEDIATE first aid attention and medical service.
- Do not allow victim to rub the eyes.
- Place a sterile bandage or dressing over the eyes to immobilize the eyelids.
- Take patient to hospital or physician.

**Treatment:**

- If splashed by a chemical or other substance:
  - Immediately flush eye with large quantities of running water, using an emergency eyewash (if available in your establishment) for about 10 minutes. If no eyewash is available, use a sink.
  - Take patient to hospital or physician.
- If burned by flame or explosion:
  - Apply a cool wet towel or other cold pack (not ice).
  - Take patient to hospital or physician.

- Chemical Burns**

**Treatment:**

- Immediately wash away chemical with large quantities of running water for at least five minutes.
- Continue to flush with water while removing clothing from burned area.
- Cover burn with bandage.
- Seek medical attention.
- Do not apply ointments, sprays, antiseptics or home remedies.

- Shock**

- Shock will be present in many burn cases. A person in shock may be cold, pale, sweating and may pass out.

**Treatment:**

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

- Call 911 or follow the establishment's procedure to get the person to a hospital immediately.
- Treat for shock by:
  - Having the victim lie down with feet elevated unless this would hurt the person more.
  - Cover the victim only enough to prevent the loss of body heat.
    - Do not give any fluid.
    - Do not administer any drugs.

## How to Handle Workplace Emergencies

### Key Points to Cover

#### Emergency Equipment and Procedures:

##### Fire Extinguishers and Fire Suppression Systems

- Explain where fire extinguishers and other fire suppression systems are located in your establishment, how they work and what the employee should do if they activate.
- Demonstrate how to operate a fire extinguisher properly (Anyone who is expected to use a fire extinguisher on the job they must be trained.).

##### Exit and Escape Plans

- Demonstrate where the emergency exits are located and how to open them.
- Explain where employees should go if there is an evacuation. Identify if there is a designated meeting area.

### Dealing With Injuries on the Job

#### If Someone Else is Injured

- Explain where the first aid kit is located.
- Identify which workers on each shift are trained and designated to provide first aid.
- Explain who should be called if an employee or customer is injured and show them where emergency phone numbers are located and what procedures should be followed to get medical care.

#### What if You Get Hurt on the Job?

- Explain what employees should do if they get injured on the job, including the following:
  - Tell their supervisor right away or as soon as possible.
  - How to get emergency medical treatment if it is needed.
  - When to fill out an accident report and who the employee needs to contact to obtain the accident report form.
  - Let employees know their employer is required by law to provide workers compensation benefits, including paying for medical care for their injury, and potentially payment for their wages if they lose wages for more than three days.

### Exposure to Blood

- Make sure everyone knows who is designated to provide first aid if an employee is injured.
- Post on the wall which employees have first aid cards and the expiration dates of those cards.
- 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 HIV.
- If employees are exposed to someone else's blood from an injury, let them know what procedure they need to follow.
- If trained staff are not available, tell the employee to keep away from blood. Hand the victim a towel or bandage to apply to the wound.
- Make sure the employee knows how to report an incident where there is exposure to blood. Inform the designated staff person in the establishment who has been trained on how to clean up body fluids. Also inform them how to get a medical evaluation if they need one.





## Safe Lifting and Carrying

### Key Points to Cover

### Four Steps to Proper Lifting and Carrying

#### 1. Size up the load

- Use a hand truck if possible.
- Get help if you need it:
  - Don't try to carry more than you can handle.
  - Make extra trips if necessary.
- Check for slivers, nails or exposed staples sticking out of the box or crate you are moving that might puncture your skin.
- Use gloves if necessary to protect your hands.
- Make sure you have a clear path to where you will be carrying the load.

#### 2. Lift

- Bring the load as close to you as possible before lifting.
- Lift with your legs, not your back.
- Keep your head up, your back straight and bend at your knees and hips.

#### 3. Move

- Keep the load close to your body.
- Look where you are going.
- Shift your feet to turn. Don't twist your body.

#### 4. Get set and lower

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

## Safe Lifting and Carrying (cont.)

### Other Strategies to Prevent Back Injuries When Lifting and Carrying Materials

#### Make the Workplace Safer

- Stack heavier items on lower shelves and lighter items on the top shelves.
- Stack and store items used most frequently at a convenient waist level.
- Reduce the need for lifting and carrying by providing hand trucks or carts.
- Lighten the loads that need to be lifted by purchasing smaller containers that will be lighter and easier to lift.
- Provide ladders and footstools of the right size. Keep them in good condition.
- Use garbage cans with wheels when moving garbage out to the dumpster.
- Limit the weight and size of garbage containers to limit the weight of the loads employees must lift and dump.

#### Follow Safe Work Practices

- Get help lifting heavy items.
- Never stand on a chair with wheels, a box, cart or other equipment to reach for objects. Use a ladder or footstool.
- Limit lifting by hand. Whenever possible, use carts to lift and move heavy loads.
- Limit lifting materials above shoulder level.
- Do not use or rely on back belts when lifting.
- Do not carry materials above the shoulder level. Doing this puts excessive strain on your neck, shoulders and lower back.
- As much as possible, push carts instead of pulling them.

## Ergonomics for Hospitality Workers

### Key Points to Cover

#### Sprains and Strains

Sprains and strains of muscles and tendons are common among food service workers. Improper lifting, reaching and repetitive motions are often associated with sprains, strains and tear injuries in establishments.

#### Prevent Excessive Bending and Reaching

##### Minimize Reaching and Bending

- Rearrange workspaces so it is easier to reach for supplies used routinely, and to prevent overreaching and awkward back, shoulder and wrist postures.
- Store heavy items on lower shelves to avoid reaching.
- 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 stand on a chair with wheels, a box, cart or other equipment to reach for objects. Use a ladder or footstool.
- As much as possible, push carts instead of pulling them.

##### Minimize lifting and carrying heavy loads

- As much as possible, push carts instead of pulling them.
- Provide smaller bus pans and trays.
- Reduce the need for lifting and carrying where possible. Provide and use carts and hand trucks.

## Ergonomics for Hospitality Workers (cont.)

### Minimize Repetitive Movements

- Vary repetitive tasks by spacing out activities.
- Provide ergonomic floor mats to protect against constant impact with hard surfaces.
- Rotate tasks, especially those that require the same motion over and over.
- Provide mechanical equipment to do repetitive tasks where possible.
- When walking or standing for long periods, use floor mats, take breaks and rotate tasks if possible.
- Take a few moments to stretch, especially if you spend a lot of time carrying loads, bending, reaching or repeating the same motion.
- Take short breaks if doing a task requiring frequent repetitive movements.
- When sitting for long periods doing computer or office work, make sure your lower back is supported, take breaks and rotate tasks if possible.

### How to Minimize Sprains, Strains and Back Injuries When Doing Clean-up Tasks

- Reduce strains when moving garbage out to the dumpster by using garbage cans with wheels.
- Limit the weight and size of garbage containers to limit the weight of the loads employees must lift and dump.
- Lower the height of the rinse nozzle on the wash sink so it sits at mid-body height to reduce stretching and overreaching.
- Limit the size of dirty dish containers to reduce weight of dishes that can be stacked and carried.
- Don't overfill containers so workers do not have to lift and carry excessive weight.
- Place dirty dish containers on carts, decreasing the distance workers must carry heavy containers.

## Dishwasher Safety

### Key Points to Cover

#### General Dishwasher Safety Practices

##### Make the Workplace Safer

- Use anti-fatigue mats when standing is required for long periods to reduce the stress on your back and legs.
- Install non-slip floor mats on the floor in front of the dish sink to avoid slipping in water on the floor.
- Lower the rinse nozzle to rest at mid-body height to reduce your reach.
- Rearrange the dishwashing work space so it is easier to reach for supplies used routinely and to prevent overreaching and awkward back, shoulder, and wrist postures.

##### Follow Safe Work Practices

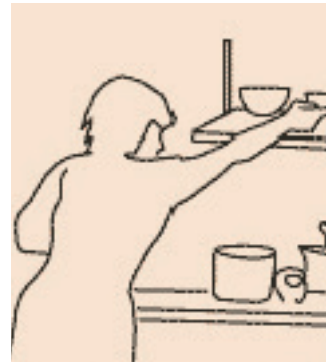
- Never leave knives to be washed sitting in a wash sink filled with soapy water.
- Load trays properly. Do not overload or force trays into the machine.
- If tray is stuck in unit, use a long pole with hook to pull back to leading end.
- Stand as close to the front of the work surface as possible.
- Turn your feet to point at your work in order to prevent twisting your back.
- Don't overload dish racks. If possible, use more than one rack to reduce the weight of each rack that you have to move.
- Place an object, such as a plastic basin, in the bottom of the sink to raise the surface up while washing items to help limit bending forward at the waist while washing items.
- If possible, provide carts to place dirty dish containers in order to decrease the distance that workers must carry heavy containers. Employees should also be warned not to overfill containers in order to prevent them from lifting and carrying excessive weight.
- To limit overreaching when placing glasses into racks, fill the near rows first, then rotate the rack to bring the back rows to the front.
- Reduce overhead reaching; try to keep reaches at chest to waist level.
- Don't overload dish racks.
- Rack heavier items, such as plates, closest to you.
- Empty and sort cutlery bins before they are full.
- Use cleaning tools with good grips when heavy-duty cleaning is required.
- Put one foot on a step or rail to reduce stress on your back and legs when standing for long periods of time.

## Dishwasher Safety (cont.)

### Use Protective Clothing and Equipment

- Wear shoes with enough cushioning to relieve the stress on your knees and back when standing for long periods.
- Wear non-slip shoes or overshoes when working in the dishwashing area.

Example of awkward back, shoulder and wrist posture from overreaching.



Example of awkward back, shoulder and wrist posture from overreaching.



Example of improved shoulder and wrist posture.



## Dishwasher Safety (cont.)

### Preventing Exposures to Burns and Scalds

#### Follow Safe Work Practices

- While loading or unloading automatic dishwashers, do not try to unload dishes or glasses until they are cooled.
- Avoid exposure to steam; it can burn.
- Open hot water faucets slowly to avoid splashes.
- Test water temperatures in sinks before sticking your hands in them.

### Preventing Exposure to Hazardous Cleaning Chemicals

#### Follow Safe Work Practices

- Avoid direct skin contact with concentrated detergents and cleaners. Dishwasher detergents, drain cleaners, oven cleaners and grill cleaners can be caustic, causing skin and eye irritation and chemical burns.

#### Use Protective Clothing and Equipment

- Wear rubber gloves and aprons to avoid contact with harsh soaps and chemicals.
- Wear safety glasses/goggles when pouring or transferring concentrated chemical cleaners, detergent or bleach.

# Employee Handout

## Service Staff Safety

### Key Points to Cover

### Preventing Sprains and Strains While Serving Tables

#### Make the Workplace Safer

- Provide servers with small rather than large containers for table clean-up in order to limit the amount of dirty dishes that can be stacked and carried at one time, preventing servers from carrying excessive weight.
- Reduce travel with trays by using carts to carry food and dirty dishes, rather than requiring workers to carry heavy trays overhead.
- Choose carts with large wheels that roll easily in order to prevent strain or sprain injuries caused by servers pushing or pulling heavy carts.
- If space permits, set up a server's station close to the serving area to decrease the distance that items need to be carried.
- Leave outdoor furniture set up outside at night. This may substantially decrease the amount of lifting required to set up and break down eating areas.

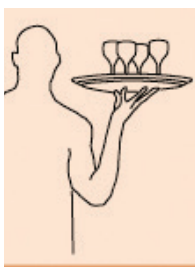
#### Follow Safe Work Practices

- Get help when moving tables and chairs rather than lifting them alone.
- Carry fewer plates at a time. The more plates you carry, the greater the stress on muscles and joints. Carry items close to your body to lesson the strain on your arms and back.
- When serving large orders, make two trips or ask other servers to help.
- Move around the table to serve guests. This will promote good posture and reduce the need for reaching.
- Do not overfill trays with dishes when serving tables. When filling the serving tray, balance the load evenly, placing heavier items in the center of the tray.
- When carrying large trays:**
  - Balance the load and keep the tray clean and dry.
  - Carry most of the load over your shoulder to support it.
  - Use both hands to support and balance the tray.
  - Keep both wrists in neutral positions by grasping the outside edge of the tray.



## Service Staff Safety (cont.)

- When carrying small trays:**
  - Carry the tray with your shoulder, arm and hand in neutral positions.
  - Carry the tray as close to your body as possible, balanced on both your arm and hand.
- Use both hands to carry serving items, such as coffee pots and water pitchers. Carry them with your elbows close to your body.
- When pouring, move the glass or cup as close to you as possible rather than overreaching with a full pitcher or coffee pot.
- Don't use water jugs or other beverage containers that have sharp edges on the handles since the edges increase the pressure on your fingers. If this is not possible, wrap a serving towel around the handle.
- Stand close by the person you are serving rather than reaching across the table and over people.
- When serving customers sitting in a booth, pass the plates along, requesting that the people sitting closest to the edge of the booth assist you in passing the plates.
- Try to balance serving trays on both your arm and hand rather than carrying them on a bent wrist or holding them on your fingers.
- Support large banquet trays by resting them on your shoulder.
- Alternate carrying tasks so you use different muscles, such as alternating between left and right hands when carrying trays.



**Tray Incorrect**



Example of an unbalanced load and awkward posture.



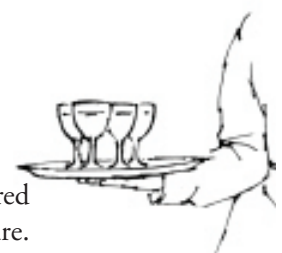
Example of preferred posture.



**Tray Correct**



Example of awkward wrist, elbow, shoulder, neck, back posture.



Example of preferred posture.

# Employee Handout

## Service Staff Safety (cont.)

### Use Protective Clothing and Equipment

#### Preventing Burns While Serving Tables

##### Follow Safe Work Practices

- Do not remove a coffee pot until the coffee is through being dispensed.
- Use trays to carry cups of hot beverages, hot dishes or dishes containing hot food.
- Be aware that plates under heat lamps are hot. Use caution before picking up these plates to serve customers.
- Do not reach over table candles while serving or removing food from tables.
- Do not carry lit candles because the dripping wax can cause burns.
- Do not use wet towels to grab or hold hot items.
- When operating machines that make hot drinks such as coffee, tea or espresso, do not stick your hands into areas where the hot liquids are dispensed.
- Use caution when removing items from the microwave. Some items continue to heat or cook after the microwave turns off.

### Use Protective Clothing and Equipment

- Use a dry waiter's towel, hot pads or oven mitts to protect your hands and arms when carrying hot plates or trays. Warn customers when the dishes are too hot to touch.
- Wear an apron to help protect you from spilling hot items on yourself while serving.

### Preventing Collisions and Slips When Serving Tables

#### Make the Workplace Safer

- Provide windows on swinging doors so you can see if someone is coming out.
- Provide two-way doors, one exclusively for going in, and one for only coming out. Follow a set traffic pattern to avoid collisions (For example, enter on the right side; exit on the left.).
- Install mirrors on blind corners.

#### Follow Safe Work Practices

- When carrying trays or dishes around blind doorways, corners or stairs, let other employees know you are coming through by shouting out a warning.

**Training Evaluation Test Questions**

## Test Questions

### Job Restrictions for Workers 14 to 17-Years-Old

Names and signatures below document that this orientation was completed on the date listed.

Employee

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Employee

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Directions: Select the correct answer to the following questions:

1. Which of the following types of establishment equipment are 16 or 17-year-old employees NOT permitted to work with?
  - A. Coffee grinders.
  - B. Meat slicers.
  - C. Knives.
  - D. Milk shake blenders.
2. When employees reach the age of 17, they are permitted to drive delivery vehicles to deliver pizzas or other take-out orders.
  - True.
  - False.
3. Which of the following types of establishment equipment are 16 or 17-year-old employees permitted to work with?
  - A. Pizza dough rolling machines.
  - B. Hamburger patty forming machines.
  - C. Espresso machines.
4. Which of the following hospitality jobs or tasks are 14 or 15-year-old employees permitted to do?
  - A. Cooking on a grill.
  - B. Baking.
  - C. Using a milk shake blender.

## Stoves, Ovens, and Grills Test Questions

Names and signatures below document that this orientation was completed on the date listed.

Employee

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Employee

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Directions: Select the correct answer to the following questions:

1. The best way to add food into boiling water is:

- A. To drop it in the pot as quickly as possible using your hands.
- B. To use a pair of tongs.
- C. Put the uncooked food into the pot first and pour the boiling water over the top onto the food.

2. To avoid knocking or spilling hot cooking pots from the stove top, a good practice is:

- A. To never use pots that have handles on them.
- B. Never use the front burners.
- C. Set pot handles so they don't stick out over the edge of the range.

3. When holding a hot pot or handle, it is best to:

- A. Use a wet or damp towel.
- B. Use a pot holder or oven mitt.
- C. Use your apron.

# Test Questions

## Fryer Safety Test Questions

Names and signatures below document that this orientation was completed on the date listed.

Employee

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Employee

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Directions: Select the correct answer to the following questions:

1. When a large order of food needs to be prepared for an order, it is best to fill the fryer basket to the top in order to get the order out quickly.  
 True.  
 False.
2. The best way to prevent a fryer from splattering when placing frozen food into it is?  
 A. Add the food into the fryer basket and drop it into the oil quickly.  
 B. Brush off any moisture or ice crystals with a paper towel before placing food in the fryer basket.
3. Adding water or liquids to hot oil will cause the oil to:  
 A. Cool quickly.  
 B. Not splatter and be safe.  
 C. To splatter and cause burns.

## Knives, Blades and Sharp Items Test Questions

Names and signatures below document that this orientation was completed on the date listed.

Employee

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Employee

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Directions: Select the correct answer to the following questions:

- The best way to hand a knife to another employee is:
  - A. To hand it to the co-worker with you holding the handle.
  - B. To pass it to them by laying it on a counter so they can pick it up.
  - C. To hand it to them with the handle facing them and you holding the blade.
- When washing knives, the best procedure is:
  - A. To let the knife soak in the sink with soapy water before washing.
  - B. To never leave knives soaking in the sink.
- If a knife starts to fall from the counter, it is best to:
  - A. Try to stop it from falling so the blade does not break or get dull from hitting the floor.
  - B. Stick your foot out to keep the knife from landing on the floor.
  - C. Never try to catch a falling knife.
- When working with equipment that has cutting blades:
  - A. Make sure the power is off and the equipment is unplugged before cleaning.
  - B. Make sure guards are in place before turning it on.
  - C. It is OK to remove the food being sliced before the machine stops.
  - D. Both "A" and "B".
- Which of the following is the best way to clean up broken glass or broken dishes?
  - A. Just pick it up off the floor with your fingers and throw it in the trash.
  - B. Kick it to the side so no one walks over it.
  - C. Use a broom and dustpan to clean it up.
  - D. Use a towel to clean it up.

# Test Questions

## Preventing Slips, Trips and Falls Test Questions

Names and signatures below document that this orientation was completed on the date listed.

Employee

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Employee

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_

The Directions: Select the correct answer to the following questions:

1. The best types of shoes to wear when working in an establishment should have:

- A. Leather soles.
- B. Slip resistant soles.
- C. Open toes.
- D. Platform or high heels.

2. If something spills on the floor during the dinner rush you should:

- A. Do a spot clean up right away.
- B. Cover it with a drinking cup to mark it.
- C. Let other employees know it is there and deal with it after the dinner rush.

3. The best choice when trying to reach something sitting on a high shelf is to use:

- A. A heavy box to stand on.
- B. A chair with fixed legs that will not roll.
- C. A stepstool.



## Chemical Hazards Test Questions

Names and signatures below document that this orientation was completed on the date listed.

Employee

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Employee

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Directions: Select the correct answer to the following questions:

1. The most detailed source of information on the hazards of a product can be found:
  - A. On the label.
  - B. On the Web.
  - C. On a material safety data sheet.
2. When working with a dishwasher detergent that is corrosive chemical product it is important that:
  - A. You identify who made the product.
  - B. You wear eye protection when pouring the product.
  - C. You pour it into a new container.

# Test Questions

## Robberies and Assaults Test Questions

Names and signatures below document that this orientation was completed on the date listed.

Employee

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Employee

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Directions: Select the correct answer to the following questions:

1. To reduce the chance of a robbery occurring you should:
  - A. Count the cash drawer while customers are present so more people will be able to see you and help protect you from being robbed.
  - B. Make any needed cash drops by yourself.
  - C. Never count out the cash drawer in front of customers.
2. If an assault or robbery occurs during your shift, you should:
  - A. Try to reach your supervisor before contacting the police.
  - B. Contact the police immediately.
  - C. Check in with other employees to see how they think you should handle the situation.
3. During the night shift when taking the trash out to a dumpster located in a dark area behind the establishment you should:
  - A. Run it back out as quickly as possible so no one will see you.
  - B. Have a co-worker hold the door for you and watch to make sure you are OK.
  - C. Keep the back door unlocked so it is easier to go in and out of the establishment to make regular trash runs during the closing shift.
4. When leaving the establishment at night at the end of their shift, employees should:
  - A. Leave the building by themselves as quickly as possible.
  - B. Go out exit doors even if they are not well lit.
  - C. Leave with a co-worker at the same time or have a co-worker watch out for you when you leave.

## First Aid for Burns Test Questions

Names and signatures below document that this orientation was completed on the date listed.

Employee

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Employee

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Directions: Select the correct answer to the following questions:

- Which of the following steps will not reduce the chance of a burn occurring when working around a stove top?
  - A. Dropping sealed food cooking pouches into the boiling water as quickly as possible.
  - B. Making sure that pot handles do not stick out over the edge of the stove top.
  - C. Adjusting the flame on the burner so it only covers the bottom of the pan.
  - D. Setting pot handles away from the burners.
- When working with hot pans, pot handles or hot dishes you should not:
  - A. Use an oven mitt or hot pad.
  - B. Use a wet towel or wet rag when handling hot pans or hot dishes.
  - C. Use a dry towel or dry serving towel.
- Which of the following burns generally does not require the employee to go to a medical provider for treatment?
  - A. First degree burn.
  - B. Second degree burn.
  - C. Third degree burn.
- If a person has a third degree burn, the most important thing you should do is:
  - A. Treat it with a burn ointment.
  - B. Cover it with a bandage.
  - C. Get them to a hospital as soon as possible.

# Test Questions

## Workplace Emergencies Test Questions

Names and signatures below document that this orientation was completed on the date listed.

Employee

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Employee

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Directions: Select the correct answer to the following questions:

1. If someone at work receives a bad cut and is bleeding, which of the following actions should be your last choice when trying to help them?
  - A. Go to the designated first aid provider on your shift for help.
  - B. Use your bare hand to apply direct pressure on the injured person's cut to stop the bleeding.
  - C. Avoid direct contact with any blood.
  - D. Hand the injured person a clean towel or bandage that can be applied to their cut.
2. If you become injured on the job, which of the following should you not do?
  - A. Ignore it and pretend it did not happen.
  - B. Tell your supervisor right away.
  - C. Fill out an accident report.
  - D. Get emergency medical treatment if you are in need of it.

## Safe Lifting Test Questions

Names and signatures below document that this orientation was completed on the date listed.

Employee

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Employee

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Directions: Select the correct answer to the following questions:

1. Which of the following is a bad strategy to prevent a back injury?  
 A. Rearrange the workspace so items are easier to reach.  
 B. Place heavier items on lower shelves.  
 C. Place heavier items on higher shelves
2. When lifting a very heavy item it is best to:  
 A. Get help from a co-worker to lift the item.  
 B. Wear a back belt to help you lift.
3. When lifting an item, it is best to:  
 A. Hold it away from your body.  
 B. Hold it close to your body.

# Test Questions

## Ergonomics Test Questions

Names and signatures below document that this orientation was completed on the date listed.

Employee

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Employee

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Directions: Select the correct answer to the following questions:

1. Which of the following strategies will not reduce the chance of a strain or sprain from happening to an employee while cleaning the kitchen?
  - A. Minimize repetitive movements.
  - B. Minimize reaching and bending.
  - C. Minimize reaching and carrying heavy loads.
  - D. Minimize changing tasks as much as possible.
2. A good strategy an employee could implement to minimize twisting and bending while doing the dishes would be?
  - A. Put the dirty dishes on a cart to deliver them to the dish cleaning area.
  - B. Fill the dish pans to the top to get the dishes cleaned sooner.
  - C. Hand carry dishes from the dining room to the sink.
3. Which of the following is a bad strategy to minimize repetitive motions in a job?
  - A. Work straight through the shift just to get the job done.
  - B. Take short stretch breaks.
  - C. Rotate tasks.

**Training Evaluation Test Answer Key**

# Answer Key

## Teen Worker Job Restrictions Answer Key

1. Which of the following types of hospitality equipment are 16 or 17-year-old employees NOT permitted to work with?  
 A. Coffee grinders.  
 **B. Meat slicers.**  
 C. Knives.  
 D. Milk shake blenders.
2. When employees reach the age of 17, they are permitted to drive delivery vehicles to deliver pizzas or other take-out orders.  
 True.  
 **False.**
3. Which of the following types of hospitality equipment are 16 or 17-year-old employees permitted to work with?  
 A. Pizza dough rolling machines.  
 B. Hamburger patty forming machines.  
 **C. Espresso machines.**
4. Which of the following hospitality jobs or tasks are 14 or 15-year-old employees permitted to do?  
 A. Cooking on a grill.  
 B. Baking.  
 **C. Using a milk shake blender.**

## Stove, Oven and Grill Answer Key

1. The best way to add food into boiling water is:  
 A. To drop it in the pot as quickly as possible using your hands.  
 **B. To use a pair of tongs.**  
 C. Put the uncooked food into the pot first and pour the boiling water over the top onto the food.
2. To avoid knocking or spilling hot cooking pots from the stove top, a good practice is:  
 A. To never use pots that have handles on them.  
 B. Never use the front burners.  
 **C. Set pot handles so they don't stick out over the edge of the range.**
3. When holding a hot pot or handle, it is best to:  
 A. Use a wet or damp towel.  
 **B. Use a pot holder or oven mitt.**  
 C. Use your apron.



## Fryer Safety Answer Key

1. When a large order of food needs to be prepared for an order, it is best to fill the fryer basket to the top to get the order out quickly.  
 True.  
 **False.**
2. The best way to prevent a fryer from splattering when placing frozen food into it is:  
 A. Add the food into the fryer basket and drop it into the oil quickly.  
 **B. Brush off any moisture or ice crystals with a paper towel before placing food in the fryer basket.**
3. Adding water or liquids to hot oil will cause the oil to:  
 A. Cool quickly.  
 B. Not splatter and be safe.  
 **C. To splatter and cause burns.**

## Knives, Blades and Sharp Items Answer Key

1. The best way to hand a knife to another employee is:  
 A. To hand it to the co-worker with you holding the handle.  
 **B. To pass it to them by laying it on a counter so they can pick it up.**  
 C. To hand it to them with the handle facing them and you holding the blade.
2. When washing knives, the best procedure is:  
 A. To let the knife soak in the sink with soapy water before washing.  
 **B. To never leave knives soaking in the sink.**
3. If a knife starts to fall from the counter, it is best to:  
 A. Try to stop it from falling so the blade does not break or get dull from hitting the floor.  
 B. Stick your foot out to keep the knife from landing on the floor.  
 **C. Never try to catch a falling knife.**
4. When working with equipment that has cutting blades:  
 A. Make sure the power is off and the equipment is unplugged before cleaning.  
 B. Make sure guards are in place before turning it on.  
 C. It is OK to remove the food being sliced before the machine stops.  
 **D. Both "A" and "B"**
5. Which of the following is the best way to clean up broken glass or broken dishes?  
 A. Just pick it up off the floor with your fingers and throw it in the trash.  
 B. Kick it to the side so no one walks over it.  
 **C. Use a broom and dustpan to clean it up.**  
 D. Use a towel to clean it up.

# Answer Key

## Preventing Slips, Trips and Falls Answer Key

1. The best types of shoes to wear when working in an establishment should have:
  - A. Leather soles.
  - B. Slip resistant soles.**
  - C. Open toes.
  - D. Platform or high heels.
2. If something spills on the floor during the dinner rush you should:
  - A. Do a spot clean up right away.**
  - B. Cover it with a drinking cup to mark it.
  - C. Let other employees know it is there and deal with it after the dinner rush.
3. The best choice when trying to reach something sitting on a high shelf is to use:
  - A. A heavy box to stand on.
  - B. A chair with fixed legs that will not roll.
  - C. A stepstool.**

## Chemical Hazards Answer Key

1. The most detailed source of information on the hazards of a product can be found:
  - A. On the label.
  - B. On the web.
  - C. On a material safety data sheet**
2. When working with a dishwasher detergent that is corrosive chemical product, it is important that:
  - A. You identify who made the product.
  - B. You wear eye protection when pouring the product.**
  - C. Pour it into a new container.

## Robberies and Assaults Answer Key

1. To reduce the chance of a robbery occurring you should:
  - A. Count the cash drawer while customers are present so more people will be able to see you and help protect you from being robbed.
  - B. Make any needed cash drops by yourself.
  - C. Never count out the cash drawer in front of customers.**
2. If an assault or robbery occurs during your shift, you should:
  - A. Try to reach your supervisor before contacting the police.
  - B. Contact the police immediately.**
  - C. Check in with other employees to see how they think you should handle the situation.
3. During the night shift when taking the trash out to a dumpster located in a dark area behind the establishment you should:
  - A. Run it back out as quickly as possible so no one will see you.
  - B. Have a co-worker hold the door for you and watch to make sure you are OK.**
  - C. Keep the back door unlocked so it is easier to go in and out of the establishment to make regular trash runs during the closing shift.
4. When leaving the establishment at night at the end of their shift, employees should:
  - A. Leave the building by themselves as quickly as possible.
  - B. Go out exit doors even if they are not well lit.
  - C. Leave with a co-worker at the same time or have a co-worker watch out for you when you leave.**

## First Aid for Burns Answer Key

- Which of the following steps will not reduce the chance of a burn occurring when working around a stove top?  
 **A. Dropping sealed food cooking pouches into the boiling water as quickly as possible.**  
 B. Making sure that pot handles do not stick out over the edge of the stove top.  
 C. Adjusting the flame on the burner so it only covers the bottom of the pan.  
 D. Setting pot handles away from the burners.
- When working with hot pans, pot handles or hot dishes you should not:  
 A. Use an oven mitt or hot pad.  
 **B. Use a wet towel or wet rag when handling hot pans or hot dishes.**  
 C. Use a dry towel or dry serving towel.
- Which of the following burns generally does not require the employee to go to a medical provider for treatment?  
 **A. 1st degree burn.**  
 B. 2nd degree burn.  
 C. 3rd degree burn.
- If a person has a 3rd degree burn, the most important thing you should do is?  
 A. Treat it with a burn ointment.  
 B. Cover it with a bandage.  
 **C. Get the person to a hospital as soon as possible.**

## Workplace Emergencies Answer Key

- If someone at work receives a bad cut and is bleeding, which of the following actions should be your last choice when trying to help them?  
 A. Go to the designated first aid provider on your shift for help.  
 **B. Use your bare hand to apply direct pressure on the injured person's cut to stop the bleeding.**  
 C. Avoid direct contact with any blood.  
 D. Hand the injured person a clean towel or bandage that can be applied to the cut.
- If you become injured on the job, which of the following should you not do?  
 **A. Ignore it and pretend it did not happen.**  
 B. Tell your supervisor right away.  
 C. Fill out an accident report.  
 D. Get emergency medical treatment if you are in need of it.

# Answer Key

## Safe Lifting Answer Key

1. Which of the following is a **bad** strategy to prevent a back injury?  
 A. Rearrange the workspace to items that are easier to reach.  
 B. Place heavier items on lower shelves.  
 **C. Place heavier items on higher shelves.**
2. When lifting a very heavy item it is best to:  
 **A. Get help from a co-worker to lift the item.**  
 B. Wear a backbelt to help you lift.  
 C. Hold the item at shoulder height.
3. When lifting an item, it is best to:  
 A. Hold it away from your body.  
 **B. Hold it close to your body.**

## Ergonomics Answer Key

1. Which of the following strategies will not reduce the chance of a strain or sprain from happening to an employee while cleaning the kitchen?  
 A. Minimize repetitive movements.  
 B. Minimize reaching and bending.  
 C. Minimize reaching and carrying heavy loads.  
 **D. Minimize changing tasks as much as possible.**
2. A good strategy an employee could implement to minimize twisting and bending while doing the dishes would be:  
 **A. Put the dirty dishes on a cart to deliver them to the dish cleaning area.**  
 B. Fill the dish pans to the top to get the dishes cleaned sooner.  
 C. Hand carry dishes from the dining room to the sink.
3. Which of the following is a bad strategy to minimize repetitive motions in a job?  
 **A. Work straight through the shift just to get the job done.**  
 B. Take short stretch breaks.  
 C. Rotate tasks

## Summary of Appendices

### Appendix A

**Emergency Eye Wash Stations:** This directive establishes DOSH enforcement policy related to the emergency washing requirements contained in WAC 296-800-150, First Aid, and Chapter 296-307 WAC, Part B, Accident Prevention Program, First-Aid Requirements.



## Appendix A.

Reprinted from DOSH DIRECTIVE Department of Labor and Industries Division of Occupational Safety and Health Keeping Washington safe and working.

### 13.00 Emergency Washing Facilities Date: July 15, 2011

#### I. Purpose

This directive establishes DOSH enforcement policy related to the emergency washing requirements contained in WAC 296-800-150, First Aid, and Chapter 296-307 WAC, Part B, Accident Prevention Program, First-Aid Requirements.

#### II. Scope and Application

This directive applies to DOSH operations statewide. It replaces all previous instructions on this issue, whether formal or informal. It does not supersede any emergency washing requirements contained in other standards, such as Chapter 296-856 WAC, Formaldehyde.

#### III. Definitions

**Emergency Washing Facilities** – Are emergency showers, eyewashes, eye/face washes, hand-held drench hoses, or other similar units.

**Corrosive** – A substance that, upon contact, causes destruction of living tissue by chemical action, including acids with a pH of 2.5 or below, or caustics with a pH of 11.0 or above.

**Strong irritant** – A substance that will induce a local inflammatory reaction upon immediate, prolonged, or repeated contact with normal living tissue. It is not corrosive, but causes a reversible inflammatory effect on living tissue by chemical action at the contact site.

**Toxic Substance** – A chemical that has the inherent capacity to produce personal injury or illness to individuals by absorption through any body surface.

**Tepid** – Temperatures between 60 and 100 degrees Fahrenheit.

#### IV. References

- WAC 296-800-15030 through 15040, Emergency Washing
- Chapter 296-307 WAC, Part B, Accident Prevention Program, First-Aid Requirements
- Chapter 296-839 WAC, MSDS and Label Preparation
- WAC 296-800-160, Personal Protective Equipment
- DOSH Compliance Manual
- DOSH Consultation Manual
- ANSI Z358.1-1998, Emergency Eyewash and Shower Equipment
- ANSI Z358.1-2009, Emergency Eyewash and Shower Equipment
- 29 CFR 1910.151(c), OSHA Emergency Washing Requirements

#### V. Background

The Emergency Washing rule (WAC 296-800-15030), requires employers to provide emergency washing facilities for employees exposed to corrosives, strong irritants, or toxic chemicals. The DOSH Emergency Washing requirements are based on the requirements of the American National Standards Institute (ANSI) publication Z358.1-1998. Emergency washing facilities that are designed to meet the requirements of ANSI Z358.1-1998, also meet the requirements of WAC 296-800-15030. The DOSH Emergency Washing requirements are more specific and more inclusive than the Federal OSHA requirements.

A large variety of emergency washing equipment is commercially available, but only some of it meets DOSH requirements. For example, in addition to the flow requirements of WAC 296-800-15030, there are specifications on the time required to activate the emergency wash, and how it performs when activated. This Directive specifies how DOSH will enforce the emergency washing requirements.

The presence of an emergency washing facility does not preclude or eliminate the need for proper personal protective equipment (PPE) such as eye protection. **It is an essential requirement that adequate eye and body protection is used when exposed to hazardous materials.**

# Appendices to Orientation Training Guide

## VI. Enforcement Policy

### A. Emergency Washing Facilities.

When there is potential for an employee's eyes and/or major portions of the body to contact corrosives, strong irritants, or toxic chemicals, the employer must provide emergency washing facilities. The emphasis is often placed on emergency eyewash requirements, but the need for an emergency shower must also be evaluated. If major portions of an employee's body could be exposed to hazardous substances, then emergency showers and emergency eyewashes must be provided.

The emergency washing requirements apply to both emergency showers and emergency eyewashes, unless otherwise stated in the rule, and this Directive.

The Compliance Safety & Health Officer (CSHO) should be mindful of the presence of hazardous substances on all inspections. The list of hazardous chemicals required as part of the written Chemical Hazard Communication (HazCom) program should be thoroughly reviewed and compared to chemicals found during the walk-around inspection.

To determine if emergency washing facilities are required, consider the following:

- Health effects, emergency first aid procedures and other information on the Material Safety Data Sheet (MSDS) – (see Section B below)
- Warnings and statements on the product label - (see Section C below)
- Information from the product manufacturer
- Other information, such as relevant chemical/product data – (see Section D below)

### B. Material Safety Data Sheet (MSDS)

1. The best way to determine whether chemicals in the workplace require emergency washing facilities is by referring to the Material Safety Data Sheet (MSDS) or similar documents. Look for specific references to the material being corrosive, a strong irritant, or toxic.

Many MSDSs contain a first-aid statement about flushing the skin or eyes with water for 15 minutes after contact with the material. This first-aid statement does not always mean that DOSH would require emergency washing facilities. However, emergency washing facilities are required when the MSDS specifically states the material is corrosive, a strong irritant, or toxic (skin notation for example), and employees are exposed. Examples of such statements on the MSDS are:

- Corrosive to the eyes
- May cause permanent eye damage if not treated
- Do not get in eyes
- Eyewash required
- May cause burns to skin and eyes
- May cause severe eye irritation

2. A material is considered toxic if it produces serious injury or illness when absorbed through any body surface. If the MSDS does not specifically state that the material is toxic, look at each listed chemical component separately. Look for what is called a "skin notation" or "skin" or "s" by the chemicals listed on the MSDS. Chemicals with a "skin notation" should be considered toxic.

- A **skin notation** means that the American Conference of Governmental Industrial Hygienists (ACGIH) has listed the chemical as having potential significant exposure by the cutaneous route, including mucous membranes and the eyes.

Be aware that **not all** MSDSs contain accurate information. Most MSDSs contain reliable information and often err on the safe side, but occasionally there will be missing or misleading information. If the employer follows the MSDS in good DOSH Directive 13.00 Page 4 of 13 faith, but the CSHO discovers there is missing or misleading information, any violations related to the MSDS should be considered de minimis, and the correct information will be given to the employer in a message on the Citation & Notice (C&N).

After the employer has been notified of the correct chemical hazard information (by a message on the C&N), any related violation in the future can be cited.

To report significant MSDS errors or omissions, call the DOSH Technical Services Chemical Right-To-Know Specialist at (360) 902-5436.



## C. Product Label.

The CSHO should check to see if the product label states that the material is corrosive, a strong irritant, or toxic. Even if the word “corrosive” is not present it may be considered corrosive if the universal symbol of a hand partially eaten away with liquid dripping on it is displayed. If it does not specifically state on the label or MSDS that the material is toxic, look for the skin notation for the specific chemical components listed on the MSDS. Materials labeled as corrosive, strong irritant, or toxic, require appropriate emergency washing facilities for exposed employees.

## D. Additional Information.

If a chemical is suspected of being corrosive, a strong irritant, or toxic, and the MSDS does not provide sufficient data, then further research is needed. The CSHO should look for information on the specifications and individual components of the product. The specific name of the hazardous chemical components should be recorded for more in-depth research if necessary.

The internet can be a valuable tool in conducting this research, but care needs to be taken to ensure that only reliable sources of information are referenced. Good reference materials include:

- Toxicology of the Eye, by Grant and Schuman
- NIOSH Pocket Guide to Chemical Hazards
- Threshold Limit Value (TLV) booklet by ACGIH
- Peer reviewed toxicological studies

The CSHO should look for specific documentation that the material is hazardous to the skin and eyes. Information like the pH can be helpful, but of more value would be documented case studies of human and animal exposure. The CSHO should contact DOSH Technical Services with any questions.

The employer and employees may be able to provide valuable information. Ask them if they think an emergency washing facility is required. If they are not aware of the hazards, there may be additional HazCom issues that need to be pursued. Employer and employee information is particularly important if the product is being made or imported by an employer and a MSDS is not available. DOSH

If a Safety CSHO does not feel he or she has adequate background or training to do an in-depth evaluation of the material, he or she should consult or make a referral to Industrial Hygiene.

## E. Indication of pH.

A good indicator of corrosivity of a material is when it has a pH below 2.5 or above 11.0, **however pH in and of itself is not definitive**. The definition of *corrosive* found in Chapter 296-800 WAC is: *A substance that, upon contact, causes destruction of living tissue by chemical action, including acids with a pH of 2.5 or below or caustics with a pH of 11.0 or above*. The emphasis should be placed on the substance being “destructive to living tissue”.

There are a small number of materials with a pH below 2.5 or above 11.0 which are not considered corrosive and the manufacturer or importer of these materials must prove that these substances are not corrosive in order to eliminate the requirement for emergency washing facilities. The generally accepted proof is by in-vivo toxicology testing using EPA accepted procedure. If the irritation score indicates it is a moderate irritant or less, the emergency washing is not required.

*Note: Some corrosive material may not have a pH because it is not water soluble.*

## F. Employee Exposure.

Employees are considered to be exposed to corrosive, strong irritant, or toxic chemicals, if there is a reasonable likelihood that the material can get on their skin or into their eyes at a concentration that would be harmful, regardless of the use of personal protective equipment. For example, even if a small drop of hazardous chemical could be flicked or splashed into an employee’s eyes, the employee would be considered to have exposure to this material, and an emergency eyewash would be required.

An emergency shower is required when there is potential for major portions of an employee’s body to contact corrosive, strong irritant, or toxic substances. If the exposed body part cannot be easily rinsed in the available

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facilities, an emergency shower is required. Employee exposure includes, but is not limited to:

- Working with concentrated chemicals
- Diluting chemicals
- Adding or removing a chemical pickup tube (wand)
- Attaching dispensing valves
- Cleaning up spills and other similar activities.

If the hazardous material is completely contained in a closed loop system and only “non-drip” connectors are used, the employee would not be considered exposed. An eyewash will be required for the employee exposed to diluted chemicals that are still concentrated enough to be corrosive, strong irritant or toxic.

## G. Location of the Emergency Washing Facilities.

WAC 296-800-15030 requires the emergency washing facility to be located so that it takes no more than 10 seconds to reach and the travel distance should be no more than 50 feet. It also states that the emergency washing facility must be kept free of obstacles blocking their use. An employee must be able to reach the emergency eyewash facility even when material in the eyes causes temporary blindness and confusion.

A door between the exposure area and the emergency wash is considered an obstacle. A door held open by a door stop is considered an obstacle because there is no positive control that the door will always be open during an emergency. The exception is when a door has a “panic bar” on the exposure side and can easily be pushed open in the direction of the eyewash. Items such as mop buckets and boxes which block the path to the emergency washing unit should be cited as obstacles to the unit. Protective covers such as plastic caps and shower caps are only considered obstacles if the water pressure will not easily push the cover out of the way once the unit has been activated.

If possible, the emergency washing facility should not be located so close to the exposure area that the employee could continue being contaminated during the washing procedure.

## H. Penalties.

The penalty severity and probability of emergency washing violations will vary depending on the chemical and the conditions of the exposure. In calculating the severity, the CSHO should look at the nature of the chemical, strength of the chemical, and any other injury causing characteristics of the chemical. A chemical like household bleach would have a low severity because it is not very corrosive, whereas a strong acid or caustic would have a high severity. The probability is determined by the frequency and likelihood of being injured by the chemical. Pouring one cap full of bleach into a bottle of water each day will have a very low probability whereas working all day with a caustic dip tank would have a very high probability.

## I. Eyewash and Shower Equipment that Meet DOSH Requirements.

The recommended emergency washing equipment is a stand alone, plumbed or portable unit. The emergency eyewash device must be capable of being activated in one second or less with an active stream, and remain on without user assistance. If the equipment meets the requirements of ANSI Z358.1-1998, it is acceptable to DOSH. Portable eyewash units, like the plumbed units, must meet the minimum flow requirements of 0.4 gallons of water per minute for 15 minutes or more. Hand held squeeze bottles, some drench hoses, and many faucet-mounted devices do not meet the minimum requirements, and are only considered supplementary equipment.

Faucet-mounted eyewash devices that require emergency activation of two or more valves do not meet the minimum requirements. The two-valve activation cannot easily be done in one second or less. Additionally, ANSI Z358.1-1998 requires the valve operation to be “simple” to activate, and a multiple-valve activation process is not considered simple. The affected person must be able to quickly activate the eyewash when distressed and temporarily blinded with chemicals in both eyes.

There are faucet-mounted or faucet replacement eyewash devices that meet ANSI requirements, and are acceptable to DOSH. With regard to faucet mounted devices, ANSI indicates that they will accept the findings of an independent testing lab if the Z358.1 test procedures are followed. If the manufacturer claims that the device meets the ANSI requirements they must have documentation that it has been tested.

Acceptable devices include the type that uses a two-channel faucet pipe or gooseneck where the normal faucet water and the emergency eyewash water are each delivered through a separate channel. Another acceptable type, if tested to ensure it meets ANSI Z358.1 requirements, is a device with two valves attached to the end of the faucet pipe (in addition to the normal faucet valve). On this device one valve (sometimes called an eliminator valve) moves side-to-

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side to provide water to the sink and the other valve when pulled or pushed will activate the emergency eyewash feature. The emergency wash valve overrides the other valve to provide a single valve operation. Figure 3 includes an example of an eliminator valve. Normally the two-valve type device requires a written procedure and training to ensure the unit is ready to go when needed.

The written procedure and training are required for the ANSI compliant, faucet mounted device when the normal faucet valve (counter-mounted valve) could inadvertently be turned or adjusted. A written procedure may not be needed where the counter-mounted faucet handles are removed after presetting the proper temperature and flow rate for the hot and cold water. The written procedures may not be required if the hot water supply has been disconnected as recommended by some manufacturers.

The written procedures and training must cover the information required to ensure the emergency washing device is fully functional when needed. For example, if the emergency eyewash is only needed every 2 weeks when the corrosive material is diluted, the written procedures must include the steps that need to be taken to ensure the eyewash is fully functional. These steps include presetting of the water temperature and water flow in addition to what precautions are required to ensure that no one disturbs the settings until after the dilution procedure is complete.

The required temperature for flushing fluid is not specifically stated in the WISHA rule. The WISHA rule requires the quality and quantity of water that is satisfactory for emergency washing purposes. Non-potable water is allowed if it is not harmful to the employee and is labeled as “not fit for drinking”. It is recommended by ANSI Z358.1 that the flushing fluid be tepid within a range of 60 to 100 degrees F. The CSHO should cite WAC 296-800-15030 if the washing fluid is above 100 degrees F, but not for fluid temperatures below 60 degrees F.

The emergency washing nozzles must be protected from contaminants. Whatever means is used to afford such protection, its removal shall not require a separate motion by the operator when activating the unit. If the protection, such as a dust cover, does not automatically come off when the device is activated, it should be cited as an obstacle blocking the use of the emergency washing device.

## J. Examples of Eyewash Requirements for Specific Materials.

- **Bleach, household (3 to 6% sodium hypochlorite)** – Annually, there are significant worker compensation claims for eye injuries associated with bleach. An emergency eyewash is normally required based on statements in the MSDS. Most, but not all, bleach manufacturers list their product as corrosive. However, because of the potential for eye injury, an emergency eyewash is required when there is potential for an employee’s eyes to be exposed to bleach. Documentation should include the specific wording from the MSDS
- **Sodium Hydroxide** – An example of a corrosive base or caustic that always requires an emergency eyewash. Solutions as low as 1% are considered corrosive and are often listed with a pH of 14. Solid sodium hydroxide pellets are extremely corrosive and an emergency eyewash is required when working with the solid sodium hydroxide material.
- **Sulfuric acid (battery acid or electrolyte)** – An example of a corrosive acid that always requires an emergency eyewash. Even solutions as diluted as 1% are considered corrosive (pH as low as 0.3). Maintenance free batteries do not require an emergency eyewash if no electrolyte or water is added to the battery.
- **Soft drinks (soda pop)** – No emergency eyewash required. The normal pH of soda pop can be as low as 2.8.
- **Formaldehyde** – Corrosive to the eyes, even in low concentrations and requires an eyewash.
- **Methyl ethyl ketone peroxide (MEKP)** – Very corrosive and requires an emergency eyewash.
- **Non-corrosive outside of pH limit** – Some proprietary formulations have been shown to be non-corrosive through the use of approved in-vivo testing. This includes one product with a reported pH of 1.1. Documentation must include specific reference to the toxicological study.
- **Glutaraldehyde** – Corrosive to the eyes and requires an emergency eyewash
- **Carbaryl (Sevin)** – ACGIH “Skin notation”, toxic product requiring an emergency eyewash.

## K. Technical Assistance.

For technical assistance, call the Emergency Washing Specialist in DOSH Technical Services at (360) 902-5436.







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