

Hazard Identification and Control

One of the most important parts of your workplace safety and health system is an effective system to identify and control hazards. As an employer, it is your responsibility to know what hazards or potential hazards are present in your workplace that could cause harm to your employees.

You can help prevent workplace injuries and illnesses by setting up a system to:

1.) Spot the hazard by identifying known and potential dangers to employees that could cause injury or health problems (e.g. chemicals, damaged or unguarded equipment, objects that could fall and strike someone, trip hazards, etc..) To be effective, your system must enable and encourage employees to bring forward concerns about hazards.

2.) Assess the risk associated with each hazard. Determine whether workers are being exposed to the hazards you have identified and if the exposure is a risk to your worker's safety or health, the hazard must be controlled.

3.) Find a safer way to carry out the task(s) at your workplace where hazards have been identified. The best method is to eliminate the hazard, however if this is not possible or practical, you must control them. Some methods of hazard elimination or control may include:

- Substitute a less toxic material in a work process
- Change the work design (e.g. maintain supplies at lower heights, eliminating the need for employees to climb ladders)
- Ensure all employees are properly trained before they begin any new task (e.g. working with new/different equipment)
- Change work procedures (e.g. have employees use lifting equipment rather than lifting items manually so they will be less likely to injure their backs)
- Ensure workers use/wear personal protective equipment (e.g. safety eyewear, footwear and hearing protection)

4.) Everyday. Your employees are a valuable source of information about hazards and risks in the workplace. Take advantage of this by having your supervisors and experienced employees take the lead in identifying, assessing, and controlling hazards.

Identifying and Controlling Hazards

The types of workplace hazards

BIOLOGICAL HAZARDS Such as mould, bodily fluids, West Nile	CHEMICAL HAZARDS Such as solids, liquids, gasses, and vapors
ERGONOMIC HAZARDS Such as awkward work postures, poorly designed tools	PHYSICAL HAZARDS Such as noise, electricity and slippery floors
PSYCHOSOCIAL HAZARDS Affect the psychological well-being and are linked to factors such as shift work, work pace, production demands or threats to personal safety resulting from crime, workplace violence and harassment.	

When you are controlling hazards, you must determine if there are specific controls required. There are four main areas to research to ensure that your hazards are controlled effectively and safely, they are:

Workplace Safety and Health Regulations; if these regulations are absent; in order to control the hazard you must research the standards.

Standards; are the requirements of equipment, machinery, electrical components, etc. that are found in both the CSA and ANSI (Canadian and American Standards). In the absence of standards, research best practices.

Best Practices; or guidelines, outline the requirements of specific work processes or hazards. If there are no guidelines in place, research other publications.

Other Publications; are documents provided by the manufacturer of the equipment in use, internet research, safe work procedures documented by your company or similar companies.

Hazards that are found at each of these five levels can be controlled. Identifying and controlling the hazards at the source, along the path, or at the worker's level, will help to ensure that safety standards and regulations are being followed. Using a combination of all three methods, will often be the most effective tool, if the hazard cannot be eliminated entirely.

Identifying and Controlling Hazards

At the Source:

Controlling the hazard at the source is the most effective control measure. The hazards are either eliminated (i.e. discontinuing use of the dangerous equipment) or replaced by a less hazardous substance or process. An example of substitution is to replace a harsh chemical with vinegar and water.

- Redesign: of the workplace/job layout to eliminate and/or control the hazard
- Isolation: contain, or enclose the hazard (e.g. chemical or biohazards)
- Automation: dangerous processes can sometimes be automated to control the hazard

Along the Path:

Reduce the path of a hazard by increasing the distance between the hazard and the worker (e.g. is more ventilation required, machine guards/barriers to isolate substances or processes).

- Relocation: move the hazardous process, tools, machinery/equipment elsewhere
- Barriers: block the hazard using barriers or in controlled rooms
- Dilution/Absorption: use local ventilation to remove the hazard where it is generated or ventilation from the entire work area

At the Worker:

Provide PPE (Personal Protective Equipment) and proper training for your staff. Have PPEs available and accessible to ensure they are used safely. This control method should always be the last resort, and use in conjunction with other control measures.

- Education and Training: train employees on standardized safe work practices
- Administrative Controls: introduce policies, improve work procedures
- Proper Housekeeping: tools, equipment/machinery are less likely to cause injury if they are kept clean and well maintained
- Emergency Planning: have written plans in place to handle fires, chemical spills, or other emergencies. Workers should be trained to follow procedures and use appropriate safety equipment
- Hygiene Practice: Reduce the risk of toxic materials being absorbed by workers or carried outside of work environment

Developing a Critical Job Inventory and Risk Assessment

To develop a Critical Job Inventory (CJI), you need to review the jobs in your workplace and prioritize them using this 3 step process.

1.) Develop a system for identifying critical jobs:

- Review specific tasks conducted by occupations. If you have a large workplace, start by identifying departments within your workplace. Identify the different occupations within those departments. List the jobs or tasks that each one of the occupational groups do.

- Review the equipment used at the workplace. There may be multiple jobs or tasks done with one piece of equipment. Remember to look at set up, calibration, changing blades, and operation examples.

- Review the statistics you have on file (accident/injury records, first aid books, etc.). These will help to guide you to jobs or tasks that you may have overlooked. What were the injured workers doing when they were hurt? Did you capture this job or task in the inventory?

- Review new jobs, unknown jobs, or infrequently performed jobs. When a new job is introduced into your workplace, make sure you evaluate it and add it to your CJI. It is important that this process does not stop - it is ongoing. It is important that jobs or tasks that are infrequently performed or not well known to workers are included and are high on the priority list to develop safe work procedures. It is important that these jobs have a very clear procedure so that when workers are to perform them, they are familiar with the safe way to do it.

2.) Evaluate the critical jobs that you have identified to determine the degree of risk. Factors that you will take into account include:

- Severity - what would the extent of the worker's injuries be if they were hurt while performing this job? Would the injuries be permanent? Would the injuries cause any time off?

- Probability - what is the likelihood of the worker being injured when doing this job? Would it be probably in time? Remotely possible?

- Frequency - how often is the job performed? How many workers would be exposed to the hazards associated with the job?

3.) Create a CJI. Your CJI must include the job description and priority so that you can develop Job Hazard Analyses and Safe Work Procedures for the most critical tasks. You then have a plan of action for the remainder of the jobs on your CJI. Good things to include in your CJI include:

- The date that the inventory was done on (this should be reviewed at minimum every three years along with your program)

- The department the job is conducted in and the manager or supervisor responsible for the area

- The occupation that conducts this job

- A list of jobs or tasks and the potential loss or injuries that may be encountered when conducting these tasks

- The critical rating or priority rating that you have assigned to the job after your evaluation or risk assessment

Sample Critical Job Inventory

Date: _____ Department: _____ Occupation: SERVER

TASKS	POTENTIAL LOSS	SEVERITY	PROBABILITY	FREQUENCY	TOTAL*	CRITICAL RATING**
Pick up tray, place tray on counter and place food and/or beverages on the tray	<ul style="list-style-type: none"> • Burns • Pinch Grip • Reaching • Dropping Items 	2	2	2	5	2
Carry tray to the table	<ul style="list-style-type: none"> • Awkward Position • Heavy • Trip, Fall • Wrist Bent 	2	1	2	5	2
Deliver food and/or beverages to customers	<ul style="list-style-type: none"> • Wrist Bent • Reaching • Heavy • Burns • Dropping 	2	1	3	6	2
Walk back to the kitchen	<ul style="list-style-type: none"> • Trips, Falls 	4	4	3	11	5

* Total of Severity, Frequency and Probability

**

Total	3-4	5-6	7-8	9-10	11-12
Critical Rating	1	2	3	4	5

Severity		Probability		Frequency	
1	Fatality or permanent total disability	1	Likely to occur immediately	1	> 75% of day
2	Lost time injury	2	Probable in time	2	50 - 75 % of day
3	Reportable injury, no lost time	3	Possible in time	3	25 - 50 % of day
4	Minor medical treatment	4	Remotely possible	4	< 25 % of day



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Sample Critical Job Inventory

Date: _____ Department: _____ Occupation: _____

TASKS	POTENTIAL LOSS	SEVERITY	PROBABILITY	FREQUENCY	TOTAL*	CRITICAL RATING**

* Total of Severity, Frequency and Probability

**

Total	3-4	5-6	7-8	9-10	11-12
Critical Rating	1	2	3	4	5

Severity		Probability		Frequency	
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Job Hazard Analysis (JHA)

Many workers are injured or killed at the workplace every day. Safety and health can add value to your business, your job and your life. To help prevent workplace injuries and illness observe your workplace operations, establish proper job procedures and ensure that all employees are trained properly. A job hazard analysis (JHA) can be used to help eliminate and prevent hazards in their workplaces. A JHA could also be used to help train new employees in the steps required to perform their jobs safely.

A JHA should ideally be conducted on every job in the workplace, however, priority should go to the following types of jobs:

- Jobs with the highest injury or illness rates
- Jobs with potential to cause severe or disabling injuries or illness, even if there is no history of previous accidents
- Jobs in which on simple human error could lead to a severe accident or injury
- Jobs that are new to the operation or have undergone changes in process and procedures
- Job complex enough to require written instruction

There are three steps to include in conducting a JHA, they include:

- Breaking the job down into its basic steps
- Identifying the hazards that are present in each of the steps
- Developing controls for all hazards that you have identified

Every task can be broken down into steps. This sequence of steps will eventually become the basis of the safe work procedure (SWP).

Identifying every step of the task is essential to the end result. Ensure you take note of every action the work performs. After each step is identified, you can go back and combine some steps or eliminate unnecessary detail. Limit the number of steps you actually record. If there are too many steps in your job, maybe you need to look at breaking the job down into two jobs. Generally there should be no more than 15 steps in a job.

Next you have to identify the hazards present in each of the job steps. Hazards can be categorized into 2 categories; safety hazards and health hazards. Safety hazards are anything that can physically harm your body. Examples include falls, burns and cuts. Health hazards are anything that can get in your body by the four route of entry, violence or harassment, and MSI's.

Finally you have to find controls that can be implemented for each hazard that was identified. Controls can be categorized into three categories; at the source, along the path and at the worker's level.

Examples:

<p>At the Source</p> <ul style="list-style-type: none"> • Elimination • Substitution • Redesign • Isolation 	<p>Along the path:</p> <ul style="list-style-type: none"> • Relocation • Barriers • Absorption • Dilution 	<p>At the worker's level:</p> <ul style="list-style-type: none"> • Administrative controls • Orientation, training and supervision • Work procedures • Emergency planning • Housekeeping • Hygiene practices • PPE
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Identifying and Controlling Hazards

What is a Job Hazard Analysis?

A Job Hazard Analysis is an excellent tool to inspect your workplace and identify where potential hazards are. Jobs or tasks that present risks (e.g. working with sharp knives, chemicals or mechanical equipment) are broken down into smaller steps to analyze all aspects of the job, and recognize where the job can be made safer.

Conducting a JHA is a pro-active approach to workplace safety. It allows you to identify the potential for accidents, injuries, and near-miss incidents in your establishment. Once you have identified where the hazards are, you can then work towards eliminating or reducing them.

Getting Started: Job Hazard Analysis

Your employees have a unique understanding of the job which will help you spot hazards

Involve Your Employees:

- Employee involvement provides them ownership over their work processes; it will minimize oversights and assure quality analysis.

Review Accident History:

- By discussing in detail incidences and close calls with your staff, you can decide if existing hazards controls need more scrutiny.

Conduct a Preliminary Job Review:

- Discuss with your staff the hazards they know exist in their current work and surroundings.
- Brainstorm for ideas to eliminate or control hazards.
- Prioritize the hazards: concentrate firstly on those that pose an immediate danger to workers or customers – life or health must be dealt with immediately.

Outline Steps and Tasks:

- Observe as your employees perform on the job tasks and list each step as the employee performs it.

Identifying and Controlling Hazards

What's Next?: Identifying the Risks

Your goal here is to uncover the hazards that exist in your workplace, with your ultimate goal being the safety of your employees, yourself and your workplace.

- What can go wrong?
(e.g. a worker's hand can get caught in a mixer).
- What are the consequences?
(e.g. a worker can sustain a serious injury and possibly lose a finger or a hand).
- How could it happen?
(e.g. a worker trying to clean a machine while it is still plugged in).
- What are other contributing factors?
(e.g. a hazard that occurs very quickly and does not allow the worker opportunity to recover or prevent).
- How likely is it that the hazard will occur? (e.g. if there have been near-misses or actual cases, the likelihood of a reoccurrence is high).

Next Step: Possible Scenarios

To achieve the highest results from your job hazard analysis, the following questions should be asked. Proper hazard scenarios should help in your efforts to control or eliminate potential hazards.

- Environment: Where is the hazard happening?
- Exposure: Who or what is the hazard happening to?
- Triggers: What precipitated the hazard?
- Outcomes: What consequences can occur?
- Other factors: Are there other factors?

How to Conduct a Job Hazard Analysis

The three steps to conduct a Job Hazard Analysis, include:

- 1.) Break the job down into its basic steps
- 2.) Identify the hazards that are present in each of the steps
- 3.) Develop controls for all hazards that you have identified

Job Hazard Analysis Form - Description		
Job Steps	Hazards	Controls
<p>Every task can be broken down into steps. This sequence of steps will eventually become the basis of the safe work procedure.</p> <p>Identifying every step of the task is essential to the end result. Ensure you write down everything the worker does. After each step is identified, you can go back and eliminate unnecessary detail.</p> <p>Limit the number of steps that you actually record. If there are too many steps in your job, you may need to look at breaking the job down into two jobs. You generally should not have any more than 15 steps in your job.</p> <p>Workers must be integral part of this process.</p>	<p>Identify the hazards present in each of the Job Steps.</p> <p>Safety Hazards:</p> <ul style="list-style-type: none"> • Falls • Pinch points • Sharp points • Sharp edges • Moving machinery • Dropping items • Pressure systems • Fire and explosion <p>Health Hazards:</p> <ul style="list-style-type: none"> • Chemical Hazard (acids, solvents, fumes) • Biological Hazards (bacteria, viruses) • Physical Agents (heat, noise, radiation) • Risk for Musculoskeletal Injury (MSI) (awkward postures, forceful exertions, repetitive motion) • Psycho-Social Hazards (harassment, time constraints, violence) 	<p>What controls can be implemented for each of the hazards you identified?</p> <p>At the Source</p> <ul style="list-style-type: none"> • Elimination • Substitution • Redesign • Isolation • Automation <p>Along the Path</p> <ul style="list-style-type: none"> • Relocation • Barriers • Absorption • Dilution <p>At the Worker's Level</p> <ul style="list-style-type: none"> • Administrative controls • Orientation, training, and supervision • Work procedures • Emergency planning • Housekeeping • Hygiene practices • PPE (personal protective equipment)

Job Hazard Analysis Form Sample

JOB LOCATION:	COMPLETED BY:	DATE:
Kitchen	Kitchen Manager	
TASKS:		
Workers chopping vegetables for food preparation		
HAZARD DESCRIPTION:		
Workers could cut their fingers with the knife Cutting board could slip Distractions		
HAZARD CONTROLS:		
<ul style="list-style-type: none">• A non-slip mat or damp towel underneath cutting board will prevent it from slipping• Use a sharp knife to reduce downward pressure needed• Use cut resistant gloves• Training or proper use/storage of sharp knives		
ACTION PLAN:		
<ul style="list-style-type: none">• Teach workers to sharpen knives properly and encourage them to check for sharpness before each shift• Provide knife safety training, watch knife safety videos• Provide a non-slip matting or towels to prevent cutting boards from shifting around		
TO BE COMPLETED BY:		



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Job Hazard Analysis Form Sample

JOB LOCATION: Kitchen	COMPLETED BY: Server	DATE:
Job Description: Delivering food and/or beverages from the kitchen to tables in the dining room for customers.		

Job Steps	Hazards	Controls
1. Pick up the tray, place tray on counter, and place food and/or beverages on the tray	<ul style="list-style-type: none">• Burns• Pinch grip• Reaching• Dropping items	Purchase silicone oven mitts with non-slip surface and ability to withstand extreme temperatures
2. Carry tray to the table	<ul style="list-style-type: none">• Awkward position• Heavy• Trip / Fall• Wrist bent	Purchase lightweight trays with thicker and rounder edges to comfortably grip while walking. Only carry up to 15lbs. at a time
3. Deliver food and/or beverages to customers	<ul style="list-style-type: none">• Wrist bent• Reaching• Heavy• Burns• Dropping	Use the silicone oven mitt to deliver food and/or beverages around the table. Avoid reaching across the table, walk around. Carry and hold tray close to the body, avoid flattening the hand
4. Walk back to the kitchen	<ul style="list-style-type: none">• Trips / Falls	Keep high traffic paths clear and free of clutter. Keep up with the normal housekeeping

SAMPLE JOB HAZARD ANALYSIS FORM

Company Name: _____ Date: _____

Job Name:	Facility:	Conducted By:
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Job Steps	Hazards	Corrective Actions

(This information was taken from the Safe Work Bulletin #249, 2 of 3)

Hazard Report Form

Hazards should be reported immediately to your supervisor, you do not have to wait for the inspection team. Health and Safety legislation require employees to report hazards to their supervisor; this process allows employees to report hazardous conditions or practices as they notice them and allows for prompt reporting and corrective action.

NAME:	DATE:
LOCATION:	
EQUIPMENT:	
DESCRIPTION OF HAZARD:	
SUGGESTED CORRECTIVE ACTION:	
SIGNATURE:	
SUPERVISOR REMARKS:	
CORRECTIVE ACTION TAKEN:	
SIGNATURE OF SUPERVISOR:	DATE:

Common Restaurant Hazards

The 4 leading categories for kitchen injuries are slips and falls, cuts and lacerations, strains and sprains, and burns.

HAZARD	EFFECT	POSSIBLE SOLUTION
SAFETY HAZARDS		
Cooking equipment	Burns or electrical shocks	<ul style="list-style-type: none"> • Keep appliances in safe condition • Have guards around hot surfaces • Wear gloves or mitts
Hot grease	Burns	<ul style="list-style-type: none"> • Use grease pans that dump automatically • Have splash guards • Wear protective clothing
Slicers & powered cutting equipment	Cuts	<ul style="list-style-type: none"> • Must be 18 or older to use • Keep guards in place • Have proper training • Turn off when cleaning
Slippery floors	Slips or falls	<ul style="list-style-type: none"> • Clean up spills quickly • Use floor mats • Use appropriate signage to inform others of the situation
CHEMICAL HAZARDS		
Dish washing products	Skin contact may cause irritation or dermatitis	<ul style="list-style-type: none"> • Use safer products • Wear gloves
Cleaning products	Some vapors cause headaches and other health problems; skin contact may cause irritation or dermatitis	<ul style="list-style-type: none"> • Use safer products • Wear gloves • Have proper ventilation
OTHER HEALTH HAZARDS		
Contact with the public	Stress; criminal violence; robbery	<ul style="list-style-type: none"> • Have adequate security • Schedule at least 2 people per shift • Use barriers where money is handled • Have customer service training
Standing for long periods of time	Back injuries; varicose veins	<ul style="list-style-type: none"> • Use floor mats • Take regular breaks • Rotate jobs
Bending, reaching, stretching and lifting	Muscle strains or sprains	<ul style="list-style-type: none"> • Keep heavy items on lower shelves • Rotate jobs • Use helpers

SAFE Work Procedures

SAFE Work procedures must be developed and implemented for the work carried out at every workplace. They are developed by summarizing important information identified through Job Hazard Analyses. (JHA) Although procedures may look different from company to company, they must capture some basic information. Some elements of a SWP that must be included are:

- Job title
- Department
- Who it was written by
- Who it was approved by
- Date it was created
- Date last revised
- Hazards present
- Personal protective equipment (PPE) or devices required
- Additional training requirements
- Safe work procedures information summarized from the JHA
- Legislation that applies to the task

SWP should be developed for all task / activities, processes, and the operation of equipment and machinery where a risk assessment identifies the requirement as a suitable control measure to reduce the risk of injury.

It is important for management and supervisors to train employees on the SWP and which tasks specifically have SWP that must be followed. If a written SWP is available, give workers a copy or explain where the SWP can be located.

SWP should be developed by a company's Health and Safety Representative and a staff member with sound hands on experience and knowledge of the task.

To aid in the development of a SWP, the following steps should be followed:

- Observe the task or process
- Record the sequence of basic job steps
- Assess potential hazards of each step
- Review associated legislative requirements, assess the risks of the hazards
- Suggest ways of eliminating and controlling the hazards
- Test the procedure by consultation and verify relevant issues are documented, obtain approval of the procedure from a supervisor or manager

In determining potential hazards in a task or process the following factors could be considered:

- Is there exposure to noise, fumes or dust?
- How can the equipment fail in any way?
- Is the work physically demanding?
- Is the work made harder by the way it is organized (shift work, adequate rest breaks, etc.)?
- Is there enough space to move about?
- Can the person be struck by or contacted by anything while doing the steps of this job?
- Can the person be caught in, on, or between anything?
- Can the person slip, trip or fall?
- What level of supervision is required?
- Are there any exposures to psychological hazards (dealing with public complaints/abuse, shift work, etc.)?
- Is there any requirement specified in relevant legislation?

SAFE Work Procedures

Job Title: SERVER

This task may only be performed by trained personnel

Department: Dining Room	Written By: Jane Doe	Approved By: John Doe	Date Created: 01/01/06	Last Revision Date: 01/01/10
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Hazards Present:	Personal Protective Equipment (PPE) or Devices Required:	Additional Training Requirements
Burns Slips, Trips, Falls Pinch Grip Reaching Dropping Items Awkward Positions Heavy Wrist Bent	Silicone Oven Mitt Lightweight Trays with Thicker and Rounder Edges	Safe Work Procedures Lifting Techniques (MSI)

SAFE Work Procedures:

- Avoid carrying over 15lbs. at any time
- Use the silicone oven mitt when handling hot plates or slippery drinks to avoid burns and/or dropping items
- Use lightweight trays with thicker and rounder edges for a more comfortable grip
- Do not lift a full tray over head
- Ensure you do not bump into anything or anyone
- Carry tray close to the body and avoid flattening the hand
- Avoid reaching across the table. Walk around to deliver items.
- Keep high traffic paths clear and free of clutter

Guidance Documents / Standards / Applicable Legislation / Other:

Part 2.1 Safe Work Procedures
Part 6 Personal Protective Equipment
Part 8 Musculoskeletal Injuries

This SAFE Work procedure will be reviewed any time the task, equipment, or materials change and at a minimum of every three years

All procedures obtained from operator manuals or other samples must be thoroughly reviewed to ensure they are accurate for your workplace and your jobs!



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SAFE Work Procedures

Job Title: _____

This task may only be performed by trained personnel

Department:	Written By:	Approved By:	Date Created:	Last Revision Date:
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Hazards Present:	Personal Protective Equipment (PPE) or Devices Required:	Additional Training Requirements
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SAFE Work Procedures:

Guidance Documents / Standards / Applicable Legislation / Other:	This SAFE Work procedure will be reviewed any time the task, equipment, or materials change and at a minimum of every three years
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All procedures obtained from operator manuals or other samples must be thoroughly reviewed to ensure they are accurate for your workplace and your jobs!

General Safety Guidelines For All Equipment

Risks:

Some risks associated with kitchen equipment include cuts, amputations, burns, clothing or body parts caught in or between moving parts, electric shock, heat stress, grease splatter, chemical burns, scalds, carbon monoxide poisoning, eye cataracts, genetic damage, interference with pacemakers, lung damage, eye damage, fire, explosions, and the release of toxic chemicals.

Safety Devices and Guards:

Safety devices and guards will vary between different types of equipment. In general, all exposed drive belts and chains, and sprocket drives must be guarded and cutting edges should be equipped with a safety device. It is preferable that guarding is attached to the machine and the machine be firmly secured to prevent movement. All equipment must be electrically grounded and should be equipped with an on/off switch as well as a power supply disconnect. The on/off switch must be readily accessible to the operator. If the switch is a toggle switch, it must have guards placed over it to prevent accidental starting.

Safe Work Practices:

- Only people who are fully trained in the safe operation of equipment should operate it.
- Always read the manufactures instruction before operating any equipment, if they are not available, post Safe Operating Procedures (SOP) for the equipment.
- When performing planned inspection, always check the cord, plugs, belts etc. for any wear/cracking before operating any equipment.
- Report all hazards to the supervisor immediately, ensure you follow process outlined in your health and safety program.
- Operating instructions for the equipment should be posted near the machine.
- Post Safety Rules on all machinery; never operate any equipment while wearing loose clothing, gloves, long sleeves, jewelry, or neckties. Hair must be restrained.
- Before activating any machine, ensure that all guards/safety devices are in place, and that all settings are correct for the operation you are about to perform.
- Never use your hands to push food into equipment, always use a splinter resistant tamper.
- A lock and tag out procedure which includes on/off switch, turned off control devices locked into inoperative position, and the power source disconnected should be in place for all cleaning and maintenance.

Personal Protective Equipment - should be your last line of defence:

PPE are dependant upon the risks presented by the equipment or chemical being used and the tasks being performed. This could include: gloves, safety glasses or goggles, hearing protection, respirators, aprons, sleevelets, arm protectors, and non-slip shoes or safety boots.

Restaurant Clean-Up Hazards and Safety Solutions

The clean-up area of a restaurant offers workers an opportunity to learn clean-up duties while handling various equipment and products.

Potential Hazard: Electrical Hazards

May be exposed to electrical shock or electrocution during clean-up when in contact with:

- Faulty electrical appliances.
- Worn electrical cords; or improperly used or damaged extension cords.
- Improperly wired or ungrounded outlets.
- Faulty equipment and wiring.
- Damaged receptacles and connectors.
- Unsafe work practices.

Possible Employee Safety Solutions:

- Identify and report any hazards to your supervisor immediately.
- Attend all training meetings provided.
- Report any unsafe working conditions immediately.

Eliminate electrical hazards by:

- Using ground fault circuit interrupter receptacles.
- Do not put your fingers or other materials on the prongs of a plug while you are inserting it into an outlet; keep your hands well back on the plug.
- Remove plugs from receptacles by pulling the plug, not the cord; damage to the cord can result in increased risk of shocks.
- Do not use damaged cords or receptacles; they promote shocks.
- Touching the outside of a metal outlet box with one hand while plugging in an appliance may complete an "electrical circuit" forcing current through you and exposing you to shock or electrocution.
- Do not plug in electrical equipment with wet hands or while touching damp or wet surfaces.
- Use plugs and receptacles that have been designed to prevent energization until insertion is complete.
- Learn how to shut off the current (circuit breakers, or level switches) in case of emergency.
- Make sure electrical control panels are properly labelled.
- Never touch an electrical item until the power has been turned off.
- Never use faulty equipment or damaged receptacles or connectors.
- Never plug in equipment with wet hands or while touching wet or damp surfaces.
- Learn how to perform CPR.

Possible Employer Safety Solutions:

- Ensure all electrical services near sources of water are properly grounded.
- Ensure electrical equipment is free from recognized hazards.
- Tag out and remove from service all damaged receptacles and portable electrical equipment.
- Repair all damaged receptacles and portable electrical equipment before placing them back in service.
- Ensure all employees are trained to not plug or unplug energized equipment when their hands are wet.
- Keep aisles and passageways clear and in good repair (no obstruction across or in aisles that may create a hazard).
- Provide floor plugs or ceiling plugs for equipment so power cord does not run across pathways, working or walking surfaces.

Restaurant Clean-Up Hazards and Safety Solutions

Potential Hazard: Strains and Sprains

- Exposure to sprains and strains while performing clean-up tasks such as: washing dishes, clearing tables, mopping floors, emptying garbage.
- Repetitive reaching, over-reaching and lifting can lead to neck and back strain and sprain especially if done so in awkward positions.

Possible Employee Safety Solutions:

- Dishwashing: limit back flexion (bending forward at the waist) while washing items in a large sink (place an object in the bottom to raise the surface while washing).
- Rearrange work spaces so it is easier to reach supplies routinely used and prevent over-reaching and awkward back, shoulder and wrist posture.
- Lower the rinse nozzle to rest at mid-body height to reduce your reach.
- Limit over-reaching when placing glasses into racks, fill the new rows first, and then rotate the rack to bring back rows to front.
- Keep reaching at chest to waist level.
- Don't overload dish racks.
- Rack heavier items closest to you (e.g. plates).
- Empty and sort cutlery bins before they are full.
- Use cleaning tools with good grips when heavy duty cleaning is required.
- Vary your activities to space out repetitive tasks.
- Vary technique to use different muscle groups and alternate between left and right hands.

Possible Employer Safety Solutions:

Table Clean-Up:

- Provide containers to be used to carry dishes, never overfill containers, never lift or carry excessive weight.
- Limit the amount of dishes that can be stacked and carried at one time (by using smaller containers).
- Provide carts (if space permits) for dishes and heavy bussing containers instead of having employees carry them.
- Chose carts with large wheels that roll easily to prevent strain/sprain injuries to employees from pushing or pulling heavy carts.
- Decrease distance workers must carry containers; provide "stations" for bussing containers located near serving and clean-up areas.
- Have outdoor furniture set-up outside; to eliminate the amount of lifting required to set up and take down of outside eating areas.
- Ensure employees ask for help when moving tables, chairs and other heavy objects; do not lift alone.

Garbage Removal:

- Reduce lifting by using garbage handling bags with wheels or garbage cans with wheels.
- Limit the size and weight of the bags and provide handles to further decrease lifting.
- Using cans with frames instead of a solid can is easier to empty.
- Using anti-cling products prevent the plastic from sticking to the inside of the can.
- Limit the size of the container to limit the load the employee must lift and dump.
- Have receptacles in unobstructed easy to reach places.
- Install dumpsters at or below grade level.
- Choose properly designed equipment (e.g. adjustable level rinse nozzles to reduce hazards associated with overhead and elevated reaches).

Restaurant Clean-Up Hazards and Safety Solutions

Potential Hazard: Hazardous Chemicals

- Exposure to hazardous chemicals is inevitable while working in a kitchen.
- Exposure to oven cleaners, floor cleaners, pesticides, disinfectants, drain cleaners, soaps, detergents and latex.
- Allergic reactions and skin irritations can be caused by soaps and detergents.
- Skin irritated by soap or detergent can be susceptible to infection or injury if exposed to chemical hazards.
- Skin burns, eye and skin irritations can be caused by using drain cleaners, oven cleaners and grill cleaner solutions and sprays.
- Ammonia when used as a cleaning agent and chlorine when used as a disinfectant in dishwashing can cause skin, eye and nose irritations.

Caution: mixing chlorine and ammonia solutions will result in a chemical reaction and may release deadly chlorine gas.

Latex gloves work to protect hands can also cause skin irritation or allergic reactions.

Possible Employee Safety Solutions:

- Read all product labels and follow instructions and recommendations listed before use
- Use the least toxic cleaning products possible.
- Use any personal protective equipment provided (e.g. gloves, goggles, and special aprons).
- Ensure you have been properly trained in the need for and use of personal protective equipment.
- Use the appropriate gloves to protect your hands from chemicals and sharp objects.
- Ensure you wash your hands with mild soap and water after removing your gloves and dry thoroughly.
- Avoid latex gloves if you have been diagnosed with a latex allergy, have your employer provide an alternate glove.

Ask your employer about possible toxic effects of the chemicals you are required to use. You have the right to read Material Safety Data Sheets (MSDS) for any chemicals you use. MSDS provide employers and employees with information to protect themselves from hazardous chemical exposures and to work safely with chemical products.

If hazardous chemicals are used, employers need to implement a written program that meets the requirements of the Hazard Communication Standard (HCS) to provide for worker training, warning labels and access to Material Safety Data Sheets (MSDS).

The Hazard Communication Standard ensures employee awareness of the hazardous chemicals they are exposed to in the workplace and how to prevent exposure.

Provide Material Safety Data Sheets for any hazardous chemicals that are used in the workplace.

Provide appropriate Personal Protective Equipment (PPE) such as, gloves, goggles, and splash aprons for employees who handle hazardous chemicals including dishwashing detergents, pesticides, etc. [29 CFR 1910.132]

Provide suitable facilities for quick drenching or flushing of the eyes and body if exposure to injurious corrosive material is possible. Facilities should be located within the work area for immediate emergency use.

Restaurant Clean-Up Hazards and Safety Solutions

Possible Employer Safety Solutions Continued:

Consider implementing recommended safe work practices, including:

- Use cleaning chemicals that are not considered hazardous.
- Consider automating the dispensing of cleaning chemicals whenever possible to avoid employee contact with chemicals.
- Limit employee contact with dishwashing detergents by providing dishwashing machines with automated detergent dispensers.
- Workers must still be cautious and use appropriate PPE such as goggles and gloves when changing out detergent containers.
- Ensure that chemicals that are not compatible with each other are not stored together (check MSDS).
- Always label cleaning bottles and containers. Never remove products from the original bottle without properly labelling the new container.
- Store pesticides in their original labelled container.
- Avoid storing liquid chemicals on top shelves. Store them on lower shelves.

Potential Hazard: Slips, Trips and Falls

- Exposure to slips, trips and falls can occur while performing tasks such as carrying trays or bins of dishes, washing dishes, mopping floors, emptying garbage, cleaning and spraying down parking lots.

Possible Employee Safety Solutions:

- Keep passageways and walkways free of clutter and crowding.
- Ensure rugs and mats are securely in place.
- Wipe spills immediately – “spot mop” during busy times.
- Do not overfill bussing containers, make a couple of trips to clear off a table – the added time it takes to do a job safely will prevent injuries in the long run.
- Do not overfill bussing containers; items will fall out or be awkward to handle.
- Wear waterproof, non-slip footwear.
- Use slip-resistant overshoes on top of your footwear when performing wet or greasy tasks.

Possible Employer Safety Solutions:

- Maintain all floors clean and dry.
- Maintain drainage where wet processes are used.
- Use false floors, platforms, mats or other dry standing places where practicable.
- Use warning signs for wet floor areas.
- Provide non-slip matting in areas that tend to be greasy; using no-skid waxes and floor surfaces coated with grit may be useful in these areas.
- Implement a shoe policy program; ensuring use of appropriate non-slip footwear.
- Providing non-slip overshoe covers when working with wet or greasy tasks.
- Ensure spills are reported and cleaned up immediately.

Potential Hazard: Burns and Scalds

- Exposure to burns and scalds can occur while loading or unloading automatic dishwashers.
- Continuous-feed dishwashers and glass washers.
- While washing dishes and pots.

Possible Employee Safety Solutions:

- Do not unload dishes or glasses unless they are cooled.
- Avoid steam; it can burn.
- Open hot water faucets slowly to avoid splashes.
- Test water temperatures in sinks.

Noise Levels in the Hospitality Industry

The second most common complaint in restaurants after poor service is noise levels. The ideal sound level for normal conversation is 55 to 65 decibels. When the ambient noise rises to about 70 decibels, you have to raise your voice to be heard. At 75 decibels, conversation is difficult. Above 85 decibels, prolonged exposure - more than eight hours - can permanently damage your hearing.

Regulation Requirements (summary)

Part 12 of the Workplace Safety and Health Regulation (M.R. 217/2006), Hearing Conservation and Noise Control, requires employers to assess the noise exposure levels at the workplace.

If the eight hour average noise exposure level is above 80 dBA (Lex), employers must inform workers about the hazards of the level of noise they are exposed to and provide hearing protection for those who request it. If the eight hour average noise exposure level is above 85 dBA (Lex), employers must put a hearing conservation program in place. This includes applying sound control measures where possible and/or providing personal hearing protection that reduces workers' exposure below 85 dBA (Lex). Warning signs indicating the presence of a harmful noise level must be posted at the entrance to work areas where sound is above 85 dBA (Lex).

Employers are also responsible for providing annual audiometric testing for all workers exposed to noise levels above 85 dBA (Lex). For new employees, a baseline test must be conducted within the first 70 days of employment.

Workplaces must provide a yearly report on their hearing conservation program, including the results of the audiometric testing. The purpose of the audiometric testing is to monitor the effectiveness of the hearing conservation program. The annual report also helps employers and workers find areas where further action is needed in order to reduce the level of noise that workers are exposed to.

The annual report must be shared with the safety and health committee or representative at the workplace, and a copy submitted to the Chief Occupational Medical Officer of the Workplace Safety and Health Division (WSHD).

Workplace Safety and Health Hearing Conservation Program Annual Report

This publication provides a template to assist in preparing a yearly report on the hearing conservation program at your workplace.

The report form included in this document asks you to provide information specific to your company, including results of the annual audiometric testing of workers and information on any remedial action needed to further reduce noise exposure.

The important audiometric data to be presented in this report includes:

- the results of baseline audiometric testing (to be done at hire),
- the results of annual audiometric testing, and
- information on workers who have experienced an "abnormal shift" in hearing sensitivity due to workplace noise.

This information will enable employers to take remedial action where it is most needed.

The annual report should include the information listed in the sample report that follows, along with the results of any medical/audiological consultations.

Hearing Conservation Annual Report

Company name & address _____

For the year _____
(Annual reports are required for one year periods. A given hearing test report should be counted in one year only - avoid double counting.)

Is this a first time submission? Yes No
Company Contact Person _____
Phone Number _____ Email Address _____

Industry Type _____ WCB Firm Number _____

Company hearing conservation program Director/Supervisor _____
Industrial Audiometric Technician/Company _____
Supervising Physician/Audiologist _____

(Audiometry must be done by a licensed audiometric technician, physician or audiologist as defined in Part 12 of the Manitoba Workplace Safety and Health Regulation.)

Testing Location (ex. sound booth, quiet room, on site, etc.) _____

Number of employees at worksite _____
Number of employees who are exposed to noise >85 dBA (Lex) _____
Total number of workers tested (includes baseline & annual tests) _____
Total number of referrals made to physician or audiologist _____
(In this reporting period. The audiograms classified as "abnormal" and/or "abnormal shift" should be included here.)

Baseline Testing Results:

Total number of baseline tests done _____
(Enter the number of initial baseline tests done in the reporting period, ex. tests done on new employees or first tests done on newly noise-exposed workers.)

- Number of workers with normal baseline results _____
- Number of workers showing early warning _____
Early warning: any audiogram falling in between the requirements of a normal and abnormal Audiogram
- Number of workers with an abnormal audiogram _____
These workers are to be referred to a physician or audiologist for further assessment
The Workplace Safety & Health Regulation (page 68) defines an "Abnormal Audiogram" as one that indicates:
 - a) the threshold in either ear is more than 25 dBA at 500, 1000, OR* 2000 Hz;
(* the Regulation uses the work "and" which is an error - it should read "or.")
 - b) the threshold in either ear is more than 60 dB at 3000, 4000, or 6000 Hz; or
 - c) there is a one-sided hearing loss with the difference in hearing threshold level between the better and the poorer ear exceeding the average of 30 dB at 3000, 4000, and 6000 Hz.

Annual Testing Results:

- Total number of annual re-tests done _____
- Number of workers with NO CHANGE _____
NO CHANGE refers to an audiogram that, in comparison to that worker's most recent baseline, does not meet the definition of an abnormal shift (see below).
 - Number of workers with an ABNORMAL SHIFT _____
ABNORMAL SHIFT refers to an audiogram that, in comparison to that worker's most recent baseline, displays threshold shift, in either ear, of at least 15 dB at two consecutive test frequencies in the 1,000 to 6,000 Hz range
*NOTE: A new baseline is to be established for a worker each time they have an audiogram which displays an abnormal shift

Referrals:

Results of referrals for audiometric test results indicating an abnormal audiogram or showing an abnormal shift.

Number of paper reviews _____

(reviewed by a Medical Doctor or Audiologist and full audiological assessment waived)

Outcome: Number with occupational influence _____
Number with non-occupational influence _____
Number with unknown cause _____

Number needing further assessment _____

Outcome: Number with occupational influence _____
Number with non-occupational influence _____
Number with unknown cause _____
Number of assessments pending _____

Hearing Conservation Program

Which of the following components are included in your hearing conservation program?

1. Employee education about the hazards of noise, and the Workplace Safety and Health Regulation (Part 12) on Hearing Conservation and Noise Control. (Please summarize the education provided.)

2. Sound Level Surveys & Personal Noise Dosimetry. (Describe)

3. Engineering controls, work processes, and administrative controls to reduce noise exposure. (Provide description of the areas where hearing loss has been observed and describe measures taken to protect workers from further hearing loss.)

4. Selection, use, and care of hearing protection. (Describe)

5. Which of the following hearing protection is provided to your workers by your company?

Ear Plugs: Yes _____ No _____ NRR _____ Brand Names _____

Ear Muffs: Yes _____ No _____ NRR _____ Brand Names _____

Other: Yes _____ No _____ NRR _____ Brand Names _____

-

7. Audiometric testing. (Describe)

8. Program Evaluation - Provide general recommendations to improve the program with special attention on workers with an occupational abnormal shift, particularly those with more than one shift. State the working title of workers who have had a work-related abnormal shift within the past year so that the safety and health committee can take specific steps to reduce noise exposure for these workers. (A noise injury should be treated like any workplace injury)

Please sign & send this report to:

Dr. T. D. Redekop
Chief Occupational Medical Officer
Workplace Safety and Health Division
Department of Labour & Immigration
200-401 York Avenue, Winnipeg, MB R3C 0P8
Email: ted.redekop@gov.mb.ca

Company contact person's signature _____

Date _____