Part 3: Safe Work Practices

Written safe work practices provide employees with instructions on how to carry out specific tasks and how to protect themselves against known hazards. Following safe work practices helps employees minimize risks. Written safe work procedures that are specific to your operation will also help with employee orientation and training. Make sure you have written safe work practices for all areas of your workplace. Procedures for high-risk activities must be posted and readily accessible.

Post your safe work practices in appropriate areas around the workplace. For example, “Cleaning the Slicer” should be posted next to the slicer.

# *Safe Work Practice* Avoiding Collisions

* Use “in” and “out” doors.
* Look through window before entering swinging door.
* Say “behind” to notify your colleagues you are walking behind them.
* Stay alert — get plenty of rest.
* Place workstations away from swinging doors.
* Avoid standing by swinging doors.
* Watch for briefcases, purses, and parcels.
* Watch for seated children.
* Walk, don’t run.
* Unravel doormats when they get crumpled.
* No horseplay.

# *Safe Work Practice* Avoiding Slips, Trips, and Falls

* Clean as you go.
* Keep floors clean and dry.
* Use wet floor signs.
* Wear non-slip footwear.
* Empty all garbage cans frequently.
* Keep aisles, entrances and work areas clear.
* Use handrails on stairs.
* Walk, don’t run.
* Don’t use boxes or chairs. Use a ladder.
* Immediately repair all fall hazards — if not possible, report.
* Ensure that cleaning equipment is well maintained at all times.

# *Safe Work Practice* Selecting the Right Shoes

Proper footwear prevents injuries. Wear shoes that:

* Are closed at the toe and heel and are without holes.
* Protect against hot spills.
* Are slip resistant.
* Lots of edges on the sole
* Low or no heels
* In good shape (not dirty or worn out)
* Have lots of cushioning for comfort while on your feet.

# *Safe Work Practice* Working with Knives

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

# *Safe Work Practice* Lifting and carrying

* Try to gauge the weight by tapping the item gently with your foot before lifting.
* Carry loads close to your body.
* Lift with your legs, not your back.
* Take extra trips, if necessary.
* Get help with heavy loads.
* Use dollies, carts, trays for heavy loads.
* Get regular exercise.
* Maintain good posture.
* Lose weight if necessary. The trimmer your abdomen, the safer your back.
* Do not strain to reach an item.
* Use a foot stool to reach for high items.
* Push, don’t pull.
* Store the heaviest items between knee and shoulder height.

# *Safe Work Practice* Preventing Strains and Sprains

Tired muscles can lead to serious injuries. There are risks associated with the physical demands of tasks that involve the lifting of heavy items in awkward positions.

## General Tips

* Stay in shape with regular exercise.
* Warm up muscles used in work activities prior to your shift.
* Report any physical discomforts to your team as soon as possible.
* Ask and give help when needed.
* Stretch between orders.
* Ask your management team and health and safety members to work with you to prevent strains and sprains.

## Pulling, Pushing, Lifting, and Carrying

Tired muscles can lead to serious injuries. There are risks associated with the physical demands of tasks involving the lifting of heavy items in awkward positions.

* Place feet apart for good balance.
* Bend knees.
* Use smooth gradual motions.
* Avoid twisting your back.
* Keep loads close to body.

## Front of House

* Use trays to even the load.
* When carrying tray keep wrist in neutral (straight) position.
* Make frequent trips.
* Pour coffee at waist level.
* Don’t twist while carrying heavy items.
* Use a step stool for long reaches.

## Back of House

* Use two hands for carrying heavy pots.
* Use carts, dollies to move heavy items.
* Use two hands for plates.
* Organize work areas with heavy items at waist level.
* Put one foot up to rest when possible.
* Use a step stool to eliminate long reaches.

# *Safe Work Practice* Handling Hazardous Products

* Do not use products you are unfamiliar with. If a product does not have a correct label, don’t use it.
* Store hazardous products away from food.
* Cover and label hazardous products.
* Know how to correctly use hazardous products before using them.
* Wear protective goggles and rubber gloves when handling hazardous products.
* Mix hazardous products in a well-ventilated area.
* When transferring cleaning agents from the original containers, make sure the new containers are labeled with the product name, safety precautions, and the location of the SDS.
* If you run out of labels, you can make your own by referring to an SDS for the necessary information.
* Do not mix hazardous products together.
* Always check that CO2 tanks are chained and secure.

## Safety Data Sheets (SDSs)

Explain potential hazards associated with hazardous products and how to avoid them. SDSs provide the following information:

* How to use the product safely and how it can harm you if you don’t.
* First aid treatment and the long-term hazards associated with the use of the product.
* Ingredient breakdown, description of the product, and fire and explosion information.
* Preventative measures.
* Disposal and cleanup of spills.

SDSs are kept near the first aid kit in case of an emergency and should be taken to the hospital with the patient. Keep a second copy in the manager’s office as backup.

When receiving a hazardous product, make sure that the label has:

* Hazard symbols
* Reference to the SDS
* Precautionary and first aid measures
* Product and supplier identifier
* Risk phrases

If you are accidentally splashed in the eye with a hazardous product, immediately irrigate the eye using the eyewash station. Have someone contact the poison control centre. The person contacting the poison control centre should have the SDS on hand to supply necessary details.

# *Safe Work Practice* Cleaning Convection Ovens

1. Turn power switch off. Let oven cool down.
2. Always wear rubber gloves and goggles when cleaning oven.
3. Always turn ventilation fans on to high.
4. Remove oven racks, bottom pan, side baffles and the fan venting baffles, and wash in cleaning solution. Rinse with clean water and dry with a clean cloth.
5. Paint or spray the full-strength cleaner onto warm surfaces.

**Important:** If any chemical sprays in your eyes, get help right away. Someone will check SDSs for medical treatment.

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

## Tips

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

# *Safe Work Practice* Cleaning Slicers

See the approved product list for a sanitizer solution.

## Equipment needed

* Wire mesh glove
* Slicer pick
* Spray bottle
* Clean cloth towels

## Clean Daily and as Often as Necessary

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

## Tips

* A spray bottle filled daily with fresh sanitizing solution should be used to mist sanitizer onto surfaces.
* Replace sharpening assembly and guard.
* Position centre plate knife guard with both hands. Line up the locking knob. Tighten the locking knob.
* Replace the slice deflector by positioning the bottom pin first. Push down slightly and hook the top-locking pin. Snap closed.
* Replace required parts and accessories.

# *Safe Work Practice* Locking Out Equipment

Before starting cleaning procedures or repairs on power-actuated machinery, the machine must be locked out.

1. Use the start-stop switch on machine controls to turn it off. Ensure the machine is no longer energized.
2. Disconnect the power supply by the following steps:

* Where the machine utilizes a plug, disconnect the plug and place the male end of the plug on the machine in a location readily visible to the person or persons performing the work.
* Where the machine’s power is supplied from an electrical panel and circuit breaker, determine the correct breaker and switch it to the off position. Close and lock the front panel door using your safety lockout clip and your own lock.
* Where the machine is supplied power from a disconnect switch, determine the correct disconnect switch and switch it off. Apply your safety lockout clip on the approved location.
* Where a machine is supplied power from more than one source determine the correct breaker or disconnect for each power supply and using your safety lockout clip and lock, lock out each power supply.

1. Immediately test the machine to ensure power has been disconnected.
2. If the machine or equipment has been previously locked out, apply your own lock to the lockout clip.
3. Always use an approved safety lockout clip in conjunction with your own labeled lock to lock out electrical switchgear and power supplies.
4. Proceed with the necessary work.
5. Workers must remove their own locks after completing a maintenance procedure.
6. Workers are forbidden to remove locks other than their own.

On completion of work, the machine should be jogged by intermittent application of power before continuous power is applied.

# *Safe Work Practice* Handling Hot Oil

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

# *Safe Work Practice* Personal Protective Equipment (PPE)

* Goggles and neoprene gloves must be worn when working with shortening, chemicals or any hazardous materials.
* Lidded pails are available for transporting shortening.
* Rubber-based, leather-topped shoes are required in the restaurant. Shoes with exposed heels, toes or archways are not permitted.
* Hair longer than shoulder length must be pulled back while on duty in the restaurant.
* Trays and dollies are available for carrying heavy loads.

## Other PPE Available to Employees

* Oven mitts
* Eyewash station
* SDSs and workplace labels
* Water gel — a powerful healer and provides pain relief for most minor burns
* “Wet floor” signs

# *Safe Work Practice* Armed Robberies

1. Co-operate with the robber. Stay alert and calm. Keep an eye out for details that could help identify the robber:

* Hair and eye colour
* Complexion (clear or marked)
* Scars or markings on hands or face
* Height (look for difference in eye level to yours, or measure height against a door)
* Jewelry, clothing
* Direction of escape
* Escape by foot or car
* Type of weapon (colour, size, and shape)

1. After the robber has left, call 911.
2. Be ready to give:

* The reason for your call
* Your name
* Location of restaurant (including cross street)

**Note:** Do not reveal amount of money taken.

1. Call your general manager and the safety coordinator. Tell them briefly what happened and what has been done to this point.
2. Lock the door and wait for police.
3. Gather witnesses and get statements, including descriptions.
4. Keep everyone away from the area the robbery occurred in (for example, areas that may contain fingerprints).
5. Provide police with all information, ensuring you get case number for reference.
6. Determine, through doing a closing, the amount of money lost (for example, cash, gift cards, or credit card drafts).
7. Write a descriptive report of all events and send to the risk manager at home office as soon as possible.

# *Safe Work Practice* Power Failures (Blackouts)

1. Turn off breakers.
2. Turn off electrical equipment and lights to prevent a power surge when power comes back on.
3. Turn off gas equipment to prevent a fire hazard.
4. Lock doors.
5. Phone B.C. Hydro Service Centre.

**Note:** Advise B.C. Hydro of the blackout and ask how long it will be before the power is restored.

1. Advise guests of what is happening:

* Complete guest checks for those who had received their meals.
* Don’t bill those guests who have not received their full order.

1. Assign a manager or staff member to let guests out of the restaurant.
2. Phone your business consultant. The consultant will work with you to determine whether you should close the restaurant.
3. See Squirrel manual for blackout procedures to prevent any loss of information.

# *Safe Work Practice* Bomb Threats

All staff members who answer the phone must be informed on how to handle a bomb threat. All bomb threats must be treated as emergency situations. Never dismiss a threat as just a hoax. Have a signal for work that all employees recognize as indication of an emergency situation.

## Stay calm and get as much information as possible.

Ask the following:

* Who is the caller?
* Where is the caller calling from?
* Did the caller place the bomb? If not, who did?
* Did the caller give a reason for the threat? For example, is this a vendetta or a black mail attempt?
* What does the bomb look like?
* Where is the bomb located in the restaurant?
* How long before it goes off?

Keep the caller talking. Take notes. Keep alert for:

* Indications of caller’s age, sex, or accent
* Background noises (music, equipment sounds, kids in background, traffic sounds)
* Indications of intoxication (for example, slurring words)

Record date, time of call, record exact words or phrases used.

## Report the threat and evacuate the premises

1. Communicate the emergency signal to another staff member who can notify the duty manager to call the police.
2. Call 911.
3. Use the paging system to advise your guests and staff that there is an “emergency situation” and they must “take their personal belongings and leave the restaurant immediately.”
4. Stay calm. Do not use the word “bomb.”
5. Turn off cooking equipment. Secure cash in office.
6. Have staff members meet at a pre-arranged area away from the restaurant.
7. The manager on duty should:

* Ensure everyone leaves the building.
* Provide police with details of threat (either personally or with the person who took the call).

1. Stay near the restaurant.
2. Cooperate with police. Do not re-enter the restaurant until police have advised you.
3. Contact home office.
4. Write a descriptive report and send it to the risk manager at home office.

# *Safe Work Practice* First Aid Treatment

If a person is choking, in shock, unconscious, has stopped breathing or has no pulse, call 911 immediately for assistance.

## Burns

1. Cool immediately.
2. Apply water gel to minor burns.
3. Apply cold tap water and ice pack in plastic bag.
4. Elevate burn if possible.

## Bruises

1. Cool the bruised area.
2. Elevate if possible.
3. Get first aid treatment immediately. Your manager or supervisor has a first aid certificate and is available to help.

## Choking and Heart Attacks

Each manager and supervisor at your workplace should hold a valid Level 1 First Aid Attendant certificate. Each manager should be trained in the Heimlich manoeuvre (for choking victims), cardiopulmonary resuscitation (CPR) for heart attack victims, and treatment of injuries.

If an employee or a guest is choking, has a heart attack, or has suffered a serious injury:

* Call 911 immediately.
* Notify the duty manager immediately.
* Do not attempt to treat a medical emergency unless you have had first aid training.

# *Safe Work Practice* Chemical Poisoning

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

Emergency phone number in your area:

If possible, have the following information available before you call the poison control centre:

* Original container
* Brand name
* Active ingredients — refer to your SDSs
* Exposure — when did it happen?
* Is chemical full strength or diluted?

Check your SDSs for hazard information.

If a chemical is splashed in an eye:

1. Immediately irrigate the eye by using the eyewash stations or lay head over a sink and trickle clear, lukewarm water from a clean jug over the eye.
2. Have someone call the poison control centre.
3. Locate the SDS to bring with them to the hospital.

# *Safe Work Practice* Fire

1. Locate the fire.
2. If the fire is small and localized; treat with a fire extinguisher. If the fire is large, don’t risk your safety. Don’t attempt to fight with a fire extinguisher.
3. Use the paging system to advise staff and guests that “there is an emergency situation and they must take their personal possessions and leave the building immediately”. Take the schedules with you as you exit. Advise everyone to walk (don’t run) to exits. Staff must not go to lockers to get personal belongings.
4. Phone 911 from a phone outside the restaurant. Be prepared to give the following information:

* Your name
* Address of fire, including the nearest intersecting street
* Information about fire (how fast fire is spreading, people trapped)

1. Ensure that people are leaving the building. Do not allow anyone to go back into the building. Ensure that all employees are accounted for, checking against the schedules.
2. Have staff members meet at a pre-arranged area away from the restaurant (for example, a nearby pay phone).
3. Senior manager on duty should:

* Ensure everyone leaves the building.
* Provide firemen with details of the fire.
* Stay near the restaurant.

1. Cooperate with the fire department.
2. Contact senior management at home office.
3. Do not re-enter building for any reason until advised by fire department that it is safe.

# *Safe Work Practice* Fire Extinguishers

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

## Using Fire Extinguishers

Follow the P.A.S.S. procedure:

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