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|  | **Industry/Sector:** | Overnight Accommodation | **Department/Job Position:** | Service Express (e.g. door/bell persons or room service) |
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| **Common Tasks and Duties:** | * Assisting guests with luggage and heavy objects * Opening doors/valet service * Working outdoors * Responding to in-room requests * Overnight coverage | **Reasonably Foreseeable or Common Hazards:** | * Musculoskeletal injuries (MSI) and ergonomics * Working with the public, violence and harassment * Traffic and vehicle hazards * Working alone or in isolation * Slips, trips and falls * Struck by/against incidents * Fatigue and psychological hazards * Extreme heat or cold, severe weather (working outdoors) |

Employers are to review this HIRA document and customize to their location, job tasks and site-specific hazards. To edit a row, simply use Microsoft word to edit (e.g. edit text, change risk ratings, delete a row, or add a new row). When determining risk follow the Guidance Document - Assessing Risk for HIRA Tools. When identifying controls, be sure to use the [Hierarchy of Controls](https://www.go2hr.ca/explore-all-resources/health-safety/identify-hazards-manage-risk) to control risk through elimination, substitution, engineering controls, administrative controls and Personal Protective Equipment (PPE). Once complete, this should be reviewed by the JHSC or a Worker H&S Rep, and reviewed annually thereafter.

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|  | **Full Name** | **Job Position** | **Signature** | **Date** |
| **Completed By:** |  |  |  |  |
| **Reviewed By:** |  |  |  |  |

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| **Task** | **Hazards/Risks** | **Inherent (Before Controls) Risk** | | | **General Control Measures** | **Residual (After Controls) Risk** | | | **Additional Notes** |
| **Probability** | **Severity** | **Rating** | **Probability** | **Severity** | **Rating** |
| Greeting and assisting guests, and entering guest rooms | * MSI risks e.g. repetitive motion, overexertion, reaching, awkward postures (see more below) * Aggressive guests, violence and harassment * Slips, trips and falls * Struck by/against incidents | Likely | Serious | High Risk | * Violence/harassment policies, risk assessments and training * Security measures based on risk as part of violence risk assessment e.g. access, panic buttons, CCTV, strategic layout (e.g. visible, unobstructed egress, lighting, counters/barriers), security guard and supervisor presence etc. * Maintain situational awareness at all times, avoid distractions * Written procedure for guest room entry * Knock loudly and announce presence * Door signage to indicate “do not disturb”/“service requested” * Pet policy with guest education and signage * Work in pairs or groups, rather than working alone * Devices for immediately summoning assistance e.g. radios, apps, panic button, whistles etc. * Inspect the area, remove objects that pose tripping hazards * Wear slip-resistant footwear * Clean up spills immediately, and use “Wet Floor” signage * With wet weather and snow, remove water/snow/ice, use mats, “Wet Floor” signage and salt/sand accordingly | Possible | Serious | Med. Risk | See resources for employers from WorkSafeBC and go2HR on de-escalation scenarios and Safety Talk on navigating challenging interactions and other workplace violence prevention resources |
| Overnight coverage and fatigue | * Mental well-being and health * Slower reaction times or reduced ability increases incident risks * Communication errors * Increased absenteeism * Safety and service quality affected | Likely | Moderate | Med. Risk | * Schedule regular breaks during overnight shifts * Limit shift length and avoid excessive overtime * Avoid scheduling critical tasks during low-alert periods * Train staff to recognize signs of fatigue and a supportive culture that prioritizes rest and wellness * Encourage healthy sleep habits and work-life balance | Possible | Moderate | Med. Risk | See resources for employers from WorkSafeBC and go2HR on psychological safety, mental health and fatigue |

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| Working outdoors (e.g. doorperson, bellperson, valet parking services) | * MSI risks e.g. repetitive motion, overexertion, reaching, awkward postures (see more below) * Pets and animals (wildlife) * Vehicle traffic (parking lots and outdoors) * Struck by/against incidents * Extreme temperatures and severe weather * Heat and cold stress-related illnesses | Likely | Moderate | Med. Risk | * Pet policy with guest education and signage * Never assume a pet or animal is friendly, even if you have a positive history with them * Be alert to signs of aggressive or fearful behaviour * Do not startle and do not initiate contact (e.g. petting or feeding) with a pet or animal * Should specific wildlife be identified as a hazard, additional training may be required and reference to BC wildlife guides * When working in outdoor areas with potential for vehicle or mobile traffic, stay on designated pedestrian pathways, be aware of traffic, wear high visibility apparel and required PPE * Additional training for adverse weather conditions including employees to recognize signs of heat stress and cold-related illnesses, and limit times outdoors when not required * Ensure breathable uniforms, adequate breaks and hydration * Ensure appropriate seasonal clothing, including thermal layers for winter and breathable materials for summer | Possible | Moderate | Med. Risk | Should specific wildlife be identified as a hazard, a safe work procedure may need to be developed, see BC resources: <https://bcparks.ca> and <https://wildsafebc.com/>  See resources for employers from WorkSafeBC and go2HR on heat and cold stress prevention  Should employees drive for work (e.g. valet parking services), confirm drivers’ license and reinforce safe driving (e.g. motor vehicle act, prohibiting use of cellphones and devices, safe speeds) through applicable program and policies |
| Room service (e.g. service to guest rooms) | * MSI risks e.g. repetitive motion, overexertion, reaching, awkward postures (see more below) * Slips, trips and falls * Struck by/against incidents * Sharp objects (e.g. knives, broken glass or dishware) * Blood or bodily fluids (e.g. used dishes, towels or linens) | Likely | Moderate | Med. Risk | * Maintain situational awareness, avoid distractions and rushing * Safe work procedures including training, disposal container, equipment and PPE for broken glass and dishware * Use proper lifting/carrying techniques, maintain lines of sight * Use carts or lifting aids for transporting materials * Do not overload carts, ask for assistance when needed * Encourage staff to report faulty or broken equipment * Announce your presence e.g. “behind” or “corner” | Possible | Moderate | Med. Risk | See other HIRA documents for tasks, hazards and controls on food and beverage server and hotel housekeeping for more information |
| Musculoskeletal injuries (MSI) and ergonomics | * Repetitive pulling or pushing of luggage and service carts * Lifting and carrying heavy or awkward luggage, towels and dishware/cutlery for room service * Awkward postures (e.g. bending, reaching, or twisting) when loading into or retrieving from vehicles * Prolonged standing or walking on hard surfaces * Navigating stairs or ramps while carrying or pushing items | Likely | Serious | High Risk | * Training on MSI prevention, ergonomics and safe lifting * Provide adjustable chairs and ergonomic (anti-fatigue) mats to reduce foot fatigue when standing for long periods of time * Inspect and maintain equipment regularly including wheels * Reminders during pre-shift briefings on MSI prevention * Warm-up, stretch and take breaks * Use safe lifting techniques, ask for help when needed * Push carts and trolleys instead of pulling to reduce risk of strain, maintain lines of sight * Rotate tasks throughout the shift to reduce repetitive motions * Store heavier items at waist height to avoid unnecessary lifting | Possible | Serious | Med. Risk | See resources for employers from WorkSafeBC and go2HR on MSI prevention |
| Working alone or in isolation | * Aggressive guests, violence and harassment * Personal safety risks * Delayed response to medical and H&S incidents or emergencies | Possible | Serious | Med. Risk | * Working Alone Policy with established check-in procedures * Violence/harassment policies, risk assessments and training * Security measures based on risk as part of violence risk assessment and as outlined above * Maintain situational awareness at all times, avoid distractions * Devices for immediately summoning assistance e.g. radios, apps, panic button, whistles etc. | Unlikely | Serious | Low Risk | When possible, have staff work in pairs or groups, particularly in locations or at times with increased risk |