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|  | **Industry/Sector:** | Overnight Accommodation | **Department/Job Position:** | Front Desk/Office |
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| **Common Tasks and Duties:** | * Checking in/out guests * Handling cash and credit/debit cards * Answering phones * Dealing with upset guests * Administrative/computer work * Overnight coverage | **Reasonably Foreseeable or Common Hazards:** | * Musculoskeletal injuries (MSI) and ergonomics * Working with the public, violence and harassment * Handling cash or cash equivalents * Working alone or in isolation * Slips, trips and falls * Fatigue and psychological hazards |

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** |
| Checking in/out guests | * 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 | * Work in pairs or groups, rather than working alone * Violence/harassment policies, risk assessments and training * Security measures based on risk as part of violence risk assessment e.g. controlled access, panic buttons, CCTV, counters/barriers/safety glass, strategic layout (e.g. visible, unobstructed egress, lighting), alarm systems, cash handling protocols with secure drop safe (consider cashless), security guard presence and patrols, supervisor presence etc. * Maintain situational awareness at all times, avoid distractions * 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 | 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 |
| Restocking items and general lifting | * MSI risks e.g. repetitive motion, overexertion, reaching, awkward postures (see more below) * Slips, trips and falls | Likely | Moderate | Med. Risk | * Use proper lifting/carrying techniques, maintain lines of sight * Soft-closing cabinets/drawers and/or reminders for staff to keep cabinets/drawers closed * Keep work area clear (do not store materials on the floor) * Use carts or lifting aids for transporting materials * Use step stools to reach higher areas and shelves, do not stand on tables, chairs or other objects | Unlikely | Moderate | Low Risk | Regular inspections can help to proactively identify, and control hazards e.g. slip, trip and falls |
| 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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| **Probability** | **Severity** | **Rating** | **Probability** | **Severity** | **Rating** |
| Musculoskeletal injuries (MSI) and ergonomics | * Repetitive motions such as typing, swiping cards, or handling paperwork * Awkward postures from reaching, using phones, or poor computer positioning * Overexertion when lifting or moving packages, boxes, or supplies * Pushing or pulling office supply bins or mail carts * Improper lifting when handling guest belongings, office equipment, or deliveries | Likely | Serious | High Risk | * Training on MSI prevention, ergonomics and safe lifting * Set-up workstations and provide ergonomic assessments to allow workers to adjust for individual fit and neutral postures * Position frequently used items in close proximity and at waist height (e.g. avoid storing printers below causing bending) * Wear a headset for phone use * Provide adjustable chairs and ergonomic (anti-fatigue) mats to reduce foot fatigue when standing for long periods of time * 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 instead of pulling to reduce risk of strain * Rotate tasks throughout the shift to reduce repetitive motions * Report and replace worn or broken equipment * 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 specific to office work and overnight accommodation |
| 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 e.g. controlled access, panic buttons, CCTV, counters/barriers/safety glass, strategic layout (e.g. visible, unobstructed egress, lighting), alarm systems, cash handling protocols with secure drop safe (consider cashless), security guard presence and patrols, supervisor presence etc. * Maintain situational awareness at all times, avoid distractions * Devices for immediately summoning assistance e.g. radios, apps, panic button, whistles etc. * Ensure egress routes remain unobstructed | Unlikely | Serious | Low Risk | When possible, have staff work in pairs or groups, particularly in locations or at times with increased risk |