

Hospitality Workplace Safety Training

Orientation & Training Guide



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Much of the information and materials included in this training guide have been adapted from materials developed by other organizations.

Supervising for Safety – Employer Workshop Materials Department of Labor and Industries
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)

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

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

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 hospitality industry ranging from quick service 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.

For establishments with an existing employee health and safety training program, this manual can be used to 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

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

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 training validations for each unit at the back of this guide.

Hospitality Orientation Training Topics

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
- Housekeeping Staff Safety
- Groundskeeping and Maintenance Safety

Safety is a Shared Responsibility

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

Supervisor 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 perform 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.)

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.

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 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.



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

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 validation 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*).

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*).
- 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

Employer Requirements for Hiring Teens

- For more detailed information regarding the hiring of teen workers go to:
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: _____



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.
7. Have employee sign training validation form and keep as an employee training record.

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.



Fryer Safety

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.



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.
7. Have employee sign training validation form and keep as an employee training record.

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

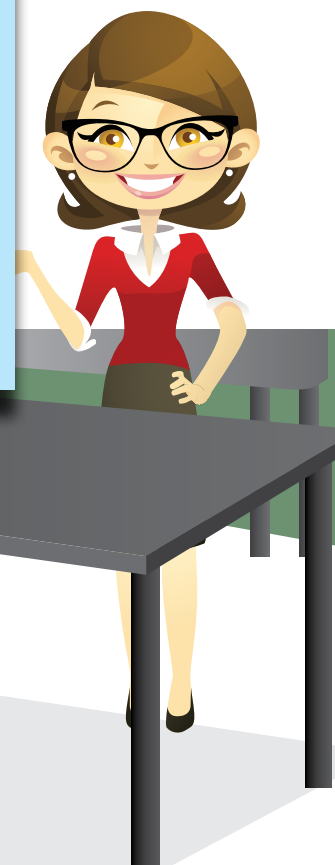
4

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.
 - 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.



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

Training Guide for Supervisors (cont.)

- 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:

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. 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.
7. Have employee sign training validation form and keep as an employee training record.

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).
 - 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.



Preventing Slips, Trips, and Falls (cont.)

Training Guide for Supervisors (cont.)

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.
7. Have employee sign training validation form and keep as an employee training record.

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
 - Shoes for Crews: 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.



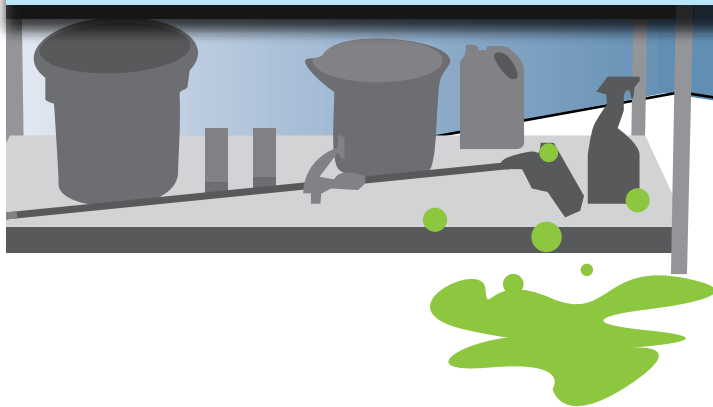
Chemical Hazards in Establishments

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) 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 hospitality establishments related to employees being exposed to hazardous products or chemicals.
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.



Chemical Hazards in Establishments (cont.)

Training Guide for Supervisors (cont.)

- 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:

4. Distribute the handout.
- Distribute the handout only when you are ready to talk about it.
 - Review each point on the handout.
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 Safety Data Sheets (SDS) can be found in your establishment, and how they are organized so they can find them in an emergency.

Training Guide for Supervisors (cont.)

- Teach employees how to use a 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.
7. Have employee sign training validation form and keep as an employee training record.

Chemical Hazards in Establishments (cont.)

Key Points to Cover

Safety Data Sheets (SDS)

- A Safety Data Sheet (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.)*

- 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 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.



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.
- Store chemicals in separate storage area.
- 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:



Preventing Injuries from Robberies and Assaults (cont.)

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.
7. Have employee sign training validation form and keep as an employee training record.

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.

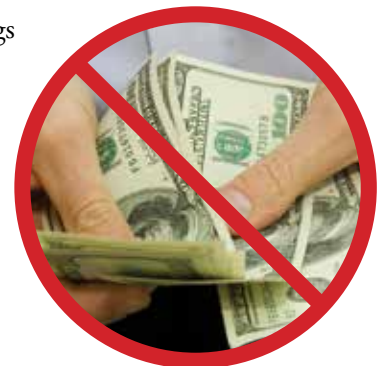
Follow Safe Work Practices

- 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.



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:

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 employees should respond to a burn emergency if it occurs in the workplace.
- Ask new employees to review the steps they should follow for responding to different types of 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.
7. Have employee sign training validation form and keep as an employee training record.

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.



How to Handle Workplace Emergencies (cont.)

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.
- _____
- _____
- _____
- _____
- _____
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 employees should respond to 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.
7. Have employee sign training validation form and keep as an employee training record.

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, trained on how to clean up body fluids. Also inform them know how to get a medical evaluation if they need one.

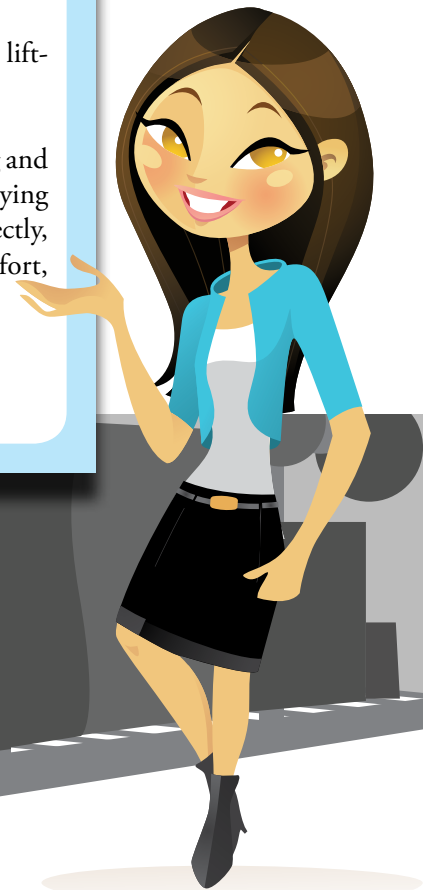


Training Topic Guide for Supervisors

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.



Safe Lifting and Carrying (cont.)

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:

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.
7. Have employee sign training validation form and keep as an employee training record.

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.



Ergonomics for Hospitality Workers



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.
2. Review this handout prior to conducting training.
3. Walk through your establishment to identify tasks that involve regularly reaching or stretching, repetitive motions or lifting and stacking materials.
4. Review reports of recent accidents in your workplace related to musculoskeletal or back injuries due to repetitive motions.
5. 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 hospitality 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.
6. 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.



Training Guide for Supervisors (cont.)

- Sample incident from your establishment:

7. 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.
8. Distribute the employee handout.
- Distribute the handout when you are ready to talk about it.
 - Review each point on the handout.
9. 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.
10. Have employee sign training validation form and keep as an employee training record.

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.



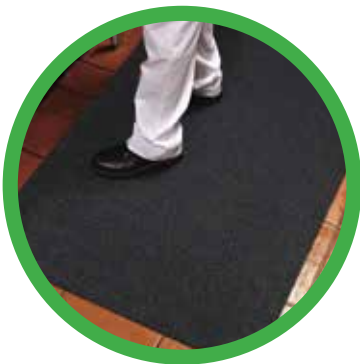
Ergonomics for Hospitality Workers (cont.)

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

- Dishwasher Safety**
- Service Staff Safety**
- Housekeeping Staff Safety**
- Groundskeeping and Maintenance Safety**

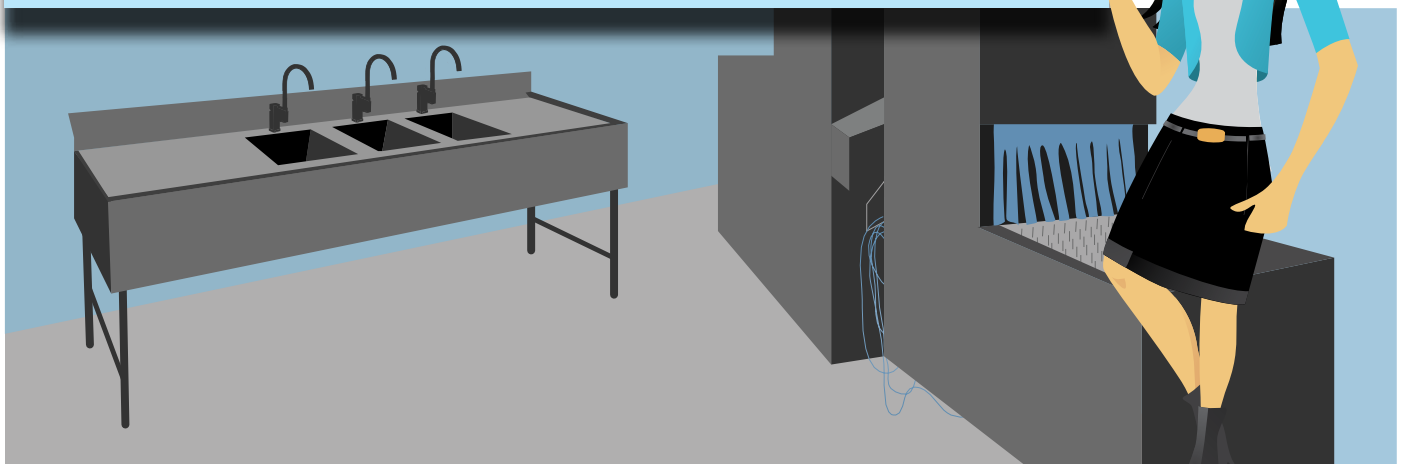
Dishwasher Safety

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.



Training Guide for Supervisors (cont.)

7. 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:

8. Distribute the handout.
 - Distribute the handout when you are ready to talk about it.
 - Review each point on the handout.
9. 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.
10. 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.
11. Have employee sign training validation form and keep as an employee training record.

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.)

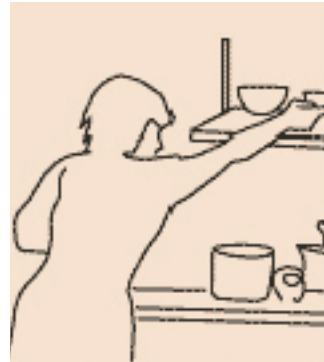
Key Points to Cover

- 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.



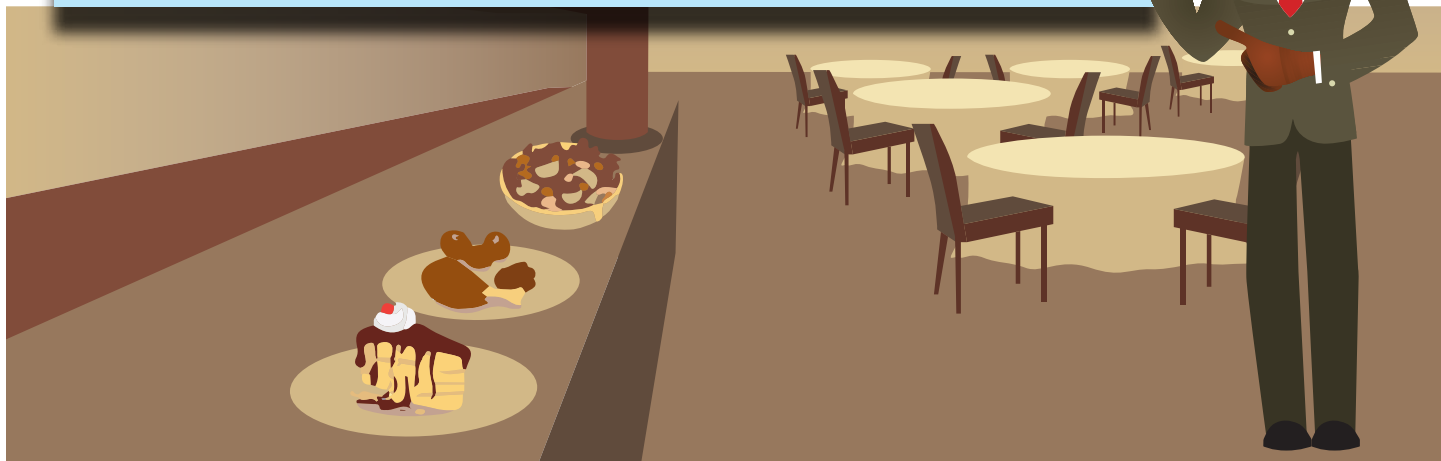
Service Staff Safety

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.



Training Guide for Supervisors (cont.)

- Other injuries, including burns or scalds, may occur while handling hot dishes or from spilling hot beverages or food on yourself.
- 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.
- 6. Have employee sign training validation form and keep as an employee training record.

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, and 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.



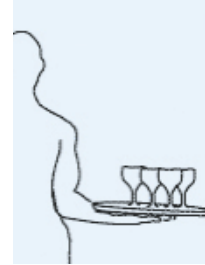
Service Staff Safety (cont.)

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



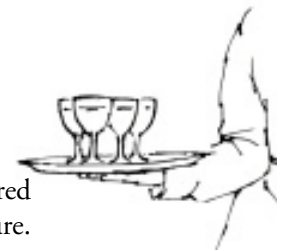
Example of an unbalanced load and awkward posture.



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.



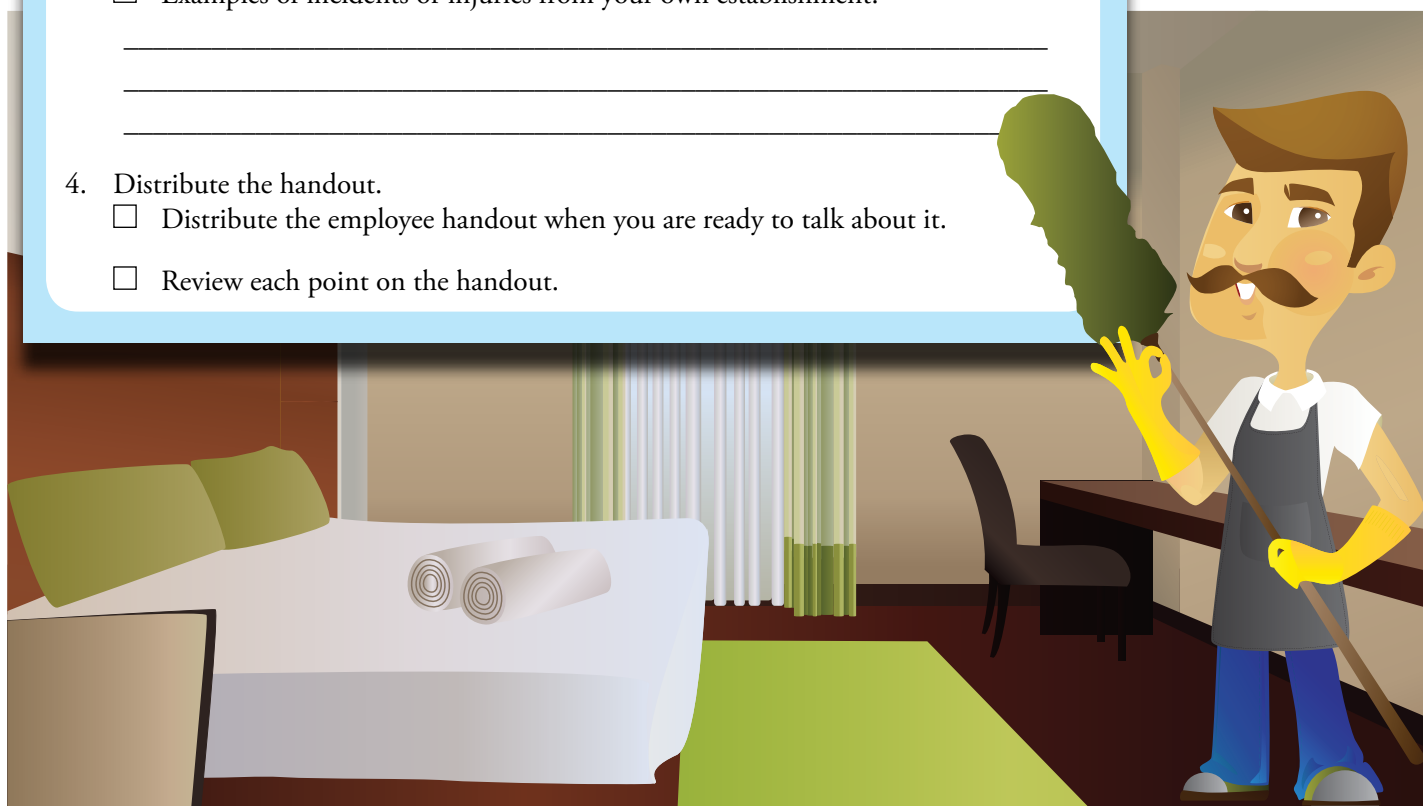
Training Guide for Supervisors

Training Objective

To train employees in reducing their risk of injury when performing routine housekeeping duties.

1. Prepare for training.
 - Review the key points on this handout prior to conducting training.
 - Walk through your establishment to remind yourself of areas with potential housekeeping hazards.
 - Make sure you are familiar with any regulations or company rules related to preventing housekeeping injuries.
 - Review reports of recent accidents in your workplace related to housekeeping.
2. Emphasize the importance of housekeeping safety to your employees.
 - Numbers of housekeeping injuries
3. Give examples of injuries that workers have experienced. Discuss injuries that have happened in your establishment.
 - A housekeeper broke his arm in a fall from chair while dusting high-up objects without the proper equipment.
 - Examples of incidents or injuries 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.



Training Guide for Supervisors (cont.)

5. Demonstrate how to safely clean a room.
 - Review steps employees can take to minimize injuries while performing housekeeping tasks.
 - Discuss the importance of safe housekeeping practices.
 - Demonstrate the following:
 - How to make a bed.
 - How to vacuum.
 - How to push a housekeeping supply cart.
 - How to clean a bathroom.
 - Ask new employees to demonstrate how to clean a room. 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.
7. Have employees sign the training validation form and keep as an employee training record.

Safe Practices for Cleaning a Room

Make the Workplace Safer

- Provide long handled cleaning equipment and step ladders to reduce straining injuries.
- Keep housekeeping supply carts well maintained.
- Provide bed wedges to reduce heavy lifting and back injuries.
- Require slip-proof shoes.
- Train employees in simple stretches to perform before beginning work.

Changing Bed Linens and Turning Mattresses

Follow Safe Work Practices

- Use a bed wedge and proper lifting techniques to lift heavy mattresses and avoid back strain.
- Squat or kneel when changing sheets and avoid bending at the waist.
- Reduce the risk of tripping by not leaving soiled linens on the floor.

Safe Bathroom Cleaning

Follow Safe Work Practices

- Use long-handled scrubbers to avoid leaning and stretching over tubs.
- Stand in tubs, never on the edge or on the side. Be aware of slipping hazards and wet surfaces.
- When scrubbing, avoid repetitive motion injuries by alternating hands and motions and taking 10-second mini-breaks often.
- Keep dirty towels off the floor as much as possible.



Housekeeping Staff Safety (cont.)

Key Points to Cover

Vacuuming

Follow Safe Work Practices

- Vacuum with body in-line with the vacuum and avoid twisting and awkward shoulder pressure.
- Empty vacuum bags regularly to lighten weight.
- Choose the proper height setting for the flooring.
- Alternate hands to avoid repetitive motion injuries and allow muscles to relax.

Moving Supply Carts

Follow Safe Work Practices

- Pack most used and heavy items toward the top of the cart.
- Push carts with both hands to avoid strains.
- Make sure cart wheels are aligned with movement direction to lessen the pushing force needed.
- Never pull carts.
- Ensure carts are not overloaded. Instead, replenish supplies multiple times over a shift.
- Empty trash from carts often to lighten the cart weight.

General Tidying

Follow Safe Work Practices

- Be sure to use all chemicals properly. Wear gloves and eye protection.
- Alternate activities to avoid repetitive motion injuries.
- Do work, such as emptying trash bins, at waist level as often as possible to avoid bending.
- Never touch light switches or electrical equipment with wet hands or while standing on a wet floor.
- Never reach into or run hands along unseen surfaces. Always check for razor blades, needles, broken glass or other hazards.
- Do not compress garbage with hands. Always use a stick or plunger.
- Keep floors free of tripping hazards.

Groundskeeping and Maintenance Safety

Training Guide for Supervisors

Training Objective

To train employees in reducing their risk of injury when performing routine groundskeeping duties.

1. Prepare for training.
 - Review the key points on this handout prior to conducting training.
 - Walk around your establishment's grounds to remind yourself of areas with potential groundskeeping and maintenance hazards.
 - Make sure you are familiar with any regulations or company rules related to groundskeeping and maintenance.
 - Review reports of recent accidents in your workplace related to groundskeeping.
2. Emphasize the importance of groundskeeping safety to your employees.
 - Numbers of groundskeeping injuries
3. Give examples of injuries that workers have experienced. Discuss injuries that have happened in your establishment.
 - A man died while he was chipping tree branches. He was standing in front of the opening to the hopper feeding in small branches when his gloves were caught in the feed rollers and he was pulled through the machine.
 - Examples of incidents or injuries from your own establishment:



Training Guide for Supervisors (cont.)

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 perform groundskeeping and maintenance duties safely.
 - Review steps employees can take to minimize injuries while performing groundskeeping tasks.
 - Discuss the importance of safe groundskeeping practices.
 - Demonstrate the following:
 - Using hazardous substances
 - Environmental condition safety
 - Landscaping equipment use
 - Ladder safety
 - General groundskeeping safety
 - Ask new employees to demonstrate how to perform grounds and maintenance tasks. 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.
7. Have employees sign the training validation form and keep as an employee training record.

Groundskeeping and Maintenance Safety

Make the Workplace Safer

- Require suitable clothing to be worn at all times, including properly fitting long pants and long sleeved shirts when necessary.
- Provide hard hats, safety glasses, and face shields when potential hazards exist.
- Require ear plugs or earmuffs when working in high noise areas.
- Provide gloves suitable to the task. Gloves specializing in protection from cuts and scrapes, chemical and thermal burns, and vibrating equipment might be considered depending on your establishment needs.
- Require high-top, lace up boots with traction soles and steel-reinforced toes.
- Provide respiratory protection when working in high-dust areas or with noxious chemicals.
- Ensure all equipment is in good working order.

Using Hazardous Substances

Follow Safe Work Practices

- Always wear proper protective equipment when handling or near fuel, oil, grease, pesticides and fertilizers, cleaning materials, paint and wood preservatives, dust and vapors, engine exhaust, dead animals or animal waste, poisonous plants and other toxins.

Environmental Condition Safety

Follow Safe Work Practices

- Stay hydrated in hot weather, and be aware of signs of heat stress illnesses and wear sun protection when necessary.
- Be aware of reactions to insect bites and bee stings, and use caution when working around insect infested areas.
- Always wear proper protective gear when handling dead animals or animal waste. Avoid the transfer of bacteria from the body or waste to skin.
- Never work outside during lightning storms. If you see lightning or hear thunder, go inside immediately.



Groundskeeping and Maintenance Safety(cont.)

Key Points to Cover

Landscaping Equipment Use

Follow Safe Work Practices

- Always use tools as directed in their instructions. Make sure the tool is correct for the job.
- Inspect equipment to ensure that all guards and safety devices are working properly.
- Ensure that equipment is in proper working order and there are no loose, broken, or damaged parts.
- When fueling equipment, make sure engine is off and cool.
- Never operate equipment indoors or in closed areas.
- Always wear seatbelts when using vehicles or riding equipment.
- Be aware of your surroundings, including people and possible dangers.

Ladder Safety

Follow Safe Work Practices

- Always inspect ladders for defects before using.
- Grasp the ladder with both hands when climbing or descending. Never carry objects up or down the ladder. Instead, have someone hand them to you when in position.
- Always face the ladder when climbing and descending.
- Only one person should be on a ladder at any given time.
- Wash ladders frequently to ensure they are free of dirt and grease.

General Groundskeeping Safety

Follow Safe Work Practices

- Always store material safely. Use tie downs and supports if necessary to prevent falling, rolling, or shifting.
- Clean up frequently. Do not let piles, shavings, or oil and grease accumulate and become hazards.
- Do not move heavy or bulky objects alone or without proper lifting equipment.
- Never use tools with split, broken, or loose handles.
- Carry tools in a container, not loose or in bundles.
- Rest frequently when performing strenuous tasks to prevent injuries.

Employee Handout Section

Employee Handout

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).
- 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).
- Jobs involving the use of hazardous chemicals.
- Jobs involving exposure to bloodborne pathogens.

Employee Handout

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.

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.

Employee Handout

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 counter-top.
- 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.
- Shoes for Crews: 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

Safety Data Sheets (SDS)

- A Safety Data Sheet (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.
- 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).
- 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.

Employee Handout

Chemical Hazards in Establishments (cont.)

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 trained 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.

Employee Handout

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 hospitality 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.

Employee Handout

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.

Employee Handout

Dishwasher Safety (cont.)

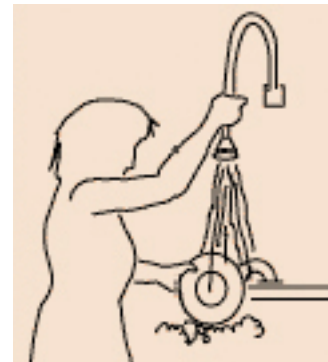
Use Protective Clothing and Equipment

- 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.

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, and 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 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 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.

Employee Handout

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.



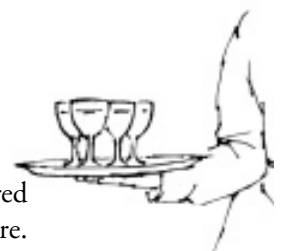
Example of preferred posture.



Tray Correct



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



Example of preferred posture.

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.

Housekeeping Staff Safety

Key Points to Cover

Housekeeping Staff Safety

Make the Workplace Safer

- Provide long handled cleaning equipment and step ladders to reduce straining injuries.
- Keep housekeeping supply carts well maintained.
- Provide bed wedges to reduce heavy lifting and back injuries.
- Require slip-proof shoes.

Changing Bed Linens and Turning Mattresses

Follow Safe Work Practices

- Use a bed wedge and proper lifting techniques to lift heavy mattresses and avoid back strain.
- Squat or kneel when changing sheets and avoid bending at the waist.
- Reduce the risk of tripping by not leaving soiled linens on the floor.

Safe Bathroom Cleaning

Follow Safe Work Practices

- Use long-handled scrubbers to avoid leaning and stretching over tubs.
- Stand in tubs, never on the edge or on the side. Be aware of slipping hazards and wet surfaces.
- When scrubbing, avoid repetitive motion injuries by alternating hands and motions and taking 10-second mini-breaks often.
- Keep dirty towels off the floor as much as possible.

Vacuuming

Follow Safe Work Practices

- Vacuum with body in-line with the vacuum and avoid twisting and awkward shoulder pressure.
- Empty vacuum bags regularly to lighten weight.
- Choose the proper height setting for the flooring.
- Alternate hands to avoid repetitive motion injuries and allow muscles to relax.

Employee Handout

Housekeeping Staff Safety (cont.)

Moving Supply Carts

Follow Safe Work Practices

- Pack most used and heavy items toward the top of the cart.
- Push carts with both hands to avoid strains.
- Make sure cart wheels are aligned with movement direction to lessen the pushing force needed.
- Never pull carts.
- Ensure carts are not overloaded. Instead, replenish supplies multiple times over a shift.
- Empty trash from carts often to lighten the cart weight.

General Tidying

Follow Safe Work Practices

- Be sure to use all chemicals properly. Wear gloves and eye protection.
- Alternate activities to avoid repetitive motion injuries.
- Do work, such as emptying trash bins, at waist level as often as possible to avoid bending.
- Never touch light switches or electrical equipment with wet hands or while standing on a wet floor.
- Never reach into or run hands along unseen surfaces. Always check for razor blades, needles, broken glass or other hazards.
- Do not compress garbage with hands. Always use a stick or plunger.
- Keep floors free of tripping hazards.

Groundskeeping and Maintenance Safety

Make the Workplace Safer

- Require suitable clothing to be worn at all times, including properly fitting long pants and long sleeved shirts when necessary.
- Provide hard hats, safety glasses, and face shields when potential hazards exist.
- Require ear plugs or earmuffs when working in high noise areas.
- Provide gloves suitable to the task. Gloves specializing in protection from cuts and scrapes, chemical and thermal burns, and vibrating equipment might be considered depending on your establishment needs.
- Require high-top, lace up boots with traction soles and steel-reinforced toes.
- Provide respiratory protection when working in high-dust areas or with noxious chemicals.
- Ensure all equipment is in good working order.

Using Hazardous Substances

Follow Safe Work Practices

- Always wear proper protective equipment when handling or near fuel, oil, grease, pesticides and fertilizers, cleaning materials, paint and wood preservatives, dust and vapors, engine exhaust, dead animals or animal waste, poisonous plants and other toxins.

Environmental Condition Safety

Follow Safe Work Practices

- Stay hydrated in hot weather, and be aware of signs of heat stress illnesses and wear sun protection when necessary.
- Be aware of reactions to insect bites and bee stings, and use caution when working around insect infested areas.
- Always wear proper protective gear when handling dead animals or animal waste. Avoid the transfer of bacteria from the body or waste to skin.
- Never work outside during lightning storms. If you see lightning or hear thunder, go inside immediately.

Employee Handout

Groundskeeping and Maintenance Safety (cont.)

Landscaping Equipment Use

Follow Safe Work Practices

- Always use tools as directed in their instructions. Make sure the tool is correct for the job.
- Inspect equipment to ensure that all guards and safety devices are working properly.
- Ensure that equipment is in proper working order and there are no loose, broken, or damaged parts.
- When fueling equipment, make sure engine is off and cool.
- Never operate equipment indoors or in closed areas.
- Always wear seatbelts when using vehicles or riding equipment.
- Be aware of your surroundings, including people and possible dangers.

Ladder Safety

Follow Safe Work Practices

- Always inspect ladders for defects before using.
- Grasp the ladder with both hands when climbing or descending. Never carry objects up or down the ladder. Instead, have someone hand them to you when in position.
- Always face the ladder when climbing and descending.
- Only one person should be on a ladder at any given time.
- Wash ladders frequently to ensure they are free of dirt and grease.

General Groundskeeping Safety

Follow Safe Work Practices

- Always store material safely. Use tie downs and supports if necessary to prevent falling, rolling, or shifting.
- Clean up frequently. Do not let piles, shavings, or oil and grease accumulate and become hazards.
- Do not move heavy or bulky objects alone or without proper lifting equipment.
- Never use tools with split, broken, or loose handles.
- Carry tools in a container, not loose or in bundles.
- Rest frequently when performing strenuous tasks to prevent injuries.

Training Validation

Training Validation

How to use the Training Validation Section

The purpose of this section is to not only have record of training for each of your employees but to validate that the employee understands the training they've received.

As an owner or manager, you should provide training to your employees for a number of reasons and situations:

- 1) New hire training – At the minimum, all new hires should be provided an overview of safety in your establishment before they are allowed to work with equipment, chemicals, etc.
- 2) On-going training – The highest rate of injuries occurs with employees that have been employed with companies for at least five years. This highlights the importance of providing on-going training for current employees.
- 3) After an incident – When an employee is injured, it provides an opportunity to train the staff regarding the specific incident and remind them how to avoid another such injury occurring.

Regardless of which of the trainings you've utilized, we've created a record of training and assessment that will fit your needs.

- 1) New Hire Training Checklist
 - a. After your new hire receives their safety training, both the supervisor providing the training and the employee will sign and date this form to acknowledge that the training was completed and all bulleted information was covered. File the document in the employee's file.
 - b. The assessment with questions covering ALL units of training can be used to validate the employee's knowledge.
- 2) Unit Specific Training
 - a. If only covering a specific unit of training (i.e. Safe Lifting & Carrying), have both the supervisor providing the training and the employee sign and date the form to acknowledge that the training was completed.
 - b. A small assessment for each unit is included on this document should you require the employee to complete it before signing off on the training.
- 3) Incident Response Training
 - a. After an incident or injury occurs, provide the unit training in which the injury is related to (i.e. if an employee falls off of a ladder, train your employees using the unit on slips, trips and falls). Have both the supervisor providing the training and the employee sign and date the form to acknowledge that the training was completed.
 - b. A small assessment for each unit is included on this document should you require the employee to complete it before signing off on the training.

Hospitality Employee Safety Orientation Checklist

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 Safety Data Sheet (SDS) 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: _____

Training Validation

Hospitality Workplace Safety

Names and signatures below document that the employee successfully completed the Hospitality Workplace Safety training on the date listed.

Company Name: _____ Location: _____

Employee

First Name: _____ Last Name: _____

Employee

Signature: _____

Supervisor

First Name: _____ Last Name: _____

Supervisor Signature: _____ Date: _____

1. Which of the following strategies will 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. All of the above.

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. 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.

4. 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.

5. To avoid injury when changing bed linens, you should do this:

- A. Bend at the waist when lifting.
- B. Squat or kneel to avoid bending at the waist.
- C. Leave soiled linens on the floor until you are done.

6. Which of the following do you want to avoid 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

7. 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.

8. 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.

9. A good strategy to avoid strains when moving supply carts is:

- A. Always push carts.
- B. Always pull carts.
- C. Always load heavy items on the bottom.

10. 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.

11. 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.

12. 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.

Training Validation

13. 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.

14. When employees reach the age of 17, they are permitted to drive delivery vehicles to deliver pizzas or other take-out orders.

- True.
- False.

15. 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".

16. If you become injured on the job, which of the following should you do?

- A. Tell your supervisor right away.
- B. Fill out an accident report.
- C. Get emergency medical treatment if you are in need of it.
- D. All of the above.

17. 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.

18. 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.

19. 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.

20. 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.

21. 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.

22. Which of the following steps will reduce the chance of a burn occurring when working around a stove top?

- A. Making sure that pot handles do not stick out over the edge of the stove top.
- B. Adjusting the flame on the burner so it only covers the bottom of the pan.
- C. Setting pot handles away from the burners.
- D. All of the above.

23. 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 safety data sheet.

24. 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.

25. 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.

26. 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.

27. 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.

28. 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.

Training Validation

29. 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.

30. Which of the following actions are recommended when assisting someone at work who receives a bad cut and is bleeding?

- A. Go to the designated first aid provider on your shift for help.
- B. Avoid direct contact with any blood.
- C. Hand the injured person a clean towel or bandage that can be applied to their cut.
- D. All of the above.

31. When lifting an item, it is best to:

- A. Hold it away from your body.
- B. Hold it close to your body.

32. When working with hot pans, pot handles or hot dishes you should:

- 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.

33. 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.

34. 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.

35. 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.

36. 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.

37. 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.

38. 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.

Job Restrictions for Workers 14 to 17-Years-Old

Names and signatures below document that the employee successfully completed the training 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.

Training Validation

Stoves, Ovens, and Grills

Names and signatures below document that the employee successfully completed the training 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.

Fryer Safety

Names and signatures below document that the employee successfully completed the training 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.

Training Validation

Knives, Blades and Sharp Items

Names and signatures below document that the employee successfully completed the training 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.

Preventing Slips, Trips and Falls

Names and signatures below document that the employee successfully completed the training 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.

Training Validation

Chemical Hazards

Names and signatures below document that the employee successfully completed the training 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 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.

Robberies and Assaults

Names and signatures below document that the employee successfully completed the training 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.

Training Validation

First Aid for Burns

Names and signatures below document that the employee successfully completed the training 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 reduce the chance of a burn occurring when working around a stove top?
 - A. Making sure that pot handles do not stick out over the edge of the stove top.
 - B. Adjusting the flame on the burner so it only covers the bottom of the pan.
 - C. Setting pot handles away from the burners.
 - D. All of the above.
- When working with hot pans, pot handles or hot dishes you should:
 - 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.

Workplace Emergencies

Names and signatures below document that the employee successfully completed the training 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 actions are recommended when assisting someone at work with a bad cut and is bleeding?
 - A. Go to the designated first aid provider on your shift for help.
 - B. Avoid direct contact with any blood.
 - C. Hand the injured person a clean towel or bandage that can be applied to their cut.
 - D. All of the above.
2. If you become injured on the job, which of the following should you do?
 - A. Tell your supervisor right away.
 - B. Fill out an accident report.
 - C. Get emergency medical treatment if you are in need of it.
 - D. All of the above.

Training Validation

Safe Lifting

Names and signatures below document that the employee successfully completed the training 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 do you want to avoid 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.

Ergonomics

Names and signatures below document that the employee successfully completed the training 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 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. All of the above.
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 Validation

Housekeeping Staff Safety

Names and signatures below document that the employee successfully completed the training 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 will lessen the likelihood of an injury happening while cleaning a room?
 - A. Using long-handled cleaning equipment.
 - B. Using bed wedges.
 - C. Using a stick or plunger to compress garbage.
 - D. All of the above.
2. To avoid injury when changing bed linens, you should do this:
 - A. Bend at the waist when lifting.
 - B. Squat or kneel to avoid bending at the waist.
 - C. Leave soiled linens on the floor until you are done.
3. A good strategy to avoid strains when moving supply carts is:
 - Always push carts.
 - Always pull carts.
 - Always load heavy items on the bottom.

Groundskeeping and Maintenance Safety

Names and signatures below document that the employee successfully completed the training 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. Sneakers are okay to wear for work as a groundskeeper:

A. True.

B. False.

2. When you see lightening or hear thunder:

A. Continue working until it starts raining.

B. Seek shelter under a tree.

C. Go inside immediately.

3. When using a ladder, you should:

A. Always face the ladder when climbing or descending.

B. Always face away from the ladder when climbing or descending.

C. Always carry something when climbing the ladder.

Training Validation Answer Key

Answer Key

Teen Worker Job Restrictions Answer Key

- 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.
- When employees reach the age of 17, they are permitted to drive delivery vehicles to deliver pizzas or other take-out orders.
 - True.
 - False.**
- 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.**
- 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

- 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.
- 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.**
- 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 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

1. Which of the following steps will reduce the chance of a burn occurring when working around a stove top?
 A. Making sure that pot handles do not stick out over the edge of the stove top.
 B. Adjusting the flame on the burner so it only covers the bottom of the pan.
 C. Setting pot handles away from the burners.
 D. All of the above.
2. When working with hot pans, pot handles or hot dishes you should:
 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.
3. 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.
4. 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

1. Which of the following actions are recommended when assisting someone at work with a bad cut and is bleeding?
 A. Go to the designated first aid provider on your shift for help.
 B. Avoid direct contact with any blood.
 C. Hand the injured person a clean towel or bandage that can be applied to their cut.
 D. All of the above.
2. If you become injured on the job, which of the following should you do?
 A. Tell your supervisor right away.
 B. Fill out an accident report.
 C. Get emergency medical treatment if you are in need of it.
 D. All of the above.

Answer Key

Safe Lifting Answer Key

1. Which of the following do you want to avoid 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 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. All of the above.**
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

Housekeeping Staff Safety

1. Which of the following will lessen the likelihood of an injury happening while cleaning a room?
 A. Using long-handled cleaning equipment.
 B. Using bed wedges.
 C. Using a stick or plunger to compress garbage.
 D. All of the above.
2. To avoid injury when changing bed linens, you should do this:
 A. Bend at the waist when lifting.
 B. Squat or kneel to avoid bending at the waist.
 C. Leave soiled linens on the floor until you are done.
3. A good strategy to avoid strains when moving supply carts is:
 A. Always push carts.
 B. Always pull carts.
 C. Always load heavy items on the bottom.

Groundskeeping and Maintenance Safety

1. Sneakers are okay to wear for work as a groundskeeper:
 A. True.
 B. False.
2. When you see lightening or hear thunder:
 A. Continue working until it starts raining.
 B. Seek shelter under a tree.
 C. Go inside immediately.
3. When using a ladder, you should:
 A. Always face the ladder when climbing or descending.
 B. Always face away from the ladder when climbing or descending.
 C. Always carry something when climbing the ladder.

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 B

Hazard Communication Standard: Labels and Pictograms: OSHA has adopted new hazardous chemical labeling requirements as a part of its recent revision of the Hazard Communication Standard, 29 CFR 1910.1200 (HCS), bringing it into alignment with the United Nations' Globally Harmonized System of Classification and Labelling of Chemicals (GHS). These changes will help ensure improved quality and consistency in the classification and labeling of all chemicals, and will also enhance worker comprehension.

Appendix C

December 1st, 2013 Training

Requirements for the Revised Hazard Communication Standard: OSHA revised its Hazard Communication Standard (HCS) to align with the United Nations' Globally Harmonized System of Classification and Labeling of Chemicals (GHS) and published it in the Federal Register in March 2012 (77 FR 17574). Two significant changes contained in the revised standard require the use of new labeling elements and a standardized format for Safety Data Sheets (SDSs), formerly known as, Material Safety Data Sheets (MSDSs).

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, SDS 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.**

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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 Safety Data Sheet (SDS) – (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. Safety Data Sheet (SDS)

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

Many SDSs 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 SDS 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 SDS 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 SDS 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 SDS. 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** SDSs contain accurate information. Most SDSs contain reliable information and often err on the safe side, but occasionally there will be missing or misleading information. If the employer follows the SDS 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 SDS 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 SDS 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 SDS that the material is toxic, look for the skin notation for the specific chemical components listed on the SDS. 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 SDS 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 SDS 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

Appendices to Orientation Training Guide

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 temporally 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-

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 SDS. 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 SDS
- **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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Appendix B.

Reprinted from Department of Labor and Industries Division of Occupational Safety and Health Administration.

OSHA[®] BRIEF

Hazard Communication Standard: Labels and Pictograms

OSHA has adopted new hazardous chemical labeling requirements as a part of its recent revision of the Hazard Communication Standard, 29 CFR 1910.1200 (HCS), bringing it into alignment with the United Nations' Globally Harmonized System of Classification and Labelling of Chemicals (GHS). These changes will help ensure improved quality and consistency in the classification and labeling of all chemicals, and will also enhance worker comprehension. As a result, workers will have better information available on the safe handling and use of hazardous chemicals, thereby allowing them to avoid injuries and illnesses related to exposures to hazardous chemicals.

The revised HCS changes the existing Hazard Communication Standard (HCS/HazCom 1994¹) from a performance-based standard to one that has more structured requirements for the labeling of chemicals. The revised standard requires that information about chemical hazards be conveyed on labels using quick visual notations to alert the user, providing immediate recognition of the hazards. Labels must also provide instructions on how to handle the chemical so that chemical users are informed about how to protect themselves.

The label provides information to the workers on the specific hazardous chemical. While labels provide important information for anyone who handles, uses, stores, and transports hazardous chemicals, they are limited by design in the amount of information they can provide. Safety Data Sheets (SDSs), which must accompany hazardous chemicals, are the more complete resource for details regarding hazardous chemicals. The revised

standard also requires the use of a 16-section safety data sheet format, which provides detailed information regarding the chemical. There is a separate [OSHA Brief on SDSs](#) that provides information on the new SDS requirements.

All hazardous chemicals shipped after June 1, 2015, must be labeled with specified elements including pictograms, signal words and hazard and precautionary statements. However, manufacturers, importers, and distributors may start using the new labeling system in the revised HCS before the June 1, 2015 effective date if they so choose. Until the June 1, 2015 effective date, manufacturers, importers and distributors may maintain compliance with the requirements of HazCom 1994 or the revised standard. Distributors may continue to ship containers labeled by manufacturers or importers (but not by the distributor themselves) in compliance with the HazCom 1994 until December 1, 2015.

This document is designed to inform chemical receivers, chemical purchasers, and trainers about the label requirements. It explains the new labeling elements, identifies what goes on a label, and describes what pictograms are and how to use them.

Label Requirements

Labels, as defined in the HCS, are an appropriate group of written, printed or graphic informational elements concerning a hazardous chemical that are affixed to, printed on, or attached to the immediate container of a hazardous chemical, or to the outside packaging.

The HCS requires chemical manufacturers, importers, or distributors to ensure that each container of hazardous chemicals leaving the workplace is labeled, tagged or marked with the following information: product identifier; signal word; hazard statement(s); precautionary

¹ Prior to the 2012 update, the Hazard Communication Standard had last been amended in 1994. 'HazCom 1994' refers to the version of the Hazard Communication Standard in effect directly prior to the 2012 revision, printed in the 1995 through 2011 versions of the Code of Federal Regulations. It is also available on OSHA's webpage.

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statement(s); and pictogram(s); and name, address and telephone number of the chemical manufacturer, importer, or other responsible party.

Labels for a hazardous chemical must contain:

- Name, Address and Telephone Number
- Product Identifier
- Signal Word
- Hazard Statement(s)
- Precautionary Statement(s)
- Pictogram(s)

To develop labels under the revised HCS, manufacturers, importers and distributors must first identify and classify the chemical hazard(s). Appendices A, B, and C are all mandatory. The classification criteria for health hazards are in Appendix A and the criteria for physical hazards are presented in Appendix B of the revised Hazard Communication Standard. After classifying the hazardous chemicals, the manufacturer, importer or distributor then consults Appendix C to determine the appropriate pictograms, signal words, and hazard and precautionary statement(s), for the chemical label. Once this information has been identified and gathered, then a label may be created.

Label Elements

The HCS now requires the following elements on labels of hazardous chemicals:

- **Name, Address and Telephone Number** of the chemical manufacturer, importer or other responsible party.
- **Product Identifier** is how the hazardous chemical is identified. This can be (but is not limited to) the chemical name, code number or batch number. The manufacturer, importer or distributor can decide the appropriate product identifier. The same product identifier must be both on the label and in section 1 of the SDS.
- **Signal Words** are used to indicate the relative level of severity of the hazard and

alert the reader to a potential hazard on the label. There are only two words used as signal words, "Danger" and "Warning." Within a specific hazard class, "Danger" is used for the more severe hazards and "Warning" is used for the less severe hazards. There will only be one signal word on the label no matter how many hazards a chemical may have. If one of the hazards warrants a "Danger" signal word and another warrants the signal word "Warning," then only "Danger" should appear on the label.

- **Hazard Statements** describe the nature of the hazard(s) of a chemical, including, where appropriate, the degree of hazard. For example: "Causes damage to kidneys through prolonged or repeated exposure when absorbed through the skin." All of the applicable hazard statements must appear on the label. Hazard statements may be combined where appropriate to reduce redundancies and improve readability. The hazard statements are specific to the hazard classification categories, and chemical users should always see the same statement for the same hazards no matter what the chemical is or who produces it.
- **Precautionary Statements** describe recommended measures that should be taken to minimize or prevent adverse effects resulting from exposure to the hazardous chemical or improper storage or handling. There are four types of precautionary statements: prevention (to minimize exposure); response (in case of accidental spillage or exposure emergency response, and first-aid); storage; and disposal. For example, a chemical presenting a specific target organ toxicity (repeated exposure) hazard would include the following on the label: "Do not breathe dust/fume/gas/mist/vapors/spray. Get medical advice/attention if you feel unwell. Dispose of contents/container in accordance with local/regional/national and international regulations."

A forward slash (/) designates that the classifier can choose one of the precautionary statements. In the example

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above, the label could state, "Do not breathe vapors or spray. Get medical attention if you feel unwell. Dispose of contents in accordance with local/regional/national/international regulations." See Examples 1 and 2A of this document as an example.

In most cases, the precautionary statements are independent. However, OSHA does allow flexibility for applying precautionary statements to the label, such as combining statements, using an order of precedence or eliminating an inappropriate statement.

Precautionary statements may be combined on the label to save on space and improve readability. For example, "Keep away from heat, spark and open flames," "Store in a well-ventilated place," and "Keep cool" may be combined to read: "Keep away from heat, sparks and open flames and store in a cool, well-ventilated place." Where a chemical is classified for a number of hazards and the precautionary statements are similar, the most stringent statements must be included on the label. In this case, the chemical manufacturer, importer, or distributor may impose an order of precedence where phrases concerning response require rapid action to ensure the health and safety of the exposed person. In the self-reactive hazard category Types C, D, E or F, three of the four precautionary statements for prevention are:

- "Keep away from heat/sparks/open flame/hot surfaces. - No Smoking.";
- "Keep/Store away from clothing/.../combustible materials";
- "Keep only in original container."

These three precautionary statements could be combined to read: "Keep in original container and away from heat, open flames, combustible materials and hot surfaces. - No Smoking."

Finally, a manufacturer or importer may eliminate a precautionary statement if

it can demonstrate that the statement is inappropriate.

- **Supplementary Information.** The label producer may provide additional instructions or information that it deems helpful. It may also list any hazards not otherwise classified under this portion of the label. This section must also identify the percentage of ingredient(s) of unknown acute toxicity when it is present in a concentration of $\geq 1\%$ (and the classification is not based on testing the mixture as a whole). If an employer decides to include additional information regarding the chemical that is above and beyond what the standard requires, it may list this information under what is considered "supplementary information." There is also no required format for how a workplace label must look and no particular format an employer has to use; however, it cannot contradict or detract from the required information.

An example of an item that may be considered supplementary is the personal protective equipment (PPE) pictogram indicating what workers handling the chemical may need to wear to protect themselves. For example, the Hazardous Materials Identification System (HMIS) pictogram of a person wearing goggles may be listed. Other supplementary information may include directions of use, expiration date, or fill date, all of which may provide additional information specific to the process in which the chemical is used.

- Pictograms are graphic symbols used to communicate specific information about the hazards of a chemical. On hazardous chemicals being shipped or transported from a manufacturer, importer or distributor, the required pictograms consist of a red square frame set at a point with a black hazard symbol on a white background, sufficiently wide to be clearly visible. A square red frame set at a point without a hazard symbol is not a pictogram and is not permitted on the label.

The pictograms OSHA has adopted improve worker safety and health, conform with the GHS, and are used worldwide.

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While the GHS uses a total of nine pictograms, OSHA will only enforce the use of eight. The environmental pictogram is not mandatory but may be used to provide additional information. Workers may see the ninth symbol on a label because label preparers may choose to add the environment pictogram as supplementary information. Figure 1 shows the symbol for each pictogram, the written name for each pictogram, and the hazards associated with each of the pictograms. Most of the symbols are already used for transportation and many chemical users may be familiar with them.

Figure 1: Pictograms and Hazards

<p>Health Hazard</p>  <ul style="list-style-type: none"> • Carcinogen • Mutagenicity • Reproductive Toxicity • Respiratory Sensitizer • Target Organ Toxicity • Aspiration Toxicity 	<p>Flame</p>  <ul style="list-style-type: none"> • Flammables • Pyrophorics • Self-Heating • Emits Flammable Gas • Self-Reactives • Organic Peroxides 	<p>Exclamation Mark</p>  <ul style="list-style-type: none"> • Irritant (skin and eye) • Skin Sensitizer • Acute Toxicity (harmful) • Narcotic Effects • Respiratory Tract Irritant • Hazardous to Ozone Layer (Non-Mandatory)
<p>Gas Cylinder</p>  <ul style="list-style-type: none"> • Gases Under Pressure 	<p>Corrosion</p>  <ul style="list-style-type: none"> • Skin Corrosion/ Burns • Eye Damage • Corrosive to Metals 	<p>Exploding Bomb</p>  <ul style="list-style-type: none"> • Explosives • Self-Reactives • Organic Peroxides
<p>Flame Over Circle</p>  <ul style="list-style-type: none"> • Oxidizers 	<p>Environment (Non-Mandatory)</p>  <ul style="list-style-type: none"> • Aquatic Toxicity 	<p>Skull and Crossbones</p>  <ul style="list-style-type: none"> • Acute Toxicity (fatal or toxic)

It is important to note that the OSHA pictograms do not replace the diamond-shaped labels that the U.S. Department of Transportation (DOT) requires for the transport of chemicals, including chemical drums, chemical totes, tanks or other containers. Those labels must be on the external part of a shipped container and must meet the

DOT requirements set forth in 49 CFR 172, Subpart E. If a label has a DOT transport pictogram, Appendix C.2.3.3 states that the corresponding HCS pictogram shall not appear. However, DOT does not view the HCS pictogram as a conflict and for some international trade both pictograms may need to be present on the label. Therefore, OSHA intends to revise C.2.3.3. In the meantime, the agency will allow both DOT and HCS pictograms for the same hazard on a label. While the DOT diamond label is required for all hazardous chemicals on the outside shipping containers, chemicals in smaller containers inside the larger shipped container do not require the DOT diamond but do require the OSHA pictograms. (See Example 2.)

Labels must be legible, in English, and prominently displayed. Other languages may be displayed in addition to English. Chemical manufacturers, importers, and distributors who become newly aware of any significant information regarding the hazards of a chemical must revise the label within six months.

Employer Responsibilities

Employers are responsible for maintaining the labels on the containers, including, but not limited to, tanks, totes, and drums. This means that labels must be maintained on chemicals in a manner which continues to be legible and the pertinent information (such as the hazards and directions for use) does not get defaced (i.e., fade, get washed off) or removed in any way.

The employer is not responsible for updating labels on shipped containers, even if the shipped containers are labeled under HazCom 1994. The employer must relabel items if the labels are removed or defaced. However, if the employer is aware of newly-identified hazards that are not disclosed on the label, the employer must ensure that the workers are aware of the hazards as discussed below under workplace labels.

Workplace Labels

OSHA has not changed the general requirements for workplace labeling. Employers have the option to create their own workplace labels. They can either provide all of the required information that is on the

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label from the chemical manufacturer or, the product identifier and words, pictures, symbols or a combination thereof, which in combination with other information immediately available to employees, provide specific information regarding the hazards of the chemicals.

If an employer has an in-plant or workplace system of labeling that meets the requirements of HazCom 1994, the employer may continue to use this system in the workplace as long as this system, in conjunction with other information immediately available to the employees, provides the employees with the information on all of the health and physical hazards of the hazardous chemical. This workplace labeling system may include signs, placards, process sheets, batch tickets, operating procedures, or other such written materials to identify hazardous chemicals. Any of these labeling methods or a combination thereof may be used instead of a label from the manufacturer, importer or distributor as long as the employees have immediate access to all of the information about the hazards of the chemical. Workplace labels must be in English. Other languages may be added to the label if applicable.

If the employer chooses to use the pictograms that appear in Appendix C on the workplace (or in-plant) labels, these pictograms may have a black border, rather than a red border.

Employers may use additional instructional symbols that are not included in OSHA's HCS pictograms on the workplace labels. An example of an instructional pictogram is a person with goggles, denoting that goggles must be worn while handling the given chemical. Including both types of pictograms on workplace labels is acceptable. The same is true if the employer wants to list environmental pictograms or PPE pictograms from the HMIS to identify protective measures for those handling the chemical.

Employers may continue to use rating systems such as National Fire Protection Association (NFPA) diamonds or HMIS requirements for workplace labels as long as they are consistent with the requirements of the Hazard Communication Standard and the employees have immediate access to the specific hazard

information as discussed above. An employer using NFPA or HMIS labeling must, through training, ensure that its employees are fully aware of the hazards of the chemicals used.

If an employer transfers hazardous chemicals from a labeled container to a portable container that is only intended for immediate use by the employee who performs the transfer, no labels are required for the portable container.

Sample Labels

The following examples demonstrate how a manufacturer or importer may display the appropriate information on the label. As mentioned above, once the manufacturer determines the classification of the chemical (class and category of each hazard) using Appendices A and B, it would determine the required pictograms, signal words, hazard statements, and precautionary statements using Appendix C. The final step is to put the information on the label.

The examples below show what a sample label might look like under the revised HCS requirements. The examples break the labeling out into "steps" to show the order of information gathering and how label creation occurs. Step 1 is performing classification; step 2 is gathering full label information; and step 3 is creating the label.

These examples are for informational purposes only and are not meant to represent the only labels manufacturers, importers and distributors may create for these hazards.

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Example 1: This example demonstrates a simple label.

The Substance:

HS85

Batch Number: 85L6543

Step 1: Perform Classification

Class: Acute Oral Toxicity; Category 4

Step 2: Gather Labeling Information

Pictograms:



Signal Word:

WARNING

Hazard Statements:

Harmful if Swallowed

Precautionary Statements:

Prevention:

- Wash hands and face thoroughly after handling.
- Do not eat, drink or smoke when using this product.

Response:

- If swallowed: Call a doctor if you feel unwell.²
- Rinse mouth

Storage:

None specified

Disposal:


- Dispose of contents/container in accordance with local/regional/national/international regulations.³

Step 3: Create the Label

Putting together the above information on HS85, a label might list the following information:

Example 1: HS85 Label

HS85
Batch number: 85L6543



Warning
Harmful if swallowed

Wash hands and face thoroughly after handling. Do not eat, drink or smoke when using this product. Dispose of contents/container in accordance with local, state and federal regulations.

First aid:
If swallowed: Call a doctor if you feel unwell. Rinse mouth.

GHS Example Company, 123 Global Circle, Anyville, NY 130XX Telephone (888) 888-8888

² The manufacturer of this chemical determined that calling a doctor was the most appropriate emergency medical advice; therefore, it is listed as part of the first-aid procedures.

³ The downstream users must familiarize themselves with the proper disposal methods in accordance with local, regional, state and federal regulations. It is impractical to expect the label preparer to list all potential regulations that exist.

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Example 2: This example demonstrates a more complex label.

Example 2 is for a substance that is a severe physical and health hazard. For shipping packages of chemicals that will be transported in the United States (i.e., drums, totes, tanks, etc.), the U.S. DOT requires a DOT label(s) on the outside container(s) for hazardous chemicals. Two versions of this label are presented below to demonstrate the difference between an OSHA label with pictograms from the HCS and a DOT label required for transport of a shipping container.

The Substance:

OXI252 (disodiumflammy)

CAS number: 111-11-11xx

Step 1: Perform Classification

Class: Oxidizing Solid, Category 1

Class: Skin Corrosive, Category 1A

Step 2: Gather Labeling Information

Pictograms:



Signal Word:

DANGER

Hazard Statements:

- May cause fire or explosion; strong oxidizer
- Causes severe skin burns and eye damage

Precautionary Statements:

Prevention:

- Keep away from heat.
- Keep away from clothing and other combustible materials.
- Take any precaution to avoid mixing with combustibles.
- Wear protective neoprene gloves, safety goggles and face shield with chin guard.
- Wear fire/flame resistant clothing.
- Do not breathe dust or mists.
- Wash arms, hands and face thoroughly after handling.

Response:

- IF ON SKIN (or hair): Take off immediately all contaminated clothing. Rinse skin with water.
- IF ON CLOTHING: Rinse immediately contaminated clothing and skin with plenty of water before removing clothes. Wash contaminated clothing before reuse.
- IF IN EYES: Rinse cautiously with water for several minutes. Remove contact lenses, if present and easy to do. Continue rinsing.
- IF INHALED: Remove person to fresh air and keep comfortable for breathing.
- IF SWALLOWED: Rinse mouth. Do NOT induce vomiting.
- Immediately call poison center.⁴

Specific Treatment:

Treat with doctor-prescribed burn cream.⁵

In case of fire:

Use water spray. In case of major fire and large quantities: Evacuate area. Fight fire remotely due to the risk of explosion.

Storage:

Store locked up.

Disposal:

- Dispose of contents/container in accordance with local/regional/national/international regulations.³

Step 3: Create the Label

Putting together the above information on OXI252, a label might list the following information:



⁴ In this example, the manufacturer determined that calling a poison control center is the most appropriate emergency medical advice.

⁵ Not all SDSs will have direction for "specific treatment" on the label. This is only if the manufacturer specifically notes a certain treatment that needs to be used to treat a worker who has been exposed to this chemical.

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Example 2A: OXI252 Label inner package label with OSHA pictograms

OXI252
(disodiumflammy)
CAS #: 111-11-11xx



Danger
May cause fire or explosion; strong oxidizer
Causes severe skin burns and eye damage

Keep away from heat. Keep away from clothing and other combustible materials. Take any precaution to avoid mixing with combustibles. Wear protective neoprene gloves, safety goggles and face shield with chin guard. Wear fire/flame resistant clothing. Do not breathe dust or mists. Wash arms, hands and face thoroughly after handling. Store locked up. Dispose of contents and container in accordance with local, state and federal regulations.



First aid:
IF ON SKIN (or hair) or clothing⁶: Rinse immediately contaminated clothing and skin with plenty of water before removing clothes. Wash contaminated clothing before reuse.
IF IN EYES: Rinse cautiously with water for several minutes. Remove contact lenses, if present and easy to do. Continue rinsing.
IF INHALED: Remove person to fresh air and keep comfortable for breathing.
IF SWALLOWED: Rinse mouth. Do NOT induce vomiting.
Immediately call poison center.
Specific Treatment: Treat with doctor-prescribed burn cream.

Fire:
In case of fire: Use water spray. In case of major fire and large quantities: Evacuate area. Fight fire remotely due to the risk of explosion.

Great Chemical Company, 55 Main Street, Anywhere, CT 064XXTelephone (888) 777-8888

Example 2B: OXI252 Label meeting DOT requirements for shipping⁷

OXI252
(disodiumflammy)
CAS #: 111-11-11xx



Danger
May cause fire or explosion; strong oxidizer
Causes severe skin burns and eye damage

Keep away from heat. Keep away from clothing and other combustible materials. Take any precaution to avoid mixing with combustibles. Wear protective neoprene gloves, safety goggles and face shield with chin guard. Wear fire/flame resistant clothing. Do not breathe dust or mists. Wash arms, hands and face thoroughly after handling. Store locked up. Dispose of contents and container in accordance with local, state and federal regulations.

First aid:
IF ON SKIN (or hair) or clothing: Rinse immediately contaminated clothing and skin with plenty of water before removing clothes. Wash contaminated clothing before reuse.
IF IN EYES: Rinse cautiously with water for several minutes. Remove contact lenses, if present and easy to do. Continue rinsing.
IF INHALED: Remove person to fresh air and keep comfortable for breathing. Immediately call a doctor.
IF SWALLOWED: Rinse mouth. Do NOT induce vomiting.
Immediately call poison center.
Specific Treatment: Treat with doctor-prescribed burn cream.

Fire:
In case of fire: Use water spray. In case of major fire and large quantities: Evacuate area. Fight fire remotely due to the risk of explosion.

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⁶ There are occasions where label preparers may combine statements on the label. In this case the similar statements were combined and the most stringent were listed. For example, the first-aid pre-

cautionary statements were combined for exposure to skin, hair and clothing.
⁸ ⁷ DOT Labels must comply with the size requirements presented in 49 CFR 172.

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For more detailed information about labels and Safety Data Sheets (SDSs) under the revised Hazard Communication Standard, please refer to refer to 29 CFR 1910.1200 - paragraphs (f) and (g), and Appendix C.

The revised Hazard Communication Standard and additional guidance materials are available on OSHA's Hazard Communication page, located at: www.osha.gov/dsg/hazcom/index.html.

Disclaimer: This OSHA Brief provides a general overview of the label requirements in the Hazard Communication Standard (see 29 CFR 1910.1200(f) and Appendix C of 29 CFR 1910.1200). It does not alter or determine compliance responsibilities in the standard or the Occupational Safety and Health Act of 1970. Since interpretations and enforcement policy may change over time, the reader should consult current OSHA interpretations and decisions by the Occupational Safety and Health Review Commission and the courts for additional guidance on OSHA compliance requirements.

This is one in a series of informational briefs highlighting OSHA programs, policies or standards. It does not impose any new compliance requirements. For a comprehensive list of compliance requirements of OSHA standards or regulations, refer to Title 29 of the Code of Federal Regulations. This information will be made available to sensory-impaired individuals upon request. The voice phone is (202) 693-1999; teletypewriter (TTY) number: (877) 889-5627.

For assistance, contact us. We can help. It's confidential.



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DSG BR-3636 2/2013

Appendix C.

Reprinted from Department of Labor and Industries Division of Occupational Safety and Health Administration.

OSHA[®] FactSheet

December 1st, 2013 Training Requirements for the Revised Hazard Communication Standard

OSHA revised its Hazard Communication Standard (HCS) to align with the United Nations' Globally Harmonized System of Classification and Labeling of Chemicals (GHS) and published it in the Federal Register in March 2012 (77 FR 17574). Two significant changes contained in the revised standard require the use of new labeling elements and a standardized format for Safety Data Sheets (SDSs), formerly known as, Material Safety Data Sheets (MSDSs). The new label elements and SDS requirements will improve worker understanding of the hazards associated with the chemicals in their workplace. To help companies comply with the revised standard, OSHA is phasing in the specific requirements over several years (December 1, 2013 to June 1, 2016).

The first compliance date of the revised HCS is December 1, 2013. By that time employers must have trained their workers on the new label elements and the SDS format. This training is needed early in the transition process since workers are already beginning to see the new labels and SDSs on the chemicals in their workplace. To ensure employees have the information they need to better protect themselves from chemical hazards in the workplace during the transition period, it is critical that employees understand the new label and SDS formats.

The list below contains the minimum required topics for the training that must be completed by December 1, 2013.

- Training on label elements must include information on:
 - Type of information the employee would expect to see on the new labels, including the
 - ✓ **Product identifier:** how the hazardous chemical is identified. This can be (but is not limited to) the chemical name, code number or batch number. The manufacturer, importer or distributor can decide the appropriate product identifier. The same product identifier must be both on the label and in Section 1 of the SDS (Identification).
 - ✓ **Signal word:** used to indicate the relative level of severity of hazard and alert the reader to a potential hazard on the label. There are only two signal words, "Danger"

and "Warning." Within a specific hazard class, "Danger" is used for the more severe hazards and "Warning" is used for the less severe hazards. There will only be one signal word on the label no matter how many hazards a chemical may have. If one of the hazards warrants a "Danger" signal word and another warrants the signal word "Warning," then only "Danger" should appear on the label.

- ✓ **Pictogram:** OSHA's required pictograms must be in the shape of a square set at a point and include a black hazard symbol on a white background with a red frame sufficiently wide enough to be clearly visible. A square red frame set at a point without a hazard symbol is not a pictogram and is not permitted on the label. OSHA has designated eight pictograms under this standard for application to a hazard category.
- ✓ **Hazard statement(s):** describe the nature of the hazard(s) of a chemical, including, where appropriate, the degree of hazard. For example: "Causes damage to kidneys through prolonged or repeated exposure when absorbed through the skin." All of the applicable hazard statements must appear on the label. Hazard statements may be combined where appropriate to reduce redundancies and improve readability. The hazard statements are specific to the hazard

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classification categories, and chemical users should always see the same statement for the same hazards, no matter what the chemical is or who produces it.

- ✓ **Precautionary statement(s):** means a phrase that describes recommended measures that should be taken to minimize or prevent adverse effects resulting from exposure to a hazardous chemical or improper storage or handling.
- ✓ **Name, address and phone number of the chemical manufacturer, distributor, or importer**
- How an employee might use the labels in the workplace. For example,
 - ✓ Explain how information on the label can be used to ensure proper storage of hazardous chemicals.
 - ✓ Explain how the information on the label might be used to quickly locate information on first aid when needed by employees or emergency personnel.
- General understanding of how the elements work together on a label. For example,
 - ✓ Explain that where a chemical has multiple hazards, different pictograms are used to identify the various hazards. The employee should expect to see the appropriate pictogram for the corresponding hazard class.
 - ✓ Explain that when there are similar precautionary statements, the one providing the most protective information will be included on the label.
- Training on the format of the SDS must include information on:
 - Standardized 16-section format, including the type of information found in the various sections

✓ For example, the employee should be instructed that with the new format, Section 8 (Exposure Controls/Personal Protection) will always contain information about exposure limits, engineering controls and ways to protect yourself, including personal protective equipment.

- How the information on the label is related to the SDS
 - ✓ For example, explain that the precautionary statements would be the same on the label and on the SDS.

As referenced in [Dr. Michaels' OSHA Training Standards Policy Statement \(April 28, 2010\)](#) – with all training, OSHA requires employers to present information in a manner and language that their employees can understand. If employers customarily need to communicate work instructions or other workplace information to employees in a language other than English, they will also need to provide safety and health training to employees in the same manner. Similarly, if the employee's vocabulary is limited, the training must account for that limitation. By the same token, if employees are not literate, telling them to read training materials will not satisfy the employer's training obligation.

OSHA's Hazard Communication website (<http://www.osha.gov/dsg/hazcom/index.html>) has the following QuickCards and OSHA Briefs to assist employers with the required training.

- Label QuickCard ([English/Spanish](#))
- Pictogram QuickCard ([English/Spanish](#))
- Safety Data Sheet QuickCard ([English](#)) ([Spanish](#))
- [Safety Data Sheet OSHA Brief](#)
- Label/Pictogram OSHA Brief (to come)

This is one in a series of informational fact sheets highlighting OSHA programs, policies or standards. It does not impose any new compliance requirements. For a comprehensive list of compliance requirements of OSHA standards or regulations, refer to Title 29 of the Code of Federal Regulations. This information will be made available to sensory-impaired individuals upon request. The voice phone is (202) 693-1999; teletypewriter (TTY) number: (877) 889-5627.

For assistance, contact us. We can help. It's confidential.



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