

# Preventing Injuries from Slips and Falls

## Moving Around Safely

### Make the Workplace Safer

- Provide enough work space to avoid collisions.
- Provide proper storage so walkways and work areas are kept free of clutter.
- Keep electrical cords out of walkways. Have enough outlets so extension cords are not needed.
- Maintain carpets in good condition.
- Lay out the dining room and kitchen without tight or blind corners to avoid collisions.
- Have non-slip surfaces and handrails on stairs.

### Follow Safe Work Practices

- Don't move too quickly.
- Don't carry items too tall for you to see over.
- Warn other workers when walking behind them.

### Use Protective Clothing and Equipment

- Wear non-skid, waterproof shoes with low heels and good tread.
- Lace and tightly tie your shoes.
- Don't wear shoes that have leather or smooth soles, platform or high heels or are open-toe style.
- Don't wear over-sized or baggy pants that could cause you to trip.

Some shoe manufacturers have products with slip-resistant soles and some provide special employer purchasing arrangements. Two examples are:

Keuka Footwear: [www.keukafootwear.com](http://www.keukafootwear.com)

Shoes for Crews: [www.shoesforcrews.com](http://www.shoesforcrews.com)

### DID YOU KNOW?

Employers are required by law to give workers protective equipment and clothing if it's needed.

Some employers provide safe shoes with non-skid soles as part of the work uniform.



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## Spills and Clean-up

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### Make the Workplace Safer

- Have non-slip stable floor mats in good condition in areas that could get wet, but remember that moving heavy mats can cause back injuries.

### Follow Safe Work Practices

- Clean up spills immediately.
- Clean floors regularly so grease does not build up.
- Use a clean mop with approved floor cleaners.
- Use warning signs to keep people off wet floors.

## Falls When Reaching or Climbing

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### Make the Workplace Safer

- Provide enough ladders and footstools of the right size and keep them in good condition.
- Have good lighting in work areas, and in delivery and storage areas.
- Set up work areas to limit the need for reaching and climbing. For example, keep the most frequently used items on accessible shelves.

### Follow Safe Work Practices

- Never use a box, cart, or other equipment to reach for objects. Use a ladder or footstool.

# Preventing Injuries from Ergonomic Hazards

## Lifting and Carrying

### Make the Workplace Safer

- Design the workplace so workers have enough space to move safely when lifting and carrying.
- Provide smaller bus pans and trays.
- Reduce the need for lifting and carrying. Provide hand trucks and other lifting devices, and keep them in good condition.
- Install a garbage chute.
- Provide training in safe lifting methods.

### Follow Safe Work Practices

#### 1. Plan your lift before you start

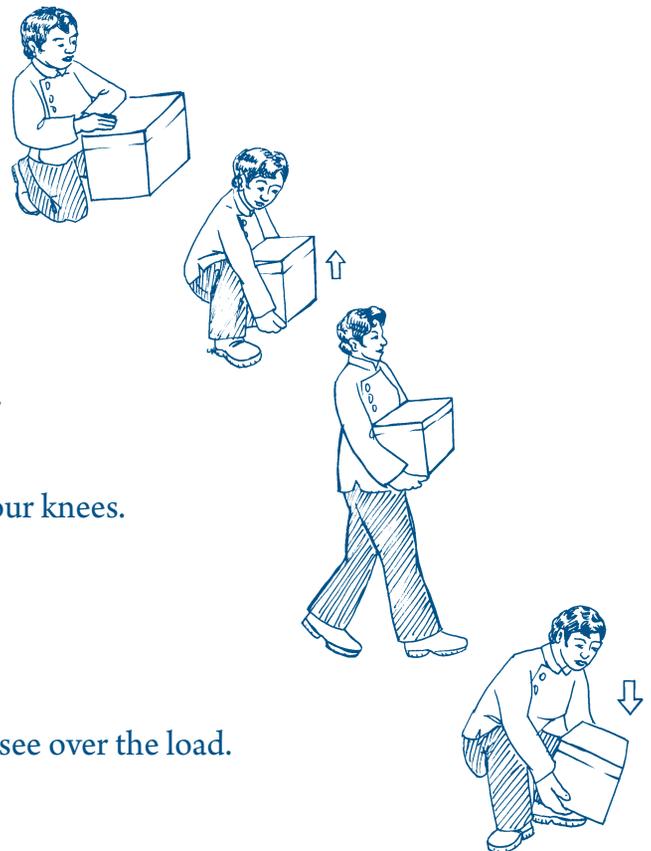
- Don't try to carry more than you can handle. Make extra trips if necessary or ask for help.
- Don't overload trays or pans.
- Use gloves if necessary.
- Make sure you have a clear path to where you are carrying the load.

#### 2. Lifting

- Get as close as possible to the load before lifting.
- Lift with your legs, not your back.
- Keep your head up, back straight, and bend at your knees.
- Don't lift with your hands only.

#### 3. Moving the load

- Keep the load close to your body.
- Look where you are going. Don't lift if you can't see over the load.
- Move your feet instead of twisting your body.



### DID YOU KNOW?

Ergonomic hazards are caused by poor design of the workplace and equipment. They produce wear and tear on the body. They can cause pain and injury to the hands, arms, neck, back, and other parts of the body.

#### 4. Lowering

- When setting the load down, let your leg muscles carry it down.
- Be sure your fingers and toes are clear before setting the load down.

#### DID YOU KNOW?

Experts say back belts are not effective in preventing back injuries, and in some cases may increase the chance of back injury. The National Institute for Occupational Safety and Health (NIOSH) recommends that employers not rely on back belts to protect workers, but instead set up an ergonomics program that includes workplace assessment, hazard reduction, and worker training.

## Bending, Reaching

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### Make the Workplace Safer

- Provide storage for heavy items on lower shelves to avoid reaching.
- Provide ladders and footstools of the right size, and keep them in good condition.
- Redesign drive-through windows so workers don't have to stretch to serve customers.

### Follow Safe Work Practices

- 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 use a box, cart, or other equipment to reach for objects. Use a ladder or footstool.
- Push carts instead of pulling them, where possible.

## Repetitive Movements

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### Make the Workplace Safer

- Install tables and chairs permanently so they don't have to be set up and taken down daily.
- Provide floor mats to protect against constant impact with hard surfaces.
- Rotate tasks, especially those that require using the same motion over and over.
- Provide mechanical equipment to do repetitive tasks where possible.

### Follow Safe Work Practices

- Often take a few moments to stretch, especially if you spend a lot of time carrying loads, bending, reaching, or repeating the same motion.
- Use good posture.
- When walking or standing for long periods, use floor mats, take breaks, and rotate tasks if possible.
- When sitting for long periods, make sure your lower back is supported, take breaks, and rotate tasks if possible.

# Preventing Injuries from Robberies and Assaults

## Basic Security Measures

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### Make the Workplace Safer

- Post emergency telephone numbers.
- Post laws against assault, stalking, and violent acts.
- Have good lighting in the workplace.
- Have good lighting and security in parking lots and other areas where people go alone at night.
- Have more than one exit workers can reach in case of emergency.
- Schedule at least two people per shift, especially at night.
- Train workers on what to do in case of robbery, crime, or a potentially violent situation.
- Set up a reporting process for violent incidents and threats.
- Don't require servers to wear revealing or sexy uniforms.

### DID YOU KNOW?

Workplace violence is one of the leading causes of death on the job. Most violent acts in the workplace are committed by outsiders, not by workers.



**Follow Safe Work Practices**

- Keep background noise down so people will be aware of any problem.
- Use the “buddy system” when walking to public transportation and parking areas.
- Make sure back doors are locked at night. Workers should still be able to exit easily.

## Handling Cash

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**Make the Workplace Safer**

- Leave a clear, unobstructed view of the cash register area from the street.
- Post signs that the cash register only contains a small amount of cash.
- Store larger amounts of cash in a drop safe.

**Follow Safe Work Practices**

- Don't count cash in front of customers.
- Use the “buddy system” during cash drops.

## Security Systems

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**Make the Workplace Safer**

- Have working locks and alarms kept in good condition.
- Have a way to communicate with the police or security personnel, like a “panic” button or silent alarm.
- Provide surveillance cameras and/or mirrors.

# Planning for Emergencies

Every workplace should have a plan for dealing with different kinds of emergencies. All workers should be trained on what's in the plan, and what they should do. A plan should answer all the questions below.

## Exit and escape plans

- What is the escape plan for fires, floods, earthquakes, and chemical spills?
- Where are emergency exits located and how do you open them?
- Where should you go if there is an evacuation? Is there a designated meeting area?

## Fire extinguishers

- How does the fire alarm system work, and how should you respond?
- Where are fire extinguishers located?
- How do you operate fire extinguishers properly? Everyone who is expected to use a fire extinguisher must be trained.

## Other emergency equipment

- Where are emergency eye wash stations and safety showers located (if any)?
- Where are first aid kits located?
- Which workers on each shift are trained in first aid? Unless a hospital is nearby, at least two trained people should be available.

## If someone is injured

- Who should be notified of an injury?
- Who is designated to provide first aid?
- What procedures should be followed to get medical care?



# Dealing with Injuries

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.

## Cuts

### Follow Safe Work Practices

- Train designated staff on each shift to provide first aid for cuts. Providing first aid prevents the injury from getting worse and helps protect the other workers.
- Make sure everyone knows who is designated to provide first aid.
- 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 AIDS.

### What if I get hurt on the job?

- Tell your supervisor right away.
- Get emergency medical treatment if needed.
- Your employer is required by law to provide workers' compensation benefits, including medical care for your injury and payments if you lose wages for more than 3 days. Your employer must give you a claim form. Fill it out and return it to your employer.

## Exposure to Blood

### Follow Safe Work Practices

- Make sure only designated, trained staff provide first aid.
- If trained staff are not available, keep away from blood. Hand the victim a towel or bandage to apply to the wound.
- Make sure workers know how to report an incident where there is exposure to blood. They should also know how to get a medical evaluation, and how to get a Hepatitis B vaccination if they want one.
- Have a system to record and evaluate incidents where there was exposure to blood.

### Use Protective Clothing and Equipment

- Have first aid kits, gloves, and other protective equipment available for staff designated to provide first aid.



## Burns

### Follow Safe Work Practices

- Train designated staff on each shift to provide first aid for burns. First aid is the best way to minimize the damage caused by a burn.
- Make sure everyone knows who is designated to provide first aid.
- Do not apply ointments, sprays, antiseptics, home remedies, butter, or grease to burns.
- If over 15% of the body is burned, give appropriate first aid. Call 911, or follow the restaurant’s procedures to get the person to a doctor or hospital immediately.

### Use Protective Clothing and Equipment

- Have first aid kits, gloves, and other protective equipment available for staff designated to provide first aid.

## First Aid for Burns and Shock

### 1st Degree Burn:

A burn injuring only the outside layer of skin.

**Treatment:** Apply cold water to the burned area.

### 2nd Degree Burn:

A burn that injures the layer of skin beneath the surface. Blisters usually form.

**Treatment:**

1. Immerse the burned area in cold water or apply a clean cloth soaked in ice water until pain subsides.
2. Blot dry and apply a clean dry cloth or bandage. Send to a doctor if necessary.

### 3rd Degree Burn:

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.*

1. Maintain an open airway. Restore breathing and circulation if necessary.
2. Protect the burned area by covering with a clean cloth.

3. Treat for shock.

4. Call 911, or follow the restaurant’s procedures to get the person to a doctor or hospital immediately.

### Shock:

A person in shock will be cold, pale, sweating, and may pass out.

**Treatment:** *Do not give any fluid or drugs. Follow the steps below.*

1. Maintain an open airway. Restore breathing and circulation if necessary.
2. Call 911, or follow the restaurant’s procedures to get the person to a doctor or hospital immediately.
3. Have the victim lie down with feet elevated, unless this would hurt them more.
4. Cover the person to keep them warm.