

Find it Fix It

Solutions to Workplace Hazards for the Restaurant Industry



Presented by the
Labor Occupational Health Program, UC Berkeley
Commission on Health and Safety and Workers'
Compensation
San Francisco Small Business Development Center



Northern CA Regional Network

Small Business
Development Center
at City College of San Francisco



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- This presentation does not necessarily reflect the views or policies of the U.S. Department of Labor, nor does mention of trade names, commercial products, or organizations imply endorsement by the U.S. Government.

AGENDA

- Why make efforts to improve health and safety?
- What's the problem—for all workers and teens?
- Safety and Health Management System and other tools that can help your business
- Training activities that involve employees
- Comments, questions & next steps



How many of you have had an injury in the workplace, or know someone who has?



Workplace accidents and injuries

Data from 2008 shows

- 5,071 fatal workplace injuries
- Private-sector national injury and illness rate of 3.9 per 100 workers



These statistics could be under-reported
by as much as 69%!

-Bureau of Labor Statistics

What are the four most common injuries in restaurants?

- sprains and strains (32%)
- cuts (18%)
- bruises (11%)
- burns (10%)



COST of occupational injuries and death

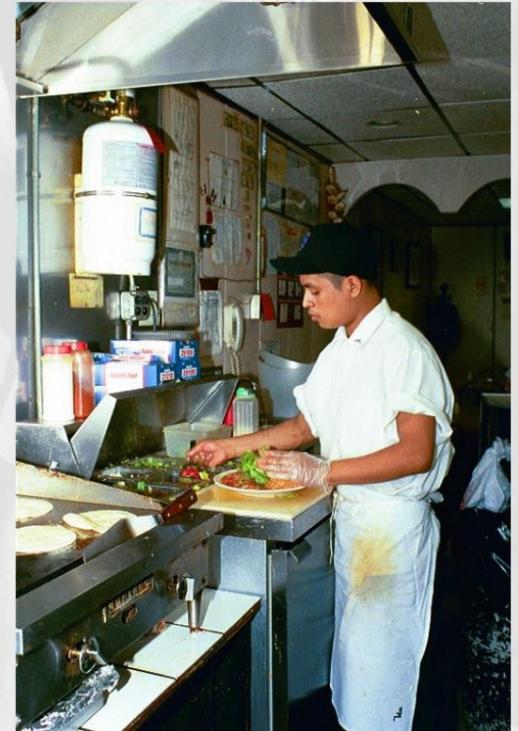
Workplace injuries cost U.S. employers

- \$48.6 billion annually – nearly \$1 billion per week– in direct costs
 - i.e. medical and lost wage payments
- Between \$145.8 billion & \$291.6 billion annually in direct + indirect costs
 - including overtime, training, lost productivity



-Liberty Mutual Insurance (largest workers comp insurance Co.), Workplace Safety Index Report, 2008

Why do injuries happen at the workplace? What are the root causes?



Why improve health and safety?

- Prevent human suffering
Death, injury, impact on workers' families
- Save money
Sick leave, workers comp & salaries, fines
- Maintain company reputation
Worker morale, turnover rates, publicity

I couldn't care less about the fines. It was losing one of our own. We were all devastated. I will never get over it.



Employer of a worker killed on the job

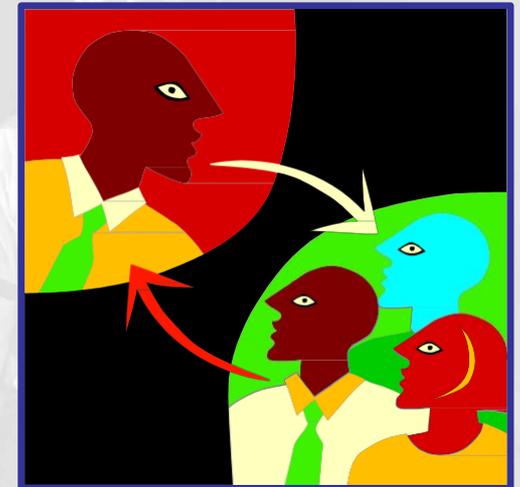
Brainstorming session

What challenges do you face in implementing a good health and safety program?



Involving workers can make the difference.

- Workers
 - Are most at risk of injury
 - Are exposed to hazards on a daily basis and may be able to better identify them
 - Often have innovative ideas for solutions
- Involving workers
 - Illustrates that managers care about workers
 - Can raise work morale, satisfaction, productivity and length of service!



Effective Workplace Safety and Health Management Systems

- ✓ Management Commitment
- ✓ Employee Involvement
- ✓ Worksite Analysis
- ✓ Hazard Prevention and Control
- ✓ Training for Employees, Supervisors and Managers



Involving employees is key to creating a culture of safety.

Your Injury and Illness Prevention Program (IIPP) should include:

- Who is responsible for safety
- A system to secure **compliance** (roles)
- A system of (two-way) **communication**
- **Training** for all workers (new, changes)
- **System** for Hazard ID (inspections, mapping)
- **Procedures** for investigating accidents
- System for **correcting** hazards promptly
- Records and documentation

Resources for building your Injury and Illness Prevention Program (IIPP)

☐ Cal/OSHA Guide:

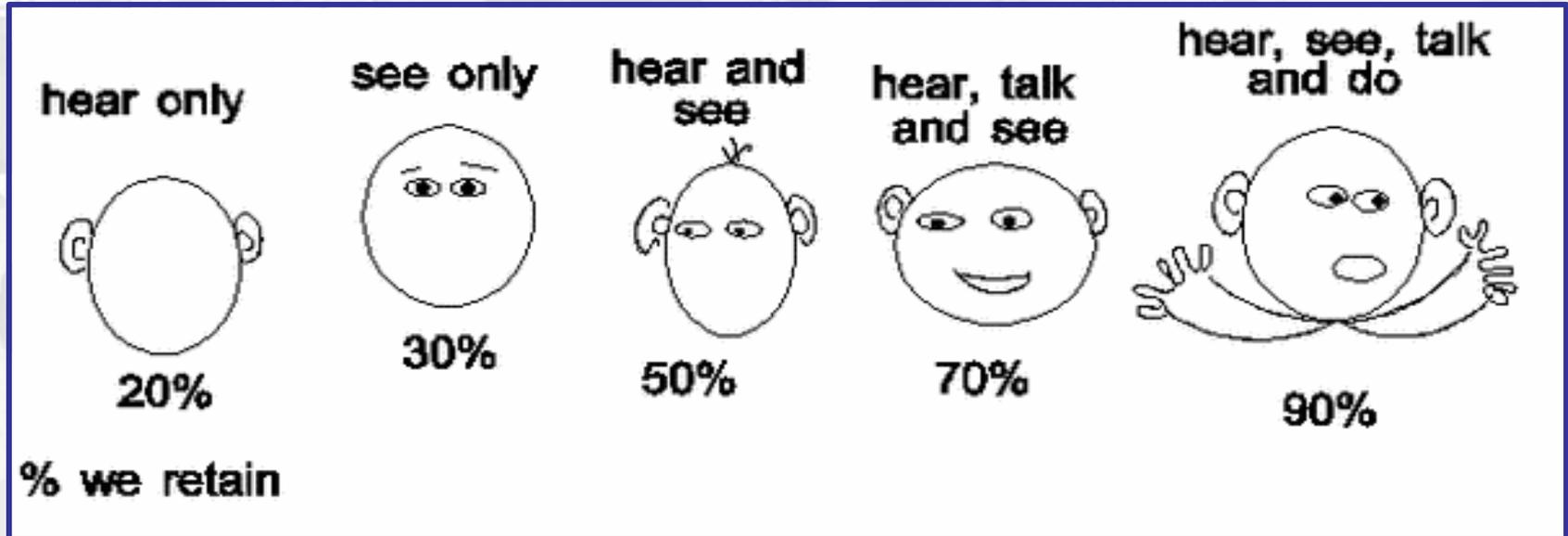
www.dir.ca.gov/dosh/dosh_publications/iipp.html

Effective health and safety training **is:**

- Relevant
- Respectful
- Skill building
- Part of a system for addressing health and safety problems

**Workers need tools so they can contribute/
take ownership/sit at the table as partners.**

Training retention...



Sharing information and experience (skills) through talking (hear only) is least effective

When more senses are involved, people

- learn more
- retain it
- take initiative

Injuries among teen workers

- 2.3 million adolescents aged 16 to 17 years worked in the U.S. in 2007
- An estimated 48,600 workers ages 15-17 were treated in hospital emergency rooms for job injuries (2007)
- 34 youth under 18 died from work-related injuries (2007)



-National Institute for Occupational Safety and Health

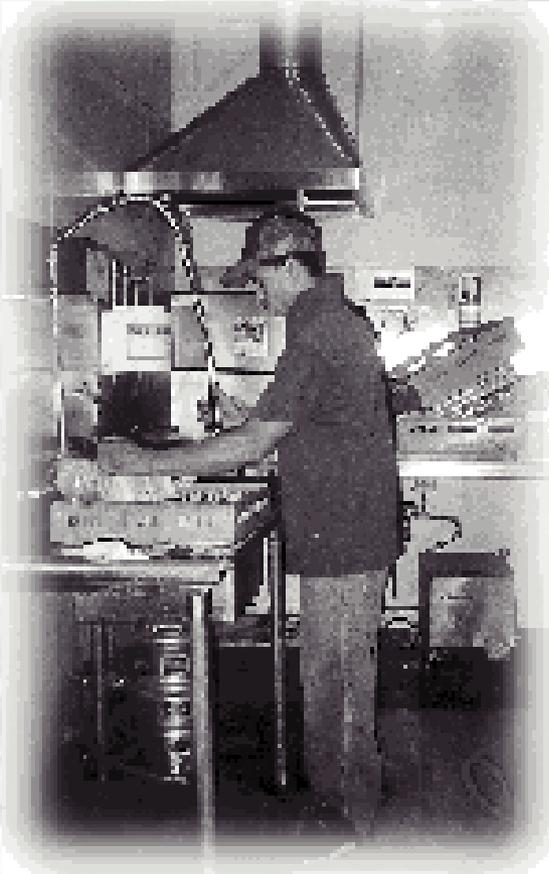
Why are teens injured at high rates?

- Hazards on the job
- Inexperienced
- Developmental characteristics
- Want to be responsible and appear competent
- Working in violation of child labor laws
- Lack of training and supervision



Child labor laws protect working teens

- Prohibit non-farm labor under 14
- Limit hours of work
- Require work permits if under 18
- Prohibit the most hazardous kinds of work



In restaurants, workers under age 18 may not:

- Use automated slicers
- Use automated dough-mixing machines



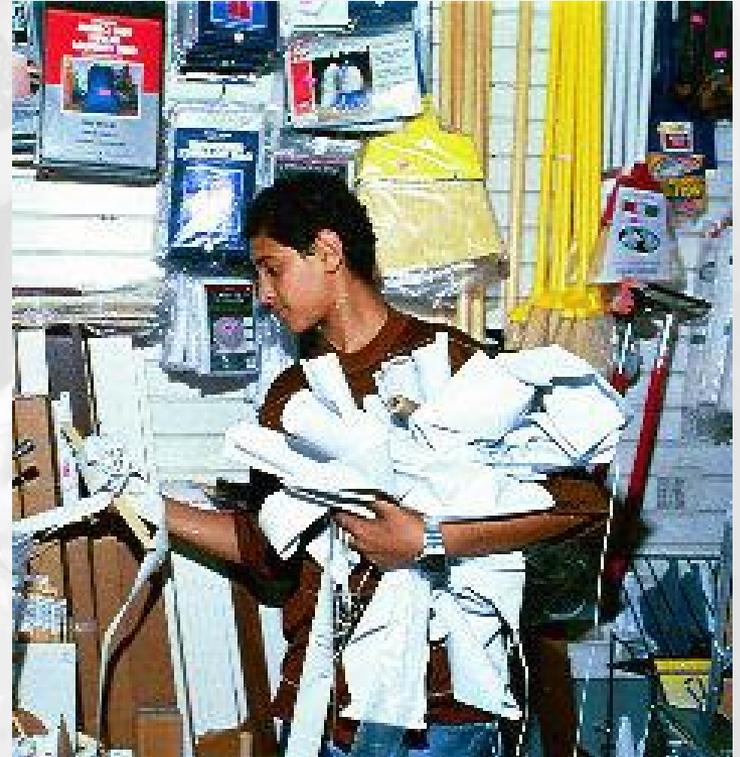
Workers under age 16 may not:

- Do any baking
- Cook (except with electric or gas grills with no open flame, and with automated deep fat fryers)



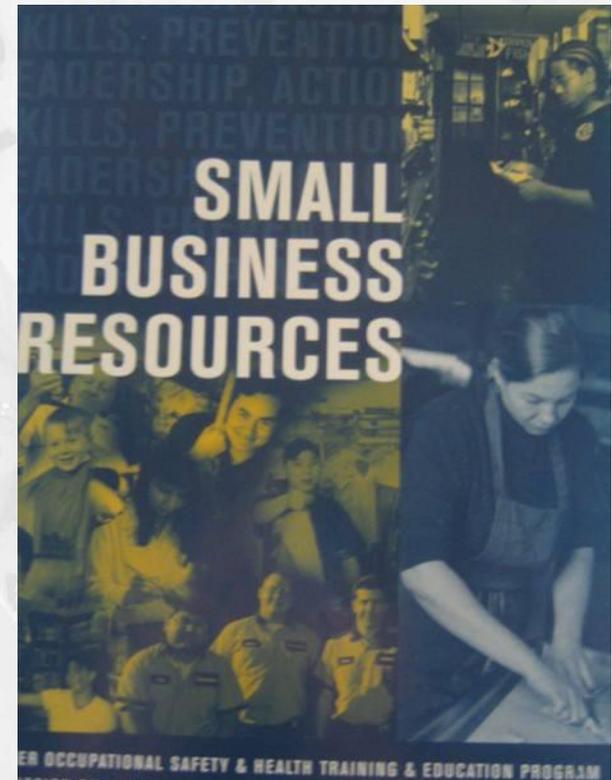
Safety and health tips if you have young workers

- Stress safety with frontline supervisors
- Provide hands-on training
- Observe new workers while they work, and correct mistakes
- Encourage young workers to speak up and to ask questions



What's in your packet?

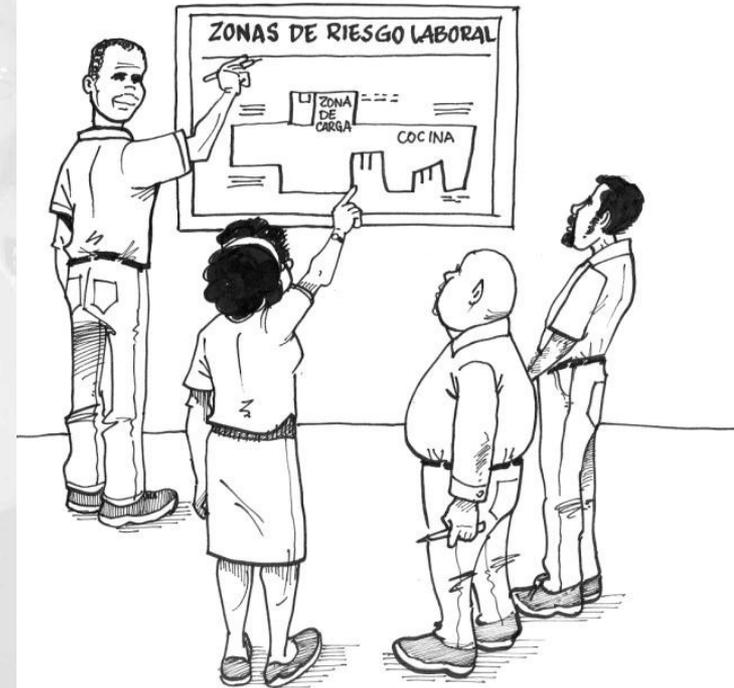
- Cal/OSHA Guidelines
- Detailed Training Guidelines
- Useful Tools and Fact Sheets



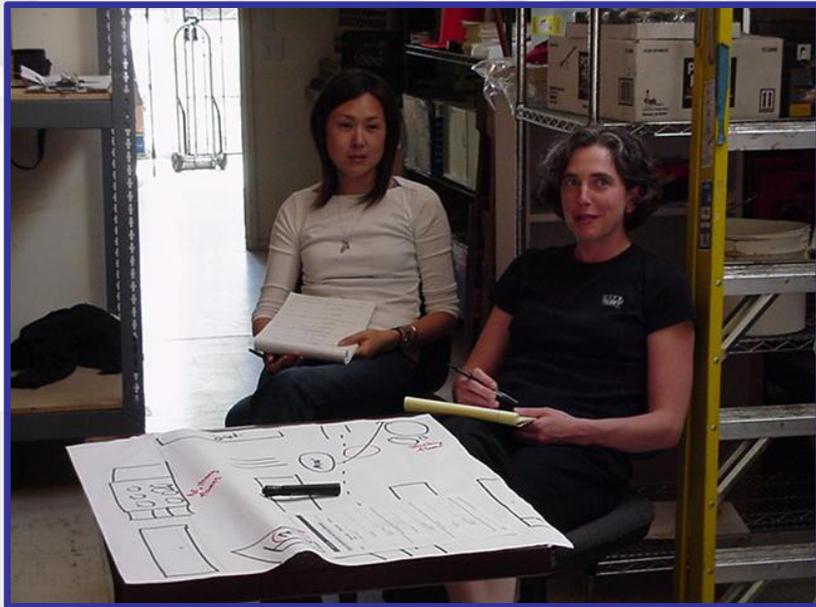
These materials are also available in Spanish

Training Activities to Involve Employees

- Identifying the issues
 - Walkthrough
 - Hazard Mapping
- Finding solutions
 - Employees offer suggestions
 - Tipsheets
 - Develop an Action Plan



Feedback from workers about this kind of training



—This was the first time we ever had a safety meeting. I learned about things from my co-workers I hadn't thought about, like to shout out when I am taking something from the oven, or where to store my knives so no one accidentally gets cut.!!

-Cook, full service restaurant, Berkeley, CA

Comments, questions & next steps...



REMEMBER!!!

H&S management should

- allow for a **dialogue** between workers and management
- create a **partnership** for a safe, healthful, more productive workplace...

