

TRAINER MANUAL

HEAL Program One-Hour Training Curriculum

#1a: Lesson Overview (5 minutes)

1. **SAY:**
 - a. Thank you for taking the time to get trained on making your workplace safer and healthier.
 - b. My name is _____.
 - c. *Tell the trainee something about yourself BRIEFLY:*
 - i. *How long have you worked in the grocery industry?*
 - ii. *What store(s) have you worked at?*
 - iii. *What kind of job(s) did you do, like being a checker or working in the deli?*
2. **TELL:** *Your personal story – NO MORE THAN 2 MINUTES – what experience made you want to spend your free time training grocery workers on workplace health and safety?*
3. **SAY:** That's why I'm part of a program called Health Education and Leadership, or HEAL. We need grocery workers to be leaders in making their workplaces safer and healthier. I went through over 30 hours of training about health and safety for grocery workers and I have spent many hours volunteering to help others learn about it, like we're doing now.
4. **REVIEW:** the agenda.
5. **SAY:** This is not a training where you will memorize every detail of how to be safe as a grocery worker.
 - a. There is much more information than we could possibly cover in an hour.
 - b. More importantly, every workplace is different and the grocery industry is constantly changing.
 - c. Any detail that you memorize will soon be out-of-date.
 - d. Instead, we will train you with the critical thinking skills to identify and solve new problems as they come up.
 - e. What health and safety experts have learned is that the #1 experts are the workers themselves.
6. **ASK:** Any questions?

AGENDA
HEALTH EDUCATION AND LEADERSHIP (HEAL) PROGRAM
INDIVIDUAL TRAINING

OUTCOMES

At the end of this training, you will be able to

1. Understand the laws that protect your health and safety at work, including how to report a problem;
2. Identify the workplace hazards that grocery workers face;
3. List ways to increase the safety of your work environment and
4. Identify your health and safety allies at work.

AGENDA (1 HOUR, 15 MINUTES)

1. Lesson Overview and Your Worker Profile (15 minutes)
2. Your Rights to a Safe and Healthy Workplace: Is Your Employer Following the Law? (17 minutes)
3. Job Hazards for Grocery Workers (13 minutes)
4. Solutions for a Safer Workplace (20 minutes)
5. Your Health and Safety Allies at Work (5 minutes)
6. Closing and Evaluation: Was This Training Effective? (5 minutes)

#1 b: Worker Trainee Profile (10 minutes)

Worker Name _____

Surveyor Name _____

Address: _____

Phone number _____

Email _____

Store name _____

Store location _____

2) SAY: Before we get started, I'd like to learn a little bit more about you. We won't share this information with the government or anyone outside our program. It's just to help us understand your situation so we can train you better. TALK WITH THE TRAINEE AND FILL OUT THIS FORM WITH ANSWERS.

1) PREPARE: Fill out this information before you arrive at the training.

3) ASK: What's your work schedule like?

How many hours a week do you work at this store? _____

What hours do you typically work?

S _____ M _____ T _____ W _____

Th _____ F _____ Sa _____

How long have you worked here?

Do you have a second job? If so, where?

Have you worked at other grocery stores? If so, which ones?

4) ASK all of these questions.

Have you ever been injured at work?

YES

NO

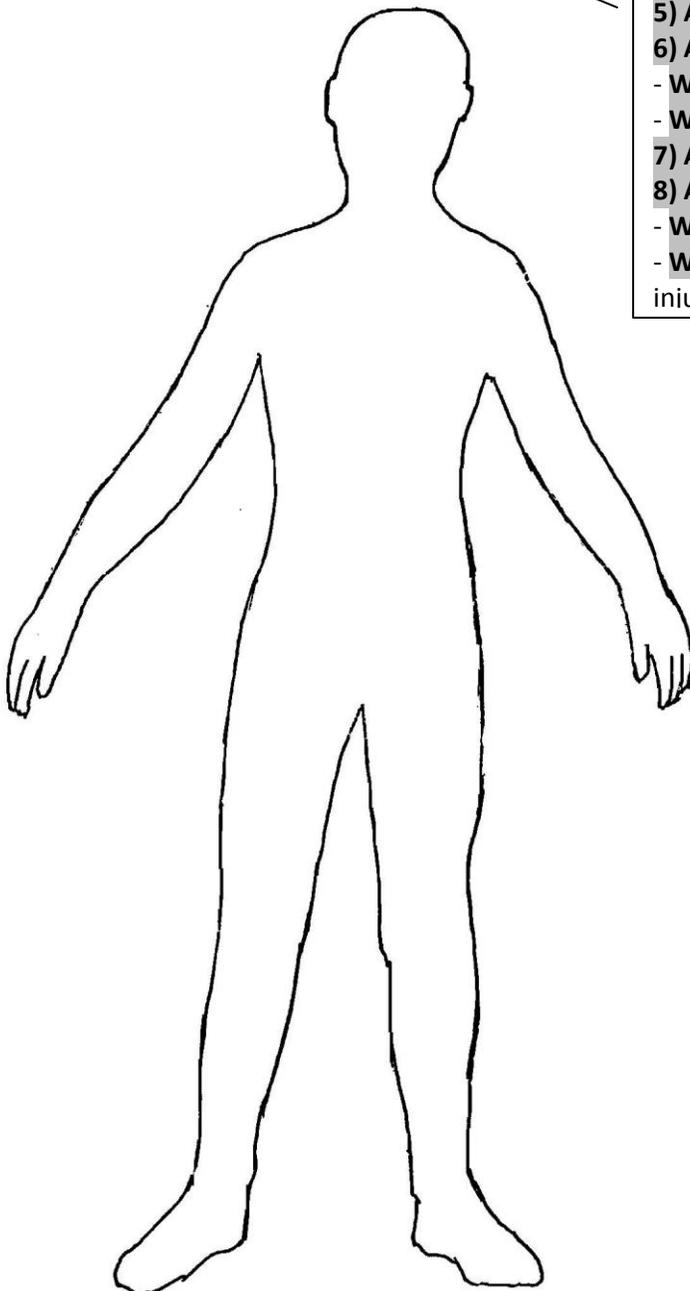
If yes, please mark where you were injured with an "X" on the attached body map. How did this injury happen?

Has a co-worker ever been injured at work?

YES

NO

If yes, please mark where your co-worker(s) were injured with an "O" on the attached body map. How did this injury happen?



- 5) **ASK:** Have you ever been injured at work?
6) **ASK:** Tell me more about what happened.
- **WRITE:** Mark the BODY MAP with an "X" for each injury.
- **WRITE:** Write down the story of how they got injured.
7) **ASK:** Have you seen other people get injured at work?
8) **ASK:** Tell me more about what happened.
- **WRITE:** Mark the BODY MAP with an "O" for each injury.
- **WRITE:** In this space, write down the story of how they got injured.

#2a: Your Rights to a Safe and Healthy

Workplace: Is your employer following the law?

(10 minutes)

1. **SAY:** You are not alone in being concerned about grocery workers getting sick and injured. It's more common than a lot of people realize, which is why we started this program to train grocery workers to make their workplaces safer.
2. **ASK:** Whose responsibility do you think it is to make sure that workers come home safe and healthy to their families?
3. **LISTEN:**
 - a. What do they think is the workers' responsibility?
 - b. What do they think is the employers' responsibility?
4. **SAY:**
 - a. That's a good point.
 - b. Practically speaking, workers must be responsible for being attentive and following proper procedure.
 - c. But the best trained, most careful worker will still get injured or sick if a workplace is dangerous – like if there are cancer-causing chemicals, or things heavier than anyone can safely lift, or the boss forces you to work so fast that you can't be careful.
 - d. That's why workers are getting hurt and sick so much – it's an epidemic.
 - e. So in 1970, workers got together and demanded a federal law to require every employer to provide a safe and healthy workplace. It's called the Occupational Safety and Health Act, or OSHA.
5. **ASK:** Have you heard about that law? Did you know that there is a government agency whose whole job is to protect this worker's right?
6. **LISTEN:**
 - a. What do they already know about OSHA?
 - b. Do they have it confused with other agencies?
 - c. Have they experienced an OSHA inspection?
7. **SAY:**
 - a. In California, the government agency is called Cal/OSHA.
 - b. Cal/OSHA has certain laws about what employers have to do to keep their workers safe and healthy at work. Lots of employers are breaking at least one of these laws.
 - c. Let's see how your workplace is doing.
8. **ASK the questions on the assessment.**
 - a. WRITE the trainee's responses.
 - b. ADD UP the total score.

Is your employer following the law?

If the answer is:

YES: Mark 1 point.

NO: Mark -1 point.

Don't know: Mark 0 points.

RIGHT TO KNOW

Questions	Yes/No/?	Points
1. Are all chemical products that are used in your workplace labeled?		
2. (If your employer has 10 or more employees) Can you get form your employer a record of all job-related illnesses and job injuries that have happened at your workplace in the past year? These are illnesses and injuries that require more than first aid treatment, result in lost work time, cause restricted duties or a job transfer, or cause the worker to lose consciousness.		
3. Does your employer immediately report serious job-related injuries, illnesses or fatalities to the government agency Cal/OSHA?		

RIGHT TO PROTECTION

Questions	Yes/No/?	Points
4. Does your employer display the <i>Safety and Health Protection on the Job</i> poster that explains your rights?		
5. Do you know how you can report unsafe conditions to your employer without fear of punishment?		
6. Does your employer regularly inspect the worksite for unsafe or unhealthful conditions?		
7. Does your employer have a system to correct hazards in a timely manner?		
8. Does your employer train you and all other employees about the specific hazards on the job in a language that you can understand and through methods that you can understand?		

RIGHT TO TAKE ACTION

Questions	Yes/No/?	Points
9. Does your employer punish workers for reporting job hazards to the government?		

GENERAL RIGHTS

Questions	Yes/No/?	Points
10. Does your employer uphold these health and safety laws for non-citizens?		

Total Points: _____

ASK: Your employer got a score of _____. The worst possible score is -10. The best possible score is

10. How do you think your employer is doing?

9. **LISTEN** to their response. How do they feel?

- a. Are they surprised that the law protects them?
- b. Are they scared to say that their employer is breaking the law?
- c. Are they angry that their rights are being violated?
- d. Are they proud of what they knew about their employer's health and safety practices?

10. **SAY:**

- a. This assessment went over a few of the laws that protect you. The details fill an entire library.
- b. But what you need to remember is simple.

11. **REVIEW:** next handout.

Workers' Rights to a Healthy and Safe Workplace

By law, all workers have the right to a safe and healthful workplace. Cal/OSHA is the agency in charge of making sure that workplaces are safe for all workers. There are specific laws or regulations called “standards” which Cal/OSHA enforces. These laws describe what employers must do to protect workers and can be divided into three categories:

1. **Right to know** about workplace hazards
2. **Right to protection** from these hazards
3. **Right to act to improve** workplace safety

1. Right to know about workplace hazards

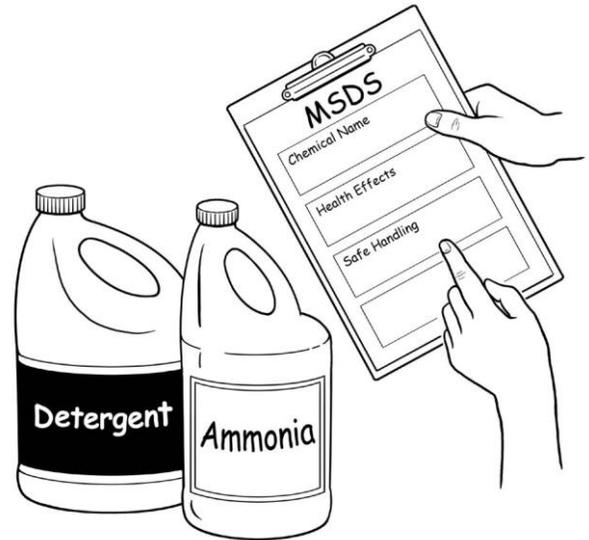
The Hazard Communication Standard

This standard gives you the right to know about the chemicals you work with and requires that employers:

- Make an inventory of all the chemicals used or
- stored at the workplace.

- Label all chemical products.

- Obtain and make available to employees copies of the Material Safety Data Sheets (MSDSs) for all chemicals. MSDSs give you detailed information about the chemical, possible health effects, and how to work with it safely.
- Train all employees about the chemicals they work with and how to use them safely.



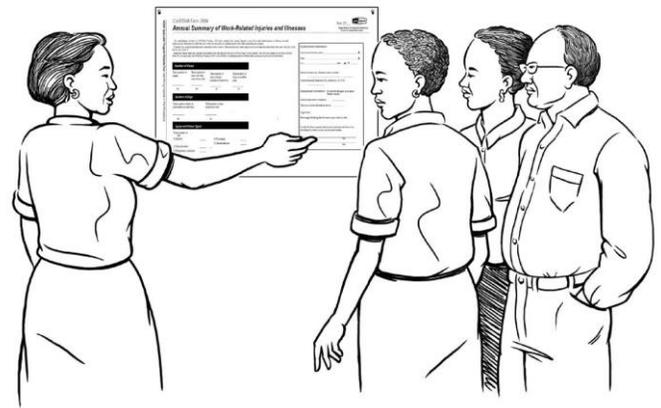
Do you want to know:

- How dangerous is this chemical?
- How can this product affect my health?
- What other chemicals are used in my workplace?

Recording and Reporting of Occupational Injuries and Illnesses Cal/OSHA Form 300

Every employer with ten or more employees must record most occupational injuries and illnesses on a state form called the Cal/OSHA Form 300. An employer must record any job injury that requires more than first aid treatment or that results in lost work time, restricted duties or transfer to another job, or where the worker loses consciousness. All work-related illnesses must be recorded.

An annual summary of the Form 300 must be posted in the workplace for three months, from February 1 to April 30 each year.



Do you want to know:

- What type of injuries have occurred in your workplace?
- How many workers were injured in the last year?

Workers have a right to get a copy of the Form 300 and the Annual Summary.

2. Right to protection from workplace hazards

Injury and Illness Prevention Program

(IIPP) standard requires every California employer to have an effective Injury and Illness Prevention Program (IIPP) to promote health and safety in the workplace. The IIPP must include the following information:

Name of the person responsible for the program.1.

A system for making sure workers comply with safety rules and procedures.2.

A system to communicate with workers on health and safety matters, which must include a 3. way for workers to report unsafe conditions without fear of reprisal.

A system to identify unsafe or unhealthful conditions. This must include regular inspections 4. of the worksite. Supervisors must be informed of any problems found.

A system to investigate any job-related injuries and illnesses that occur.5.

A system to correct hazards in a timely manner.6.

Training for workers about the specific hazards on their jobs before they start work and every 7. time a new hazard is introduced. Training must provided in a language and manner workers can understand.

A written document describing the IIPP. Workplaces with fewer than 10 employees are 8. exempt from some documentation requirements.

Do you want to:

Give suggestions for improving

• safety at your

workplace?

Receive training in the

language • you speak?

3. Right to Act to improve workplace safety

Right to Report a Problem to Cal/OSHA

You have a right to make a complaint to Cal/OSHA, the agency in charge of making sure that workplaces are safe for all workers. Cal/OSHA will investigate if you and other workers are in danger of work-related injury or death. They will not ask you about your immigration status.

You can contact Cal/OSHA directly, or a community organization can assist you. Community organizations include unions, worker centers, churches and other local groups. It is illegal for your employer to fire or punish you for reporting or making a complaint about unsafe working conditions.



Are you concerned about a hazard that has never been fixed, and wonder where you can go for help?

Cal/OSHA will respond more rapidly if you provide the following information:

The name of your employer or company¹. and the kind of work you are doing.

Where the job is located². – this is important so Cal/OSHA can find your worksite.

The problem – Give as many details as you can³. about the problem and how it affects you and other workers.

The number of workers⁴. at the site and what languages they speak.

The hours of work⁵. and how long the work will continue at that location (another day, week or month?)

Your name⁶. – Cal/OSHA will not tell your employer who called. You are not required to give your name if you do not want to.

How can you report a problem to Cal/OSHA?

Call, fax a complaint and/or go in person to your local Cal/OSHA office.

Find your local office:

Call 1-866-924-9757 (enter your zip code to find the closest office)•

Go to <http://www.dir.ca.gov/dosh/DistrictOffices.htm>•

Find a complaint form online:

English version: <http://www.dir.ca.gov/dosh/WebComplaintForm.pdf>•

Spanish version: <http://www.dir.ca.gov/dosh/CompFormSpaGeneral.pdf>•

Right to Act to improve workplace safety (continued)

What will Cal/OSHA do?

Cal/OSHA inspectors will come to a worksite if they believe the employer is violating worker health and safety standards or workers are in danger of injury or death.

They will ask the employer and workers questions to find out more about the hazards. You have a right to talk with the inspector in private. Get the inspector's phone number if you prefer to talk when you are not at work.

Tell the inspector about any problems and any changes that are needed to protect your health – • you are the expert about conditions at your job. If the inspector doesn't speak your language, he or she will request an interpretation service.

If it is determined that the employer has violated a safety standard, Cal/OSHA will give a • citation and fine to the employer. The employer must fix the problem by a specific date.

Right to Refuse Unsafe Work

If you are ever asked to do job tasks that you believe might lead to death or serious injury, you can and should refuse to do that work. Ideally, your workplace will have a safety system to make sure that workers are never called on to perform an unsafe act. If you do refuse to do a dangerous task, Cal/OSHA protects you against punishment but only if certain conditions are met:

Doing the work could expose you to a "real and apparent" hazard that could result in injury or • death.

You first ask the employer or supervisor to eliminate the hazard. •

There is not enough time to correct the problem through normal Cal/OSHA enforcement • procedures.

You inform the employer that you are willing to perform other work until the hazard is • eliminated.

If all these conditions are met and workers are punished for refusing to do work they believe is especially dangerous, you can file a complaint with the state Labor Commissioner.

Other rights

In addition to the health and safety rights already described, workers have the right to:

At least the California minimum wage, \$8 per hour. •

A half-hour unpaid meal period after no more than 5 hours of work, and a 10-minute paid rest • period after each 4 hours of work.

Work without racial or sexual harassment. •

Join or organize a union. •

In San Francisco, workers have the right to:

A minimum wage of \$9.92. •

Sick leave – Workers have a right to one hour of paid sick leave for every 30 hours worked, with • a cap or maximum of 72 hours. For small businesses with less than ten employees, the cap is 40 hours.

Health plan benefits, if you work for an employer with 20 or more employees. •

Conclusion to #2b: Your Rights to a Safe and Healthy Workplace (2 minutes)

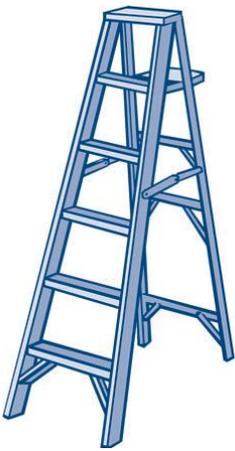
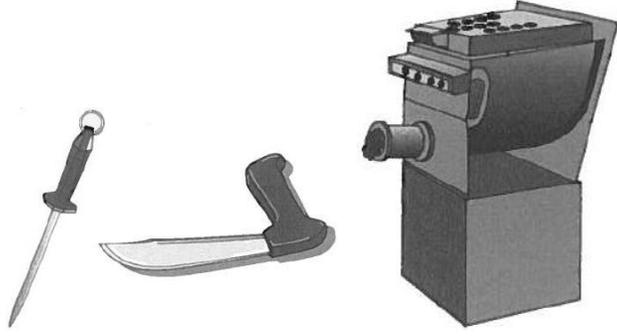
1. **ASK:** Any questions?
 - a. *If they ask a question and you don't know the answer, SAY:* That's a great question. Let me check on the answer and get back to you.
2. **SAY:** Cal/OSHA is responsible for enforcing these laws in all the workplaces in California.
3. **ASK:** How many workplaces do you think that there are in California?
 - a. *Let the trainee guess.*
 - b. **SAY:** There are 888,000 workplaces in California.
4. **ASK:** How many inspectors do you think that Cal/OSHA has to go to these workplaces and investigate reports of problems?
 - a. *Let the trainee guess.*
 - b. **SAY:** There are about 185 inspectors.
 - c. **ADD TO SPANISH-LANGUAGE TRAINING:** And not all of them speak Spanish.
5. **SAY:** So that means:
 - a. There are about 4,800 workplaces for every inspector.
 - b. If they went to one workplace every day – and never took breaks for weekends or holidays or vacations – it would take them over 13 years to inspect all the workplaces.
 - c. So Cal/OSHA has to prioritize where they send their inspectors.
6. **ASK:** How do you think that they prioritize?
 - a. **LISTEN** to their answer.
 - b. **SAY:** That's right – they send inspectors where huge numbers of workers are getting seriously sick or injured, or the sickness and injuries are the worst, like death or losing a limb.
7. **SAY:** So this means that in most cases, workers have to be the ones to enforce the law by standing up for safe and healthy workplaces.
 - a. Now we'll look at how to do that. The first step is identifying the hazards to your health and safety.

#3: Job Hazards for Grocery Workers (10 minutes)

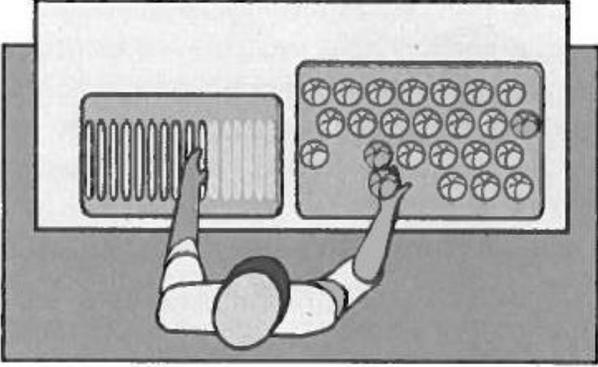
1. **SAY:** Most people would be surprised that grocery work is very dangerous.
 - a. **GIVE EXAMPLES** from the injuries that the trainee has suffered themselves or seen happen to co-workers.
 - b. Many grocery workers live for the rest of their lives with injuries that cause pain and stop them from doing basic daily activities or things they enjoy.
2. **SAY:** A hazard is something that can injure you or make you sick. Here is a list of the most common hazards in grocery work.
3. **REVIEW** the list and **CHECK OFF** the hazards that exist in the trainee's current workplace.

Safety Hazards

☑	HAZARD	TYPES OF INJURIES CAUSED
☐	 <p>1. Floors that are slippery or uneven <i>Can cause slips and falls or bumping into objects.</i></p>	
☐	 <p>2. Improper storage <i>Overcrowded shelves, heavy objects stored high up. Can cause objects to fall on workers or workers to injure themselves trying to access objects.</i></p>	<p>Bruises Cuts Injuries to your muscles, joints and bones Head injuries Death</p>
☐	 <p>3. Heavy objects</p>	

<input type="checkbox"/>	 <p>4. Heights</p>	<p>Bruises Cuts Injuries to your muscles, joints and bones Head injuries Death</p>
<input type="checkbox"/>	 <p>5. Unsafe machine and hand tools <i>Such as meat grinders, slicers, garbage disposals, knives, box cutters</i></p>	<p>Bruises Cuts Crushed bones Lost limbs</p>
<input type="checkbox"/>	 <p>6. Fire hazards or hot objects <i>Cooking equipment can cause fires. Exit paths that are blocked by merchandise or locked can prevent workers from escaping in the event of a fire.</i></p>	<p>Eye irritation or injury Burns Smoke inhalation Death</p>

Ergonomic Hazards

<input checked="" type="checkbox"/>	HAZARD	TYPES OF INJURIES CAUSED
<input type="checkbox"/>	 <p>7. Repetitive motion <i>Performing the same motion over and over again</i></p>	Body aches Bruises Irritated or broken skin Injuries to your muscles, joints and bones
<input type="checkbox"/>	 <p>8. Posture <i>Awkward posture, such as twisting, bending down, kneeling, or reaching. Staying in one position for too long, such as standing in one place</i></p>	

<input type="checkbox"/>	 <p>9. Force <i>Using physical effort in performing a task, like pushing shopping carts or lifting heavy boxes</i></p>	<p>Body aches Bruises Irritated or broken skin Injuries to your muscles, joints and bones</p>
<input type="checkbox"/>	<p>10. Direct Pressure <i>Contact of the body with a hard surface or edge, such as a tool or a counter</i></p>	
<input type="checkbox"/>	 <p>11. Extreme heat/cold and temperature changes. <i>Working in a freezer, in a hot kitchen, or outdoors in extreme weather. Moving between hot places and cold places frequently.</i></p>	<p>Body aches Accidents caused by numb fingers or shivering Heat exhaustion or heat stroke Frostbite Hypothermia</p>

Chemical Hazards

☑	HAZARD	TYPES OF INJURIES CAUSED
☐	 <p>12. Solvents/cleaners, floor waxes/stripping <i>With ingredients such as chlorine, ammonia, formaldehyde, benzene, lye, and alcohol</i></p>	<p>Rashes or burns Irritation or injury to eyes, nose, throat Damage to internal organs Brain damage Diseases caused by long-term exposure Death Can cause fires or explosions</p>

Other Health Hazards

☑	HAZARD	TYPES OF INJURIES CAUSED
☐	 <p data-bbox="293 888 846 926">13. Mental stress/harassment</p>	
☐	 <p data-bbox="293 1329 818 1367">14. Workload/pace of work</p>	<p data-bbox="1013 1094 1344 1335">High blood pressure Headaches Fatigue Heart disease Emotional disorders</p>
☐	 <p data-bbox="293 1661 883 1698">15. Shift work or rotating shifts</p>	

Conclusion to #3: Job Hazards for Grocery Workers (3 minutes)

1. **ASK:** Any questions?
 - a. *If they ask a question and you don't know the answer, SAY:* That's a great question. Let me check on the answer and get back to you.
2. **ASK:** If you had to pick one, which hazard do you think is the biggest concern?

a. *If the trainee is having a hard time, ASK:*

- i. Which hazard is the most likely to cause a serious injury, illness or death? "Serious" means something that would send someone to the hospital overnight or cause them to lose a limb or be permanently disfigured?
- OR
- ii. Which hazard significantly affects the most people? Something that is causing people to be sick or hurt enough that they need a doctor or miss work?

3. **LISTEN** to the trainee's biggest concern.
 - a. **CIRCLE** it on the Job Hazards handout.
 - b. **WRITE DOWN** the specifics, like where is it in the store? Who was injured? How? When?

4. *If the hazard has already caused a serious injury, illness or death, SAY:* That is something that you should report to Cal/OSHA. Let's call them right now.

- a. **WRITE DOWN** the information to give to Cal/OSHA, using the information in the Workers Rights handout.
- b. **CALL:** Cal/OSHA, using the instructions in the Workers Rights handout.

5. *If the trainee says that the biggest concern is workers who are untrained or don't pay attention, SAY:*

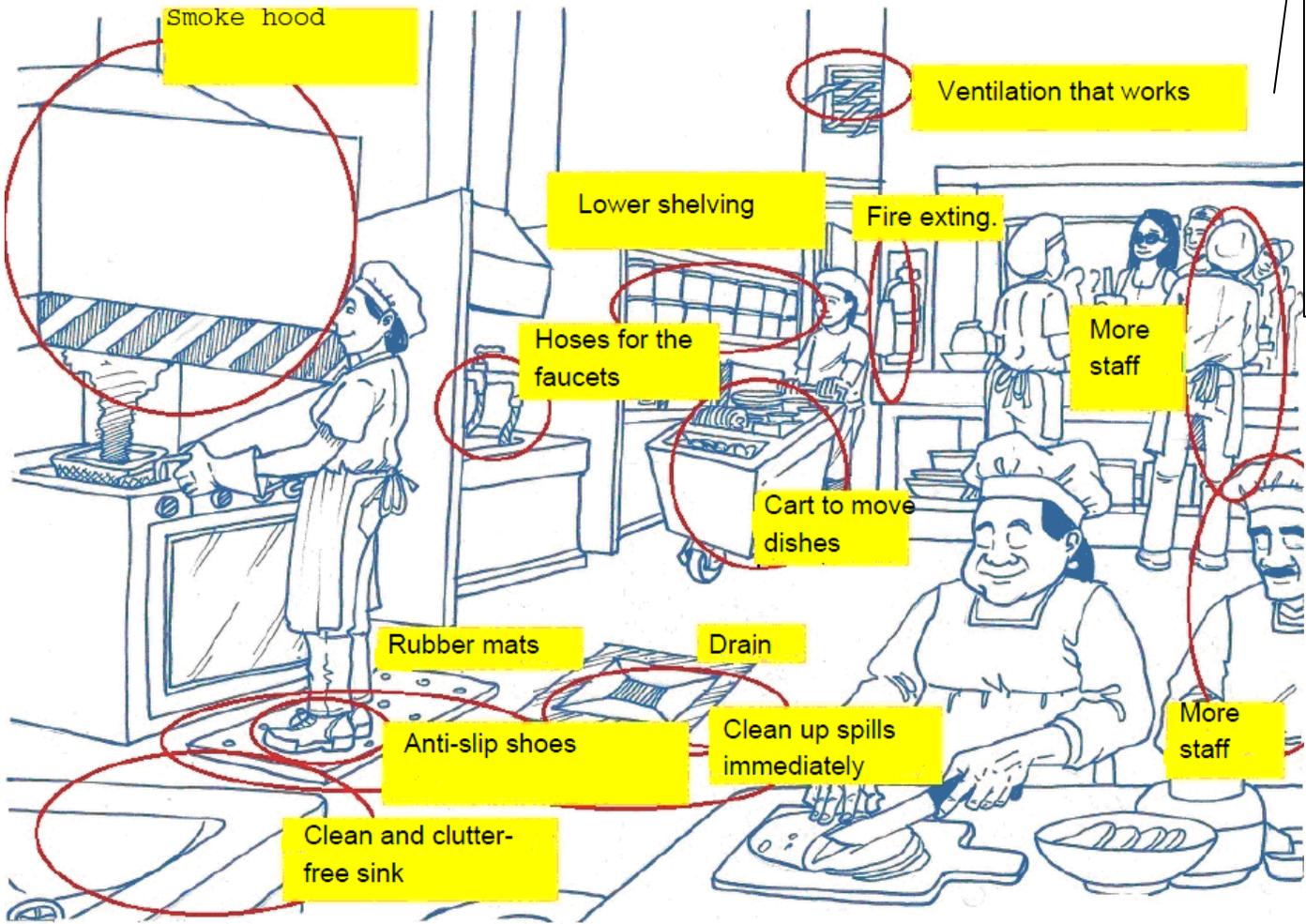
- a. That's a big concern.
- b. **ASK:** Where in the store is this causing the most problems?

- c. **ASK:** What kinds of injuries are happening because of this lack of training/attention?
- d. **LISTEN** to the answer and **FIND THE HAZARD** on the Job Hazards handout.
- e. **CIRCLE** it on the Job Hazards handout.
- f. **WRITE DOWN** the specifics, like where is it in the store? Who was injured? How? When?

#4a: Solutions for a Safer Workplace – introduction & safety solutions diagram (3 minutes)

1. **SAY:** There are many solutions to make workplaces safer and healthier.
2. **ASK:** Can you think of any safety solutions that are used in your store?
 - a. **LISTEN** to the trainee's response.
3. **SAY:** Some solutions work better than others. We are going to
 - a. Look at examples of solutions and
 - b. Brainstorm solutions for the hazard that is your biggest concern.
4. *Go to the handout, "Can you name the safety solutions that you see?"*

Can you name the safety solutions that you see?



1. SAY: This example of look.
 - a. A
 - b. L

#4b: Solutions for a Safer Workplace – bull’s eye handout (5 minutes)

1. **SAY:** The best way to PREVENT injuries is eliminating the hazard completing or keeping it away from the workers. That way, the workplace itself becomes safer! Examples from the deli diagram:
 - a. Hoses on the faucet mean less water splashes out. This is more effective than just telling workers to “Be careful!” It works even when workers are untrained, distracted, or in a hurry.
 - b. Carrying dishes in a cart instead of by hand means you can’t drop them. Again, this is more effective than just telling workers to “Be careful!” It works even when workers are untrained, distracted, or in a hurry.

2. **SAY:** Another way to REDUCE injuries is improving work procedures – the way that workers do their jobs.
 - a. This can include things like good training, taking turns doing tasks that are tiring, or using the correct body position to lift heavy objects.
 - b. In the deli diagram, cleaning up spills immediately is an example of improving work procedures.
 - c. The problem with this approach is that it doesn’t work when workers are untrained, distracted, or in a hurry.
 - d. Another problem is that sometimes the boss will pressure workers to work unsafely so they go faster.

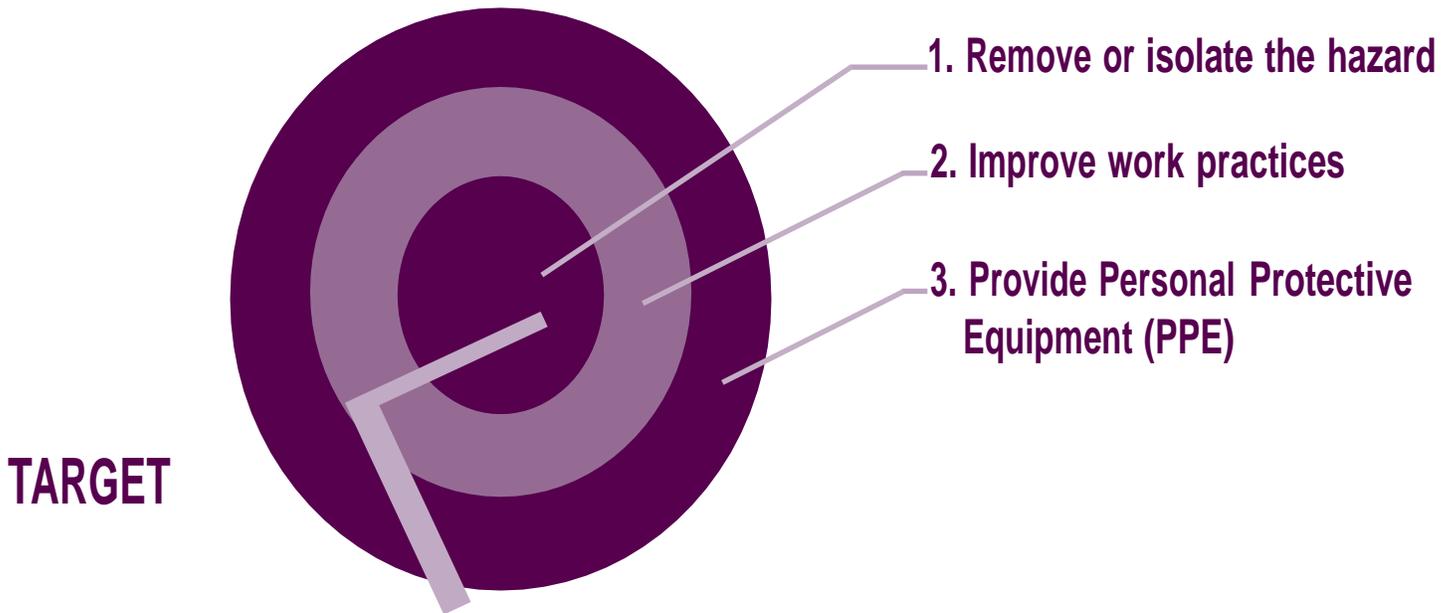
3. **SAY:** The last way to reduce injuries is called personal protective equipment – things that workers wear to protect themselves.
 - a. Examples: back belts, cutting gloves, or – in the deli diagram – anti-slip shoes.
 - b. Personal protective equipment can help, but there are many problems with it.
 - c. If workers are untrained, distracted, or in a hurry, they forget to wear it.
 - d. The boss might pressure you not to wear it.
 - e. Or, it might get old and broken down and the boss won’t replace it.
 - f. It can sometimes make one worker safer, but it never protects all workers like removing a hazard does.

4. **ASK:** Any questions?

How are hazards controlled?

Once workers have identified some hazards by using the checklist and/or the hazard map, it is necessary to come up with solutions or ways to control them.

The ways to control hazards are grouped into three categories according to their effectiveness, though they should be used together to provide the most effective protection for workers. The best way to prevent injuries is to **isolate or remove the hazard** altogether so it can't hurt anyone. A workplace change that accomplishes this has hit the bull's eye. Sometimes such changes are not possible and it is necessary to come up with other solutions to protect workers, such as **improving safety practices** (second ring), or providing **personal protective equipment** or clothing (outer ring).



H.E.A.L.

Health Education and Leadership Program

Please insert: Solutions Brainstorm Chart

WORKING PARTNERSHIPS USA

#4d: Examples of Controls for Safety Hazards (2 minutes)

1. **SAY:** As we discussed at the beginning, you don't need to memorize all this information and we are not going to read it all right now.
 - a. The most cutting-edge solutions for grocery store hazards are constantly changing.
 - b. These are just some examples of the best solutions available now.
2. **FIND:** The hazard that the trainee identified as their biggest concern and READ the example solution listed – JUST THE SOLUTIONS FOR THAT ONE HAZARD, NOT ALL OF THE SOLUTIONS IN THIS HANDOUT.
 - a. **ASK:** Do you think this solution might help your situation?
 - b. **SAY:** If not, that's OK. You came up with your own ideas. Grocery workers are usually the best at solving problems in grocery stores.
3. **SAY:** If you want more ideas of how to solve your hazard, you can call Cal/OSHA consulting. This is a branch of Cal/OSHA whose job it is NOT to take complaints, but to answer educational questions.
 - a. **READ:** The information on the last page of the handout about Cal/OSHA consulting.
 - b. **ASK:** Would you like to call Cal/OSHA consulting right now to ask about solutions for your hazard? I'm happy to help. It will mean that our training will take a little longer than we planned.

Examples of Controls for Safety Hazards***Safety Hazards***

<i>Controls for...</i>	<i>How Could This Work in My Store?</i>
<p>Slippery, uneven or cracked floors or pavement and clutter</p> <ul style="list-style-type: none"> • Identify and repair sources of leaks • Workers should be given time to wipe wet floors dry and to clear floors of cluttering obstacles. • USDA-approved non-slip flooring material should be used, especially in areas where hand knives and power tools are used. 	
<p>Improper storage</p> <ul style="list-style-type: none"> • Report improperly stacked pallets to the supplier to reduce future problems. 	
<p>Heavy objects</p> <ul style="list-style-type: none"> • Work with suppliers to get supplies packed in smaller quantities per box to reduce the weight that is handled by hand. 	
<p>Height</p> <ul style="list-style-type: none"> • If overhead storage is necessary, use it for light items that are not used often. • Use a step stool to reach items on high shelves. 	
<p>Unsafe machine and hand tools</p>	

<ul style="list-style-type: none">• Keep knives and safety cutters sharp and train workers in the best knife-sharpening methods.• Machine guards should be used to prevent any possible contact between moving parts of a machine and the workers.• Metal mesh gloves should be provided to all workers who use knives.	
<p style="text-align: center;">Electrical</p> <ul style="list-style-type: none">• Replace extension cords with permanent wiring or move equipment within reach of an electrical outlet box.• Periodically inspect all electrical wiring for breaks, fraying, or other defects and repair or replace compromised wiring.	
<p style="text-align: center;">Fire hazards or hot objects</p> <ul style="list-style-type: none">• Exit paths should be uncluttered and clearly marked.• Fire extinguishers and/or sprinklers should be installed and inspected at least once a year.	
<p style="text-align: center;">Robberies and assaults</p> <ul style="list-style-type: none">• Provide good lighting in the workplace, parking lots, and other areas where people go alone at night.	

Ergonomic Hazards

<i>Controls for...</i>	<i>How Could This Work in My Store?</i>
<p style="text-align: center;">Repetitive motion</p> <ul style="list-style-type: none"> • Use keyboards to enter the quantity of identical products rather than scanning each individual item. • Whenever possible, rotate tasks so that you are not doing the same strenuous task for a long time, like squatting or cake decorating. 	
<p style="text-align: center;">Posture</p> <ul style="list-style-type: none"> • Design work stations like checkstands or counters in the bakery and deli to be adjustable and keep work within the preferred work zone. • Use footrests and anti-fatigue mats in areas where workers stand for prolonged periods. Standing on anti-fatigue mats, as compared to bare floors, provides a noticeable improvement in comfort. • Arrange shelves so that heavy items and fast-moving items are stored within easy reach. This reduces the stress on the body caused by bending or reaching overhead. 	
<p style="text-align: center;"><i>Force</i></p> <ul style="list-style-type: none"> • Use carts or rolling stands to move heavy items when stocking or like bags of flour in the bakery. Keep wheels well-maintained. Use pallet jacks to move the heaviest items. 	
<p style="text-align: center;"><i>Direct Pressure</i></p>	

<ul style="list-style-type: none"> • Remove, round-off, or pad sharp or hard edges with which the cashier may come into contact. 	
<p style="text-align: center;"><i>Extreme heat/cold and temperature changes</i></p> <ul style="list-style-type: none"> • Workers who enter freezers or cold box storage rooms should be provided with insulated gloves, overalls, jackets, and head covering. Two or more layers of light clothing are often better than one layer of heavy clothing when trying to stay warm. • Freezers or cold box storage rooms should not lock from the outside and should have an emergency intercom inside in case the door becomes blocked. 	

Chemical Hazards

<i>Controls for...</i>	<i>How Could This Work in My Store?</i>
<p style="text-align: center;">Solvents/cleaners, floor waxes and stripping chemicals</p> <ul style="list-style-type: none"> • All chemicals should be labeled by the employer and workers should read the labels for safety information. • Workers must be provided with protective gloves and clothing when working around caustic substances. • In areas where chemicals are used, provide adequate ventilation and an eyewash station. First aid kits and showers should also be readily available in case of exposure. 	

- | | |
|---|--|
| <ul style="list-style-type: none"> • Ask the employer to use a less toxic product. | |
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Other Health Hazards

<i>Controls for...</i>	<i>How Could This Work in My Store?</i>
<p>Noise</p> <ul style="list-style-type: none"> • Noise should be controlled at the source. • All employees working in high-noise areas should be trained in protecting their hearing and provided with a variety of quality hearing protectors to be worn while working in high-noise areas. 	

If you need more ideas for solutions to hazards in your workplace, call Cal/OSHA consulting at 1-800-963-9424.

Leave a message like this:

“Hi, my name is _____. I work in a grocery store. I am concerned about a hazard in my store. (*BRIEFLY describe the hazard.*) I’d like to try to control this hazard but I don’t know what the best method is. Can you please call me back with advice? My phone number is _____. Thank you.”

H.E.A.L.

Health Education and Leadership Program

Please insert: Finding Your Allies

WORKING PARTNERSHIPS USA

#6: Closing and Evaluation (5 minutes)

1. **SAY:** Thank you very much for taking time today to learn how to make your workplace safer and healthier.
 - a. Not very many people care enough to get educated.
 - b. You showed leadership just by caring, and now you have some new knowledge, too.
2. **SAY:** Today, we discussed
 - a. What laws protect your health and safety at work
 - b. How well your employer is following the law – they got a score of ____ (*look back at the assessment, Is Your Employer Following the Law?*)
 - c. What your job hazards are. The one that concerned you the most was _____.
 - d. We came up with some solutions for that hazard and you can call Cal/OSHA consulting if you want to learn more.
 - e. We identified some allies who can help you fight for a safer and healthier workplace.
3. **SAY:** You have many assets to help you win this fight:
 - a. You have ideas for solutions
 - b. You have coworkers allies
 - c. You know the law, and the law is on your side
4. **ASK:** [evaluation questions and post-test questions]
5. **SAY:** In the next few months, we'll offer a group workshop about smart strategies to get the boss to make the workplace safer. Can we count on you to be there?
 - a. **LISTEN** to their answer and write it on their Worker Trainee Profile.
6. **SAY:** Thank you again!