



ams

Student Society
of UBC Vancouver

HEALTH AND SAFETY EMPLOYEE TRAINING MANUAL

For: Bernoulli's Bagels-Food and Beverage Department

Effective date: August 25th, 2008

Compiled by AMS Security August 2007

Table of Contents

Worker Orientation	1
Rights and Responsibilities	2
Personal Protective Equipment	3
Unsafe Working Conditions	4
Health and Safety Rules	5
Working in Isolation	6
Hazardous Activities	7
Activity Hazard Assessment Form	8
Violence in the Workplace	9
First Aid	10
Emergency Procedures - Fire	11
Emergency Procedures - Earthquake	12
Workplace Hazardous Materials Information System	13
AMS Health and Safety Committee	14
Employee Response Form	15
New Worker/Young Worker Orientation Checklist	16
WHMIS Quiz	18

WORKER ORIENTATION

Your worksite is defined as:

Bernoulli's Bagels and is located on the Main Concourse of the Student Union Building

Your Outlet Manager:

<u>Cathy Dryden</u> <i>Name</i>	<u>Manager</u> <i>Title</i>	<u>(604)822-8806</u> <i>Phone #</i>	<u></u> <i>Alternate Phone # (if applicable)</i>
<u>Bernoulli's Bagels-Room120A</u> <i>Office or worksite location</i>		<u></u> <i>email address (if applicable)</i>	

Your Department Manager:

<u>Nancy Toogood</u> <i>Name</i>	<u>AMS Food and Beverage Manager</u> <i>Title</i>	<u>(604)-822-3965</u> <i>Phone #</i>	<u>(778)881-3605</u> <i>Alternate Phone # (if applicable)</i>
<u>Room 238D</u> <i>Office or worksite location</i>		<u>foodbevmgr@ams.ubc.ca</u> <i>email address (if applicable)</i>	

Other Important Contacts:

<u>Bill Anderson</u> <i>Name</i>	<u>Assistant Food and Beverage Manager</u> <i>Title</i>	<u>(604)-827-3564</u> <i>Phone #</i>	<u></u> <i>Alternate Phone # (if applicable)</i>
<u>Room 218</u> <i>Office or worksite location</i>		<u>asstfb2@ams.ubc.ca</u> <i>email address (if applicable)</i>	

<u>Tom Coleman</u> <i>Name</i>	<u>Assistant Food and Beverage Manager</u> <i>Title</i>	<u>(604)822-5453</u> <i>Phone #</i>	<u></u> <i>Alternate Phone # (if applicable)</i>
<u>Room 230G</u> <i>Office or worksite location</i>		<u>asstfb@ams.ubc.ca</u> <i>email address (if applicable)</i>	

RIGHTS AND RESPONSIBILITIES

As per WCACT 115, 116, 117.

Of the employer:

- < Ensure the health and safety of all workers at the worksite.
- < Remedy any unsafe situations that are hazardous to workers safety.
- < Provide and maintain in good working order any protective equipment, devices, or clothing required by regulation.
- < Comply with the WCACT and Occupational Health and Safety Regulations, and ensure that all employees also comply.
- < Ensure that all employees are made aware of any safety issues.
- < Ensure that employees are aware of their rights and duties under the acts.

Of Supervisors:

- < Ensure the health and safety of all workers under direct supervision.
- < Have knowledge of and comply with the act and regulations.
- < Ensure that all workers are aware of the potential hazards of the work being performed.

Of Workers:

- < Ensure that you are working in a safe manner (you are responsible for your own safety and the safety of those around you).
- < Follow all safety rules.
- < Use or wear you personal protective equipment as required.
- < DO NOT engage in HORSEPLAY that may injure yourself or others.
- < Not be impaired by drugs or alcohol while at work.

You must report to your supervisor:

- < Any breach of these rules.
- < Any missing or damaged personal protective equipment (Before it should be used).
- < Any unsafe work conditions, including broken down or damaged tools, appliances, or equipment.

A copy of Worksafe BC's Occupational Health and Safety Regulation is available in your outlet.

A copy of this health and safety manual is located in your outlet.

PERSONAL PROTECTIVE EQUIPMENT

OH&S Regulation

Responsibility to provide:

You are required to provide you own clothing, including clothing needed for protection from the elements. If required, you are to provide your own safety footwear, general duty gloves and any safety headgear unless otherwise advised.

Your employer is responsible for providing any and all other safety gear required, at not cost to you. In the event that the equipment causes an adverse or allergic reaction, the worker must report this to their supervisor immediately, and an appropriate replacement or safety measure must be implemented.

Selection, use and maintenance:

Any Personal Protective Equipment must be selected and used as detailed in recognized standards. It must provide effective protection, and not impede other Personal Protective Equipment or create a hazard to you. All safety gear must be maintained in good working order and in a sanitary condition.

In the event that Personal Protective Equipment creates a hazard that is equal to or greater than the hazard that pre existed, either alternative protective equipment or other appropriate measures must be used.

All workers must be instructed in the proper use, limitations and the assigned duties that require the use of any Personal Protective Equipment.

Responsibilities:

The supervisor is responsible to ensure that any required Personal Protective Equipment is available to workers, properly used and properly cleaned, inspected, maintained and stored.

The worker is required to use any Personal Protective Equipment when required and in accordance with training and instruction. You must inspect the equipment before you use it. Any safety equipment that is meant for a specific task is not to be used for other tasks if it provides a hazard. Any equipment deficiency or malfunction must be reported to your supervisor immediately. If you have been assigned to care for any safety equipment, you must clean, maintain, and store that equipment according to your training and instruction.

Personal Clothing:

Your clothing must not provide you with any unnecessary or avoidable hazard. If you are working around moving machines or electrically energized equipment must wear clothes that are not too loose. Jewelry that poses a risk must not be worn, except for medical alert bracelets with transparent bands to hold any excess rungs tightly to the skin.

Any head or facial hair must be worn in a manner that it can not be caught in machines.

UNSAFE WORKING CONDITIONS
OH&S Regulations, section 3 (.10, .12, .13)/ WCACT

Reporting conditions:

In the event you notice what appears to be an unsafe or potentially harmful condition you are required by regulation to report the condition to your supervisor as soon as possible. Under the same regulation your supervisor is required to immediately investigate the claim and institute immediate corrective action.

Refusal to perform unsafe work:

Under this act you are not required to work where you feel you are not safe.

If you face unsafe work conditions, or if you are required to use some unsafe equipment to carry out your work, you may refuse to work provided that you advise your supervisor immediately.

Upon being advised of the unsafe conditions your supervisor must immediately investigate the claim and either correct the problem, or deem the condition safe.

If the assigned work has been deemed safe, and you are still not satisfied that is, you must notify your supervisor that you are still refusing the work due to safety concerns.

Upon the work being refused for a second time the supervisor must perform an investigation of the condition. The presence of a member of the Health and Safety committee is required during this investigation.

If the work is deemed safe by the secondary investigation and you still feel that it is not safe to carry out the work, both you and your supervisor must immediately advise a Worksafe BC Officer, who will investigate the matter without delay and will issue whatever orders he deems necessary.

A supervisor may not request that another worker complete work that has been deemed unsafe by an employee unless that worker has been advised that the activity has been deemed unsafe, the reasons why and that it is still not deemed to be safe.

You may be re-assigned to complete a temporary work assignment at no loss of pay until this is resolved; this is not considered disciplinary action.

No discriminatory action:

You may not suffer disciplinary or discriminatory action because you refused to complete unsafe work.

HEALTH AND SAFETY RULES

WCACT

Impairment:

Physical or mental impairment:

You are required to report to your supervisor or manager if you are suffering a physical or mental impairment that may affect the safety of your work. You must not work if you know that said impairment may put yourself or others at risk.

Supervisors must not assign work to employees where reported or observed impairment may cause undue risk of injury to you or others.

Impairment by drugs, alcohol, or other substances:

You may not enter or remain at work while you are being affected by drugs, alcohol, or other substances.

Supervisors must not allow an employee to enter or remain at work when they are affected by drugs, alcohol, or other substances.

No person is allowed to remain at the workplace if their behavior is affected by drugs, alcohol, or other substances as it causes undue risk to workers.

Please note:

You should take into consideration the effects of prescription and non-prescription drugs, and fatigue as potential sources of impairment. There is not need to disclose the potential of impairment from any source, however this should be reported for effective management of observed or reported impairment.

Workplace conduct:

No worker may engage in any improper activity or behavior that might create a hazard to them or another person. Improper activities or behaviors must be reported as unsafe work conditions.

An improper activity or behavior includes:

- < The attempted or actual exercise by a worker towards another worker of any physical force.
- < Threatening statement or behavior that may make someone else believe that they are at risk of physical injury
- < Horseplay
- < Practical jokes
- < Unnecessary running or jumping
- < Any action similar to the above

WORKING IN ISOLATION

OH&S Regulations

In the event that you are working alone, or in an isolated area, you must attend the security office located on the main concourse of the SUB, room # 100 Q, and check in prior to commencing work. Security must be advised of your name, the time you arrive for isolated work, the room number, your cell phone number (If applicable) and the phone number of the area you are to be working in (If applicable).

If your work is routine in nature, and does not present any untoward hazard to yourself, you must check in with AMS Security every 2 hours and advise them that you are safe.

If the work being performed provides a higher than average hazard to your safety, you will be required to check in more frequently, every hour to every 30 minutes depending on the type of work you will be completing.

Check ins are to be completed by phone, the worker calling AMS Security at 604-82(2-3935), or 778-322-6530. In the event that a phone is not available the worker will be required to attend the Security Office in person to check in.

In the event that you miss a check in call by more than 15 minutes, a member of the AMS Security team will attempt to contact you via phone. Failing phone contact will require that a member of the security team be dispatched to the location that you have reported that you will be working, in an attempt to locate you.

You are required to attend the security office at the end of the isolated work time to report that your work has been completed. No further calls are required after this time.

Any worker who may be required to work alone or in isolation for any outlet or department is required to follow this procedure.

ACTIVITY HAZARD ASSESSMENT FORM

Activity Type: _____

Due to this activity an injury: Has occurred Has Not occurred (Circle or bold one)

Time Loss Injuries? Yes No

What kind of injuries/hazards are associated with this activity?

Can injury from this hazard be minimized using Personal Protective Equipment?

Yes No

If yes, what kind of PPE is to be used? If no, why can the risk of injury not be minimized using PPE?

PPE provided? Yes No PPE is stored:

Other prevention techniques:

VIOLENCE IN THE WORKPLACE

The definition of violence in the workplace is:

The attempted or actual exercise by a person, other than a worker, of any physical force so as to cause injury to a worker, and includes any threatening statement or behavior which gives a worker reasonable cause to believe that he or she is at risk of injury. All workplaces have the potential for workplace violence.

The following is a list of the potential risks involving violence for your outlet.

Type of Violence	Has Occurred	May Occur	PPE to be used	Other Measures

In the event that a worker is exposed to violence in the workplace you must advise AMS Security immediately at **778-322-6530**, Or attend the AMS Security office in the SUB, **Main level, room # 100 Q**, across from the Gallery Lounge. If there is no response at this number, or if you are unable to summon AMS Security, contact UBC Campus Patrol (Security) at 604-822-3935, and UBC RCMP at **911**.

Any reporting of violence in the workplace is to be reported to AMS Security, and an investigation into the matter will be conducted by the AMS Security Manager immediately. This reporting and investigation is carried out in addition to any report or investigation conducted by the UBC RCMP or UBC Campus Patrol (Security).

All workers that may be exposed to violence in the workplace must be advised of the risk of violence. All workers must be advised of the history of violence in the workplace that has occurred in relation to the outlet they are working at, and the history of any violent offenders or habitual offenders.

All workers must be advised on prevention techniques in place in their outlet as to violence in the workplace.

Violence Risk Assessment.

- Previous experience in place – and in similar places
- Location and circumstances in which violence may take place

FIRST AID

The First Aid room is located in the Basement of the SUB, Room # 42K.

AMS Security provides a first aid team. All first aid team members have received a Worksafe BC Occupational First Aid Level 2 certificate, and undergo ongoing training in first aid procedures. Certification for first aid requires an approved course to be completed bi-yearly. The first aid team is lead by the Security Manager, who is also a certified First Aid Attendant.

In the event you require first aid there are several way to obtain assistance:

- < Contact the security cell phone at **778-322-6530**
- < Contact the security office at 604-82(2-3539)
- < Request assistance from any member of the security team.

In the case of any injury you are required to advise you supervisor, the duty first aid attendant, or your outlet manager as soon as possible. Failure to report an injury may bar you from receiving compensation for you injury should you miss work.

AMS Security maintains the building's first aid room, oxygen therapy equipment, and two first aid kits.

Any supervisor that is notified of an injury to a work must report the fact to a first aid attendant as soon as possible after being informed so that the proper paperwork can be filed with the appropriate agencies. The first aid attendant must also be advised immediately in the case of the death of any employee while at work.

During a first aid incident:

The First Aid Attendant is in charge of the incident, and is responsible for the patient. Any rulings of the attendant are to be enforced, and no supervisor or manager may overrule the attendant. All staff members, supervisors, and department managers must follow all direction of the first aid attendant with respect to patient care.

EMERGENCY PROCEDURES

Fire/Fire Alarm: If you discover a fire or explosion in the building:

1. .Immediately **Sound the Fire Alarm**. Fire alarm pull stations are located near all building exits.
2. Proceed to, or send someone to the north side of the tree bosque, on the west side of the building. Meet with one of the Deputy Emergency Directors. Advise them of the situation as you know it.

Note: The person in charge will be responsible for passing information on to fire department personnel, it is difficult to deal with the situation, and it causes more confusion if there are multiple people attempting to speak with fire department personnel.

3. Attempt to control the fire only it is **SAFE** to do so, if you are **TRAINED**, and you are **NOT ALONE**.
4. If you can not control the fire, try to **isolate it** by closing doors. Do not lock doors.
5. **Leave by the nearest safe exit.**
6. **Do not use the elevator.**
7. **Walk, do not run.** Shut doors behind you. Upon leaving the building, move well away from it immediately. Go to the **designated meeting area**. Your designated meeting area is located:

-
8. **Do not re-enter the building** until the fire department and the emergency director have given permission to do so.

If you hear the fire alarm, follow steps 5-8 above. Please ensure that any equipment you are working with is shut down prior to leaving the area, if it is safe to do so.

EMERGENCY PROCEDURES

Earthquake:

During an earthquake:

- < Remain calm and reassure others.
- < Stay where you are, do not go outside.
- < **Drop, cover, and hold.** Take cover, and protect your head, face, and torso.
- < Move away from windows and large objects that may fall.

After the shaking stops:

- < Count out loud to 60 to allow debris to finish falling.
- < Assess your immediately surroundings for dangers. Evacuate **ONLY** if necessary.
- < Check for injuries. Administer first aid to the most seriously injured.
- < **NEVER TOUCH DOWNED POWER LINES.**
- < **ONLY SHUT OFF GAS IF YOU SMELL IT OR SUSPECT A LEAK.**
- < Send a runner to the nearest outlet to share information.
- < Be alert for fire hazards. Put out small fires, if it is safe to do so.
- < Do not light a match or turn on a light switch. Use Cyalume glow-sticks if available.
- < Clean up any debris or hazardous materials if it is safe to do so.
- < Wear sturdy shoes and protective gloves if there is debris.
- < Put all telephone receivers back on hooks.
- < Do not use the telephone unless absolutely necessary.
- < Turn on a battery operated radio for emergency bulletins.

Assist others:

- < Ensure all workers in your area are accounted for. Take a headcount.
- < Initiate rescue efforts if necessary for trapped persons. Do **NOT ENTER** severely damaged areas, if it is not safe, leave the rescue to professionals.
- < Move injured people only if they are in danger, and remove them to the nearest safe area.
- < Set up emergency care. Calm people
- < Ensure that people take routing medication as needed. *In an emergency it's easy to forget.*
- < Check water supplies. Draw a moderate amount of cold water and store in emergency containers.
- < Gather emergency supplies and tools.
- < Do not flush toilets until advised that it is safe to do so.

Stay Safe:

- < Stay out of danger areas. Your safety and life come first.
- < Respond to instructions of emergency personnel.
- < **Be prepared for additional earthquake aftershocks.**
- < Open doors carefully.

Communicate:

- < Notify your out-of-town contact that you are OK.
- < Work together in teams to carry out emergency response efforts.

AMS HEALTH AND SAFETY COMMITTEE

"Safety Before Profit"

The Alma Mater Society of UBC maintains a Joint Health and Safety Committee as required under the Occupational Health and Safety Regulations.

Committee Members:

Committee	Name	Job title	Phone	Email	Room #
Co-Chairperson	Jane Barry	Facilities Development Manager	604-82(2-6530)	facman@ams.ubc.ca	230 H
Co-Chairperson	Jane Kim	Conference co-ordinator	604-82(2-3465)	Conco2@ams.ubc.ca	230 E
Secretary	Sheldon Goldfarb	Researcher - Archivist	604-82(2-9360)	archives@ams.ubc.ca	238 E
Member	Gary Muir	Booking Technician	604-484-9564	Bldgtech@ams.ubc.ca	42 G
Member	Sindy Sohi	Plant Ops Proctor	604-82(2-2084)	Proctor@ams.ubc.ca	100 C
Member	Daniel Labonte	Beverage Manager	604-82(2-6511)	pitpub@ams.ubc.ca	218
Member	Michael Kingsmill	AMS Designer	604-82(2-5000)	Design@ams.ubc.ca	230 F
First aid Rep.	Jason Morlin	Security Manager	604-82(2-3935)	Security1@ams.ubc.ca	100 Q

Please feel free to contact any member of the committee with your health and safety concerns.

This committee meets once a month. The committee does complete a full inspection of all areas of the building, including club offices, outlets, bookable rooms and all other areas on a monthly basis. Any safety concerns about a room should be emailed to a member so it can be investigated in a timely manner.

Signed this _____ day of _____, 200____, By _____
day month Signature

NEW WORKER/YOUNG WORKER ORIENTATION CHECKLIST

The following checklist provides general guidance for employers on the new worker/young worker orientation topics required by OH&S Regulation 3.23(2).

NOTE: Each workplace is unique and this checklist does not cover all your workplace specific situations such as hazards and safety rules.

Consult the OH&S Regulations for specific requirements in your workplace to ensure compliance.

Topic	Yes	OHSR#	Notes
Supervisor - name - contact information		3.23(2)(a)	
Rights and Responsibilities explained - Employers (s 115 of WC Act) - Workers (s 116 of WC Act) Supervisors (s 117 of WC Act) Reporting of unsafe conditions explained		3.23(2)(b)	
Workplace Health and Safety Rules - general health and safety rules		3.23(2)(c)	
Hazards - that worker may be exposed to explained		3.23(2)(d)	
Working alone or in isolation - procedures and check in system required by (4.12)		3.23(2)(e)	
Violence in the workplace - Definition (4.27) - Instruction of policies and procedures (4.30) - Advice to consult physician (4.31)		3.23(2)(f)	
Personal Protective Equipment - responsibility to provide (8.21) - Selection, use and maintenance (8.3) - instruction to worker (8.7) - supervisor responsibilities (8.8) - worker responsibilities (8.8) - personal clothing (8.10)		3.23(2)(g)	

<p>First Aid - location of first aid facilities - identify first aid attendant(s) - how to summon first aid - reporting requirements (s.53/54 of WC Act) - company procedures</p>		3.23(2)(h)	
<p>Emergency Procedures - types of emergencies - emergency procedures (4.14) - drills (4.14)</p>		3.23(2)(i)	
<p>Instruction and demonstration - worker's task or work process</p>		3.23(2)(j)	
<p>Employer Health and Safety Program Required program elements - policy statement [3.3(a)] - inspections [3.3(b)] - written instructions [3.3(c)] - management meetings [3.3(d)] - incident/accident investigations [3.3(e)] - record and statistics [3.3(f)] - instruction and supervision [3.3(g)]</p>		3.23(2)(k)	
<p>WHMIS - worker education (5.6) - worker training (5.7)</p>		3.23(2)(l)	
<p>Joint Committee - contact information for the OHS Committee or worker representative</p>		3.23(2)(m)	

Notes:

- Additional orientation and training may be required. See (3.24)
- An employer must keep records of all orientation and training provided under sections 3.23 and 3.24. (3.25)

WHMIS QUIZ

Name: _____

Date: _____

1. What does WHMIS stand for?

2. What are the three key elements of WHMIS?

3. What is a Material Safety Data Sheet?

4. Where are the Material Safety Data Sheets for your department kept?

Manual Lifting

1. To prepare for manual lifting:

- Keep feet shoulder length apart with one foot along the side and one foot behind the object you are lifting
- Keep your back straight, nearly vertical
- Keep your knees and hips bent
- Use your palm to grip the object
- Tuck your elbows in and hold the load close to your body

2. When performing the lift:

- Keep your chin tucked in
- Keep your body weight centered over your feet, and the load weight centered as close to your body as possible
- Avoid twisting
- Lift, bringing your back leg forward to provide a smooth transition from lifting to carrying
- Do not lift loads above chest height

3. With a good hand hold, a one-handed carry is effective for compact objects. More weight can be carried with both hands if the arms are in front of the body

4. Wear gloves if there is a risk of injury to the hands

5. Use a mechanical lift whenever practical

6. Report any concerns with manual lifting to your supervisor

7. Report any accidents or injuries to your supervisor

Some tips to prevent injury

Never store objects above your head, objects should be at chest height or lower to prevent objects from falling on your head.

Never attempt to lift an object that is too heavy for you to carry. Ask a fellow employee to help you when necessary, many hands make light work.

Regardless of the weight of the object always bend your knees and hips while lifting. Never bend over a load to lift it, the potential for injury increases if you do.

When moving kegs that are stacked upon each other employ the use of the drop pads provided to prevent foot injuries and back strains. Position the drop pad next to stack of kegs you wish to move and with both hands on the keg handles and your feet away from the drop pad lift the keg so that it can land on the cushioning of the drop pad.

Floors and Steps- preventing slips, falls and other related injuries

Slips and falls can occur from:

- Slippery and cluttered floors and stairs
- Loose and bumpy carpets and floor mats
- Defective ladders and footstools
- Poor visibility

Keeping a clean and unobstructed workspace is paramount to prevent slips and falls in the workplace.

- Keep floors and stairs clean, dry and non-slippery.
- Keep floors and stairs free of debris and obstruction.
- Use proper warning signs for wet and slippery floors or other perceived hazards.
- Promptly clean up any spills or fluids on the flooring to prevent slipping and falling. Notify your co-workers of the spill so that they do not slip while you are in the process of cleaning it up.
- Make sure that floors are free of trips hazards such as broken or uneven flooring. If you notice any flooring that is need of maintenance, inform your supervisor so that it can repaired.
- Walk, **do not run**.
- Wear proper footwear with adequate treads to grip the floor. Old and balding grips will lead to slipping and the potential to fall on greasy or wet floors.
- Do not leave carts, boxes, trash cans, or other objects on the floors or in aisles.
- Ensure that you can see where you are walking when carrying large loads. Never carry a load in front of your line of sight.
- If possible, immediately remove or clean up any tripping or slipping hazard you notice. If it's not possible to take care of the hazard yourself, report it immediately to your supervisor.

In the Event of Injury due to a Fall

1. Assess the nature of the injury. If the fall has resulted in an injury to the head or neck do not move the injured person. Doing so may result in further injury and should be avoided where possible. If the injury has resulted in a strained or sprained muscle or joint apply ice and elevate the affected area above the heart to minimize swelling and reduce pain.
2. **Contact the on-duty AMS First Aid Attendant.** Call **778-322-6530**, state your location, nature of the accident and the state that the victim is in. Each accident must be logged and submitted to the Health and Safety Committee for review. The Occupational First Aid attendant will be able to further assess the nature and extent of the injury and be able to make the judgment call on whether further First Aid treatment and, ultimately, if an Emergency hospital visit is required.

Proper Footwear in the Workplace

Wearing the right type of footwear for the job at hand is important in preventing a wide range of injuries.

- Wear footwear that is closed at the toe without a pattern of holes. I.e. no Crocs or sandals
- Wear shoes that protect against spilled liquids, including hot ones.
- Wear shoes with good grips. Shoes with a well defined tread pattern are best as more edges will provide better grip.
- Don't wear shoes that are old or that have worn out soles. The balder the tread on the shoe, the more likely you are to slip on a wet or greasy surface. Having a pair of shoes designated for work will help in preserving their longevity. Leave a pair as work shoes in your place of business and change into them when you start your shift.
- Do not wear shoes that have a raised heel.

- Steel toed footwear should be worn in situations where heavy lifting and carrying is required.
- Wear shoes that fit well and have adequate cushioning for work situations that require you to be on your feet for extended periods of time.

Proper Clothing in the Workplace

Wearing suitable clothing for the job at hand is important in preventing a wide range of injuries. Each outlet will have specific “dress codes” as to what is appropriate clothing to be wearing at work.

- Do not wear baggy, long sleeved shirts. The potential for the sleeves to get caught in moving parts, fall into hot fluids or get caught on edges as you move about is always present.
- Do not wear baggy pants. The potential for these pants to get caught in moving parts, fall into hot fluids or get caught on edges as you move about is always present. As an addition jogging pants or track pants at work simply do not look good.
- Certain fabrics are more likely to melt or burn than others. Avoid clothing made of nylon, polyester, acetate, or acrylic fibres. These fabrics are moderately flammable and will melt while burning and cause deep and extensive burns to the skin. Workers should avoid laminated fabric containing polyurethane sponge, as this ignites and burns quickly. Many synthetic materials do not char or ash when they reach ignition temperatures. Rather, they melt and form a hot, tacky residue which sticks to the skin and burns the flesh.
- Wear the apron provided to you. An apron provides an extra layer of protection between your body and any substance that could potentially cut or burn you. It also has the added bonus of keeping your pants or shorts clean while at work.

The Safe Use of Knives

One of the most commonly reported injuries for AMS food outlets is cuts to fingers and hands while handling knives. Care must be given when using any utensil that has the potential to cut or pierce your skin. The following section will outline some of the points that you need to know so that you can safely use cutting utensils in your workplace.

- Use the right knife for the job. Identify the task at hand choose the most suitable knife. It makes no sense to use a Chef’s knife to peel a potato, or a paring knife to chop carrots. If you do not know what knife is best suited for the task at hand, ask your supervisor.
- Always use a proper cutting board while cutting or chopping.
- Ensure that the blade of the knife is sharp. Dull blades often slip while cutting, increasing the chance for injury. If you feel that a blade is not sufficiently sharp for the job at hand, put the knife aside and inform your supervisor so that it can be sharpened.
- Only transport one knife at a time. The blade tip should be pointed down and placed at your side. **Never** walk with a blade in the air and always inform your coworkers that you are “coming through with a knife”. If your coworkers know that you are walking with a knife they will be more aware of the risk at hand.
- Store knives in plain view and in a designated area. This will prevent a knife from being accidentally covered by clutter, leaving the potential for someone to reach for an object and cut themselves on the hidden knife.

- When a knife is not in use place them away from edges at the back of the counter with the knife blade facing away from you and your coworkers.
- When cutting:
 1. Use your dominant hand to give you maximum control over the blade.
 2. Cut away from your body to limit the chance of cutting yourself.
 3. Curl your fingers inward when cutting, trimming or de-boning.
 4. Focus on the task at hand; do not let yourself be distracted as distractions lead to injury.
- **Never** leave a knife in dishwater. A coworker could reach into the sink without knowing of the danger and cut himself/herself. As soon as you put the knife in dishwater it needs to be immediately cleaned and removed to prevent this type of injury from occurring.
- Always use a knife as it was intended to be used. A knife is **NOT** a can opener or a screwdriver.
- Do not try to catch a falling knife. Doing so can result in grievous injury, let the knife fall and then pick it up and clean it before use.
- Do not carry a knife in your pocket.
- Do not carry other objects while transporting a knife.
- Do not engage in horseplay when a knife is in your hand. In fact, never engage in horseplay in the workplace.
- Remember a knife is not a toy. It is a tool to be used correctly and as it was intended to be used. **Never** engage in any activity that could result in you getting injured due to improper use of the utensil. Do not play with knives. Performing knife tricks or by stabbing the tip into cutting boards or other surfaces will result in a reprimand and possible dismissal if the actions are deemed worthy.

Preventing Cuts from Other Sharp Objects

- Throw away chipped or broken glassware or dishware. Broken glass and dishware should always be placed in the appropriate broken glass container, check with your supervisor if you do not know where this is. **Never** place broken glass or dishware directly into the garbage. Broken glasses and dishware should be placed in a sealed plastic container such as a sour cream pail before being put in the garbage. Failure to do so could result in cuts to the lower legs should the broken shards pierce the garbage bag when changing the garbage.
- Report any jagged or defective corners or edges to your supervisor so that the damage can be fixed to prevent cuts from walking in to sharp edges.

The Safe Use of Meat and Vegetable Slicers

The meat slicer is a valuable tool in a restaurant as it allows you to cut large amounts of meat and produce quickly and efficiently while providing a consistent cut of whatever is being prepared. The moving blade and other moving parts of the machine; however, make it a piece of equipment that requires proper training and care to operate to prevent injury.

- Before using the slicer ensure that all guards and glides are firmly secured to the slicer. Your supervisor will show you the various parts of the slicer and how they fit together.
- Secure the meat or produce in the slicer using the safety arm, and choose the appropriate thickness setting prior to starting the slicer.

- Never reach across the blade of the slicer.
- Upon completion of slicing, turn the machine off and reset the calibration to zero. If the calibration is reset to zero, the likelihood of getting cut while wiping down the slicer is minimized.
- **Unplug** the slicer before cleaning it. **Never** disassemble the slicer with it connected to a power supply.
- Remove the glide from the machine by loosening the knob at the base of the glide and lifting it from the bolt. Remove the blade guard by loosening the knob located on the back of the slicer. Be wary of the exposed blade as it is very sharp and can cut you easily.
- Spray down the slicer with the appropriate cleaning agent and using **Wire Mesh Gloves** wipe it down, taking special care when wiping the cutting blade. Ensure to pivot back the rear blade guard so that you can clean the entire back portion of the blade.
- The removed glide and blade guard can be cleaned in the dishwasher. When dry, securely refasten the two parts to the slicer ensuring that the knobs are hand tightened.
- The slicer should remain unplugged when not in use.

Burns in the Workplace

Burns can be electrical, chemical or thermal, each requiring the same basic procedure in immediate treatment. Follow the following procedure in the event of you or your coworker suffers a burn.

1. **Stop the burning!** The first priority is to prevent further burning and limiting the amount of damage done to the skin and the underlying tissues. If the victim is on fire, a heavy blanket or jacket (or whatever is available) should be used to smother the flames. In the absence of a blanket drop to the floor and roll to smother out the flames. Remove any clothing or jewelry covering the affected area to prevent heat from being trapped in over the affected area and causing further burns.

In the case of a chemical burn remove the affected clothing and douse the affected area with cool running water for 30 mins. If you know what chemical caused the burn use a counter acting chemical to neutralize the burn, ie vinegar can be used to neutralize alkaline chemicals such as oven cleaner. If the chemical is in the eye, ensure the eye is irrigated with normal saline, if available, or water throughout transport to the hospital.

Electrical burns can seem small on the surface but the damage to underlying tissue can be hidden and not evident, resulting in damage that is not readily seen. All electrical burns require that the victim be transported to the hospital for further inspection.

2. **Cool the burn.** The next step is to cool down the affected area so that you can limit the amount of damage done to the skin and provide pain relief. Irrigate the affected area under cool running water for at least 20 minutes. **NEVER** use ice, milk, cream or butter to cool burns.
3. **Contact the on-duty AMS First Aid Attendant.** Call **778-322-6530**, state your location, nature of the accident and the state that the victim is in. Due to the nature of the Worker's Compensation Board regulations only qualified Occupational

First Aid Attendants are allowed to deal with such incidents. Each accident must be logged and submitted to the Health and Safety Committee for review. The Occupational First Aid attendant will be able to further assess the nature and extent of the burn and be able to make the judgment call on whether further First Aid treatment and, ultimately, if an Emergency hospital visit is required.

Cuts in the Workplace

Along with burns, cuts and minor lacerations are the most commonly reported injury for the AMS Food and Beverage Department. In the event that you or a coworker is cut on the job, follow the procedures listed below:

1. **Stop the bleeding.** Most minor cuts and scrapes will stop bleeding on their own. If a cut continues to bleed apply pressure to the affected area using a clean cloth or bandage. Apply continuous pressure for 20 to 30 minutes or until the bleeding stops. If the cut is on the hand or arm, raise the body part above the head to slow the blood flow to that part. In the event of nausea or shock due to a cut, sit the affected person down and, if necessary, cover the affected person with a coat or blanket to prevent further shock.
2. **Contact the on-duty AMS First Aid Attendant.** Call **778-322-6530**, state your location, nature of the accident and the state that the victim is in. Due to the nature of the Worker's Compensation Board regulations only qualified Occupational First Aid Attendants are allowed to distribute and apply bandages to those requiring them. Each accident must be logged and submitted to the Health and Safety Committee for review. The Occupational First Aid attendant will be able to further assess the nature and extent of the cut and be able to make the judgment call on whether further First Aid treatment and, ultimately, if an Emergency hospital visit is required.

What to do in the Event of a Small Fire

Each employee should be aware of the Fire Safety Plan as outlined on pages 42 and 43 of this manual. These pages outline what to do in the event of a fire that requires the evacuation of the Student Union Building. Your supervisor will show you where all fire safety equipment and products are kept and how to use them in the event of a fire. The chance of a small fire happening due to appliance malfunction or grease and oil catching fire is present in each outlet. The following will outline how to extinguish small fires in your outlet. Employees should take all **reasonable** and **safe** measures to put out a fire. If you encounter a fire, be sure to inform those working around you. Only attempt to put out a small fire if in doing so does not result in your escape path from being blocked off.

1. **Determine the nature of the fire.** As far as AMS Food and Beverage outlets are concerned there are two types of small fires that you may find; electrical fires and grease or oil fires. Electrical fires start in appliances or machinery where wires have shorted or there is some other damage causing electrical current to ignite the wire casings or surrounding combustible materials. Grease fires occur due the liquid reaching a temperature that allows it to ignite; thick black smoke is a tell tale sign of a grease fire. Fires require oxygen, fuel and heat to burn. If you remove one of these three factors from a fire it can not continue to burn.

2. **If the fire is a/n:**

a) **Electrical fire:**

If possible and safe to do so, unplug or turn off the fuse of the appliance or machinery that is on fire. Doing this may end the fire immediately. If it is the power cord itself that is on fire, go directly to the fuse box to disconnect its power supply. Your manager will point out the important fuses in your outlet so that you are familiar with their locations. Use an approved chemical powder extinguisher to put out the flames. **Never** use water on an electrical fire! Water conducts electricity and the application of it could result in injury or cause a bigger fire.

b) **Grease or oil fires:**

This type of fire is the one most likely to occur in your workplace. If grease or oil ignites in a pan or pot, the simplest and safest way to extinguish the flame is to cover the fire with a metal lid removing oxygen from the equation. **NEVER** use water to extinguish a grease fire. Water will simply spread the fire and raise the risk of injury to yourself or coworkers. In the case of grease fire that occurs in a situation where covering the fire is not possible you should use a non-combustible powder such as baking soda to smother the fire. Note that it will often take a large volume of baking soda to put out the flames. **NEVER** use flour to extinguish a flame. Flour is combustible and will only serve to fuel the fire. Should the two preceding steps not work in controlling the flames use an approved chemical extinguisher for the job. The use of these extinguishers should be as a last resort as the chemicals contained are toxic to human consumption and will result in a massive clean up prior to resuming business. This is not to say "Don't use them" but rather "use your best judgment prior to employing them".

3. **How to Use a Portable Fire Extinguisher**

Having determined the nature of the fire use the following acronym to aid you in using a fire extinguisher to put out the flames:

P- Pull the pin of the fire extinguisher. This will enable the discharge of the extinguisher.

A- Aim at the base of the fire. This will allow the discharged contents of the extinguisher to smother that which is fueling the fire. Spraying the flames will only result in the extinguisher contents to shoot through the flames.

S- Squeeze the lever or top handle to spray the extinguishing agent.

S- Sweep from side to side until the fire is completely out. Start from a safe distance and move closer as the flames are brought under control. Once the fire is out, keep an eye on the area as to make sure it does not re-ignite.

Hobart Food Processor/Mixer

Any machine with moving parts is a potential hazard for injury. The food processor has multiple moving parts and care must be used when using this machine. The following points will aid you in the safe usage of the Hobart food processor and like machines. It should be noted that all

industrial mixer/food processors will be referred to as “Hobarts” in this section even though there are a wide range of brands of mixers.

Regardless of whether you are using the Hobart for mixing or food processing it is always necessary to inspect it to prior use. Note any frayed wires or wear on the machine and report it to your supervisor if you feel that it is unsafe to use.

- **Using the food processor as mixer:**

Ensure that mixing attachments are properly secured on the Hobart mixer. Only use attachments meant to be used on the mixer that you are using. If you are unsure, check with your supervisor.

Ensure that the mixing bowl is secured to the Hobart. Make sure to line up the holes on the mixing bowl with the pegs on the mixer and secure the bowl to the mixer using the two arms.

Add the ingredients to be mixed and select the appropriate speed on the mixer as set out by the recipe. Having too high a mix rate will not likely cause injury but can cause quite a mess. Start the mixer. To change speeds, turn off mixer, select new speed and restart mixer.

Never reach into the mixing bowl or use a scraper on the mixing bowl while the Hobart is in motion. The amount of torque produced by the mixer is sufficient to snap one's arm should it get caught in the mixer. Always stop the mixer if you need to add additional ingredients or need to scrape the sides of the bowl.

- **Using the food processor for grating, slicing and shredder:**

Secure the food slicer hub attachment to the food processor by placing the male end of the hub into the female receptacle of the Hobart. Hand tighten the housing screw to ensure that the hub will not move during operation. If this step is not done properly the hub could spin dangerously when the Hobart is in operation.

Secure the blade into the slicer hub by inserting the male end of the blade into the female receptacle of the food slicer hub. Lift the housing pin and push the blade into position until it is possible to push the housing pin back in. **NEVER** operate the slicer without the housing pin securely in place.

Place the blade guard on the food slicer hub and attach the feeder to the blade guard.

Select the appropriate speed for the task at hand as shown to you by your supervisor. Place the product to be processed into the feed chute. Do not overfill. Using the feeder to apply pressure to the product and start the mixer. Use firm, constant pressure on the feeder arm, Do Not Press Hard!

While in operation be sure to never put your hand into the product chute (the area of the slicer attachment that feeds the blade). Doing so can result in serious injury. Always use the product feeder to press the food product being processed into the blade. Should food become stuck in the chute or the blade becomes bogged down with product, turn off the motor and then dislodge the food that is causing the problem.

Turn off machine when refilling product chute. Refilling while the machine is moving is dangerous and should be avoided.

The Cardboard Baler

Each outlet is responsible for recycling and baling of their cardboard waste. The cardboard baler is located in the recycling room near the loading dock of the Student Union Building. The following will outline the procedure required to make a bale and how to do this safely.

1. Flatten all the cardboard to be baled. Note that waxy cardboard or cardboard that has been contaminated with food stuffs cannot be baled and should be thrown into the trash compactor.
2. Place the flattened cardboard into the baler so that it is in a horizontal position. Fill until you can not put anymore into the baler
3. Close the door and press the "Auto Cycle" button. This will start the compression cycle that will press the cardboard into a bale.
4. Located on top of the baler is a post that has been painted with a line to show when the baler is full. If in the compression cycle the line lowers past the level of the baler then the baler is not full and needs no bale to be made. If the line of the post does not lower past the top of the baler then it is time to make a bale. Move to step 5 if you need to make a bale.
5. Once the compression cycle is done, press and hold the "Manual Down" button until the post's painted line is at or near the level of the baler.
6. Lock off the baler by turning the operational key to the "Off" position.
7. Open the baler door using the turn wheel located at the bottom right side of the baler. Be aware that the cardboard is under pressure and that this door may spring open due to this pressure. Be sure to stand aside while you are opening the door to prevent getting hit by the door as it opens.
8. Take 3-4 baling wires from behind the baler and feed them through the guide holes located on the bottom of the baler. At least 3 wires must be feed through the holes to ensure that the bale will not fall apart. Once the wires are fed through, secure them to themselves by feeding one end of the wire through the loop on the wire and twist the wire around themselves so that they are secured.
9. Now that the bale has been made it is time to remove it from the baler. To do so, stand to the right of the baler and press the "Manual Up" button until the bale is ejected from the machine. Be aware that the bale is heavy and will be ejected onto the ground near your feet, **Stand aside to prevent injury.**
10. Move the ejected bale to the area with the other cardboard bales.
11. Close the door of the baler and secure it by turning the hand wheel until it is hand tight.

Hot Stuff

There are a wide range of cooking, toasting, baking and boiling appliances that are used in each of the outlets. Instead of having a section on each of these appliances, an overview of how to handle hot objects and safety around these appliances will be addressed.

Handling Hot Objects

Basic tips:

When removing items from ovens and steamers, **always** use oven mitts. Rags tend to be too thin. Do not use an oven mitt that is worn out or has holes in it. Let your supervisor know that the mitts are in disrepair and need replacing.

Never use a wet or damp rag. The water in the rag will conduct the heat straight to your hand.

Always assume that chafing dishes, metal inserts and any other metal equipment are hot. If you assume it is hot you will not grab it and burn yourself.

Use both hands while transporting hot containers. This will give you more stability with the item being transported.

If you put an insert or other heated container on a counter, let your fellow employees know that it is there and that it is hot.

When transporting hot liquids ensure that the container that they are in is not overfull to prevent spillage and burns to your hands. This goes for serving coffee as well.

If transporting a hot item over distance use a cart.

Avoid leaning over the pasta cooker. Escaping steam can burn you.

Ovens, toasters, steamers, hot plates and salamanders

Basic tips:

Ensure the floors around appliances used for cooking are dry and free of slipping hazards.

It goes without saying that the surfaces of these appliances will be hot during operation. Avoid touching the exterior to prevent burns.

Be aware that steam will escape from ovens, convection ovens and steamers when you open their doors. Stand to the side of the appliance while opening to avoid getting a blast of steam to the face.

When removing product from the pizza oven use the "pizza hook" to reach the pan to be removed. This is much safer than reaching in with a gloved hand and will prevent you from losing arm hair and getting burned.

Should food become lodged or stuck in a toaster or salamander, turn off the machine before dislodging the food. Do not stick knives or other utensils into a machine that is in operation.

Most importantly, **exercise common sense when working around and handling hot items. There is no substitute for thinking first and acting second!!**