



food service guidelines

A RECIPE FOR SAFETY SUCCESS



PINNACOL
ASSURANCE



food service guidelines

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EMPLOYER'S GUIDE

At Pinnacol Assurance, we believe that every accident is preventable. That's why we created the food service guidelines. This all-encompassing resource was designed to help managers in the food service industry develop and sustain a strong safety program.

The Employer's Guide contains a management-level overview of each critical safety component, as well as the tools, resources and templates necessary to implement it.

BENEFITS OF THIS GUIDE:

- Tailored to the needs of managers in the food service industry
- Easy to implement, even in the most intense work environment
- Puts all available tools and resources on a given safety topic at your fingertips
- Well organized, with at-a-glance lists and reminders
- Go-to source for reporting and managing a workplace injury
- Your guide for creating a safety culture — one that protects employees, minimizes downtime, and avoids the stress and expense of workers' compensation claims for all involved

safety training and personal protective equipment (ppe)

EMPLOYEE TRAINING

Safety training prevents injuries in the workplace and, although it can be extremely challenging to carve out the time to hold training sessions, the investment is worth it.

Conduct new-hire orientation and training

Don't assume that employees have been properly trained at previous jobs. Prior to working his/her first shift, every employee should attend a new-hire orientation and training session. These sessions give you the opportunity to share basic kitchen safety tips as well as train staff in your organization's way of doing things. Topics for discussion might include:

- Your company's specific safety rules
- Tasks to be performed at various stations
- Process for reporting an accident
- Any of the training modules included in this series



RESOURCE: The Additional Downloads section of the website contains the following resources:

- New-Hire Orientation Checklist and Food Service Safety Rules
- New-Hire Designated Medical Provider Notification Letter that includes information about your designated medical providers
- Safety Rules Enforcement Policy
- Safety Rules Violation Form



REMEMBER: It is important to review your company's safety rules with all of your employees. Rules should be consistently enforced and any violations should be documented using the Safety Rule Violation Form.

Conduct ongoing training sessions

Brief, periodic training sessions allow you to keep the topic of safety top of mind with your employees. Short sessions are also likely to be more effective, as they hold employees' interest and can be immediately put to use. To maintain a safe environment, be sure to conduct:

- Frequent 10-minute safety discussions before shifts begin, using the training modules
- At a minimum, four comprehensive employee safety meetings each year



REMEMBER: Use sign-in rosters at every safety training session. This accomplishes four objectives:

- Reinforces the importance of safety training
- Creates a permanent record of which employees have received training
- Demonstrates that you've implemented your safety plans
- Helps your company qualify for additional premium discounts



RESOURCE: The Additional Downloads section of the website contains a sample Safety Training Roster for you to document your training sessions.

HAZARD IDENTIFICATION

You can't correct safety hazards unless you know about them first. That's why hazard identification is the first step in creating a strong safety program.

Conduct a job hazard analysis (JHA)

You should conduct a JHA in which you:

- Review all job tasks and equipment in order to identify potential hazards
- Conduct a walk-through to ensure that employees are following your safety procedures, including the use of required personal protective equipment and safety devices



RESOURCES: The Additional Downloads section of the website contains Job Hazard Analysis Procedures and a Job Hazard Assessment Form.

After conducting a thorough JHA, the next step is to eliminate as many hazards as possible. For example, you may consider switching to nontoxic cleaning materials.



REMEMBER: A JHA analysis should be revisited if new equipment is purchased.

Involve your employees

Employees are well-equipped to spot hazards due to their familiarity with day-to-day tasks and processes. Involving them in your safety analysis:

- Creates employee buy-in for your safety program
- Broadens their knowledge of safety practices
- Demonstrates that you care about their well-being



RESOURCE: The Additional Downloads section of the website contains a sample Food Service Operations Safety Checklist. Use this checklist at least quarterly to help identify hazards in the workplace.

PERSONAL PROTECTIVE EQUIPMENT (PPE)

For hazards that may be an inherent part of the food service business and cannot be eliminated, employees must wear personal protective equipment (PPE) such as gloves, goggles or mitts.

Develop written policies regarding use of PPE

- Don't rely on verbal instructions alone. Document your policies and require a signed acknowledgment form from employees.
- Document any safety violations. This makes it more likely that employees will follow your company's safety rules and policies.

Provide your employees with the PPE necessary to perform their jobs

According to the Occupational Safety and Health Administration (OSHA), employers bear the majority of responsibility for making sure employees are protected with properly fitting PPE.

Here's the rule of thumb on who pays for PPE:

- If you determine that protective equipment is necessary for an employee to perform a task safely, you must provide it. It's also your responsibility to train employees on proper use of that equipment.
- When protective equipment is very personal in nature and usable off the job, such as a pair of slip-resistant shoes, you can require the employee to purchase his or her own.



REMEMBER: Proper fit is everything. Employers must ensure that PPE — whether mitts or gloves or other equipment — is the right size for each employee wearing it.

FOOTWEAR POLICIES

Kitchens and cafeterias often have tile or concrete floors that become slick when wet, resulting in slips or falls that can be traumatic and expensive.

Require shoes with slip-resistant soles

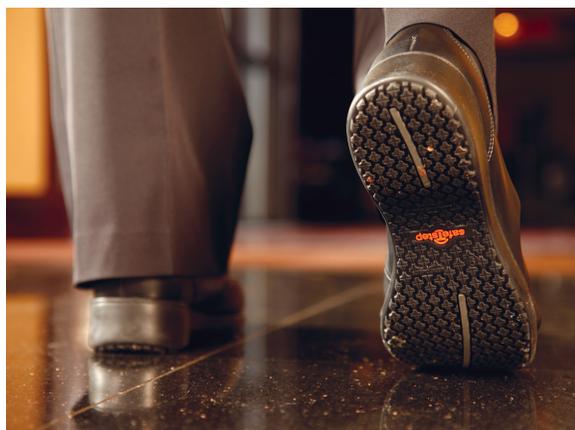
As a general rule, softer-sole compounds are more slip-resistant than harder materials because they better grasp the walking surface. Tread patterns play a big role in the shoe's slip resistance and overall performance. Look for shoes with:

- Random sole patterns
- Patterns perpendicular to the direction of travel, as these are most slip-resistant

Avoid the following sole characteristics, which can lead to trips and falls:

- Patterns that run from heel to toe (in the direction of travel). These can accelerate forward motion, especially on slick surfaces.

- Enclosed patterns that can trap water. Since there is no path by which to disperse, the liquid is squeezed within the tread, which can result in hydroplaning.
- Shoes with too much grip or tacky surfaces. Hiking boots are one example. These can impede forward motion and cause trips.



> *Slip-resistant soles*

Train employees to inspect their slip-resistant shoes daily

Poorly maintained shoes will lose their slip-resistant properties. Employees should check for:

- Cleanliness
- Presence of liquid or solid contaminants wedged in the treads
- Wear and tear

Create a footwear policy

Although not required by OSHA, consider a footwear policy that assists employees with the purchase of proper shoes through reimbursement or payroll deductions. This allows you to standardize footwear and eliminate employees' excuses for not wearing approved shoes.



RESOURCE: The Additional Downloads section of the website contains a sample Footwear Policy.



REMEMBER: Specialty retailers, such as Shoes for Crews (www.shoesforcrews.com) and mass retailers like Walmart, offer a range of slip-resistant footwear at reasonable prices. Just be sure the shoes are identified by the manufacturer as "slip-resistant."

claims management

FILING AND MANAGING A WORKERS' COMP CLAIM

Many times shift managers aren't aware of how and when to report work-related injuries to Pinnacol. When injuries are reported late, it can prolong treatment and recovery for the injured employee and may increase the complexity and cost of a claim.

Report an injury immediately

At the time of hire, employees should receive instruction on your organization's reporting procedures and designated medical providers. This information should be provided annually to all employees. Be sure that all of your employees understand they should report injuries immediately to their supervisors.



RESOURCE: The Additional Downloads section of the website contains an Employee Accident Report form.

Train all assistant managers and shift managers on their responsibilities in reporting injuries promptly and getting immediate care for employees. To prevent other staff from suffering the same injury, an accident investigation should be conducted as soon as possible by the injured employee's manager or your organization's safety coordinator.



RESOURCES: The Additional Downloads section of the website also contains the following claims management resources for managers:

- Claims Reporting Process Flow Chart
- First Report of Injury Form
- Designated Provider List Notification Letter For An Injured Employee
- Accident Investigation Report and Sample Investigation Questions
- Claims Management Procedures

Maintain a comprehensive file for each injury that includes:

- Copies of the First Report of Injury
- Employee accident report
- Manager's investigation report
- All doctors' reports
- Claims admissions
- All other correspondence pertaining to the injury



REMEMBER: Reporting an injury to Pinnacol immediately ensures your employee receives prompt medical care and can reduce the overall expense to your organization.

RETURN-TO-WORK/MODIFIED DUTY

While an injured employee is recovering, it's often possible for him or her to perform some type of modified work. Temporary assignments, known as "modified duties," take into account the employee's skill level and doctor-recommended restrictions.

Studies have shown that employees who return to work after an injury, even in some limited capacity, benefit physically, emotionally and financially. For the employer, bringing an injured employee back for even a few hours per day will help control the cost of a claim and reduce attorney involvement.

Develop a list of potential modified-duty tasks

Taking the time now to generate a list of modified-duty tasks will facilitate a smooth transition back to work for an injured employee, while helping you reduce that ever-growing to-do list. Consider:

- Projects that have been long put off due to more pressing matters
- Documenting safety procedures that no one has had time to write down



RESOURCES: The Additional Downloads section of the website contains a sample Return-to-Work Policy and a sample List of Modified Duty Tasks.

food production safety

MATERIAL HANDLING

Year after year, lifting injuries and back strains are some of the costliest claims in Colorado restaurants.



RESOURCE: Review the training modules for job-specific safe lifting procedures.

Provide a variety of easily accessible, sturdy storage racks and carts for transporting and properly storing materials

- Plastic and stainless steel carts (to transfer hot oil and smaller items)
- Dunnage racks (to store items off the floor)
- Tray racks (for cafeterias and dining halls)
- Lug racks (to transport tubs of heavy materials)
- Pan racks (for storage and transportation of baked goods)



REMEMBER: Provide proper stepladders and stepstools for easy access to all shelves.

Organize storage rooms and walk-in refrigerators/freezers with proper ergonomics in mind

- When possible, place the heaviest items on dunnage racks, the lightest items up high and the most frequently used items within easy reach.
- Store items in a way that minimizes the chance of anything falling on employees.
- Store rarely used items in out-of-the-way areas or off-site.

AVOIDING CUTS

Cuts are some of the most common injuries in the food service industry — not only among those who prep and cook food but also among dishwashers, servers and custodians. Fortunately, you can greatly reduce the number of cuts suffered by taking a few precautionary measures.

Invest in quality knives

Provide good knives with proper storage and make sure you select varieties that are the right size and type for each job. The payoff will be greater efficiency and fewer injuries.

Train employees on proper cutting techniques

Never assume that previous employers have taken the time to train your employees on basic kitchen skills like cutting. In too many kitchens, the emphasis is on speed rather than proper technique.

Put policies in place for knife maintenance

For example, you should require sharpening of knives before each use, as sharp knives require less pressure and offer better control. Make sure employees know how to properly use sharpening steels and honing stones.

Provide quality gloves for a range of kitchen tasks

Employees should wear cut-resistant gloves when knives and mechanical slicers are being used or cleaned. Sanitary gloves can easily be worn over most cut-resistant gloves. Stainless steel mesh gloves may be worn for more hazardous tasks, such as cutting meats. Keep in mind that steel mesh gloves will decrease dexterity; for this reason, you should make the determination, in advance, regarding which gloves provide the best protection for the task.

The most important things to look for in a glove are:

- Core safety material
- Proper fit

There are now many types of cut-resistant gloves, e.g., Kevlar and fiberglass, which are tough to slash or puncture. These materials are usually in the outer layer of the glove, while the inner layer is composed of comfortable materials like cotton. A comfortable glove that fits well is more likely to be worn by employees.



> *Cut-resistant glove*

Provide a broken-glass container

To prevent cuts, never place broken glass directly into plastic garbage bags, paper bags, wastebaskets or other flimsy disposal receptacles.

- Provide a broken-glass container; this can be as simple as a bucket that is clearly marked.
- Pick up large pieces of broken glass with gloved hands, tongs (especially if glass has fallen down a drain) or sweep up with a broom and dustpan, and place them in the broken-glass container.
- Follow through with proper disposal by placing the lid on the container or transferring the glass to a cardboard box with a lid.



> *Example of a broken-glass container*

EQUIPMENT GUARDING

Food service equipment such as meat slicers, Hobart mixers and dishwashers have rotating and moving parts that can cause hand injuries.

Ensure that all equipment has appropriate guards

If any equipment was purchased without guards (this usually applies to older equipment), you'll need to have guards specially made that cover all exposed moving parts. Or, try contacting the manufacturer to learn whether guards have been developed for older equipment.

Ensure that power is shut off when guards are being installed or adjusted

See "Electrical Equipment Maintenance" on page 15 of this guide.



> *Proper equipment guarding can help prevent serious hand injuries.*

HANDLING OIL

The cooking line is a hotbed of activity during mealtime rush hours. The fast pace and close proximity to large quantities of hot oil create the potential for employee burns and strains.

Switch to noncoagulating cooking oils

The best way to prevent burns is to switch to noncoagulating oils. They're safer because they don't need to be hot in order to be transferred from the fryer to a waste container. Switching to these types of oils significantly reduces the risk of burns.

Use direct-transfer mechanisms for moving hot oil to a waste container

Fryers with direct-oil-transfer mechanisms are capable of transferring cold or hot oil from the fryer directly to the waste container, eliminating the potential for burns and strains that exist with manual transfer. Direct-transfer mechanisms can also be added to older or existing equipment.

Mitigate risks when the manual transfer of hot oil is unavoidable

Provide carts to minimize strain and allow adequate cooling time when manual transfer of oils is the only option. Make sure employees use personal protective equipment such as elbow-length gloves and polyethylene aprons.



REMEMBER: Don't assume that employees have been taught how to cook safely with hot oil. Instruction should include safe frying and sautéing methods.

FIRE PREVENTION

Fire is a significant risk in restaurants, as cooking, frying, flambé, grease buildup, electrical equipment and even candlelight in dining areas are all potential sources of ignition. If a fire suddenly breaks out at your restaurant, will your employees know what to do?

Implement an emergency response and evacuation plan for your establishment

The plan should consider the safety of both your customers and employees.

Rehearse the evacuation plan at least twice a year

This is crucial to maintaining order should a real fire occur.

Assign a fire marshal for every shift

Fire marshals should be employees who know your policies and procedures inside and out, and who can quickly take control.

- For most fires, your marshal should call 911 and immediately implement the evacuation plan.
- Smaller fires, such as grease fires, can be extinguished by a properly trained employee.

Invest in quality fire suppression and extinguishing systems

According to the National Fire Protection Association, the average loss per fire can be reduced by more than 40 percent when a restaurant has an adequate fire suppression system in place. To fight fires, two types of extinguishers are commonly used in restaurants:

- 1) Class K fire extinguishers, designed specifically for kitchens, should be mounted within 30 feet of the cooking area.
- 2) An ABC dry chemical extinguisher is required for all other areas, outside of the kitchen.

All extinguishers should be:

- Installed 3½ feet to 5 feet off the ground
- Clearly marked
- Inspected on a monthly basis to verify that they have not been damaged, blocked or discharged
- Serviced and maintained on an annual basis by qualified personnel



> Class K fire extinguisher

Regularly maintain your equipment and facility

This includes maintenance of electrical equipment, cleaning of exhaust fans and hoods to prevent grease buildup, and regular trash removal.

REMEMBER: Employees should be trained on the proper use of all firefighting equipment.

Your local fire department can assist with training, as well as with proper selection and routine inspection of fire extinguishers.



cleaning and maintenance safety

HOUSEKEEPING

Injuries resulting from slips, trips and falls are common in the food service industry, but often times can be reduced with a few housekeeping improvements.

Use slip-resistant products for floors

If your facility does not have slip-resistant flooring, take advantage of some of the products on the market today:

- Slip-resistant coatings that create a tread design on the floor's surface but do not change its appearance
- Slip-resistant cleaning products

Clean and inspect mats on a regular basis

Floor mats are a great way to reduce slips and falls, but if they are not maintained, they can also become a hazard.

- Work with suppliers that specialize in the food service industry and can help you select the right mat for each area and job.
- Consider the size and weight of mats in order to prevent strains when the mats need to be cleaned or moved.
- Check that all mats lie flat and that their backings are not worn. Mats with beveled edges that don't curl can help reduce tripping hazards.
- Clean mats regularly in the kitchen area to limit grease buildup.



REMEMBER: Periodically review your housekeeping practices with a critical eye in order to resolve hazards that can cause slips, trips or falls.



> Entry mat with beveled edges



> Grease-proof drainage mat with beveled edges

ELECTRICAL EQUIPMENT MAINTENANCE

Use proper lockout/tagout (LOTO) protocol

All electric kitchen equipment should be handled with care. But larger equipment, in particular, requires precise written policies and vendor assistance to dissipate stored energy — a procedure called “lockout/tagout” (LOTO). LOTO is crucial to avoiding electrical fires and, in worse cases, fatal electrical shock.



RESOURCE: The Additional Downloads section of the website contains a Lockout/Tagout Fact Sheet.

Train employees on how to safely use and clean electrical equipment

Not all food service equipment requires energy control, or LOTO procedures, during cleaning, adjusting or maintaining. For example, equipment for which energy is completely controlled by unplugging the equipment from an electrical outlet, and for which the employee has exclusive control of the plug, is exempt from LOTO procedures. This includes small equipment such as meat slicers, small mixers and microwave ovens.

Nevertheless, employees should receive basic electrical safety training, including:

- Procedures to isolate electrical equipment before cleaning
- How to use safety controls and guards
- Safety near power outlets
- Proper placement of equipment to ensure that cords don't run across hot surfaces, walkways or other places where they can be damaged

Regularly service large electrical equipment that requires LOTO procedures

We strongly recommend the use of an outside vendor specializing in LOTO procedures to clean and maintain your:

- Vents
- Walk-in coolers
- Large ovens
- Trash compactors
- Other high-voltage machinery

If this isn't possible, request LOTO procedures from each of your equipment manufacturers and make sure they're precisely followed by trained employees.



REMEMBER: Let employees know they will not be able to use large electrical equipment until maintenance or cleaning is complete and the vendor has brought the equipment back online.

HAZARD COMMUNICATION (HAZCOM)

During the course of their work, employees might be exposed to a variety of chemicals used for cleaning and maintenance of your facility and equipment. If not properly handled, these chemicals can cause irritation, disfigurement or — in some extreme cases — even death.

RESOURCE: The Additional Downloads section of the website contains a sample Hazard Communication Program.

Develop and implement a written HAZCOM program

This program should include:

- A list of all hazardous materials used in your workplace
- Procedures for collecting and maintaining material safety data sheets on each chemical
- Procedures to ensure that all containers are properly stored and labeled
- Employee training
- Safe work practices

Educate employees about your HAZCOM program during orientation

You should always provide a refresher course later if new chemicals are introduced into the workplace.

Provide more detailed training to employees who work directly with chemicals

Training should cover various chemical properties and their risks.

REMEMBER: Review your HAZCOM program at least annually. You will need to revise your program if there have been changes. Notify affected staff immediately and others during your annual HAZCOM refresher training of these changes.

SHARP OBJECTS/BLOODBORNE PATHOGENS (BBP)

Blood or other potentially infectious body fluids can expose employees to a host of serious and often deadly diseases, such as HIV and hepatitis. Every year more than 3 billion medical sharps are generated outside of health care facilities — by diabetics, those with severe allergies, and even illegal drug users. If sharps are not handled properly, every worker or customer who enters your restrooms is at risk of a needlestick injury.

RESOURCE: The Additional Downloads section of the website contains a copy of a Bloodborne Pathogens Exposure Control Plan.

Implement BBP training

Put policies and procedures in place to raise awareness of and train employees on the hazards associated with BBP. Only trained employees should administer basic first aid, such as applying bandages to small wounds. Before assisting others, employees must always put on gloves. Custodial staff and others at high risk of exposure should receive more detailed training on proper cleanup of blood and infectious body fluids.

BBP Personal Protection and Spill Clean-up Kit

In addition to having a first aid kit, consider purchasing a BBP personal protection and spill clean-up kit. These kits contain such items as:

- Plastic gloves
- Eye shield
- Masks
- Towelettes
- Biohazard bag

Having these items available will greatly increase the odds of employees remembering to use them.

Consider providing sharps disposal containers in your public restrooms

A sharps box can be mounted in a marked bathroom stall, rather than out by the sinks, to encourage its use by giving users privacy. There are many types of needle-disposal containers and systems to choose from, including tamper-resistant and return-by-mail systems.



> *Sharps disposal container*



REMEMBER: Any employee responsible for cleaning your restrooms is at risk of a needlestick injury.



RESOURCE: The Additional Downloads section of the website contains a Hepatitis B Vaccine Declination Form.

societal issues impacting the food service industry

MULTIGENERATIONAL CHALLENGES

Your youngest and oldest workers are at heightened risk for workplace injury. Teenagers lack safety and workplace experience and, according to recent statistics, are twice as likely to be injured on the job as other employees. Older workers are at increased risk of trips and strains due to deteriorating eyesight, strength and reaction time.

Continuously train and monitor teen employees

Teenagers often feel uncomfortable bringing up issues that are not clear to them.

As their manager, you should:

- Encourage teenagers to ask questions, no matter how minor
- Gauge their understanding after giving instructions by asking questions like: “Does that make sense?” or “Would you like me to go over that again?”
- Conduct periodic reviews to ensure that teens understand how to do their jobs safely



RESOURCES: The following resource provides a list of jobs that teenagers in the food service industry are allowed to perform, as well as a list of hazardous jobs that teenagers are prohibited from performing:

- Youth Employment Laws, Department of Labor and Employment (www.colorado.gov/pacific/cdle/youthlaw)

Reduce workplace risks for older employees by considering their changing physical abilities

- Implement practices that reduce the risks of slips, falls and strains. For example, consider improved lighting in storage and other areas. These precautions will benefit your entire staff in addition to protecting older workers.
- Provide information on local wellness and exercise programs, as well as health programs for chronic diseases such as diabetes and arthritis.
- Ideally, implement your own wellness program that will benefit employees of all ages.



RESOURCE: LiveWell Colorado (www.livewellcolorado.org) is a free local resource that promotes healthy living in order to reduce obesity and keep diseases such as diabetes in check.

DRUG AND ALCOHOL USE IN THE WORKPLACE

Substance abuse is a national problem that's also a workplace issue. According to the Bureau of Labor Statistics, the food service industry has the highest rate of illicit drug and alcohol use when compared to all other industries. Nineteen percent of food prep workers, waitstaff and bartenders are substance abusers — that's nearly one in five employees.

Implement a drug and alcohol policy

This should include:

- A formal drug and alcohol policy
- Supervisor training
- Employee education
- Employee drug testing
- Employee assistance program



RESOURCE: The Additional Downloads section of the website contains a sample Drug-Free Workplace Policy.



REMEMBER: A drug- and alcohol-free workplace generates tremendous cost savings and other workplace benefits, including increased safety, productivity and morale, as well as reduced theft, absenteeism, tardiness and health care costs.

WORKPLACE VIOLENCE

These days, every business must be prepared to handle threats of violence. But for food service locations it can be difficult to protect your employees while maintaining an open and inviting atmosphere for the public.

Develop and implement a security and violence-prevention program specific to your operations

- Include employee training, with instruction on dealing with difficult customers and emergencies, such as robbery or theft
- Establish a protocol for contacting law enforcement agencies
- Encourage employees to report all personal or work-related threats of violence

Review your facility with an eye toward criminal deterrence

- Ensure proper lighting throughout your facility
- Install video surveillance, alarm systems and peepholes on all doors
- Be discreet in the placement of surveillance equipment
- Instruct employees to keep back doors locked and schedule set times for deliveries
- Limit the amount of cash kept on site, and post a sign stating this policy



REMEMBER: Personal threats too often are played out in the workplace, where an estranged spouse/partner or disgruntled employee knows the time and place a victim is scheduled to work. Emphasize the importance of sharing all threats with management, and offer your staff some form of support, whether through an employee assistance program or other means.



RESOURCE: The Additional Downloads section of the website contains a sample Workplace Violence Prevention Policy.

The Food Service Guidelines safety resource is provided for informational purposes only. This resource does not, nor is it intended to, supersede your company's corporate guidelines, employment handbook, or safety manuals and policies. New research, experience and knowledge may expand the information contained in this resource. These guidelines provided on an "as is" basis without warranty of any kind. To the maximum extent allowed by law, Pinnacol Assurance does not assume any responsibility in the publication or production of these guidelines, and disclaims any liability for errors or omissions and actual or perceived injuries to persons or property as a result of the instructions, procedures, products or methods contained in these guidelines.

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