

Health and Safety for Hospitality Small Business



WORK SAFE BC

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Workers' Compensation Board of B.C.

About WorkSafeBC

WorkSafeBC (the Workers' Compensation Board) is an independent provincial statutory agency governed by a Board of Directors. It is funded by insurance premiums paid by registered employers and by investment returns. In administering the *Workers Compensation Act*, WorkSafeBC remains separate and distinct from government; however, it is accountable to the public through government in its role of protecting and maintaining the overall well-being of the workers' compensation system.

WorkSafeBC was born out of a compromise between B.C.'s workers and employers in 1917 where workers gave up the right to sue their employers or fellow workers for injuries on the job in return for a no-fault insurance program fully paid for by employers. WorkSafeBC is committed to a safe and healthy workplace, and to providing return-to-work rehabilitation and legislated compensation benefits to workers injured as a result of their employment.

WorkSafeBC Prevention Information Line

The WorkSafeBC Prevention Information Line can answer your questions about workplace health and safety, worker and employer responsibilities, and reporting a workplace accident or incident. The Prevention Information Line accepts anonymous calls.

Phone 604 276-3100 in the Lower Mainland, or call 1 888 621-7233 (621-SAFE) toll-free in British Columbia.

To report after-hours and weekend accidents and emergencies, call 604 273-7711 in the Lower Mainland, or call 1 866 922-4357 (WCB-HELP) toll-free in British Columbia.

For WorkSafeBC contact information, see page 60 of this guide. For additional copies of this guide or other materials related to small business, e-mail smallbiz@worksafebc.com.

HEALTH AND SAFETY FOR HOSPITALITY SMALL BUSINESS



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WorkSafeBC publications

Many publications are available on the WorkSafeBC web site. The Occupational Health and Safety Regulation and associated policies and guidelines, as well as excerpts and summaries of the *Workers Compensation Act*, are also available on the web site (WorkSafeBC.com).

Some publications are also available for purchase in print:

Phone: 604 232-9704

Toll-free phone: 1 866 319-9704

Fax: 604 232-9703

Toll-free fax: 1 888 232-9714

Online ordering: WorkSafeBC.com and click on Publications; follow the links for ordering

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How this guide is organized

This guide is meant for small businesses in the hospitality industry. You can use this guide if you're an owner, employer, manager, supervisor, or worker in a hotel, motel, restaurant, or other food service establishment.

This guide describes the keys to health and safety in your business (pages 2–30). It also includes sample forms and checklists that you can use for managing health and safety (pages 39–59).

Information icons

Throughout this guide you will also see icons that indicate health and safety tips or references for more information.



The “Tip” icon indicates a suggestion that may help you improve health and safety in your workplace.



The clipboard icon indicates a form or checklist included in this guide.



The mouse-and-monitor icon indicates a reference to a resource outside of this guide, including the following: WorkSafeBC publications; the Regulation; the *Workers Compensation Act* (the *Act*); or another online resource.



Assigned hazard ratings

WorkSafeBC now uses an assigned hazard rating system that replaces the hazard classification system formerly found in Schedule 7 of the Regulation. Hazard ratings are used to describe the risk levels of workplaces in B.C. The following table shows the hazard ratings and how they correspond to the old hazard classifications.

Schedule 7 equivalent	Assigned hazard rating
A	H = High risk
B	M = Moderate risk
C	L = Low risk

Most hospitality small businesses in B.C. are classified as low-risk workplaces; this guide is mainly for such businesses. If your business is a moderate- or high-risk operation, you can still use this guide. However, you should also refer to the First Aid Assessment Tool (www2.worksafebc.com/calculator/firstaid/) to help assess your workplace.

Occupational health and safety programs



The Regulation

For more information on health and safety programs, see Sections 3.1 to 3.4.



Forms and checklists

- “Sample Health and Safety Program for Small Business,” pages 41–42
- “Annual Review of Health and Safety Program,” pages 43–44

All small businesses are required to set up an occupational health and safety program. A health and safety program is a process for managing health and safety in the workplace. It includes a written document that details health and safety policies and procedures for your business.

The scope of your health and safety program depends on the size of your business and the hazards at your particular workplace. This guide focuses on the basics of a less formal program for smaller businesses. The keys to health and safety described in the following sections will be the basic components of your health and safety program.

Generally, a small business can state its health and safety policy and describe its program in a few pages. Use the “Sample Health and Safety Program for Small Business” on pages 41–42 as a starting point for your program. Don’t just copy the sample; your health and safety program should be unique and specific to your workplace.

Annual program review

Once you have a health and safety program in place, you need to review it annually to make sure it addresses your current health and safety concerns. Use the “Annual Review of Health and Safety Program,” pages 43–44.

Seven steps to health and safety

The following seven steps will help you improve health and safety in your workplace.

1. Control hazards and develop a safety plan.

As an employer, you must identify hazards in your workplace and take steps to eliminate or minimize them. Develop a safety plan. Tell your workers what you will do to ensure their safety and what you expect from them. Make sure your workers have access to a first aid kit.

2. Inspect your workplace.

Regularly check all equipment and tools to ensure that they are well maintained and safe to use. Also check storage areas and review safe work procedures.

3. Train your workers.

Take the time to train your workers; tell them and show them how to do specific tasks. Consider providing written instructions and safe work procedures so they can check for themselves if they are unsure of a task or have forgotten part of their training. Supervise your workers to ensure that they are using their training.

4. Talk regularly with your workers.

Meet regularly with your staff and discuss health and safety issues. Encourage them to share their ideas and thoughts on how to improve safety in the workplace.

5. Investigate incidents.

Look into the causes of accidents, including near misses where no one was injured. Try to find ways to change procedures or equipment to help prevent similar incidents from occurring.

6. Maintain records.

Keep records of all first aid treatment, inspections, incident investigations, and training activities. This information can help you identify trends in unsafe conditions or work procedures.

7. Make safety a key part of your business.

Safety shouldn't be an after-thought. It's just as important to a successful business as customer service, inventory control, and financial planning. A commitment to health and safety makes good business sense because it's the one way to protect your greatest resource — your people.

Encourage worker participation

Front-line workers know and understand the hazards associated with their jobs, and often have ideas on how to deal with specific hazards. Good communication among employers, supervisors, and workers on health and safety issues is vital for the success of a workplace health and safety program.



Regular meetings are an important way to improve workplace health and safety.

Hazard identification and risk control

Identify workplace hazards and find ways to eliminate or control them.

You can prevent most workplace injuries and illnesses if you identify workplace hazards and eliminate or minimize the risks from them. Ways to minimize the risks include the following:

- Modify work processes or equipment (for example, evaluate safety features when purchasing or replacing equipment).
- Develop and implement safe work procedures.
- Ensure that workers use appropriate personal protective equipment and follow safe work procedures.

Pages 4–10 describe common hazards in the hospitality industry and how to reduce the risks associated with these hazards.

Cook fractures arm

A cook was operating a dough machine. The machine had a rotating shaft with mixing spindles and drew dough through a die to produce noodles. The cook noticed that the machine was drawing the dough too slowly, a sign that the dough was too wet. When he reached in through the dough machine lid to take a sample for testing, one of the spindles caught his hand and pulled his arm in, fracturing it.



Overexertion

Hazard

More than one-quarter of overexertion accidents in hotels and motels result from moving fixtures and furniture.

Prevention

Use the following safe lifting techniques:

- Place your feet apart for good balance.
- Bend your knees.
- Keep the load close to the centre of your body.
- Use smooth, gradual motions.
- Avoid twisting your back.



Burns

Hazard

About 16% of accidents in restaurants result in burns and scalds. The most common causes are spilling or splashing of hot liquids and contact with hot surfaces.

Prevention

Reduce the risk of burns and scalds by following these guidelines:

- Dry items thoroughly before using them with hot oil.
- Lower food and utensils slowly into hot oil.
- Make sure the handles of pots and pans do not stick out from counters or stoves.
- Use oven mitts or dry cloths when handling hot objects.
- Open lids away from you to allow steam to escape.



Unguarded machinery

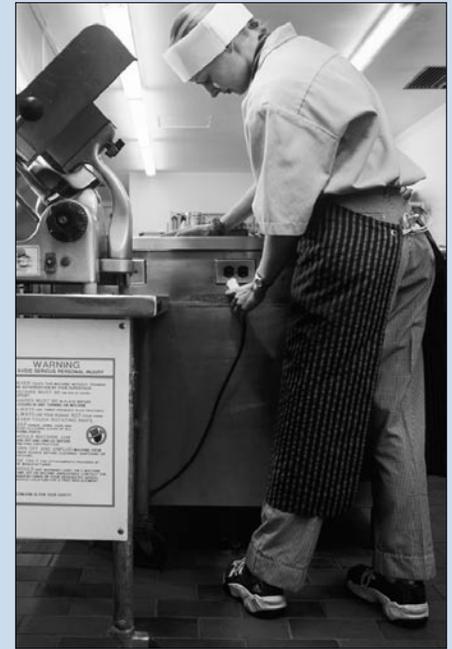
Hazard

Common equipment such as mixers, meat slicers, general maintenance equipment, and electrical tools can cause serious injuries. Guarding, when used properly, can protect workers from serious cuts, crushing injuries, fractures, and amputations.

Prevention

Reduce the risk of injury by following these guidelines:

- Make sure all guards are in place before using equipment.
- Check manufacturers' instructions for safe use.
- Retrofit older equipment with guards whenever possible (as shown in the photo above).



Machinery not locked out

Hazard

Equipment that starts up unexpectedly, especially during cleanup or maintenance, can cause serious injuries.

Prevention

Reduce the risk of injury by unplugging equipment before doing cleanup, maintenance, or repairs. If the equipment is hardwired, follow the specific lockout procedure for that equipment.

Hotel cleaner twists ankle

A hotel cleaner climbed up on a bathroom sink to clean a mirror. As he was getting down, he slipped and twisted his ankle. He was unable to work for about 10 weeks.



Rubber mats provide traction in wet areas.



Slippery floors

Hazard

Slippery surfaces are one of the major causes of accidents in the hospitality industry.

Prevention

Reduce the risk of injury by following these guidelines:

- Use non-slip footwear.
- Keep floors free of water and grease.
- Clean floors regularly.
- Clean up spills immediately.
- Post warning signs around spills or wet floors.
- Install non-slip tiling or other non-slip floor products.
- Use rubber mats in areas where the floors are constantly wet.
- Use slip-resistant waxes to polish and treat floors.



Cuts

Hazard

Knives are involved in many accidents in the hospitality industry, especially among chefs and cooks. Injuries range from minor cuts to loss of fingers.

Prevention

Reduce the risk of injury by following these guidelines:

- Use a flat surface or cutting board.
- Use the right knife for the job and make sure it is sharp.
- Hold the knife securely with your stronger hand.
- Curl the fingers of your other hand over the object to be cut.
- Cut away from your body when cutting, trimming, or deboning.
- Wear protective equipment such as cut-resistant gloves, if necessary.



Sprains and strains

Hazard

Manual handling, especially in storage areas, can lead to overexertion injuries and sprains and strains.

Prevention

Reduce the risk of injury by following these guidelines:

- Stack items so they are stable.
- Organize storage areas by weight, with heavier items between knee and chest levels to minimize lifting.
- Use a ladder or stepstool to reach items on higher shelves.
- Keep the floors of cold storage areas free of ice buildup.
- Use safe lifting techniques.
- Use dollies whenever possible.
- If an item is too heavy, ask for help.

	Type of PPE	When to use
Hands	chemical-resistant gloves	cleaning with or handling chemicals (check the MSDS for specific glove requirements)
	work gloves	handling garbage, doing landscaping, or working in storage areas
	disposable waterproof gloves	cleaning blood and other body fluids
	cut-resistant gloves	cutting and equipment cleaning operations
Feet	non-slip footwear	working in and around kitchens
	steel-toed boots	operating landscaping equipment
	footwear with ankle support	working outdoors
Eyes	safety glasses	for general eye protection
	safety goggles and face shields	working with chemicals that may splash

Tip

Consider personal protective equipment (PPE)

Personal protective equipment (PPE) is equipment or clothing worn by a worker to prevent or minimize exposure to specific hazards. Examples of PPE include respirators, gloves, as well as head, eye, and foot protection.

PPE should be your last line of defence. Before considering PPE, try to eliminate or minimize the risks using other means. For example, use less hazardous chemicals or modify work processes or equipment.

Needle sticks restaurant worker

A restaurant worker had emptied a bathroom garbage can and was carrying the garbage bag outside to dispose of it. The bag contained a used needle, which pricked the worker when the bag rubbed up against her thigh.



Biohazards: Used needles

Hazard

Workers can be exposed to infected blood and body fluids if sharp contaminated objects puncture their skin.

Prevention

Reduce the risk of exposure by following these guidelines:

- Don't pick up sharps unless you have been told how to do so safely.
- Wear disposable waterproof gloves.
- Use tongs or pliers to pick up needles or other contaminated sharp objects.
- Place needles in a disposal container made for sharps. Contact your municipality for information on disposal.
- Look before you clean. Needles have been found on top of picture frames, under mattresses, and in other unexpected places.



Biohazards: Cleaning

Hazard

Workers cleaning bathrooms may come across body fluids such as blood, vomit, or feces.

Prevention

Reduce the risk of exposure by following these guidelines:

- Use personal protective equipment such as disposable waterproof gloves.
- Use disposable towels to clean up all visible material.
- Discard towels in a waterproof garbage bag.
- Disinfect the area with a dilute bleach solution.
- Don't compress garbage or reach into garbage containers with bare hands.
- Don't hold garbage against your body during handling.



WorkSafeBC publications

For more information on safe handling of needles and working with chemicals, see the following publications:

- *HIV/AIDS, and Hepatitis B and C: Preventing Exposure at Work*
- *WHMIS at Work*



Biohazards: Laundry

Hazard

When making up rooms, workers may come across items that are soiled by blood or other body fluids.

Prevention

Reduce the risk of exposure by following these guidelines:

- Use personal protective equipment such as rubber gloves.
- Use garbage bags or specially marked laundry bags to separate soiled items.
- Ensure that laundry workers are aware of these items so they can use appropriate personal protective equipment and take other necessary precautions.



Chemical exposures

Hazard

Many chemicals used in workplaces may cause irritation or even serious injury or disease.

Prevention

Reduce the risk of exposure by following these guidelines:

- When handling chemicals, use personal protective equipment as recommended by the manufacturers and required by the employer.
- Read the labels and the material safety data sheets (MSDSs) that accompany chemicals.
- Follow safe work procedures.
- Store chemicals in a properly ventilated, locked area and post warning signs.



Falls from ladders

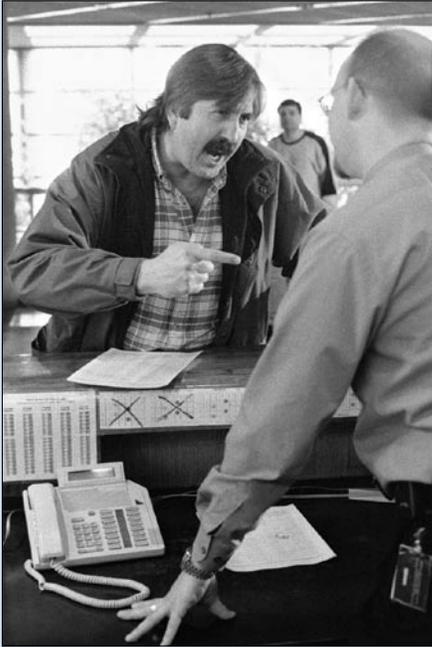
Hazard

Falls from ladders comprise about 6% of falls from elevation in the hotel industry.

Prevention

Reduce the risk of injury by following these guidelines:

- Use a ladder that has slip-resistant feet.
- Set the ladder on a flat, firm surface.
- Face the ladder when standing on it and when climbing up or down.
- Keep the centre of your body between the side rails of the ladder.
- Don't work from the top two steps of a stepladder.



Violence

Hazard

Despite the relatively small number of incidents that occur, workplace violence in the hospitality industry can result in physical and psychological injuries.

Prevention

Reduce the risk of incidents by following these guidelines:

- Ensure that workers know the early warning signs of a potentially violent situation.
- Ensure that workers are able to get help quickly if an incident occurs.
- Develop and make available to workers written safe work procedures for working alone or in isolation.

Prevent violence in the workplace

Owners and employers must take the following steps to help prevent violence in the workplace:

1. Determine if there is a risk of violence in the workplace.
2. Implement procedures to eliminate or minimize risks to workers.
3. Instruct workers about the hazards of workplace violence and appropriate responses to violent behaviour or threats.

Incidents of violence include attempted or actual assaults or any threatening statement or behaviour toward an employee by anyone other than a co-worker. For example, your staff may have to deal with people under the influence of drugs or alcohol. Workers need to know how to handle these kinds of situations before they happen.

Incidents don't always occur at the worksite. For example, workers may face risks walking to or from a bus stop on their way to work, especially at late hours.

If the interaction between your employees and persons other than co-workers presents any risk of threats or assaults, you need to conduct a risk assessment.

For more information on violence in the workplace, see Sections 4.27 to 4.31 of the Regulation, as well as the publication *Take Care: How to Develop and Implement a Workplace Violence Prevention Program*.

Hospitality resources

You can find health and safety guides, reports, posters, and many other resources online at WorkSafeBC.com. For more information on preventing injuries, see the following publications:

- *Ergonomic Tips for the Hospitality Industry* (series of eight pamphlets)
- Kitchen safety posters (series of six posters)
- *Preventing Injuries to Hotel and Restaurant Workers: Focus Report*
- *Protecting Young Workers: Focus Report*
- *StartSafe Safety Tips* (series of five posters)
- *Take Care: How to Develop and Implement a Workplace Violence Prevention Program*
- *3 Steps to Effective Worker Education and Training*

The Canadian Centre for Occupational Health and Safety offers the *Food Service Workers Safety Guide*. For more information, visit their web site at www.ccohs.ca/products/publications/food.html, or call 905 570-8094 or 1 800 668-4284 toll-free in Canada.



WorkSafeBC online

Injury prevention information for the tourism and hospitality industry is available on the following web pages:

- Tourism and Hospitality (www2.worksafebc.com/portals/tourism/home.asp)
- Small Business (www2.worksafebc.com/portals/smallbusiness/home.asp)
- Ergonomics (www2.worksafebc.com/topics/ergonomics/home.asp)

There is also a wide variety of signs and stickers to help you highlight specific health and safety issues in your workplace. To search for specific signs and stickers, visit www2.worksafebc.com/publications/stickers-index.asp.

Occupational Health and Safety Regulation

This guide does not replace the Occupational Health and Safety Regulation.

You will still need to refer to the Regulation to determine the exact requirements that apply to your particular business. The Regulation describes health and safety requirements for all workplaces under the jurisdiction of WorkSafeBC.

The Regulation consists of 32 Parts, as follows:

- Core Requirements, Parts 1–4, apply to all workplaces and include subjects such as ergonomics, first aid, and lighting.
- General Hazard Requirements, Parts 5–19, apply to many workplaces and include subjects such as WHMIS, personal protective equipment, and fall protection.
- Industry/Activity Specific Requirements, Parts 20–32, apply to specific industries and include subject areas such as construction and agriculture.

Book 1 also includes key excerpts from the *Workers Compensation Act*. Many sections of the Regulation also have accompanying Guidelines and Policies that help clarify requirements.



There have been many recent amendments to the Regulation, so it's important to refer to the online version to ensure that you are seeing the most up-to-date requirements.



Search the Regulation online

Visit WorkSafeBC.com for searchable electronic versions of both the Regulation and its accompanying Guidelines. For example, to get information about smoking at work, you can enter the search term *smoking* and then select the relevant sections of the Regulation in which smoking is mentioned.

For sections of the Regulation that are particularly important for the hospitality industry, visit www2.worksafefbc.com/Portals/Tourism/RegulationAndGuidelines.asp.

Roles and responsibilities

Employers, workers, and supervisors all have specific roles and responsibilities for health and safety.

Employers

- Ensure the health and safety of your workers.
- Correct any workplace conditions that are hazardous to the health and safety of your workers.
- Inform your workers about any remaining hazards.
- Provide your workers with access to the *Workers Compensation Act* and the Occupational Health and Safety Regulation.
- Ensure that your workers know their rights and responsibilities under the Regulation and that they comply with it.
- Establish an occupational health and safety program.
- Provide and maintain protective devices, equipment, and clothing, and ensure that workers use them.
- Ensure that your workers receive education, training, and supervision specific to your workplace.
- Consult and cooperate with your joint occupational health and safety committee (or worker health and safety representative).
- Cooperate with WorkSafeBC and its officers.

Tip

Exercise due diligence

Due diligence is the standard of care required to comply with the health and safety requirements and orders made under the *Workers Compensation Act* and enforced by WorkSafeBC. Due diligence means taking all reasonable care to protect the well-being of employees and co-workers.

To meet the standard of due diligence, you must take all reasonable precautions in the circumstances to carry out your work and your health and safety responsibilities.

Refuse and report unsafe work

Workers have the right to refuse unsafe work. In fact, workers must not carry out (or cause to be carried out) any task that they have reasonable cause to believe would create an undue hazard to the health and safety of any person.

When a worker discovers an unsafe condition or believes that he or she is expected to perform an unsafe act, the worker must immediately report it to the supervisor or employer. The supervisor or employer who receives the report must immediately investigate the matter. If there is an unsafe condition, it must be corrected without delay.

Sometimes the supervisor or employer may not agree that the task is dangerous. In this case, Sections 3.12 and 3.13 of the Regulation list the steps to be followed.

Workers must not be disciplined for refusing to perform tasks that they have reasonable cause to believe are dangerous. The worker may be assigned other work at no loss in pay while the reported unsafe condition is being investigated.

Workers

- Take reasonable care to protect your health and safety and that of other persons who may be affected by what you do or don't do.
- Comply with the Regulation and other legal requirements.
- Follow established safe work procedures.
- Use any required personal protective equipment.
- Refrain from horseplay or similar conduct that may endanger others.
- Do not work if you are impaired by drugs or alcohol.
- Report accidents and other incidents to your supervisor.
- Report to your supervisor or employer any of the following:
 - ~ a hazard that might endanger others
 - ~ a problem with protective equipment or clothing
 - ~ a violation of the Regulation or other legal requirements
- Cooperate with your joint occupational health and safety committee (or worker health and safety representative).
- Cooperate with WorkSafeBC and its officers.

Supervisors

- Ensure the health and safety of workers under your direct supervision.
- Know the requirements of the Regulation that apply to the work you are supervising.
- Ensure that workers under your direct supervision are informed about all hazards in the workplace and that they comply with the Regulation.
- Consult and cooperate with the joint occupational health and safety committee (or worker health and safety representative).
- Cooperate with WorkSafeBC and its officers.

Safe work procedures

Provide written safe work procedures for all hazardous tasks performed at your workplace.

Safe work procedures are directions on how work is to be carried out safely. They identify hazards and clarify what must be done to eliminate or minimize risks. For example, you may need to develop procedures for handling cash or disposing of hot oil.

When do I need written safe work procedures?

Not all tasks require a written safe work procedure. It may be sufficient to address safety issues verbally when training workers. To decide whether or not a written procedure is required, consider the following:

- How severe would the consequences of an accident be?
- How often is the task done?
- How complex is the task?

In general, written safe work procedures are needed for:

- hazardous tasks
- complicated tasks, so that important steps don't get missed
- frequently performed tasks
- less routine tasks, if workers need reminders about the hazards and how to control the risks

What kinds of tasks require safe work procedures?

Common tasks in the hospitality industry that may require written safe work procedures include the following:

- disposing of hot oil
- handling garbage
- cleaning up blood and other body fluids
- cleaning bathrooms, ovens, or swimming pools
- turning mattresses

The Regulation requires written safe work procedures for some specific tasks and situations. Examples common to most hospitality small businesses include the following:

- locking out equipment
- preventing workplace violence



Written safe work procedures help eliminate or minimize the risks of hazardous tasks.

- working alone or in isolation
- cleaning up chemical spills
- cleaning up biological materials
- conducting an emergency evacuation

Post the procedures prominently at the locations where the tasks are performed or next to the equipment used for the tasks. Supervisors and managers will find them helpful in training workers how to do their jobs safely. Workers are then responsible for following the procedures.

How do I develop written safe work procedures?

The process of developing a written safe work procedure for a hazardous task includes the following four steps:

1. Determine the overall task that requires a safe work procedure.
2. Break down the task into its basic steps.
3. Identify the hazards associated with each step, and ways to eliminate or minimize the risks to workers from these hazards.
4. Write the safe work procedure — the list of actions that workers must do when performing the task.

Sample: Developing a safe work procedure

This section describes how to develop a safe work procedure for a common hazardous activity in kitchens: cleaning the deep fat fryer.

1. Determine the overall task

The overall task can be stated as follows: Drain the oil from the deep fat fryer and transfer it into the oil dump drum for disposal.

2. Break down the task into basic steps

The basic steps are as follows:

- Drain the oil from the deep fat fryer into a container.
- Transport the oil through the kitchen and out to the oil dump drum.
- Transfer the oil from the container into the oil dump drum.

3. Identify hazards and risk control methods

The following table summarizes the hazards associated with each of the basic steps and suggests ways to control risks.

Tip

Specify personal protective equipment

Written safe work procedures must list any required personal protective equipment, when it must be used, and where workers can find it. Certain tasks require the use of more than one type of PPE.

For example, workers may need to dilute concentrated, corrosive chemicals such as cleaning agents before using them. PPE required for this task may include face and eye protection such as goggles or face shields, as well as skin protection such as rubber gloves. To determine the appropriate type of PPE, check the MSDS for the product.

Sample: Hazards and risk control methods when cleaning deep fat fryers

Basic step	Hazards	Risk control methods
Cool the oil in the deep fat fryer.	Oil in deep fat fryers is very hot — approximately 350°F when cooking (flesh burns at 200°F). The hotter the oil being drained, the greater the risk of burns.	Allow the oil to cool before draining it. You may need to turn off the fryer a few hours ahead of time to give the oil enough time to cool. You can determine the exact safe temperature or time required for the oil to cool from the fryer manufacturer's instructions and the type of oil or shortening.
Drain the oil from the deep fat fryer into a container.	The oil can splash or spill onto the worker who is draining it.	Fit a hose or tube to the drain spout of the fryer and carefully direct the oil into a container with a narrow opening.
		Ensure that the container is dry. Any water in the container may cause the oil to spit.
		Wear appropriate personal protective equipment, including the following: <ul style="list-style-type: none"> • goggles and a face shield • rubberized, oil-resistant gloves to cover the hands and lower arms • a rubberized, oil-resistant apron long enough to cover the lower legs • footwear with closed-over toes and non-slip soles
Transport the oil through the kitchen and out to the oil dump drum.	Warm oil can warp plastic containers and cause them to give way.	Use a metal bucket or similar container, or a specialized container with wheels.
		Warm oil can spill and cause burns.
		Make sure the container is closed. Use a container with a tight-fitting lid, such as a metal bucket that has a metal lid with clasps and a tight seal.
	The weight of the container can increase the risks of spilling and overexertion.	The weight of the container can increase the risks of spilling and overexertion.
Make sure aisles and pathways are clear of tripping hazards and that the outdoor path to the oil dump drum is not slippery.		
Use an enclosed container equipped with wheels so it can be moved easily through the kitchen. If you need to go up or down stairs and curbs, use a container with larger wheels.		
If you are carrying closed containers, consider their size and how many you need. Two half-full containers will be easier to carry than one heavier full container.		
Transfer the oil from the container into the oil dump drum.	The oil can splash or spill onto the worker who is draining it.	Use a dolly to carry bucket-like containers safely.
		Wear appropriate personal protective equipment (see above). Use specially designed equipment: <ul style="list-style-type: none"> • Some containers can be hooked over the lip of the drum and lifted from their base. • Some metal buckets have a spout attachment so the whole lid doesn't have to be removed. • Some metal buckets have a handle at the base to assist with pouring.

Tip

Handle and dispose of hot oil safely

Newer fryers incorporate automatic draining systems that minimize the risk to workers. In addition, a variety of specialized equipment is available for safe handling and disposal of hot oil. Contact your local restaurant equipment supplier for more information.



Many metal buckets have metal lids with clasps and a tight seal to prevent splashing.

4. Write the safe work procedure

After identifying hazards and ways to eliminate or minimize risks, you will be ready to write the safe work procedure. The following sample should give you an idea of the amount of detail to include.

Sample safe work procedure: Cleaning the deep fat fryer

Wear the following personal protective equipment during all steps:

- goggles and face shield
- elbow-length rubberized gloves
- a rubberized apron long enough to cover your lower legs
- non-slip, close-toed shoes

Draining the hot oil from the deep fat fryer into a container

1. Allow the oil to cool as much as possible before removing it from the deep fat fryer. Turn off the fryer three hours ahead of time.
2. Use the designated metal container marked "For Hot Oil Use." It has a metal lid, a handle at the base, and is fitted with clasps.
3. Ensure that the container is dry.
4. Fit a hose to the drain spout of the fryer and carefully direct the oil into the container.

Transporting the oil through the kitchen and out to the oil dump drum

1. Make sure aisles and pathways are clear of tripping hazards and that the outdoor path to the drum is not slippery.
2. Make sure the container is closed properly.
3. Use a dolly to move the container. Make sure the container is securely fastened.

Transferring the oil from the container to the oil dump drum

1. Check that your personal protective equipment is properly adjusted to protect you from spills or splashes.
2. Grasp the handle at the base of the container as you pour the oil into the drum.

Education, training, and supervision

Make sure that workers receive health and safety education, training, and supervision.

Your occupational health and safety program should describe the type of education and training you will provide to workers and when you will provide it. For example, workers should receive instruction in the safe work procedures that they must follow when performing hazardous tasks. Workers should also be trained in the use of emergency equipment and procedures.



Forms and checklists

- “Worker Orientation Checklist,” page 45

Orientations and other education

Orientations are an important form of education because they provide an opportunity for the employer to establish health and safety guidelines *before* a worker starts at a new job or location, which will help prevent work-related accidents. Health and safety education should also be an ongoing process; provide instruction to workers whenever there are changes in the workplace such as a new work process or piece of equipment.

What to include in an orientation

An orientation should include the following:

- Explain that the worker should not perform any task that the worker is not trained to do safely.
- Encourage the worker to ask questions whenever the worker is unsure of anything.
- Introduce the worker to the worker health and safety representative (or a member of the joint occupational health and safety committee).

In addition, inform the worker about:

- potential workplace hazards such as hazardous materials or electrical equipment
- worker responsibilities and restrictions
- how to report potential hazards and unsafe work conditions
- how to get first aid
- how to report injuries and other incidents
- locations of emergency exits, fire extinguishers, and first aid kits, as well as procedures for rescue and evacuation

Training

All workers need supervised, hands-on training in how to safely perform their tasks *before* they start a job. Properly trained workers can have a positive impact on productivity and customer service. The following three steps describe a general procedure that supervisors can follow when training new workers.

Tip

Use safe work procedures

If a written safe work procedure for the task is available, provide a copy or tell the worker where a copy can be found. You can also use written safe work procedures for training purposes.

Tip

Leave alternate contact information

Tell the worker where to get help in your absence.

Tip

Observe workers on the job

Periodically observe what workers are doing on the job and assess any risks resulting from their actions.

1. Prepare the worker

- Explain the job in detail, including any safety precautions or personal protective equipment required.
- Encourage the worker to ask questions and take the time to answer them fully.

2. Train the worker

- Demonstrate and describe specific procedures, including all safety precautions.
- Go through procedures at normal speed, then at slow speed while the worker asks questions.
- Have the worker perform procedures until the worker can do them exactly as required.
- Answer any questions or repeat any key points that the worker may have missed.
- Keep written records of training. Document who was trained, when they were trained, and what the training included.

3. Check progress and observe the worker on the job

- Monitor the worker to ensure that the worker is maintaining safety standards.
- Make unscheduled checkup visits. As the worker progresses, make visits shorter and less frequent.
- Correct unsafe work habits.
- Reinforce and recognize good work habits.

Supervision

Supervisors are responsible for ensuring the health and safety of any workers under their supervision. Supervision responsibilities include the following:

- Explain the hazards of the job.
- Instruct new workers in safe work procedures.
- Ensure that workers have been trained for the tasks assigned to them, including safety precautions and safe work procedures.

- Ensure that safety equipment and personal protective equipment is maintained in good working order.
- Ensure that all materials are stored and handled safely.
- Enforce health and safety requirements.
- Correct unsafe acts or conditions that you observe or that workers bring to your attention.
- Continually monitor worker performance and well-being.
- Set a good example in areas such as following safe work procedures and using personal protective equipment.



WorkSafeBC publications

For more information on young workers, see the following publications:

- *Protecting Young Workers: Focus Report*
- *3 Steps to Effective Worker Education and Training*

Young workers

The hospitality industry employs a large number of young workers. Half of all work-related accidents involving young workers aged 15 to 24 happen during the worker's first six months on the job. Every week, five young workers are permanently disabled because of work-related accidents.

Employers should take special care to ensure that young workers receive adequate education, training, and supervision. Young workers tend to be inexperienced and may not ask important questions because they are self-conscious about their lack of experience or simply don't know what to ask. It is important to discuss safety topics during orientations and training, and to encourage young workers to ask questions whenever necessary.

Young workers in supervisory roles

Young workers in hotels and restaurants may find themselves in situations where they are supervising their co-workers, even though they may not have the title of supervisor or assistant manager. Often they may not realize all the implications of such a supervisory role, especially with regard to health and safety. If a worker's job may include some supervisory tasks, make sure that the worker understands his or her responsibilities.



Young workers may take on supervisory roles even without a formal title. Like all supervisors, they are responsible for the health and safety of their co-workers.



New and young workers: Questions to ask

Young workers should ask the following questions whenever they start a new job, move to a new worksite, or are assigned new duties:

- Will I receive a safety orientation?
- Who do I report unsafe work or hazards to?
- Who do I report injuries to?
- What should I do in emergencies such as earthquakes or fires?
- Will I be working with hazardous chemicals? If yes, where are the material safety data sheets (MSDSs) for them?
- What personal protective equipment will I need to use? Who will supply it?
- What machinery, equipment, or power tools will I be required to operate? Are there written safe work procedures for any of them?
- Are there any specific safety hazards at this workplace that I should be aware of (for example, potential for violence, poor air quality, or high noise levels)?

Safety inspections

Inspect your workplace regularly.

In addition to correcting any hazards that you observe from day to day, set aside time for regular workplace safety inspections. Regular inspections will help you identify hazards so you can assess and control any risks to workers. Inspection is an ongoing task because the workplace is always changing.

Tip

Prepare for inspections

Before starting an inspection, follow these guidelines:

- Review the previous inspection report.
- Make sure that any problems identified in that report have been corrected.

When should inspections occur?

You need to inspect your workplace at regular intervals that will prevent the development of unsafe working conditions. In hospitality small businesses this is typically once a month. You also need to inspect your workplace when there has been an accident or when you've added a new work process.

Who should conduct them?

Inspections should be conducted by a supervisor and a worker. If possible, the worker health and safety representative (or members of the joint health and safety committee) should be involved.

How should they be conducted?

During an inspection, identify unsafe conditions and acts that may cause injury so you can take corrective measures. Follow these guidelines:

- Use a checklist to ensure that your inspection is thorough and consistent with previous inspections.
- Ask yourself what hazards are associated with the job that you are observing or that would be performed in that work area.
- Observe how workers perform tasks. Do they follow safe work procedures and use personal protective equipment, as required?
- Ask workers how they perform their tasks.
- Talk to workers about what they're doing. Ask them about concerns they may have about health and safety.
- Record any unsafe actions or conditions that you observe.



Safety inspections should be carried out by a supervisor and a worker.

What should inspections focus on?

There are different ways to approach safety inspections, depending on the objectives of your health and safety program. For example, you can focus on the most common tasks your workers perform or on a specific issue addressed by your program, such as ergonomics.

Here are some examples of things to look for:

- improper storage of materials (for example, in front of emergency exits or electrical panels, or blocking aisles or stairs)
- accumulation of liquid or grease on floors
- failure to put a sign or barrier near wet floors
- dull knives
- lack of guarding on mixers and other equipment
- lack of visibility through swing doors
- poor maintenance of equipment such as dollies and carts

Safe work procedures

Check whether safe work procedures are being followed. For example, ask whether or not workers:

- unplug the meat slicer when cleaning it
- wear gloves when handling garbage
- use proper lifting techniques
- know safe work procedures for working alone

What should happen after the inspection?

Take action after the inspection. Follow these guidelines:

- Remedy serious hazards or unsafe work practices immediately. For example, if you find that a ladder has a loose or damaged rung, immediately remove the ladder from service and repair or replace it.
- Prioritize other, less serious hazards and assign someone to remedy each one.
- Follow up on any actions that will take time to complete (for example, purchasing new equipment).
- Communicate inspection findings to workers.



Forms and checklists

- “Inspection Checklist,” pages 47–48
- “Inspection Report,” page 50



WorkSafeBC publication

For more information on safety inspections, see the *Safety Inspections* workbook.



Get to the root of the problem

For example, if you see a wet floor, ask: Why is the floor wet? Where is the water coming from? How long has it been like that? Possible explanations include:

- a water leak
- a job process that creates the problem
- workers who need training and education on how to clean up the hazard

Fix it right the first time and the problem shouldn't recur.

Incident investigation

Investigate all accidents and other incidents promptly.

Incident investigations help determine the causes of an incident so you can take steps to ensure that the same incident will not happen again. Employers are required to investigate and document the following incidents:

- serious incidents
- incidents that result in injuries that need medical treatment
- incidents that have the potential for serious injury (for example, near misses)

Employers are not required to investigate motor vehicle accidents that occur on public streets or highways; the RCMP or local police generally investigate such accidents.

What is an *incident*?

An *incident* is an accident or other occurrence that resulted in or had the potential for causing a death, injury, occupational disease, or damage to equipment or property.

Incidents include:

- accidents in which a worker is injured or killed
- accidents in which no one is hurt but equipment or property is damaged
- near misses

The terms incident and accident are often used interchangeably, but the preferred term is incident because it includes near misses as well as accidents.

What is a *near miss*?

A *near miss* is an incident in which there is no injury or damage but that could have resulted in an injury or death, or damage to equipment or property. Near misses may indicate hazardous conditions or acts that need to be corrected.

Who should take part in an investigation?

Everyone in the business has a role to play. Workers must report incidents to their supervisors. Owners, employers, or supervisors must initiate incident investigations promptly. If possible, investigations should include at least one employer representative and one worker representative.

What are the goals of investigation?

As much as possible, an investigation must:

- determine the causes of the incident
- identify any unsafe conditions, acts, or procedures that contributed to the incident
- find ways to prevent similar incidents

How should investigations be conducted?

Interview witnesses and the people involved in the incident even if they weren't present at the incident. For example, it may be appropriate to interview a supervisor who gave instructions at the start of the shift or a trainer who previously instructed the workers involved.

Questions to ask

The investigation should answer the following questions:

- Who was involved or injured?
- Where did the incident happen?
- When did it occur?
- What were the causes?
- Why was an unsafe act or condition allowed?
- How can similar incidents be prevented?

Factors to consider

Usually there are several factors that cause or contribute to an incident. Try to identify as many causes as possible. Factors to consider when investigating an incident include:

- unsafe or defective equipment
- unsafe environment or conditions
- poor housekeeping
- physical hazards
- poor planning
- poor instruction
- unsafe work practices
- unusual or unfamiliar work conditions
- personal factors

Filing an investigation report

After completing an investigation, the employer must prepare an incident investigation report and send copies to:

- the WorkSafeBC head office
- the joint health and safety committee or worker health and safety representative



Workers Compensation Act

For more information on incident reporting and investigation, see Sections 172–177 of the *Act*.



WorkSafeBC resources

For more information on incident investigations, see the following resources:

- *Investigation of Accidents and Diseases: Reference Guide and Workbook*
- *Investigating an Accident* (video)



Forms and checklists

- “Form 52E40 — Incident Investigation Report,” pages 51–54

Examples of incidents requiring investigation

Consider the following examples, which may resemble incidents that you may need to investigate. What recommendations would you make to prevent these types of incidents in the future?

Tip

Take a unique approach to investigating MSIs

Investigating musculoskeletal injuries (MSIs) such as sprains or strains may require you to think about events a little differently. MSIs may not result from a single event such as lifting or twisting, but rather from a history of activity. For more information on preventing and investigating MSIs, visit www2.worksafebc.com/topics/ergonomics/home.asp.

- A deep fryer caught fire. When the cook used a fire extinguisher to douse the flames, the flames shot back. The cook suffered second-degree burns to his face and arms.
- At closing time, a doorman at a restaurant asked several people who were loitering on the sidewalk to move along. One of them punched him and several others jumped on him. He was stabbed three times with a pen and suffered a collapsed lung as a result.
- A cook injured his shoulder lifting a heavy bucket of lard to the stove.
- A kitchen worker was held at gunpoint during an armed robbery. She was forced to lie on the floor and was locked in a cooler. She subsequently suffered from post-traumatic stress disorder.

Reporting incidents and injuries to WorkSafeBC

Employers must immediately report serious incidents to WorkSafeBC. To report a serious incident, call 604 276-3100 in the Lower Mainland or 1 888 621-SAFE (7233) toll-free in B.C. To report after-hours and weekend incidents, call 604 273-7711 or 1 866 922-4357 (WCB-HELP) toll-free.

Employers must report any of the following injuries (to initiate a claim) to WorkSafeBC within three days:

- A worker is injured and loses consciousness.
- A worker is sent for medical treatment by a first aid attendant or supervisor.
- A worker has an injury or disease that needs medical treatment.
- A worker states that he or she is going to get medical treatment or has already received medical treatment for an injury or disease.
- A worker is (or claims to be) unable to do his or her job because of any injury or disease.
- An artificial limb, eyeglasses, dentures, or hearing aid is broken in the incident.

To report an injury and initiate a claim, contact the Small Business Contact Centre (see page 60).

What is a *serious incident*?

Serious incidents include the following:

- a fatality or serious injury
- a major release of a hazardous substance
- a major structural failure or collapse of a building, bridge, tower, crane, hoist, temporary construction support system, or excavation
- a blasting accident that causes personal injury, or any other dangerous incident involving explosives, whether or not there is an injury

Monthly meetings

Hold regular monthly meetings with workers to discuss health and safety matters.

Focus your meetings on identifying and correcting hazardous conditions or tasks, and making health and safety a priority in your workplace. Keep a record of each meeting, including what was discussed and who attended. Post meeting minutes for everyone to read. Bring to each meeting:

- your latest inspection report
- any incident reports completed during the past month
- any new safe work procedures
- the minutes for last month's meeting

Use the sample meeting agenda as a guideline for your monthly meetings. Do not simply copy the sample; instead, use it as a starting point to develop your own unique agenda.

Sample meeting agenda

1. Accidents and other incidents

- Discuss accidents and near misses that have occurred since the last meeting, along with the results of any incident investigations.

2. Results of monthly inspection

- Discuss the results of your monthly inspection.
- Encourage workers and supervisors to identify unsafe conditions or tasks.
- Discuss ways to eliminate or minimize any unsafe conditions or tasks that have been identified.
- Assign responsibilities for eliminating or minimizing specific risks. Follow up on these assignments at your next meeting.

3. Education and training

- Discuss any new safe work procedures or other health and safety policies and procedures you are implementing, or discuss a health and safety topic.

4. Other concerns

- Encourage workers and supervisors to mention any other health and safety concerns.

5. Next Meeting

- Set the date for your next regular meeting.
- Remind everyone that health and safety is a top priority in your workplace.



Forms and checklists

- "Monthly Health and Safety Meeting Record," page 55

First aid

Follow the first aid requirements that apply to your small business.

Employers must follow these basic first aid requirements:

- Conduct a first aid assessment for the worksite (see pages 57–58).
- As a result of the first aid assessment, provide the appropriate first aid kit and, if required, first aid attendant.
- Develop and implement first aid procedures, including:
 - ~ the location of first aid and how to call for it
 - ~ how the first aid attendant is to respond to first aid calls
 - ~ the authority of the first aid attendant over the treatment of injured workers and the responsibility of the employer to report injuries to WorkSafeBC
 - ~ who is to call for transportation for the injured worker as well as the methods of transportation and calling
 - ~ prearranged routes in and out of the workplace and to medical treatment
- Post first aid procedures conspicuously in suitable locations throughout the workplace or, if posting is not practicable, adopt other measures to ensure that the information is effectively communicated to workers.
- Ensure that the first aid attendant and all other persons authorized to call for transportation of injured workers are trained in the procedures.



The Regulation

For more information on first aid, see Sections 3.14 to 3.21.



Forms and checklists

- “Basic First Aid Kit,” page 56
- “First Aid Record,” page 59

First aid requirements for low-risk businesses (hazard rating “L”)

Distance from nearest hospital	Number of workers per shift	Requirements
20 minutes or less surface travel time	2–10	• Basic first aid kit
	11–50	• Level 1 first aid kit • Level 1 first aid attendant
More than 20 minutes surface travel time	2–5	• Basic first aid kit
	6–30	• Level 1 first aid kit • Level 1 first aid attendant

Note: In all cases, the employer must pay for emergency transportation.

First aid kits

Most retail small businesses only require a basic first aid kit (see page 56); some require a Level 1 first aid kit, which is more comprehensive. You can purchase your first aid kit from any safety supply company. Look in the Yellow Pages under *first aid equipment and supplies* or *safety equipment and clothing*.

First aid attendants

If your workplace requires a first aid attendant, the attendant must hold a first aid certificate of the level necessary for your workplace.



Hospitality small businesses must keep an appropriate first aid kit on-site.

Tip

Use the Online First Aid Assessment Tool

The First Aid Assessment Tool (www2.worksafebc.com/calculator/firstaid/default.htm) will walk you through the assessment process. The tool also includes links to specific parts of the Regulation and Guidelines that apply to first aid.

Tip

Train backup first aid attendants

If you require a first aid attendant, ensure that enough workers are trained for this responsibility to cover vacations and other absences.

Tip

Check first aid requirements for different shifts

First aid requirements are based on the number of workers per shift; therefore, the requirements may vary from day to night shifts.

Records and statistics

Maintain health and safety records and statistics.

Employers are required to keep health and safety records and statistics on file. Examples of documentation include training activities, first aid treatments, and incident investigations.

Written records and statistics can help:

- identify trends for unsafe conditions or work practices so you can take steps to correct these potential hazards
- provide material for education and training
- provide documentation in case a WorkSafeBC officer requests it or if an incident occurs and you need to prove that you did all you could reasonably do to prevent it

What records and statistics should I keep?

Maintain records and statistics for the following:

- Health and safety program reviews (see pages 43–44) can help you track the progress of your program.
- Worker orientation records (see page 45) can help ensure that workers are getting the education and training they need.
- Inspection reports (see page 50) can provide historical information about hazards your business has encountered and how you have dealt with them.
- Monthly meeting records (see page 55) can help monitor how promptly and how well “action items” have been carried out.
- Incident investigation reports (see pages 51–54) can clarify which hazards have caused incidents and how they were controlled.
- First aid assessments (see pages 57–58) can help determine the first aid requirements for your workplace.
- First aid records (see page 59) can provide injury statistics that will help prioritize health and safety efforts.

Statistics that may be of value include the following:

- number of incidents and injuries each year
- number of workdays lost each year
- cost to your business from workplace injuries each year



The Regulation

For information on access to first aid records, see Section 3.19.

Monthly Health and Safety Meeting Record

Use this sheet to record what's been discussed at your monthly health & safety meetings.

Company Name: _____ Date: _____

Participants: _____

1. Accidents and Incidents
List all accidents and incidents that have occurred since your last meeting. (Or attach copies of accident/incident reports to this record.)

Date of Occurrence	Time of Day	Personnel Involved

2. Results of Health and Safety Inspection
List all records in this table below. Or attach a copy of your inspection report to this record.

Type of Hazard	Description of Hazard	Recommended Remedial Action	Action Implemented	Date Completed

3. Education & Training
List new staff work procedures and other training discussed.

4. Other Concerns
List other health and safety concerns discussed.

5. Next meeting
Date and time of next meeting:
List any matters that need to be followed up at the next meeting.

6. Forms & Checklists

Keep all your written health and safety records organized and available for reference.

Common questions and answers

This section answers commonly asked questions about health and safety in hospitality small business.

Common questions from employers

Q. Do I need to register with WorkSafeBC?

A. Most small businesses in B.C. are required to register with WorkSafeBC and pay assessments (insurance premiums). To find out more about registration requirements or to register online, visit WorkSafebc.com. If you want to download registration forms, click “Forms.” You can also call the WorkSafeBC Employer Service Centre at 604 244-6181 in the Lower Mainland or 1 888 922-2768 toll-free in B.C.

Q. As the owner of a motel, can I operate without WorkSafeBC coverage?

A. Yes. Sole proprietors and their spouses are not automatically covered for compensation benefits. You can, however, apply for Personal Optional Protection for yourself and on behalf of your spouse. For more information on this voluntary coverage, call the Employer Service Centre at 604 244-6181 or 1 888 922-2768.

Q. Do I have to pay WorkSafeBC premiums if my teenage children work for me in the business?

A. Yes. Children of the employer are considered workers and are automatically covered if there is an employment relationship.

Q. I know that all small businesses must keep a first aid kit on-site, but how do I determine if I need to have a first aid attendant?

A. The number of workers per shift and the travel time to the nearest hospital will determine if you need a first aid attendant. See the table on page 28.

Q. A row of shelves fell in my store. No one was injured. Do I need to conduct an investigation?

A. Yes. Employers must investigate all incidents, including near misses like this one. Investigations help prevent the incident from recurring by determining why it happened in the first place. For more information, see “Incident investigation,” pages 24–26.

- Q. We've never had an accident at our workplace. Do I still need to set up a health and safety program?**
- A. Yes. All B.C. workplaces — including hospitality small businesses — are required to have an occupational health and safety program. Your health and safety program will help you maintain your excellent safety record. For more information, see “Occupational health and safety programs,” pages 2–3.
- Q. Can I or my workers smoke at work?**
- A. The owner or employer must control the exposure of workers to environmental tobacco smoke by prohibiting smoking in the workplace or restricting smoking to a designated smoking area. For more information, see Sections 4.81 to 4.83 of the Regulation.
- Q. I recently hired a subcontractor. Am I responsible for the subcontractor's health and safety?**
- A. Yes. Employers are responsible for the health and safety of their own workers. Employers hiring contractors or subcontractors should check with WorkSafeBC to determine their obligations regarding health and safety matters. It's also a good idea to check with WorkSafeBC to make sure the contractors or subcontractors you hire are registered with WorkSafeBC. If they aren't, your company could be liable for their insurance premiums if there's an injury or accident. Clearance letters will tell you whether businesses, contractors, or subcontractors are registered with WorkSafeBC and up-to-date on their payments. To get a clearance letter, visit WorkSafeBC.com, call 604 244-6180 or 1 888 922-2768 toll-free, or fax 604 244-6390.
- Q. Can I pay the medical costs of a worker's injury to prevent increased WorkSafeBC premiums?**
- A. No. All work-related injuries must be reported to WorkSafeBC.
- Q. I only have a staff of two. Should I still hold monthly health and safety meetings or can we meet less often?**
- A. Yes, you still need to hold regular monthly meetings to ensure that workers have an opportunity to discuss health and safety matters and to correct unsafe conditions or procedures. As an employer, you must also keep records of the meetings and the matters discussed. For a sample “Monthly Health and Safety Meeting Record,” see page 55.

Common questions from workers

Q. I only work part-time. Am I entitled to benefits if I get hurt on the job?

A. Yes. All workers, including young and part-time workers, are entitled to workers' compensation benefits in the event of a work-related injury or illness.

Q. My job requires me to lift and stack heavy boxes. What is the maximum allowable lifting weight?

A. There is no specific maximum allowable lifting weight. However, if you are required to lift heavy boxes, the owner or employer must provide a safe work procedure for this task. See "Safe work procedures," pages 15–18.

Q. My supervisor or employer has asked me to perform a task I believe is dangerous. What can I do?

A. Workers have the right to refuse work that they have reasonable cause to believe is dangerous to their health. The first thing you should do is tell your supervisor or employer that you think the task is dangerous. Together, you may be able to find a safe solution. If this task is performed regularly, your employer must provide you with a written safe work procedure. For more information, see "Refuse and report unsafe work," page 14.

Q. I often work alone at night. What do I do if I'm robbed or injured?

A. Your employer must provide a written procedure and safeguards for working alone. These safe work procedures should be included in the health and safety program for your workplace, and your supervisor should review them with you as part of your training. For more information, see "Prevent violence in the workplace," page 10.

Employers' Advisers

The Employers' Advisers Office is a branch of the BC Ministry of Skills Development and Labour, independent of WorkSafeBC. Employers' advisers are funded by the WorkSafeBC premiums collected from employers. At no additional cost, advisers provide impartial advice, assistance, representation, and training to employers about workers' compensation legislation, decisions, appeals, and policies.

Employers' advisers have a right to access WorkSafeBC information on your behalf, but they cannot file reports for you. Employers' advisers also conduct educational seminars for employers on topics such as occupational health and safety requirements, claims management, disability management, and assessments.

You can visit the Employers' Advisers web site at www.labour.gov.bc.ca/eao/ or contact one of the following regional offices for help.

Employers' Advisers offices

Abbotsford

207 – 32555 Simon Ave. V2T 4Y2
Phone: 604 870-5492
Toll-free: 1 866 870-5492
Fax: 604 870-5498

Kamloops

101 – 70 2nd Ave. V2C 6W2
Phone: 250 828-4397
Toll-free: 1 866 301-6688
Fax: 250 828-4563

Kelowna

102 – 1726 Dolphin Ave. V1Y 9R9
Phone: 250 717-2050
Toll-free: 1 866 855-7575
Fax: 250 717-2051

Nanaimo

404 – 495 Dunsmuir St. V9R 6B9
Phone: 250 741-5500
Toll-free: 1 866 827-2277
Fax: 250 741-5508

Nelson

503 – 310 Ward St. V1L 5S4
Phone: 250 354-6139
Toll-free: 1 877 877-5524
Fax: 250 354-6138

Prince George

206 – 1577 7th Ave. V2L 3P5
Phone: 250 565-4285
Toll-free: 1 888 608-8882
Fax: 250 565-4288

Richmond

620 – 8100 Granville Ave. V6Y 3T6
Phone: 604 713-0303
Toll-free: 1 800 925-2233
Fax: 604 713-0345

Victoria

400 – 3960 Quadra St. V8X 4A8
Quadra Centre
Phone: 250 952-4821
Fax: 250 952-4822
Toll-free: 1 800 663-8783

WorkSafeBC resources

WorkSafeBC has a number of publications that will help you meet your health and safety requirements. You can find most of these publications on the WorkSafeBC web site, including searchable versions of the Regulation and the *Workers Compensation Act*.

Health and safety programs

- ***Effective Health and Safety Programs: The Key to a Safe Workplace and Due Diligence***
Explains how to implement your occupational health and safety program to meet the due diligence standard of care.
- ***Safety on the Job Is Everyone's Business: The Responsibilities of Employers, Supervisors and Workers***
Describes health and safety responsibilities and the basics in training new workers.
- ***How to Implement a Formal Occupational Health and Safety Program***
Describes the composition and responsibilities of these committees, which are required in workplaces with 20 or more employees.
- ***Safety Inspections workbook***
Describes the requirements of a safety inspection program and how to develop and implement such a program.

Prevention

- ***Back Talk: An Owner's Manual for Backs***
Describes common back injuries and how to avoid them.
- ***How to Make Your Computer Workstation Fit You***
Describes how to set up a computer workstation to prevent musculoskeletal injuries such as sprains and strains.
- ***Investigation of Accidents and Diseases: Reference Guide and Workbook***
Describes how to conduct workplace accident investigations.
- ***3 Steps to Effective Worker Education and Training***
Explains a three-step process for providing education and training for new workers and young workers.



Online health and safety information

The Occupational Health and Safety Regulation and many WorkSafeBC publications are available online at www2.worksafebc.com/Safety/Home.asp. There is also information specifically for young workers (workers under 25 years) at www2.worksafebc.com/Topics/YoungWorker/Home.asp.



Online incident and injury reporting

You can report injuries and other incidents at WorkSafeBC.com. The process includes online filing of first aid reports and incident investigation reports.



Questions about registration or assessments?

For more information on registration and assessments (insurance premiums), call the Employer Service Centre at 604 244-6181 in the Lower Mainland or 1 888 922-2768 toll-free in B.C.



Online registration

For information on registering with WorkSafeBC or to register online, visit WorkSafebc.com and click "Register your business/firm with the WCB."



Questions about claims information?

For more information on claims and compensation, e-mail the Small Business Contact Centre at smallbiz@worksafebc.com, or call 604 233-5353 in the Lower Mainland or 1 866 338-3888 toll-free in B.C.

- ***Take Care: How to Develop and Implement a Workplace Violence Prevention Program***

Explains how to set up a violence prevention program to eliminate or minimize violence in your workplace.

- ***WHMIS at Work***

Describes WHMIS, its requirements, and how to implement WHMIS in your workplace.

- ***HIV/AIDS, and Hepatitis B and C: Preventing Exposure at Work***

Provides information and safe work practices related to HIV/AIDS and hepatitis B and C. Intended for employers and workers who may come in contact with blood and other body fluids in unforeseen incidents that are rare and isolated.

Registration

- ***Small Business Primer: A Guide to WorkSafeBC***

Provides basic information on registering with WorkSafeBC, paying premiums, preventing injuries, investigating incidents, and reporting claims.

Claims

- ***Claims Review and Appeal Guide for Employers***

Describes appeal procedures and rules governing payment of a claim during the employer's appeal process.

- ***Claims Review and Appeal Guide for Workers and Dependents***

Discusses the rights and obligations of claimants who wish to appeal the decision of a WorkSafeBC claims adjudicator.

Hospitality small business

- ***Health and Safety Guide for New Retail Workers (Retail Council of Canada)***
Answers health and safety questions, and describes safety tips and how to deal with emergencies.
- ***Ergonomic Tips for the Hospitality Industry (series)***
A series of eight brochures for industry sectors such as accommodation and food and beverage. Describes ergonomic tips for workers such as room attendants, kitchen staff, and servers.
- ***Preventing Injuries to Hotel and Restaurant Workers: Focus Report***
Describes accidents in the hotel and restaurant industries and how to prevent them.
- ***Protecting Young Workers: Focus Report***
Provides information on the scope and causes of injuries to young workers, and describes how to reduce workplace hazards.
- **Kitchen posters**
A series of six posters that describe six common injuries and how to avoid them.
- **StartSafe posters**
A series of five posters that describe do's and don'ts for kitchen staff.



Online tourism and hospitality resource

The WorkSafeBC web site includes a web page for tourism and hospitality. Visit www2.worksafebc.com/Portals/Tourism/Home.asp.

Tip

WorkSafe courses

Basic health and safety courses are available through the WCB WorkSafe Education Network, which includes all community colleges and some school districts. These courses are suitable for employers, supervisors, and workers. Contact your local community college or school district for more information on the following courses:

- Hazard Recognition and Control
- Preventing and Investigating Musculoskeletal Injury (MSI)
- Joint Health and Safety Committee Training
- Occupational Health and Safety in Small Business
- Preventing Workplace Violence
- Supervisor Safety Management

Forms and checklists

This section includes forms and checklists that you can use to develop, implement, and maintain your health and safety program.

- Sample health and safety program for small business41
- Annual review of health and safety program43
- Worker orientation checklist45
- Health and safety checklist for small business.....46
- Inspection checklist47
- Inspection report.....50
- Form 52E40 — Incident investigation report.....51
- Monthly health and safety meeting record.....55
- Basic first aid kit.....56
- First aid assessment worksheet57
- Sample first aid assessment worksheet58
- First aid record59

Sample Health and Safety Program for Small Business

Use this sample as a guideline to help you prepare your written occupational health and safety program.

This is only a guideline. You should tailor it to meet the health and safety needs of your particular workplace. For example, you'll need to add specific information on written safe work procedures, state any personal protective equipment you need, list additional training and orientation topics, and provide details about first aid and emergency procedures.

HEALTH AND SAFETY POLICY

(Name of firm) _____ wants its workplace to be a healthy and safe environment. To achieve this, our firm will establish and maintain an occupational health and safety program designed to prevent injuries and disease. The employer is responsible for providing workers with adequate instruction in health and safety and for addressing unsafe situations in a timely, effective manner. All workers and service contractors are required to work safely and to know and follow our company guidelines for safe work procedures.

Signed: _____

Date: _____

Employer's responsibilities include the following:

- Establish the health and safety program.
- Conduct an annual review in *(month)* of each year.
- Train supervisors.
- Provide a healthy and safe work environment.

Supervisors' responsibilities include the following:

- Orient new workers.
- Train workers on an ongoing basis.
- Conduct regular staff safety meetings.
- Perform inspections and investigations.
- Report any health or safety hazards.
- Correct unsafe acts and conditions.

Workers' responsibilities include the following:

- Learn and follow safe work procedures.
- Correct hazards or report them to supervisors.
- Participate in inspections and investigations where applicable.
- Use personal protective equipment where required.
- Help create a safe workplace by recommending ways to improve the health and safety program.

WRITTEN SAFE WORK PROCEDURES

(You need to have written procedures for high-risk or complex tasks. List these high-risk tasks here. A WorkSafeBC prevention officer may be able to advise you on procedures you need to include. For example, you may need written safe work procedures for using special equipment, dealing with shoplifters, or working alone. Attach the procedures to this program.)

PERSONAL PROTECTIVE EQUIPMENT (PPE)

(List any PPE required, when it must be used, and where it can be found. For example, workers may be required to wear eye protection when using certain equipment. Attach this list to this program.)

EDUCATION AND TRAINING

All workers will be given an orientation by their supervisor immediately upon hiring. The following topics will be included in the orientation:

- fire exit routes and the marshalling area
- location of first aid kits and fire extinguishers
- how to report accidents and other incidents
- location of material safety data sheets (MSDSs) (Suppliers provide MSDSs for chemical products, which include information on how to handle and use the chemical product safely.)
- Workplace Hazardous Materials Information System (WHMIS) training for any hazardous product in the workplace
- applicable written procedures

At the end of the orientation, each worker will be given a copy of this program and advised of his or her rights and responsibilities under the Occupational Health and Safety Regulation.

The employer will make sure that staff receive further training when necessary to ensure the safe performance of their duties. Staff meetings are one way to increase safety awareness.



(For higher hazard work areas and jobs, orientation in additional topics may be necessary. List these topics here.)

INSPECTIONS

A supervisor and a worker will conduct regular inspections to identify hazards and recommend how to eliminate or minimize the risks. Inspections will also look at how work is performed.

Serious hazards or unsafe work practices found during inspections or observed by workers, supervisors, or the employer will be dealt with immediately. Other hazards will be dealt with as soon as possible.

(State how often inspections will be performed — typically once a month or at other intervals that prevent the development of unsafe working conditions. It's useful to inspect the workplace before a staff meeting so results can be discussed with staff. You can use the "Inspection Checklist.")

HAZARDOUS MATERIALS AND SUBSTANCES

(If you use hazardous materials or substances at your workplace, list them here. Also list the location of material safety data sheets and any applicable written safe work procedures.)

FIRST AID

This workplace keeps a (type) _____ first aid kit in the (location) _____. (Give the name of your first aid attendant if one is required. Also provide ambulance and hospital phone numbers.)

EMERGENCY PREPAREDNESS

- **Fire** — See the fire plan posted at (location) _____.

Fire extinguishers are located at (list locations) _____.

(Names of employees) _____

_____ are trained to use them.

- **Earthquake** — An annual inspection will be conducted, focusing on objects that may pose a hazard during an earthquake. The exit and marshalling procedures are the same as for fires. (Or, if not, note the location of earthquake procedures here.)
- (Note other emergency procedures, such as protection from violence.)

INVESTIGATING INCIDENTS

A supervisor and a worker must investigate any injuries or near misses on the same day they occur. Any incident that results in an injury requiring medical treatment, or that had the potential for causing serious injury, must be investigated immediately. The purpose of an investigation is to find out what went wrong, determine if our health and safety practices were faulty, and, most importantly, recommend actions that will prevent a recurrence of the problem. (You can use the "Sample Incident Investigation Report.")

RECORDS AND STATISTICS

Accurate health and safety records provide an excellent gauge to determine how we are doing. The following records are maintained and will be reviewed annually:

- claims statistics
- first aid records
- completed inspection lists
- occurrence investigations
- material safety data sheets
- any WCB inspection reports

These records are kept at (location) _____.

_____ Medically related records will be handled in a manner that respects confidentiality.



Annual Review of Health and Safety Program

Use this checklist to review the effectiveness of your occupational health and safety program.

PURPOSE

The purpose of reviewing your occupational health and safety program is to make sure it's up-to-date and effective. A program review helps you identify the strengths and weaknesses of your program and allows you to focus on the areas that need improvement. Involve employees in the review process.

HOW TO USE THIS CHECKLIST

- If you answer "no" to any of these questions, take action to correct the deficiency in your program.
- If you are unsure what a question means, read the relevant section in the guide, refer to the Occupational Health and Safety Regulation, or contact the Prevention Information Line at 604 276-3100 in the Lower Mainland or 1 888 621-7233 (621-SAFE) toll-free in British Columbia.

Company name: _____

Date of review: _____

Conducted by: _____

Written program	Yes	No	Safe work procedures	Yes	No
1. Do you have a written program?			8. Have you posted safe work procedures near any hazardous equipment or machinery used in your business?		
2. Do you keep a copy easily accessible?			9. If any employee works alone, have you developed written procedures for safeguarding the worker's well-being when working alone?		
3. Have you posted a copy of your program?			10. Have you conducted a risk assessment and developed procedures for preventing violence in the workplace?		
4. Does your written program include a policy statement?			11. Do you have written rules prohibiting horseplay and the use of drugs and alcohol at work?		
5. Does your policy clearly state the responsibilities of:			12. Do you enforce rules prohibiting horseplay and the use of drugs and alcohol at work?		
The employer?			13. Do you keep records when you discipline workers for not following these rules?		
Managers and supervisors?					
Workers?					
Safe work procedures	Yes	No			
6. Does your written program list all the written safe work procedures that you have developed for your business?					
7. Have you reviewed these safe work procedures in the last year?					



Identifying hazards and assessing risks		Yes	No	Hazardous materials		Yes	No
14.	Do you have a method of identifying hazards?			32.	Do you have a way to check that new controlled products include MSDSs?		
15.	When hazards have been identified, do you conduct a risk assessment to help determine the best way to eliminate or control the risks?			33.	Do workers understand how to read MSDSs and know what they mean?		
Education and training				Investigating incidents		Yes	No
16.	Does your orientation of new workers include information and instruction on your health and safety program?			34.	Do you check all controlled products for supplier labels when received?		
17.	Does your orientation of new workers include training on the safe work procedures used in your business?			35.	Are decanted products labelled?		
18.	Do you inform new workers about work rules prohibiting horseplay and the use of alcohol and drugs at work?			36.	Are labels legible?		
19.	Have you observed workers to determine if they need refresher training in safe work procedures?			37.	Do workers know what hazardous materials are used in your business?		
20.	Did you provide instruction and training for any new procedures, processes, equipment, or machinery that you introduced in the last year?			38.	Do workers know how to safely handle, store, and dispose of hazardous materials?		
21.	Have supervisors and workers received training in how to conduct safety inspections and incident investigations?			First aid		Yes	No
Safety inspections				Records and statistics		Yes	No
22.	Do you inspect your workplace regularly?			43.	Have you confirmed that all workers know the location of the first aid kit?		
23.	Do a supervisor and a worker conduct the inspection?			44.	Do workers know who the first aid attendant is, how to contact first aid, and how to get assistance in emergencies?		
24.	Do you observe workers during inspections?			45.	Have you instructed workers to report all injuries?		
25.	Do you have a method of reporting hazards between inspections?			46.	Do you record all injuries?		
26.	Do you have a system of rating hazards?			Monthly meetings		Yes	No
27.	Do you discuss the results of inspections at monthly safety meetings?			47.	Do you keep records of the following?		
28.	Do you have a system of following up on identified hazards to ensure that they have been corrected?				orientation of new workers		
Hazardous materials					education and training		
29.	Do you have an inventory of controlled products used in your workplace?				injuries and other incidents		
30.	Does each controlled product have a corresponding MSDS?				inspection reports		
31.	Are MSDSs readily available to workers and do workers know where to get them?				incident investigation reports		
					monthly health and safety meetings		
				49.	Do you review accident statistics to see if trends are developing?		



Health and Safety Checklist for Small Business

This checklist will give you some idea of the issues you need to address to improve health and safety in your small business.

WORKPLACE HAZARDS

- Do you have an effective method for identifying hazards?
- Do you have effective methods for eliminating, controlling, or minimizing hazards?

EDUCATION AND TRAINING

- Are you and your workers familiar with the health and safety regulations that apply to your business?
- Do your workers have information about hazards that they are, or could be, exposed to?
- Are your workers adequately trained in safety procedures for your operation? Is this information written and available to them?

EMERGENCY PREPARATION

- Are emergency procedures in place? Are you and your workers familiar with these procedures?
- Are emergency exits clearly marked?
- Are fire extinguishers properly located and regularly serviced? Do your workers know how to operate them?
- Do you have adequate first aid supplies? Do your workers know where to find and how to use them?

INCIDENTS

- Do you report all serious incidents to WorkSafeBC?
- Do you investigate all incidents?
- Do you keep a written record of all incidents?

YOUR WORK ENVIRONMENT

- Are your workers adequately supervised in the safe performance of their duties?
- Are workstations designed to suit your workers' physical requirements?
- Do you train your workers to prevent repetitive strain injuries?
- Are all work areas kept free of tripping and slipping hazards?
- Do you control noise at the source, where possible? Is loud machine noise controlled?
- Do your workers have access to current material safety data sheets (MSDSs) for all the chemicals that require MSDSs?
- Are all chemical containers properly labelled?
- Do your workers have access to and know how to use appropriate personal protective clothing and equipment?



Equipment and Machinery	Yes	No
Are equipment and machinery kept clean?		
Is the equipment regularly maintained?		
Are operators properly trained?		
Are start/stop switches clearly marked and in easy reach?		
Is machinery adequately guarded?		
Is there enough work space?		
Are noise levels controlled?		
Are fumes and exhaust controlled?		
Do you have a lockout procedure in place?		
Is kitchen equipment in good working order and properly maintained?		
Microwave ovens		
Deep fryers		
Cutters, grinders, choppers		
Grease receptacles		
Storage of knives		
Oiling, cleaning, adjusting		
Chairs	Yes	No
Are chairs in good condition?		
Are chairs properly adjusted?		
Computers	Yes	No
Are display screens free of dust?		
Are display screens bright enough with sufficient contrast?		
Are display screens positioned at a comfortable viewing level?		

Fire Safety and Security	Yes	No
Are fire extinguishers clearly marked?		
Are fire extinguishers properly installed on walls?		
Have fire extinguishers been inspected within the last year?		
Are workers trained to use fire extinguishers?		
Are flammable liquids properly stored?		
Will space heaters shut off automatically when tipped over?		
Are emergency phone numbers close to phones?		
Are smoke, fire, and burglar alarms in place?		
Are emergency exits clearly marked?		
Are emergency lights in working condition?		
Have sprinkler systems been inspected?		
Entrances and Exits	Yes	No
Is there safe access for workers and customers?		
Are emergency exits clear of materials or equipment?		
Are emergency exit signs working?		
Are emergency lighting units provided? Are they working?		
First Aid	Yes	No
Is the first aid kit accessible and clearly labelled?		
Is the first aid kit adequate and complete?		
Is the first aid kit clean and dry?		
Are emergency numbers displayed?		
Are injury report forms readily available (Form 7)?		



Garbage	Yes	No
Are bins located at suitable points?		
Are bins emptied regularly?		
Hazardous Materials	Yes	No
Are Material Safety Data Sheets (MSDSs) provided for all hazardous materials?		
Are containers clearly labelled?		
Are hazardous materials properly stored?		
Are hazardous materials disposed of properly?		
Environment	Yes	No
Is air quality good?		
Are workers protected from cool drafts or excessive heat?		
Are workers protected from excessive or irritating noise?		
Parking	Yes	No
Are parking spots and walkways appropriately lighted?		
Are parking spots safe? (names should not be painted on spots)		
Are workers encouraged to use a buddy or escort?		
Is a speed limit posted in the parking lot?		

General Worker Questions	Yes	No
Do workers know where to go and who to call for first aid assistance?		
Do workers know where to find MSDSs for chemical products?		
Personal Protective Equipment	Yes	No
Do workers know where to find personal protective equipment?		
Do workers know how to use personal protective equipment?		
Do workers use personal protective equipment properly?		
Eye/face protection		
Footwear		
Gloves		
Protective clothing		
Aprons		
Respirators		
Other		
Safe Work Practices	Yes	No
Do workers use proper manual lifting techniques?		
Are wastes disposed of properly?		
Do workers know how to deal with violent customers?		
Do workers know the procedures for working alone?		



This form is provided to employers for the purpose of documenting the employers investigation into a workplace incident. Please attach a separate sheet if necessary.

Employer name	Employer number
Address where incident occurred <i>(including nearest city)</i>	

Incident Occurred *ref: s. 3.4(a) Occupational Health and Safety Regulation (OHSR)*

Place	Date <small>YY / MM / DD</small>	Time <input type="checkbox"/> a.m. <input type="checkbox"/> p.m.
-------	-------------------------------------	--

Injured Person(s) *ref: s. 3.4(b) OHSR*

Last name	First name	Job title
1)		
2)		

Nature of Injury/Injuries

1)	
2)	

Witnesses *ref: s. 174(4) WCA and s. 3.4(c) OHSR*

Last name	First name	Address	Telephone
1)			()
2)			()
3)			()

Incident Description *ref: s. 3.4(d)-(e) OHSR*

Briefly describe what happened, including the sequence of events preceding the incident.

Statement of Causes *ref: s. 174(2)(a)–(b) WCA and s. 3.4(f) OHSR*

List any unsafe conditions, acts, or procedures that in any manner contributed to the incident.

Recommendations *ref: s. 174(2)(c) WCA and s. 3.4(g) OHSR*

Identify any corrective actions that have been taken and any recommended actions to prevent similar incidents.

Recommended corrective action	Action by whom	Action by date
1)		
2)		
3)		
4)		

Persons Conducting Investigation *ref: s. 3.4(h) OHSR*

Name	Signature	Type of representative			Date
		<input type="checkbox"/> Employer	<input type="checkbox"/> Worker	<input type="checkbox"/> Other	
		<input type="checkbox"/> Employer	<input type="checkbox"/> Worker	<input type="checkbox"/> Other	
		<input type="checkbox"/> Employer	<input type="checkbox"/> Worker	<input type="checkbox"/> Other	

For additional information on the Workers' Compensation Board and on the requirements for incident investigations, please refer to the WCB web site: www.WorkSafebc.com

Mailing Address Workers' Compensation Board of B.C.
PO Box 5350 Stn Terminal
Vancouver BC V6B 5L5

Fax number: 604 276-3247

Telephone Information

Call centre: 604 276-3100 or toll free within B.C. 1 888 621-SAFE (7233)

After hours health and safety emergency: 604 273-7711 or toll free 1 866 922-4357 (WCB-HELP)



A GUIDE TO INCIDENT INVESTIGATION

Use this guide in conjunction with the requirements of the *Workers Compensation Act (WCA)*, Part 3 Division 10, and the Occupational Health and Safety Regulation (OHSR), section 3.4.

When is an investigation required?

Employers are required to immediately undertake an investigation into any accident or other incident that:

- Is required to be reported under section 172 of the *Workers Compensation Act*, or
- Resulted in injury requiring medical treatment, or
- Did not involve injury to a worker or involve a minor injury that did not require medical treatment but had the potential for causing serious injury, or
- Was an incident required by regulation to be investigated.

Who should conduct the investigation?

- Incidents must be investigated by people knowledgeable about the type of work involved at the time of the incident.
- If reasonably available, investigations must be carried out with the participation of one employer representative and one worker representative.

What is the purpose of an investigation?

The purpose of an investigation is to determine the cause or causes of the incident, to identify any unsafe conditions, acts, or procedures that contributed to the incident, and to recommend corrective action to prevent similar incidents.

Who receives copies of the report?

Incident investigation reports required by the *WCA* must be provided to the joint health and safety committee or worker representative as applicable, and to the WCB.

What follow-up action is required after an incident investigation?

After an investigation, the employer must without undue delay undertake any corrective action required to prevent recurrence of similar incidents and must prepare a report of the action taken. The report must be provided to the joint health and safety committee or worker representative as applicable. The follow-up report does not have to be provided to the WCB unless requested by a Board officer.

What information should be included in the investigation report?

An incident investigation report should answer the **WHO, WHERE, WHEN, WHAT, WHY, and HOW** questions with regard to the incident.

- WHO** Employer, injured person(s), other person(s) involved in the incident, witnesses, and persons carrying out the investigation
- WHERE** Place, location where incident occurred
- WHEN** Date and time of the incident
- WHAT** A brief description of the incident, including the sequence of events that preceded the incident
- Before the incident occurred:*
- What were the events that led up to the incident?
 - What process(es) was/were occurring immediately prior to the incident?
 - What was/were the worker(s) doing immediately prior to the incident?
 - What was the last event before the incident occurred?
- At the time of the incident:*
- What happened at the time of the incident?
 - What process(es) was/were occurring at the time of the incident?
 - What was/were the worker(s) doing at the time of the incident?

- What hazard(s) was/were the worker(s) exposed to?
- What hazards may have contributed to the incident occurring?
- What hazards did the worker(s) encounter?
- What personal factors may have contributed to the incident occurring?

Other information:

- Other observations
- Other related information

WHY From the answers to “what,” identify any unsafe conditions, acts, or procedures that in any manner contributed to the incident. Why did the unsafe conditions, acts, or procedures occur? Why were the personal factors not identified and/or addressed before the incident occurred?

HOW An investigation report should recommend corrective actions to prevent similar incidents from occurring. Once it is known why an incident occurred, determine how to prevent recurrence.

For example:

- Improve workplace inspection and maintenance programs
- Repair or replace equipment/building
- Install safeguards
- Establish or revise safe work procedures
- Train/retrain person(s)
- Improve supervision

Additional Information for Determining Why an Incident Happened

To determine the most probable cause(s) of an incident, consider all details of the investigation, including witness statements and, where possible, the injured worker’s statement.

Determine if the incident was due to an unsafe act, an unsafe condition, unsafe or inadequate procedures, or a combination of these. Consider whether the accepted/current procedures adequately address safety concerns associated with the activity that was taking place when the incident happened. Consider training, supervision, equipment controls, safeguards, and lock-out.

Unsafe Acts – An unsafe act is a specific action or lack of action by an individual that is under the individual’s control. Examples of unsafe acts include: knowingly not following established rules, knowingly not following established procedures, knowingly disregarding a hazard, willful misconduct, abusing equipment, knowingly using equipment incorrectly, choosing not to use personal protective equipment, and not locking out when required. Generally, violating a safety rule, not following a safe work procedure, or disregarding a hazard are considered unsafe acts.

Unsafe Conditions – Examples include poor housekeeping, congested areas, deficient equipment, equipment lacking safeguarding or having ineffective safeguarding, lack of personal protective equipment, poor visibility, poor weather conditions, and lack of or inadequate training. Inadequate training should be considered an unsafe condition as opposed to a deficiency in skill or ability (personal factors).

Inadequate Procedures – Indications that procedures are inadequate include:

- Procedures are not available in written form
- Procedures do not identify inherent hazards
- Procedures do not identify hazard control methods
- Procedures do not identify safeguards that must be in place
- Procedures do not address pre-operation inspection requirements
- Procedures do not address lock-out requirements
- Procedures direct improper use of equipment or tools

Personal Factors – A personal factor is a deficiency in skill or ability, a physical condition, or a mental attitude. It is a factor inherent in an individual at the time of the incident. Examples include work fatigue due to manual exertion, distress due to emotional problems, the influence of alcohol or drugs, or illness. A condition causing an allergic reaction in some but not most workers should be considered a personal factor, not an unsafe condition.



Monthly Health and Safety Meeting Record

Use this sheet to record what has been discussed at your monthly health and safety meetings.

Company name: _____ Date: _____

Participants: _____

1. Accidents and other incidents

List all accidents and other incidents that have occurred since your last meeting. Or attach copies of incident reports to this record.

	Year to date	Previous year
Number of accidents		
Number of near misses		
Number of WorkSafeBC claims		

2. Results of monthly inspection

List all hazards in the table below. Or attach a copy of your inspection report to this record.

Type of hazard (critical, urgent, or important)	Describe hazard and precise location	Recommended corrective action	Person responsible	Date remedied

3. Education and training

List new safe work procedures and other matters discussed.

4. Other concerns

List other health and safety concerns discussed.

5. Next meeting

Date and time of next meeting: _____

List any matters that need to be followed up at the next meeting: _____



Basic First Aid Kit

These items must be kept in a container that can readily be taken to the scene of an injury. The container must be weatherproof if necessary to keep the items clean and dry.

12	14 cm x 19 cm wound cleansing towelettes, individually packaged
30	hand cleansing towelettes, individually packaged
50	sterile adhesive dressings, assorted sizes, individually packaged
6	10 cm x 10 cm sterile gauze dressings, individually packaged
2	10 cm x 16.5 cm sterile pressure dressings with crepe ties
2	20 cm x 25 cm sterile abdominal dressings, individually packaged
4	cotton triangular bandages, minimum length of base 1.25 m
2	safety pins
1	14 cm stainless steel bandage scissors
1	11.5 cm stainless steel sliver forceps
6	cotton tip applicators
1	2.5 cm x 4.5 m adhesive tape
1	7.5 cm x 4.5 m crepe roller bandage
1	pocket mask with a one-way valve (a pocket mask is only required if the person is trained in its use)
6	pairs of latex or waterproof gloves
1	instruction card advising workers to report any injury to the employer for entry in the first aid records, and how a worker is to call for assistance.



First Aid Assessment Worksheet

1. Name of workplace: _____

Conduct a separate assessment for each identified workplace (see flow chart Step 1)

2(a) Hazard rating on Assigned Hazard Rating List L ___ M ___ H ___

2(b) Job functions, work processes and tools

Typical of industry? Yes ___ No ___

2(c) Types of injuries that can potentially occur

Typical of industry? Yes ___ No ___

2(d) Rating adjustment: if hazard rating is adjusted, provide documentation.

Overall workplace hazard rating L ___ M ___ H ___

3(a) Surface travel time to hospital _____ greater than 20 minutes
 _____ less than 20 minutes

4(b) Total number of workers per shift _____ (include dispatched workers and workers in lodgings)

5(f) Barriers to first aid

ASSESSMENT RESULTS
(different shifts may require different first aid services)

5(a) **Supplies/equipment/facilities required** _____

5(c) **Number and level of first aid attendants** _____

5(e) **Transportation needs** _____

Date: _____ Change in Business Operations: _____

Consulted (health and safety committee, worker representative, others):

Name: _____ Signature: _____



Sample First Aid Assessment Worksheet

1. Name of workplace: New Wave Restaurant

Conduct a separate assessment for each identified workplace (see flow chart Step 1)

2(a) Hazard rating on Assigned Hazard Rating List L M H

2(b) Job functions, work processes and tools

Typical of industry? Yes No

2(c) Types of injuries that can potentially occur

Typical of industry? Yes No

2(d) Rating adjustment: if hazard rating is adjusted, provide documentation.

Overall workplace hazard rating L M H

3(a) Surface travel time to hospital _____ greater than 20 minutes
_____ less than 20 minutes

4(b) Total number of workers per shift 5 (include dispatched workers and workers in lodgings)

5(f) Barriers to first aid
None identified.

ASSESSMENT RESULTS

(different shifts may require different first aid services)

5(a) Supplies/equipment/facilities required Basic first aid kit

5(c) Number and level of first aid attendants None indicated in Guideline, although there are two staff trained as OFA Level 1 Attendants

5(e) Transportation needs Written procedures state a cab will be used for ambulatory patients, and include procedures for calling BC Ambulance Service for serious injuries

Date: May 1, 2004 Change in Business Operations: N/A

Consulted (health and safety committee, worker representative, others):
Yes. Consulted with all staff at staff meeting.

Name: Joan White Signature: Joan White



First Aid Record

Date of injury or illness: _____ Time of injury or illness: _____

Name of person injured: _____ Time and date reported: _____

Occupation: _____

DESCRIPTION OF INJURY OR REPORT OF ILLNESS

NATURE OF INJURY OR ILLNESS

TREATMENTS

Supervisor's or first aid attendant's signature: _____

Patient's signature: _____

Names of witnesses: 1. _____

2. _____

3. _____

REFERRAL OF CASE AND REMARKS



WorkSafeBC contact information

WorkSafeBC online

Visit WorkSafeBC.com for:

- Health and safety news and information
- Electronic copies of many WorkSafeBC forms and publications
- Searchable versions of the Occupational Health and Safety Regulation and the *Workers Compensation Act*

For copies of this booklet and other materials related to small business, e-mail smallbiz@worksafebc.com.

WorkSafeBC Prevention Information Line

The Prevention Information Line can answer your questions about health and safety, including responsibilities, first aid, reporting incidents, and finding an officer in your area. Anonymous calls are accepted. Call 604 276-3100 in the Lower Mainland or 1 888 621-SAFE (7233) toll-free. For after-hours and weekend incidents and emergencies, call 604 273-7711 in the Lower Mainland or 1 866 WCB-HELP (922-4357) toll-free.

Small Business Contact Centre

A single point of contact for all your WorkSafeBC needs. The centre will connect you with services for health and safety, claims, assessments, and other WorkSafeBC services.

E-mail: smallbiz@worksafebc.com

Phone: 604 233-5353 in the Lower Mainland

Toll-free: 1 866 338-3888 in B.C.

Hours: 8:00 am–4:00 pm, Monday–Friday

WorkSafeBC offices

Visit our web site at WorkSafeBC.com.

Abbotsford

2774 Trethewey Street V2T 3R1
Phone: 604 276-3100
Toll-free: 1 800 292-2219
Fax: 604 556-2077

Burnaby

450 – 6450 Roberts Street V5G 4E1
Phone: 604 276-3100
Toll-free: 1 888 621-7233
Fax: 604 232-5950

Coquitlam

104 – 3020 Lincoln Avenue V3B 6B4
Phone: 604 276-3100
Toll-free: 1 888 967-5377
Fax: 604 232-1946

Courtenay

801 30th Street V9N 8G6
Phone: 250 334-8765
Toll-free: 1 800 663-7921
Fax: 250 334-8757

Kamloops

321 Battle Street V2C 6P1
Phone: 250 371-6003
Toll-free: 1 800 663-3935
Fax: 250 371-6031

Kelowna

110 – 2045 Enterprise Way V1Y 9T5
Phone: 250 717-4313
Toll-free: 1 888 922-4466
Fax: 250 717-4380

Nanaimo

4980 Wills Road V9T 6C6
Phone: 250 751-8040
Toll-free: 1 800 663-7382
Fax: 250 751-8046

Nelson

524 Kootenay Street V1L 6B4
Phone: 250 352-2824
Toll-free: 1 800 663-4962
Fax: 250 352-1816

North Vancouver

400 – 224 Esplanade Ave. W. V7M 1A4
Phone: 604 276-3100
Toll-free: 1 888 875-6999
Fax: 604 232-1558

Prince George

1066 Vancouver Street V2L 5M4
Phone: 250 561-3700
Toll-free: 1 800 663-6623
Fax: 250 561-3710

Surrey

100 – 5500 152 Street V3S 5J9
Phone: 604 276-3100
Toll-free: 1 888 621-7233
Fax: 604 232-7077

Terrace

4450 Lakelse Avenue V8G 1P2
Phone: 250 615-6605
Toll-free: 1 800 663-3871
Fax: 250 615-6633

Victoria

4514 Chatterton Way V8X 5H2
Phone: 250 881-3418
Toll-free: 1 800 663-7593
Fax: 250 881-3482

Head Office/Richmond

Prevention Information Line:

Phone: 604 276-3100
Toll-free: 1 888 621-7233 (621-SAFE)

Administration:

6951 Westminster Highway
Phone: 604 273-2266

Mailing Address:

PO Box 5350 Stn Terminal
Vancouver, BC V6B 5L5

After Hours Health & Safety Emergency:

Phone: 604 273-7711
Toll-free: 1 866 922-4357 (WCB-HELP)

