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# Health and Safety for Hospitality Small Business



**WorkSafe**



WORKERS'  
COMPENSATION  
BOARD  
OF BRITISH  
COLUMBIA

[www.worksafebc.com](http://www.worksafebc.com)

Remember that health and safety is an important aspect of your business. Preventing on-the-job injury and disease is the first priority of the Workers' Compensation Board of B.C.

## About the WCB

Preventing on-the-job injury and disease is the first priority of the Workers' Compensation Board (WCB) of British Columbia. WCB officers inspect worksites in B.C. to make sure they comply with the Occupational Health and Safety Regulation, which sets out minimum workplace standards for health and safety. The WCB also investigates serious workplace accidents and consults with employers, supervisors, and workers to promote health and safety in the workplace.

Under the requirements of the *Workers Compensation Act*, a worker must report an injury or a disabling occupational disease as soon as possible to the employer. The employer must report work-related injuries, occupational diseases, and work-related deaths to the WCB within three days. A worker may not make an agreement with the employer to give up WCB benefits.

If a worker suffers a work-related injury or illness, the WCB provides fair compensation that may include medical costs, loss of earnings, physical rehabilitation, and pensions. The WCB also works with employers to help injured workers return to work. If a worker is killed on the job, counselling and financial help are made available to the victim's family. For more information on requirements or eligibility for WCB coverage, contact the WCB office nearest you.



## WCB Prevention Information

The WCB Prevention Division can answer your questions about workplace health and safety, worker and employer responsibilities, and reporting a workplace accident or incident. Anonymous calls are accepted. Phone 604 276-3100 in the Lower Mainland, or call 1 888 621-7233 (621-SAFE) toll-free in British Columbia.

Additional information can be found on Prevention's online Health and Safety Centre under

- Tourism and Hospitality  
<<http://tourism.healthandsafetycentre.org/s/Home.asp>>
- Small Business  
<<http://smallbusiness.healthandsafetycentre.org/s/Home.asp>>

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.



# **Health and Safety for Hospitality Small Business**



[www.worksafebc.com](http://www.worksafebc.com)

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## WCB Publications

To obtain additional copies of this booklet or other WCB publications, contact:

Publications and Videos Section  
Workers' Compensation Board of B.C.  
PO Box 5350 Stn Terminal  
Vancouver BC V6B 5L5

Phone: 604-276-3068 in the Lower Mainland  
1-800-661-2112, local 3068, toll-free in B.C.

Fax: 604-279-7406

E-mail: [pubvid@wcb.bc.ca](mailto:pubvid@wcb.bc.ca)

WCB web site: <[www.worksafebc.com](http://www.worksafebc.com)> for online publications

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## How this guide is organized

The Health and Safety for Hospitality Small Business guide consists of:

- This booklet, which describes the keys to health and safety in your business. It also provides sample forms and checklists that you can use for managing health and safety in your business.
- An online component consisting of downloadable materials and other useful information posted in the Tourism and Hospitality section of the WCB Health and Safety Centre at <http://tourism.healthandsafetycentre.org/s/Home.asp>.

References to these materials are found throughout the booklet.

### Purpose of this guide

This guide contains general information on health and safety in the hospitality industry. It will help you to prevent accidents and injuries by illustrating:

- Specific hazards and risks faced by workers in the hospitality industry
- How to eliminate these hazards or minimize their impact
- How to develop specific procedures to do tasks safely
- How to deal with workplace accidents and injuries
- Effective organization for health and safety in your business

### Who should use this guide

This guide has been designed 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.



Other WCB resources for the hospitality industry:

- *Preventing Injuries to Hotel and Restaurant Workers: Focus Report*
- *Ergonomic Tips for the Hospitality Industry*
- *3 Steps to Effective Worker Education and Training*
- *Protecting Young Workers: Focus Report*
- *Take Care: How to Develop and Implement a Workplace Violence Prevention Program*

To order publications and videos, please call Publications and Videos Section at 604-276-3068 (Lower Mainland) or 1-800-661-2112, local 3068 (toll-free in British Columbia). An order form is found on page 42.

## A commitment to health and safety makes good business sense

### Tourism and hospitality are service industries; as such, their people are crucial to their business success.

A commitment to health and safety in the workplace makes good business sense because it is one way for a business to protect its greatest resource – its people. Such a commitment can:

- Create better work environments
- Increase worker participation in decision making
- Boost morale
- Help businesses retain good workers
- Improve productivity and enhance customer service

In addition, workplace accidents can take a great toll on workers, their co-workers, and their families, in terms of pain and suffering, disability, stress, and loss or change of employment. For a small business, such accidents can also be financially devastating. Besides direct costs – in the form of claims costs, increased WCB premiums, and WCB fines – there are indirect costs to the business: the cost of training temporary employees, damage to property, and production or service interruption possibly leading to loss of customers.

### The keys to managing health and safety in your business

The keys to managing health and safety in your hospitality business are a series of steps to prevent accidents and injuries from occurring. You need to know the hazards and risks, consider how they may affect workers, and determine what you can do to control them. The key steps include:

- Identification of hazards and assessment of risks, so you can focus on those things that are most likely to cause accidents
- Safe work procedures, which spell out how work is to be done safely
- Orientation, education, training, and supervision, which are particularly important for young workers and new workers
- Safety inspections to identify workplace hazards so that they can be eliminated or controlled



For more information on common accidents and the cost of claims in the hotel and restaurant industry, see the WCB publication *Preventing Injuries to Hotel and Restaurant Workers: Focus Report*.

To order this publication, please call Publications and Videos Section at 604- 276-3068 (Lower Mainland) or 1-800-661-2112, local 3068 (toll-free in British Columbia). An order form is found on page 42.



Communicate your expectations about health and safety in the workplace through orientation, training, and regular health and safety meetings.



- Investigation of accidents and incidents, to find out why they occurred so that the causes can be corrected
- Regular health and safety meetings with your workers, where supervisors and workers can raise any concerns about health and safety
- Provision of first aid, which can reduce the severity of injuries
- Keeping records and statistics, which can help you identify recurring problems and ensure that hazardous conditions are being corrected

Together these steps make up a health and safety program.

## Health and safety programs

All workplaces are required to have an Occupational Health and Safety Program. There are two general types of programs, formal and less formal (or informal). Formal programs are required in hospitality businesses with 50 or more workers. This publication focuses on the basics of a less formal program for smaller businesses.

Your health and safety program is unique to your business. The scope of the program depends on the hazards at your particular workplace. Use the “Sample Health and Safety Program for Hospitality Small Business” on page 45 as a model for your program. The sample program and forms can also be downloaded from the Health and Safety Centre (go to <http://tourism.healthandsafetycentre.org/s/Home.asp>) and modified to suit your workplace.

Once you have developed processes to improve worker health and safety, it is important to review them at least once a year to make sure they address current concerns. Use the “Annual Review of Health and Safety Program” on page 47 as a guide.

Read on for more information about each of the key steps for preventing accidents and injuries.



**Tip**

### Worker Participation

Front-line workers know and understand the hazards associated with their jobs, and often have ideas on how to deal with them. 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.*



To help you with your health and safety programs, see:

- “Sample Health and Safety Program for Hospitality Small Business” on page 45
- “Annual Review of Health and Safety Program” on page 47



### WorkSafe Courses

Basic health and safety courses are available through the WCB WorkSafe Education Network— including 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.

- Hazard Control and Recognition
- Investigating and Controlling Strains and Sprains
- Joint Health and Safety Committee Training
- Occupational Health and Safety in Small Business
- Preventing Workplace Violence
- Supervisor Safety Management

# Identifying hazards and assessing risks



For more information on how to identify hazards and assess risks, you can buy or rent the WCB video *Identifying Hazards and Assessing Risks* (13 minutes).

To order this video, please call Publications and Videos Section at 604-276-3068 (Lower Mainland) or 1-800-661-2112, local 3068 (toll-free in British Columbia). An order form is found on page 42.



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, and head, eye, and foot protection. **Before considering PPE**, eliminate or minimize the risks by other means such as:

- Using less hazardous chemicals
- Modifying work processes or equipment

For more information about different types of PPE, go to the Health and Safety Centre at <http://tourism.healthandsafetycentre.org/s/Home.asp>.

## 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:

- Modifying work processes or equipment (for example, evaluate safety features when purchasing or replacing equipment)
- Developing and implementing safe work procedures
- Ensuring that appropriate personal protective equipment (PPE) is used and safe work procedures are followed



### Overexertion

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

*Use proper lifting techniques:*

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



### Burns

*About 16% of accidents in restaurants result in burns and scalds. Spilling or splashing of hot liquids and contact with hot surfaces are the most common causes. To reduce the risk of burns and scalds:*

- Dry items thoroughly before using with hot oil.
- Slowly lower food and utensils into hot oil.
- Make sure 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.



### **Guarding**

*Common equipment such as mixers, meat slicers, general maintenance equipment, and electrical tools can cause serious injuries during operation. Guarding, when used properly, can protect workers from serious cuts, crushing injuries, fractures, and amputations. To reduce the risk of injury:*

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



### **Lockout**

*Equipment that starts up unexpectedly, especially during clean-up or maintenance, can cause many serious injuries.*

*To reduce the risk of injury, unplug equipment before doing clean-up, maintenance, or repairs. If the equipment is hardwired, follow the specific lockout procedure for that equipment.*



### **Sprains and strains**

*Manual handling, especially in storage areas, can lead to overexertion injuries and sprains and strains. To reduce the risk of injury:*

- *Stack items in a stable manner.*
- *Organize storage areas by weight, with the heaviest items between knee and chest level to minimize lifting.*
- *Use a ladder or stepstool to reach items on higher shelves.*
- *Keep the floors of cold storage areas free of ice build-up.*
- *Use proper lifting techniques.*
- *Use dollies whenever possible*
- *If an item is too heavy, ask for help.*

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

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



### Cuts

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

- 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 the 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.



### Slippery floors

Slippery surfaces are one of the major causes of accidents in the hospitality industry. To reduce the risk of this type of accident:

- Use non-slip footwear.
- Keep floors free from water or grease.
- Clean floors regularly.
- Clean up spills immediately.
- Put up warning signs around spills or wet floors.
- Consider installing 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.



### Examples of commonly used hand, foot, and eye protection in the hospitality industry

#### Gloves:

- Chemical-resistant gloves when cleaning with or handling chemicals (check MSDS for specific type of glove required)
- Work gloves when handling garbage, doing landscaping, or working in storage areas
- Disposable waterproof gloves when cleaning blood and body fluids
- Cut-resistant gloves for some cutting and equipment cleaning operations

#### Footwear:

- Non-slip footwear when working in and around kitchens
- Steel-toed boots when using landscaping equipment
- Footwear with ankle support for outdoor work

#### Safety glasses, goggles, and face shields:

- Safety glasses when general eye protection is required
- Safety goggles and face shields when there is a great danger of chemical splashes



### **Biohazards—cleaning**

*When cleaning bathrooms, you may come across body fluids such as blood spills, vomit, or feces.*

- *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.*



### **Biohazards—used needles**

*Workers can be exposed to infected blood and body fluids if their skin is punctured by a sharp contaminated object. To reduce the risk of exposure:*

- *Don't pick up potentially contaminated sharps unless you have been instructed 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 specifically 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—laundry**

*When making up rooms, you may come across items that are stained with blood or other body fluids.*

- *Use protective equipment such as rubber gloves.*
- *Use garbage bags or specially marked laundry bags to separate these items.*
- *Ensure laundry staff are aware of these items so they can use appropriate protective equipment and other precautions.*

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.



### Chemicals

*When handling chemicals, use all personal protective equipment recommended by the manufacturers and required by the employer.*

- Read the labels on chemicals and the material safety data sheets (MSDSs) that accompany them.
- Ensure safe work practices are used.
- Store chemicals in a properly ventilated, locked area, and post warning signs.



### Falls

*Falls from ladders comprise about 6% of falls from elevation in the hotel industry. To reduce the risk of injury from this type of accident:*

- Use ladders with slip-resistant feet.
- Set 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

*Despite the relatively small number of incidents, severe physical and psychological injuries have resulted from workplace violence in the hospitality industry.*

- Workers need to know the early warning signs of a potentially violent situation.
- If an incident occurs, workers must be able to get help quickly.
- A written procedure on the precautions to be taken when working alone is required.



For more information on working with chemicals, see the WCB publication *WHMIS at Work*.

This publication is available online at <http://whmis.healthandsafetycentre.org/s/Home.asp> as well as through Publications and Videos Section. An order form is found on page 42.

For more tips on preventing injuries, refer to:

- *Preventing Injuries to Hotel and Restaurant Workers: Focus Report* (WCB)
- *Ergonomic Tips for the Hospitality Industry* (WCB)
- *Food Service Workers Safety Guide* (Canadian Centre for Occupational Health and Safety; to order, call CCOHS at 905-570-8094 or 1-800-668-4284, or visit them at <http://www.ccohs.ca/products/publications/food.html>)
- Prevention's online Health and Safety Centre under:
  - Tourism and Hospitality  
<<http://tourism.healthandsafetycentre.org/s/Home.asp>>
  - Small Business  
<<http://smallbusiness.healthandsafetycentre.org/s/Home.asp>>
  - Ergonomics  
<<http://ergonomics.healthandsafetycentre.org/s/Home.asp>>



To help you highlight specific health and safety issues in your workplace, the WCB has a wide variety of workplace hazard posters, stickers, and signs. For a list of these items, see the Health and Safety Centre, under Tourism and Hospitality at <http://tourism.healthandsafetycentre.org/s/Home.asp> and look for the link "WCB Hospitality Resources". You can also call the Publications and Videos Section at 604-276-3068 (Lower Mainland) or 1-800-661-2112, local 3068 (toll-free in British Columbia).



## The Occupational Health and Safety Regulation

The Occupational Health and Safety Regulation describes the minimum requirements to deal with specific hazards and prevent accidents and injuries. It applies to employers and workers in all workplaces under the jurisdiction of the WCB. This includes most workplaces in British Columbia, except mines and federally regulated workplaces.

The Regulation publication consists of 33 Parts organized into three books, plus a fourth volume that contains an *Index and User Guide* to the Regulation as a whole. *The Index and User Guide* describes how to find the information you are looking for.

For example, to get information about slipping and tripping hazards, you can look up “Slipping hazards” on page 78 of the index. Two subtopics direct you to sections of the Regulation that are pertinent: “work area requirements (4.39, 4.40)”, and “non-slip safety footwear (8.23)”. If you look under “Floors” on page 53 of the index, the subtopic “slipping and tripping hazards (4.39, 4.40)” also directs you to sections 4.39 and 4.40.



For more information on the Occupational Health and Safety Regulation, refer to the Regulation’s *Index and User Guide*. Legislation that came into effect on October 1, 1999, made some amendments to the Regulation and to the *Workers Compensation Act*. The section numbers in this guide refer to the edition of the Regulation with blue covers and the online version at [www.worksafebc.com](http://www.worksafebc.com).



A searchable online version of the Occupational Health and Safety Regulation is found in the Health and Safety Centre, at <http://regulation.healthandsafetycentre.org/s/Home.asp>.

Hazard	Regulation section
Slips, trips, and falls	4.39, Slipping and tripping hazards 4.40, Wet floors 8.23, Slippery surfaces (footwear)

For a list of sections of the Regulation that address hazards important for the hospitality industry, go to <http://tourism.healthandsafetycentre.org/s/RegulationAndGuidelines.asp>.



## Safe work procedures

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

Some tasks require that a specific safe work procedure be followed to eliminate or minimize risks. For example, in your workplace you may have developed a procedure for operating equipment, clean-up, cash handling, or disposing of hot oil.

Not all tasks require a written procedure. In deciding 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, safe work procedures are written for:

- Hazardous tasks
- Complicated tasks, so that important steps don't get missed
- Frequently performed tasks
- Less routine tasks if reminders are needed about the hazards and the safe way to do things

For certain tasks, a written procedure may not be necessary and safety issues can be addressed verbally when training the worker.

The written procedures must list any required personal protective equipment, when it must be used, and where it can be found. 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 these procedures.

Examples of tasks in the hospitality industry where you may find that you should provide written safe work procedures include:

- Disposing of hot oil
- Handling of garbage
- Cleaning of blood and body fluids
- Cleaning of bathrooms, ovens, or swimming pools
- Turning of mattresses



For more information on safe handling of needles, see the WCB publication *HIV/AIDS, and Hepatitis B and C: Preventing Exposure at Work*.

To order this publication, please call Publications and Videos Section at 604-276-3068 (Lower Mainland) or 1-800-661-2112, local 3068 (toll-free in British Columbia). An order form is found on page 42.



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. Protective equipment required for this task may include face and eye protection such as face shields or goggles, and skin protection such as gloves. For the exact type of PPE to use, check the material safety data sheet (MSDS) for the chemical.





The Health and Safety Centre contains other sample safe work procedures for common tasks in the hospitality industry. Go to <http://tourism.healthandsafetycentre.org/s/Home.asp>.

The Occupational Health and Safety Regulation requires written procedures for some specific tasks or situations. Examples common to most hospitality small businesses include:

- Lockout
- Workplace violence
- Working alone
- Chemical spills
- Clean-up of biological materials
- Emergency evacuation

## How to develop a written safe work procedure

The process of developing a written safe work procedure involves the following:

- Determining the overall task for which the safe work procedure is needed
- Breaking down this overall task into its basic steps
- Identifying the hazards associated with each basic step
- Identifying actions to minimize the risks to workers from these hazards
- Preparing a list of these actions that workers must do when performing the task

As an example, let's take a look at developing a safe work procedure for one very common and very hazardous activity in kitchens – cleaning the deep fat fryer.

### Overall task and basic steps

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.

The basic steps are:

- Draining the oil from the deep fat fryer into a container
- Transporting the oil through the kitchen and out to the oil dump drum
- Transferring the oil from the container into the oil dump drum

### Hazards and risks

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

## Hazards and risks when cleaning deep fat fryers

Basic step	Hazards	Ways to minimize risks
Cooling the oil	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.	<p>Allow the oil to cool before removing it from the fryer:</p> <ul style="list-style-type: none"> <li>• The fryer may have to be turned off a few hours ahead of time to give the oil enough time to cool.</li> <li>• The exact temperature or time required for the oil to cool can be determined from the fryer manufacturer's instructions and the type of oil or shortening the kitchen uses.</li> </ul>
Draining the oil from the deep fat fryer into a container	The oil can splash or spill onto the worker who is draining it.	<p>Fit a hose or tube to the drain spout of the fryer and carefully direct the oil into a container with a narrow opening.</p> <p>Ensure that the container is dry. Any water in the container may cause the oil to spit.</p> <p>Wear appropriate personal protective equipment:</p> <ul style="list-style-type: none"> <li>• Goggles and face shield</li> <li>• Rubberized, oil-resistant gloves to cover hands and lower arms</li> <li>• Rubberized, oil-resistant apron long enough to cover lower legs</li> <li>• Footwear with closed-over toes and non-slip sole</li> </ul>
	Warm oil can warp plastic containers and cause them to give way.	Use a metal bucket-like container or specialized container with wheels.
Transporting the oil through the kitchen and out to the oil dump drum	Warm oil can spill and cause burns.	<p>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.</p> <p>Wear appropriate personal protective equipment (see above).</p> <p>Make sure aisles and pathways are clear of tripping hazards and that the outdoor path to the oil dump drum is not slippery.</p>
	The weight of the container can increase both the risk of spilling and the risk of overexertion.	<p>Use an enclosed container equipped with wheels so it can be moved easily through a kitchen. If you need to go up or down stairs and curbs, use a container with larger wheels.</p> <p>If you are carrying the closed container, consider the size of the container and how many you need. Often two containers half full will be easier to carry than one much heavier container.</p> <p>Use a dolly to carry bucket-like containers safely.</p>
Transferring the oil from the container into the oil dump drum	The oil can splash or spill onto the worker who is draining it.	<p>Wear appropriate personal protective equipment (see above).</p> <p>Use specially designed equipment:</p> <ul style="list-style-type: none"> <li>• Some containers can be hooked over the lip of the drum and lifted from their base.</li> <li>• Some metal buckets have a spout attachment so the whole lid doesn't have to be removed.</li> <li>• To assist with pouring, some metal buckets have a handle at the base.</li> </ul>

## Sample safe work procedure: cleaning the deep fat fryer

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### Draining the 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. Wear the following personal protective equipment:
  - Goggles and face shield
  - Rubberized gloves, elbow length
  - Rubberized apron long enough to cover lower legs
  - Non-slip, closed-toed shoes
3. Use the designated metal container (with metal lid, fitted with clasps, and a handle at the base), marked "For Oil Use".
4. Ensure that the container is dry.
5. 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

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

### Transferring the oil from the container to the oil dump drum

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



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

### Tip

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.

# Orientation, education, training, and supervision

## Make sure that workers receive health and safety training.

Workers of all ages face hazards on the job, but a number of factors raise special concerns about young workers, those aged 15 to 24. Young male workers in this age group are at a greater risk of being injured than any other age group. Over half the accidents involving young workers occur within the first six months on the job. This may be because:

- They are often new to a job
- They have less experience in recognizing hazardous situations
- They may be more reluctant to ask questions or raise safety concerns

A large number of young workers are employed in the hospitality industry. It is important to discuss safety topics during any on-the-job training to help them recognize the importance of safety on the job.

## Orientation and education

When you hire new and young workers, it's important to give them a safety orientation to the worksite on the first day of work, before they start working. This is because a worker's risk of suffering a work-related injury is greatest during the first six months on the job.

During the orientation:

- Explain that the worker should not be performing any task that the worker is not trained to do safely.
- Encourage the new worker to ask questions whenever the worker is unsure of anything.
- Introduce the new worker to the worker health and safety representative or safety committee member, if any.
- Explain the following to the worker:
  - Potential hazards on the job, such as hazardous materials or electrical equipment
  - Their responsibilities, and any restrictions on their activities
  - How to report potential hazards and unsafe work conditions
  - How to get first aid
  - How to report injuries and accidents
  - Location of emergency exits, and rescue and evacuation procedures



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

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

To order these publications, please call Publications and Videos Section at 604- 276-3068 (Lower Mainland) or 1-800- 661-2112, local 3068 (toll-free in British Columbia). An order form is found on page 42.



## Questions for new and young workers to ask at a worksite

1. Will I be given a workplace safety orientation?  
To whom do I report unsafe work or hazards?  
To whom do I report injuries?
2. What should I do in case of emergencies such as earthquake and fire?
3. Will I be working with hazardous chemicals?  
If yes, where are the MSDSs (material safety data sheets) for them?
4. What personal protective equipment will I need to use?  
Who will supply it?
5. What machinery/equipment/power tools will I be required to operate?  
Are there written safe work procedures for any of them?
6. Are there any specific safety hazards at this particular workplace that I should be aware of (such as potential for violence, poor air quality, high noise levels)?



Use the "Worker Orientation Checklist" on page 49.

## Tip

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 the written safe work procedure for training purposes.

## Tip

Tell the worker where to get help in your absence.

## Tip

Make visits shorter and less frequent as the worker progresses.

## Training

All workers need supervised, hands-on training in how to safely perform their tasks *before* they start the job. Properly trained workers can have a positive impact on your business's productivity and service.

Here's a general procedure that supervisors can follow when training new and young workers.

### 1. Prepare the new worker

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

### 2. Train the new worker

- Demonstrate and describe the procedure, including all safety precautions.
- Go through the procedure at normal speed, then at slow speed while the worker asks questions.
- Have the worker perform the procedure until he or she can do it exactly as required.
- Answer any questions or repeat any key points the worker may have missed.
- Keep written records of training, documenting who, what, and when.

### 3. Check progress and observe the new worker on the job

- Monitor the worker to ensure that safety standards are maintained.
- Make unscheduled visits.
- Correct unsafe work habits.
- Reinforce and recognize good work habits.

## Supervision

Young workers in hotels and restaurants may find themselves in a situation where they supervise their co-workers even if they don't have the title of supervisor or assistant manager. Often they may not realize all the implications of this supervisory role, especially with regard to health and safety.

*Remember that, as a supervisor, you're responsible for ensuring the health and safety of those whom you supervise. Like other supervisors, your responsibilities include:*

- Explaining the hazards of the job
- Instructing new workers in safe work procedures
- Ensuring that workers have been trained for all tasks assigned to them, including all safety precautions and safe work procedures
- Ensuring that any safety equipment and personal protective equipment is maintained and in good working order
- Ensuring that all materials are properly stored and handled
- Enforcing health and safety requirements
- Correcting unsafe acts or conditions that you observe or that workers bring to your attention
- Continually monitoring worker performance and well-being
- Setting a good example in following safe work procedures, using personal protective equipment, etc.



Periodically observe what workers are doing on the job and assess the risk from their actions.



*Young workers may be supervisors even without a formal title. Like all supervisors, they are responsible for the safety of the workers they supervise.*

# Safety inspections

## Inspect your workplace regularly.

Besides correcting any hazards that you observe from day to day, set aside time for regular workplace inspections, and then eliminate or control any hazards found. Inspection is an ongoing task because the workplace is always changing.

*It is far better – and less costly – to prevent accidents than to deal with their consequences. Because safety inspections are preventive in nature, they are an important part of your overall health and safety program.*

### When to inspect

You need to inspect your workplace often enough to prevent unsafe working conditions from developing. In hospitality small businesses this is typically once a month. You also need to inspect/assess your workplace when you've added a new process or when there has been an accident.

### Who should inspect

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 (if any) should be involved. (For information about health and safety committees, see page 28.)

### How to inspect

During an inspection:

- Use a checklist to ensure that your inspection is both thorough and consistent with previous inspections.
- Ask yourself what hazards are associated with the job that you are observing or that would be performed at that work area.
- Check how work is being performed. Are safe work procedures being followed? Is personal protective equipment being used?
- Talk to workers about what they're doing. Ask about safety concerns.
- Ask workers how they perform their tasks.
- Record any unsafe actions or conditions that you observe.



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

To order this publication, please call Publications and Videos Section at 604-276-3068 (Lower Mainland) or 1-800-661-2112, local 3068 (toll-free in British Columbia). An order form is found on page 42.



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



Before starting an inspection:

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



## What to inspect

There are different ways of approaching safety inspections, depending on the objectives of your health and safety program. For example, you can focus on the most common tasks performed by workers, or you can focus 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 dollies, carts, etc.

Check whether safe work procedures are being followed. For example:

- Is the meat slicer unplugged while being cleaned?
- Are gloves being used for handling garbage?
- Are proper lifting procedures being used?
- Do workers know the procedures for working alone?

### After the inspection, take action!

- Remedy serious hazards or unsafe work practices immediately. For example, if you find that a ladder has a loose or damaged rung, immediately remove it from service and repair it or replace it with a new ladder.
- Classify other hazards according to priority and assign someone to remedy each.
- Follow up on any action that will need time to complete (for example, purchase of new equipment).
- Communicate your findings to the workers.



For more information, see the “Inspection Checklist” on page 51.



Use the “Inspection Report” on page 55 to record the results of the safety inspection and the corrective actions you need to take.



**Tip** 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:

- Water leak
- Poor drainage
- Job process that creates the problem

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

# Investigating accidents and other incidents

## Accidents and near misses

The Occupational Health and Safety Regulation defines an incident as “an accident or other occurrence which resulted in or had the potential for causing an injury or occupational disease.” Incidents include:

- Near misses – an incident in which there was no visible injury or damage but that could have resulted in a serious injury, death, or property damage
- Accidents in which no one is hurt but equipment or property is damaged
- Accidents in which a worker is injured or killed

## Reporting injuries to the WCB

Owners and employers must **immediately** report to the WCB accidents that resulted in death or the risk of death. Call 604-276-3100 or toll-free 1-888-621-SAFE (7233). To report after-hours and weekend accidents, call 604-273-7711 or 1-866-922-4357 (WCB-HELP).

They must report the following work-related injuries and diseases to WCB Compensation Services **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.
- In an accident, an artificial limb, eyeglasses, dentures, or a hearing aid is broken.

Questions on claims and compensation?  
604-231-8888 or 1-888-967-5377.

## Promptly investigate all accidents and near misses.

Accidents are preventable, and when they happen they must be investigated. The goal is to find out what caused the accident and correct the causes so that other workers will not be injured in a similar way.

Everyone in the business has a role to play in this:

- Workers must report accidents and incidents to their supervisors.
- The owner, employer, or supervisor must promptly start investigations of accidents and incidents.
- If possible, one employer representative and one worker representative should participate in the investigation.

## What should the investigation determine?

The investigation should determine:

- **Who** was involved or injured?
- **Where** did the accident happen?
- **When** did it occur?
- **What** were the immediate and contributory causes?
- **Why** was the unsafe act or condition allowed?
- **How** can a similar accident be prevented?

After the investigation, a report must be prepared and corrective action taken.

## Conducting an accident investigation

To conduct an accident investigation, you need to:

- Identify any unsafe conditions, acts, or procedures that contributed to the accident. Consider the following:
  - 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

- Interview witnesses and the people involved in the accident or incident, even if they weren't present at the accident or incident. For example, it may be appropriate to interview a supervisor who gave instructions at the start of the shift, or a trainer who instructed the workers involved months earlier.
- Find ways to prevent similar accidents.

## Examples

Consider the following examples, which may resemble cases that you may be called upon to investigate. What recommendations would you make to prevent these types of accidents in the future?

- 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.



See the sample "Form 7 - Employer's Report of Injury or Occupational Disease" on page 65.



See the sample "Accident Investigation Report" on page 57.



For more information on accident investigations, see the following WCB resources:

- *Investigation of Accidents and Diseases: Reference Guide and Workbook*
- *Investigating an Accident* (16-minute video)

To order these resources, please call Publications and Videos Section at 604- 276-3068 (Lower Mainland) or 1-800-661-2112, local 3068 (toll-free in British Columbia). An order form is found on page 42.



Investigating sprain and strain type injuries may require you to think about events a little differently. These types of injuries may not occur from a single event, such as lifting and twisting, but from a history of activity.

For more information about preventing and investigating sprain and strain injuries, see the Ergonomics section of the Health and Safety Centre at: <http://ergonomics.healthandsafetycentre.org/s/Home.asp>.

## Regular health and safety meetings



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

You probably have regular discussions with workers to deal with production, marketing, daily specials, and other aspects of your business. Such discussions need not be very long – a few minutes at the beginning of a shift or some other appropriate time might be sufficient. It makes good business sense to show the same kind of commitment to health and safety.

Good communication is key to risk reduction and injury prevention. Regular monthly meetings are an important means of communication between supervisors and workers. The intent of these regular meetings is to maintain cooperative interest in health and safety in the workplace. Health and safety meetings need not always be formal or very long, but workers should feel free to bring up any concerns they may have.

A record of each meeting should be kept and posted for everyone to read. A list of health and safety action items should come out of the meeting.


### Worker representative

In workplaces with more than 9 and fewer than 20 employees, a worker health and safety representative is required. These representatives act as advisors and work cooperatively with employers and workers to identify and resolve workplace health and safety issues. During health and safety meetings, the worker health and safety representatives should raise any issues that workers brought to their attention since the last meeting.


### Health and safety committees

Workplaces with 20 or more regular employees must have a joint health and safety committee. This committee must have regular monthly meetings. The committee must have both worker and employer representatives.

For a description of the composition and role of joint health and safety committees, go to the Health and Safety Centre at <http://tourism.healthandsafetycentre.org/s/Home.asp>.



See the “Monthly Health and Safety Meeting Record” on page 61.



For more information about health and safety committees, see the *Joint Occupational Health and Safety Committee* workbook at <http://www.worksafebc.com/pubs/brochures/howto/jointoch.pdf>.

Printed copies of this workbook are also available from the Publications and Videos Section at 604-276-3068 (Lower Mainland) or 1-800-661-2112, local 3068 (toll-free in British Columbia). An order form is found on page 42.

# First aid

**All workplaces, including hospitality small businesses, must meet the first aid requirements in Part 33 of the Occupational Health and Safety Regulation.**

Good first aid treatment can reduce the severity of work-related injuries, thereby minimizing the financial costs associated with extensive medical treatment or the need to replace employees who are unable to work.

All hospitality small businesses need to keep a first aid kit on-site. The type of kit and the need for a first aid attendant will depend on the number of workers and the travel time to the nearest hospital. Most hospitality small businesses require only a basic first aid kit, which includes such items as bandages, scissors, and latex gloves.

Keep a record of all workplace injuries or diseases on file.

Use the following chart to determine your first aid requirements.

First aid requirements	
IF YOUR BUSINESS	YOU NEED A
Employs 2-10 workers per shift Is 20 minutes or less from a hospital Is Hazard Classification C	Basic first aid kit
Employs 2-5 workers per shift Is more than 20 minutes from a hospital Is Hazard Classification C	Basic first aid kit
Employs 11-50 workers per shift Is 20 minutes or less from a hospital Is Hazard Classification C	Level 1 first aid kit and a Level 1 first aid attendant
Employs 6-30 workers per shift Is more than 20 minutes from a hospital Is Hazard Classification C	Level 1 first aid kit and a Level 1 first aid attendant



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



See "First Aid Record" on page 59.



See "Basic First Aid Kit" on page 63 for a list of items.



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

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



## Tip

### First aid kit

You can purchase your first aid kit from any safety supply company. Look in the yellow pages under “safety supplies” or “first aid.”



For frequently asked questions about first aid, go to the Health and Safety Centre at <<http://firstaid.healthandsafetycentre.org/s/FAQ.asp>>.

## First aid kits and attendants

Every worker must be made aware of where the first aid kit is located and how to call the first aid attendant if one is required. If a first aid attendant (FAA) is required, that attendant must hold a first aid certificate of the level necessary for that workplace. Post signs in your workplace indicating how to access first aid.

## Transportation of injured workers

Your business needs written procedures for transporting injured workers. Post these procedures in your workplace. These procedures should include:

- Who to call for transportation
- How to call for transportation
- Prearranged routes in and out of the workplace and to the hospital

Employers are responsible for the cost of transporting an injured worker from the workplace to the nearest source of medical treatment.

## Records and statistics

### Keep all your health and safety records on file.

Just as you keep files on other aspects of your business, so you should keep records and statistics on its health and safety performance. This should not be seen as a burden but as something that will contribute to the success of your business by helping prevent accidents and injuries in the workplace.

For example:

- Previous inspection and hazard reports can provide you with historical information about problems you have encountered and how you have dealt with them.
- Orientation, education, and training records can help you ensure that all workers are getting the education and training they need. They can also help you determine how these factors are influencing your workplace health and safety performance.
- Accident and incident reports can tell you what hazards have caused accidents and incidents and what has been done to eliminate them.
- Meeting records can help you monitor how promptly and how well “action items” have been carried out.
- First aid records can provide information about the numbers, types, and severity of injuries at your workplace so you can prioritize your health and safety efforts.
- Statistics that may be of value include:
  - How many incidents and injuries occur each year?
  - How many work days are lost each year?
  - What was the cost to your business from workplace injuries each year?

## Your health and safety program: protecting your greatest resource

### Tip

#### Due diligence

“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.

The preceding sections described the key steps that any hospitality small business needs to take in order to prevent accidents and injuries. These steps make up a health and safety program.

Through these actions, employers can demonstrate their commitment to taking all reasonable care to protect the well-being of their workers – their greatest resource.

### Everyone has a role to play

#### Workers’ role

- Take reasonable care to protect your health and safety and the health and safety of other persons who may be affected by what you do or don’t do.
- Comply with the Occupational Health and Safety Regulation and other legal requirements.
- Follow established safe work procedures.
- Use the required personal protective equipment.
- Refrain from horseplay or similar conduct that may endanger others.
- Ensure that your ability to work safely is not impaired by drugs, alcohol, etc.
- Report accidents and incidents to your supervisor.
- Report to your supervisor or employer any hazard that might endanger others, any problem with protective equipment or clothing, or any violation of the Regulation and other legal requirements that you are aware of.
- Cooperate with your worker health and safety representative or joint health and safety committee.
- Cooperate with the WCB and its officers.



## **Supervisors' role**

- Ensure the health and safety of all 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 safety hazards in the workplace and that workers comply with the Regulation.
- Consult and cooperate with the worker health and safety representative or joint health and safety committee.
- Cooperate with the WCB and its officers.

## **Employer's role**

- Ensure the health and safety of your workers.
- Remedy any workplace conditions that are hazardous to your workers' health and safety.
- Ensure that your workers are informed about all safety hazards in the workplace, comply with the Regulation, and know their rights and duties under the Regulation.
- Establish occupational health and safety programs as required.
- Provide and maintain protective devices, equipment, and clothing, and ensure that workers use them.
- Provide your workers with the education, supervision, and training necessary to ensure that they do their work safely.
- Make copies of the *Workers Compensation Act* and the Occupational Health and Safety Regulation available.
- Consult and cooperate with the worker health and safety representative or joint health and safety committee.
- Cooperate with the WCB and its officers.

## Questions and answers

Read this section for answers to commonly asked questions about health and safety in hospitality small business.

**Q. I operate a small business. Do I need to register with the WCB?**

**A.** Most hospitality small businesses in B.C. are required to register and pay assessments. To find out more about registration requirements or to register online, visit the WCB's Web site at <[www.worksafebc.com](http://www.worksafebc.com)>. Or call the WCB's Employer Service Centre at 604 244-6181 or toll-free at 1-888-922-2768.

**Q. As the owner of a motel, can I personally opt out of the WCB program?**

**A.** Yes, as "a proprietor" (or a spouse) you are not automatically covered for compensation benefits; you can, however, apply for Personal Optional Protection from the WCB. Details of this coverage can be explained by the Employer Service Centre, 604-244-6181, or toll-free at 1-888-922-2768.

**Q. Do I have to pay WCB 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 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 employer must ensure that you can do this task safely. This includes using proper lifting techniques and knowing when to use dollies or carts or to ask for help.

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

**A.** Workers have the right to refuse work they have reasonable cause to believe is dangerous to their health. The first thing you should do is tell your supervisor that you think the task is dangerous. Together, you and your supervisor should be able to discuss the issue and find a safe solution. If the two of you cannot find a solution, continue the discussion with a worker health and safety representative (or another worker selected by you if there is no representative). If a solution still cannot be found, you or your employer can call the WCB Prevention Information Line at 604-276-3100 in the Lower Mainland, or 1-888-621-7233 (621-SAFE) toll-free in British Columbia.

**Q. I know that all small businesses must keep a first aid kit on-site, but how do I determine if we 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 page 29 for more information on the first aid requirements for hospitality small businesses.

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

**A.** Yes. Employers must investigate all incidents – accidents as well as near misses like this one. The purpose of conducting the investigation is to make sure the incident doesn't happen again, and no one gets hurt. For more information, see "Investigating Accidents and Other Incidents" on page 26.

**Q. We've never had an accident at our workplace. Do we 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 "The Keys to Managing Health and Safety in Your Business" on page 8.

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

**A.** Your employer must have a written procedure and safeguards for working alone. Your supervisor must review these procedures with you as part of your training. These safe work procedures should be included in the health and safety program.

**Q. Can I 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 by restricting smoking to a designated smoking area. For details, refer to the Occupational Health and Safety Regulation, sections 4.81 to 4.83.

**Q. I recently hired a subcontractor. Am I responsible for her 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 the WCB to determine their obligations regarding health and safety matters. It's also a good idea to check with the WCB to make sure the contractors or subcontractors you hire are registered with the WCB. If they aren't, your company could be liable for their insurance premiums if there's an injury or accident. A clearance letter will tell you whether a business, contractor, or subcontractor is registered with the WCB and up-to-date on their payments. To get a clearance letter, visit the WCB's Web site at <[www.worksafebc.com](http://www.worksafebc.com)>. Or call 604 244-6180 or toll-free at 1-888-922-2768, or fax 604-244-6390.

**Q. How will health and safety benefit my business?**

**A.** A commitment to health and safety can create a better work environment, help businesses retain good workers, and lead to greater productivity and better customer service from workers who are trained to do their jobs safely. Fewer workplace accidents can also reduce business costs such as those incurred in training temporary employees, repairing property damage, or paying WCB fines and increased WCB premiums.

**Q. As an employer do I have to report all injuries?**

**A.** For all work-related injuries that required medical treatment (even if the worker may not have missed time from work) you must:

- Fill out and submit a Form 7 (Employer's Report of Injury or Occupational Disease) to WCB Compensation Services within three days. If a first aid attendant assisted the worker, you should also complete a First Aid Record (see form on page 59) and submit a copy to the WCB.

- Conduct an incident investigation to determine the cause of the incident, and provide copies of the investigation report to the worker health and safety representative (if applicable) and the WCB.

*For serious accidents, incidents, and injuries, you must notify the WCB immediately (see page 26).*

**Q. Can I pay the medical cost of an employee's injury to prevent increased WCB premiums?**

**A.** No. All work-related injuries must be reported to the WCB.

**Q. I only have a staff of two. Should we still have monthly health and safety meetings or is a lesser frequency adequate?**

**A.** Yes, you still need to have regular monthly meetings to ensure 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. See page 61 for a sample of a "Monthly Health and Safety Meeting Record."

## Getting assistance

The WCB provides a number of services and materials to help you meet your health and safety requirements. For more information, call the Prevention Information Line at 604-276-3100 in the Lower Mainland, or 1-888-621-7233 (621-SAFE) toll-free in British Columbia.

To order WCB publications and videos referred to in this guide, use the order form on page 42.

### Questions on registration or assessments?

Visit the WCB's Web site at <[www.worksafebc.com](http://www.worksafebc.com)> or call the Employer Service Centre at 604-244-6181 or 1-888-922-2768.

### Questions on claims and compensation?

Call Compensation Services at 604-231-8888 or 1-888-967-5377. You can now check the status of your claim online at <[www.worksafebc.com](http://www.worksafebc.com)>.

### Employers' Advisers

The Employers' Advisers office is a branch of the Ministry of Skills Development and Labour. It is independent of the WCB. Employers' Advisers provide assistance and advice to employers on WCB assessments, decisions, appeals, and policies. Advisers also conduct educational seminars for employers on topics such as occupational health and safety requirements, claims management, and assessments. There are eight offices plus the Web site:

#### Richmond (head office)

Phone: 604-713-0303  
1-800-925-2233 toll-free in B.C.  
Fax: 604-713-0345

#### Kamloops: 250-828-4397

1-866-301-6688 toll-free in B.C.

#### Kelowna: 250-717-2050

1-866-855-7575 toll-free in B.C.

#### Abbotsford: 604-870-5492

1-866-870-5492 toll-free in B.C.

#### Prince George: 250-565-4285

1-888-608-8882 toll-free in B.C.

#### Cranbrook: 250-426-1703

1-877-877-5524 toll-free in B.C.

#### Victoria: 250-952-4821

1-800-663-8783 toll-free in B.C.

#### Nanaimo: 250-741-5500

1-866-827-2277 toll-free in B.C.

#### Web site

<[www.labour.gov.bc.ca/eao](http://www.labour.gov.bc.ca/eao)>

## WCB resources

This section describes some of the WCB publications and other resources available to owners, employers, supervisors, and workers in hospitality small business. To order a publication, use the order form on page 42.

### CATALOGUES

- **WCB Publications Catalogue**  
Lists all health and safety publications available from the WCB.
- **WCB Video Catalogue**  
Lists all health and safety videos available from the WCB.

### REGULATION

- **Occupational Health and Safety Regulation**  
States health and safety requirements that apply to virtually all workplaces in B.C.

### HEALTH AND SAFETY PROGRAM

- **Effective Health and Safety Programs: The Key to a Safe Workplace and Due Diligence**  
Explains how to set up your health and safety program to meet the due diligence standard of care.
- **How to Implement an Effective Occupational Health and Safety Program**  
Gives detailed information on how to set up an effective health and safety program.
- **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.
- **Joint Occupational Health and Safety Committee (workbook)**  
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 gives information on how to develop and implement such a program.
- **Investigation of Accidents and Diseases: Reference Guide and Workbook**  
Describes how to conduct workplace accident investigations.



#### WCB publications online

Some of the publications listed are available at <[www.worksafebc.com](http://www.worksafebc.com)>.

## **INJURY AND DISEASE 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.
- **3 Steps to Effective Worker Education and Training**  
Explains a three-step process for providing education and training for new workers and young workers.
- **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, WHMIS requirements, and how to implement WHMIS at your workplace.
- **HIV/AIDS, and Hepatitis B and C: Preventing Exposure at Work**  
Provides information and safe work practices pertaining to HIV and hepatitis B and C for employers and workers who could come in contact with blood and body fluids in rare, isolated incidents that can't be foreseen.

## **REGISTRATION**

- **A Guide for Employers**  
Outlines general policies and procedures for registering with the WCB, employer responsibilities, how rates are assessed, how penalties are applied, and appeals and audits.
- **Working with the WCB: Information for Employers**  
Describes WCB registration and assessment requirements for B.C. businesses.
- **Registering with the WCB**  
Helps employers determine their registration obligations.



## CLAIMS

- **Claims Appeal Guide for Employers**  
Describes appeal procedures and rules governing payment of a claim during the employer's appeal process.
- **Claims Appeal Guide for Workers and Dependents**  
Discusses the rights and obligations of claimants who wish to appeal the decision of a WCB claims adjudicator.
- **Working with the WCB: Information for Workers and Dependents**  
Provides basic information on how and when to make a compensation claim and the kinds of help provided by the WCB.

## HOSPITALITY INDUSTRY

- **Ergonomic Tips for the Hospitality Industry**  
A series of eight pamphlets for the hospitality industry including the accommodation, and food and beverage sectors, featuring ergonomic tips for occupations such as room attendants, kitchen staff, and servers.
- **Preventing Injuries to Hotel and Restaurant Workers: Focus Report**  
Provides information on 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 young workers' injuries, and describes how workplace hazards can be reduced.
- **Health and Safety Centre**  
The Tourism and Hospitality section at <<http://tourism.healthandsafetycentre.org/s/Home.asp>> provides a portal to online resources from the WCB and other sources.

A list of videos, posters, signs, and stickers is found in the Health and Safety Centre, at <<http://tourism.healthandsafetycentre.org/s/Resources.asp>>.



# Order form

Use this form to order WCB publications and videos.

Company Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_

Postal Code: \_\_\_\_\_ Tel: \_\_\_\_\_

Contact Name: \_\_\_\_\_

*Check the publications and videos you want to receive. Videos are on seven-day loan; please arrange for pickup or courier.*

- Back Talk: An Owner's Manual for Backs
- Claims Appeal Guide for Employers
- Claims Appeal Guide for Workers and Dependants
- Effective Health and Safety Programs: The Key to a Safe Workplace and Due Diligence
- Ergonomic Tips for the Hospitality Industry (8 pamphlets)
- A Guide for Employers
- HIV/AIDS, and Hepatitis B and C: Preventing Exposure at Work
- How to Implement an Effective Occupational Health and Safety Program
- How to Make Your Computer Workstation Fit You
- Identifying Hazards and Assessing Risks (video)
- Investigating an Accident (video)
- Investigation of Accidents and Diseases: Reference Guide and Workbook
- Joint Occupational Health and Safety Committee (Workbook)
- Occupational Health and Safety Regulation
- Preventing Injuries to Hotel and Restaurant Workers: Focus Report
- Protecting Young Workers: Focus Report
- Registering with the WCB
- Safety Inspections (Workbook)
- Safety on the Job Is Everyone's Business: The Responsibilities of Employers, Supervisors and Workers
- Take Care: How to Develop and Implement a Workplace Violence Prevention Program
- 3 Steps to Effective Worker Education and Training
- WCB Publications Catalogue
- WCB Video Catalogue
- WHMIS at Work
- Working with the WCB: Information for Employers
- Working with the WCB: Information for Workers and Dependants

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### Order by Fax

Fax the form to 604-279-7406

### By e-mail

pubvid@wcb.bc.ca

### By Phone

Call the WCB Publications and Videos section at 604-276-3068, or toll-free 1-800-661-2112, local 3068

### By Mail

Send this form to  
Publications and Videos Section  
Workers' Compensation Board  
PO Box 5350 Stn Terminal  
Vancouver BC V6B 5L5

## Forms and checklists

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# Sample Health and Safety Program for Hospitality Small Business

Use this sample as a guideline to help you prepare your written health and safety program (see page 9).

This is only a guideline. You'll need to 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:

- Establishing the health and safety program
- Conducting an annual review in (month) of each year
- Training supervisors
- Providing a safe and healthy work environment

### Supervisors' responsibilities include:

- Orienting new workers
- Ongoing training of workers
- Conducting regular staff safety meetings
- Performing inspections and investigations
- Reporting any safety or health hazards
- Correcting unsafe acts and conditions

### Workers' responsibilities include:

- Learning and following safe work procedures
- Correcting hazards or reporting them to supervisors
- Participating in inspections and investigations where applicable
- Using personal protective equipment where required
- Helping 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 WCB safety or hygiene 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 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 marshalling area
- Location of first aid kit and fire extinguisher
- How to report accidents and injuries
- Location of material safety data sheets (MSDSs). (MSDSs are provided by suppliers of chemical products and contain 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 their 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.)*

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---

### INSPECTIONS

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

Serious hazards or unsafe work practices discovered 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" on page 51.)*

### 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 (MSDS), and any applicable written work procedures.)*

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### 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.)*

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### 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 marshaling 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 close calls on the same day the incident occurs. 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 "Accident Investigation Report" on page 57.)*

### 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
- Incidents 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 health and safety program (see page 9).

## PURPOSE

The purpose of reviewing your 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 (Lower Mainland) or toll-free 1-888-621-SAFE (7233).

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 in a handy location?			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: • The employer? • Managers and supervisors? • Workers?			12. Do you enforce rules prohibiting horseplay and the use of drugs and alcohol at work?		
Safe Work Procedures	Yes	No	13. Do you keep records when you discipline workers for not following these rules?		
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?					

<b>Identifying Hazards and Assessing Risks</b>	<b>Yes</b>	<b>No</b>
14. Do you have a method of identifying hazards?		
15. When hazards have been identified, do you conduct a risk assessment to help determine the best way to eliminate or control these hazards?		
<b>Education and Training</b>	<b>Yes</b>	<b>No</b>
16. Does your orientation of new workers include information and instruction on your health and safety program?		
17. Does your orientation of new workers include training on the safe work procedures used in your business?		
18. Do you inform new workers about work rules prohibiting horseplay and the use of alcohol and drugs at work?		
19. Have you observed workers to determine if they need refresher training in safe work procedures?		
20. Did you provide instruction and training for any new procedures, processes, equipment, or machinery that you introduced in the last year?		
21. Have supervisors and workers received training in how to conduct safety inspections and accident investigations?		
<b>Safety Inspections</b>	<b>Yes</b>	<b>No</b>
22. Do you regularly inspect your workplace?		
23. Do a supervisor and a worker conduct the inspection?		
24. Do you observe workers during inspections?		
25. Do you have a method of reporting hazards between inspections?		
26. Do you have a system of rating hazards?		
27. Do you discuss the results of inspections at monthly safety meetings?		
28. Do you have a system of following up on hazards to ensure that they have been corrected?		
<b>Hazardous Materials</b>	<b>Yes</b>	<b>No</b>
29. Do you have a written inventory of controlled products used in your workplace?		
30. Does each controlled product have a corresponding MSDS?		
31. Are MSDSs readily available to workers and do they know where to get them?		

<b>Hazardous Materials</b>	<b>Yes</b>	<b>No</b>
32. Do you have a way to check that new controlled products are accompanied by MSDSs?		
33. Do workers understand how to read MSDSs and know what they mean?		
34. Do you check all controlled products for supplier labels when received?		
35. Are decanted products labelled?		
36. Are labels legible?		
37. Do workers know what hazardous materials are used in your business?		
38. Do workers know how to safely handle, store, and dispose of hazardous materials used in your business?		
<b>Investigating Accidents and Incidents</b>	<b>Yes</b>	<b>No</b>
39. Do you have a method for workers to report accidents and near misses?		
40. Do you investigate all accidents and near misses?		
41. Do you focus on finding the root cause during accident investigations?		
42. Do you take recommended corrective action identified during accident investigations?		
<b>First Aid</b>	<b>Yes</b>	<b>No</b>
43. Have you confirmed that all workers know the location of the first aid kit?		
44. Do workers know who the first aid attendant is (if one is required) and how to contact first aid?		
45. Have you instructed workers to report all injuries?		
46. Do you record all injuries?		
47. Have you confirmed that workers know how to obtain assistance in emergencies?		
<b>Records and Statistics</b>	<b>Yes</b>	<b>No</b>
48. Do you keep records of the following: • Orientation of new workers? • Training sessions? • Accidents and incidents? • Injuries? • Inspection reports? • Accident and investigation reports? • Monthly health and safety meetings?		
49. Do you review accident statistics to see if trends are developing?		
<b>Monthly Meetings</b>	<b>Yes</b>	<b>No</b>
50. Do you hold monthly safety meetings?		
51. Do workers attend most of these meetings?		
52. Do you include an educational topic on your agenda?		

# Worker Orientation Checklist

Use this checklist when training new workers on health and safety in your workplace (see page 21).

Worker's name: \_\_\_\_\_

Date worker was hired: \_\_\_\_\_

Supervisor's name: \_\_\_\_\_

Date of orientation: \_\_\_\_\_

Orientation Topics Covered?	Yes	No
Health and safety responsibilities	<input type="checkbox"/>	<input type="checkbox"/>
Health and safety rules	<input type="checkbox"/>	<input type="checkbox"/>
How to get first aid	<input type="checkbox"/>	<input type="checkbox"/>
Location of first aid kit	<input type="checkbox"/>	<input type="checkbox"/>
Location of fire exits and fire extinguishers	<input type="checkbox"/>	<input type="checkbox"/>
How to report unsafe conditions	<input type="checkbox"/>	<input type="checkbox"/>
Right to refuse unsafe work	<input type="checkbox"/>	<input type="checkbox"/>
WHMIS	<input type="checkbox"/>	<input type="checkbox"/>
Location of MSDSs	<input type="checkbox"/>	<input type="checkbox"/>
Use of personal protective equipment	<input type="checkbox"/>	<input type="checkbox"/>
Dealing with violent customers	<input type="checkbox"/>	<input type="checkbox"/>
Working alone procedures	<input type="checkbox"/>	<input type="checkbox"/>

Emergency procedures (list them here):  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Written work procedures (list them here):  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Other topics covered (list them here):  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Comments:  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_





<b>Equipment and Machinery</b>	<b>Yes</b>	<b>No</b>
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		
<b>Chairs</b>	<b>Yes</b>	<b>No</b>
Are chairs in good condition?		
Are chairs properly adjusted?		
<b>Computers</b>	<b>Yes</b>	<b>No</b>
Are display screens free of dust?		
Are display screens bright enough with sufficient contrast?		
Are display screens positioned at a comfortable viewing level?		

<b>Fire Safety and Security</b>	<b>Yes</b>	<b>No</b>
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?		
<b>Entrances and Exits</b>	<b>Yes</b>	<b>No</b>
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?		
<b>First Aid</b>	<b>Yes</b>	<b>No</b>
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)?		

<b>Garbage</b>	<b>Yes</b>	<b>No</b>
Are bins located at suitable points?		
Are bins emptied regularly?		
<b>Hazardous Materials</b>	<b>Yes</b>	<b>No</b>
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?		
<b>Environment</b>	<b>Yes</b>	<b>No</b>
Is air quality good?		
Are workers protected from cool drafts or excessive heat?		
Are workers protected from excessive or irritating noise?		
<b>Parking</b>	<b>Yes</b>	<b>No</b>
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?		

<b>General Worker Questions</b>	<b>Yes</b>	<b>No</b>
Do workers know where to go and who to call for first aid assistance?		
Do workers know where to find MSDSs for chemical products?		
<b>Personal Protective Equipment</b>	<b>Yes</b>	<b>No</b>
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		
<b>Safe Work Practices</b>	<b>Yes</b>	<b>No</b>
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?		



# Accident Investigation Report

Use this report to record the results of your accident investigation (see page 26).

---

WCB EMPLOYER # _____	WORKER'S LAST NAME _____
OPERATING LOCATION # _____	FIRST NAME _____
EMPLOYER'S NAME (as registered with the WCB) _____	MIDDLE NAME _____
MAILING ADDRESS _____	MAILING ADDRESS _____
_____	CITY _____ POSTAL CODE _____
CITY _____ POSTAL CODE _____	PHONE # _____
ACCIDENT/INJURY SITE ADDRESS _____	SOCIAL INSURANCE # _____
_____	DATE OF BIRTH _____
CITY _____	GENDER <input type="checkbox"/> Male <input type="checkbox"/> Female
TYPE OF BUSINESS _____	WEIGHT _____
EMPLOYER'S PHONE NUMBER _____	HEIGHT _____
WORKER'S OCCUPATION _____	

---

DATE AND TIME OF ACCIDENT/INJURY M\_\_\_\_D\_\_\_\_Y\_\_\_\_ AT \_\_\_\_\_HR\_\_\_\_\_MIN.  am  pm  
NATURE OF REPORTABLE EVENT  Dangerous Occurrence (no injury)  First Aid  Medical Treatment Only (no time loss)  
 Worker Injury (with time loss)  Fatal (date of death) M\_\_\_\_D\_\_\_\_Y\_\_\_\_

---

DESCRIPTION OF THE INCIDENT (Where applicable, please give detailed description of structures, and makes, models, and serial numbers of equipment and tools involved in this accident. Include names of witnesses. Use a separate sheet if necessary.)

---

ACCIDENT CAUSE(S) (e.g., methods, equipment, materials, and people)

---

CONTRIBUTING FACTOR(S)

---

CORRECTIVE ACTION(S) TO AVOID RECURRENCE

---

HEALTH AND SAFETY CONTACT \_\_\_\_\_

PHONE # \_\_\_\_\_

INVESTIGATOR NAME(S) \_\_\_\_\_

PHONE #(S) \_\_\_\_\_

EVENT WITNESS NAME(S) \_\_\_\_\_

PHONE #(S) \_\_\_\_\_

---

FOLLOW-UP ACTION(S) (include person responsible and date for completion)

SIGNATURE OF INVESTIGATOR(S) \_\_\_\_\_ DATE \_\_\_\_\_

# First Aid Record

Use this form to record workplace injuries (see page 29).

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

---

---

---

## TREATMENT(S)

---

---

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Supervisor's or First Aid Attendant's Signature: \_\_\_\_\_

Patient's Signature: \_\_\_\_\_

Names of Witnesses: 1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

## REFERRAL OF CASE AND REMARKS

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# Monthly Health and Safety Meeting Record

Use this sheet to record what's been discussed at your monthly health and safety meetings (see page 28).

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.

	Year to Date	Previous Year
Number of accidents		
Number of near misses		
Number of WCB 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 <i>(critical/urgent/ or important)</i>	Describe hazard and precise location	Recommended corrective action	Person responsible	Date corrected

### 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.



Please answer all questions and complete this report in ink.

**EMPLOYERS MUST SUBMIT THIS COMPLETED REPORT EVEN IF CONTESTING THE CLAIM.**

The *Workers Compensation Act* requires that an employer complete and submit an Employer's Report of Injury or Occupational Disease within **3 days** of its occurrence. Failure to do so is an offence and may result in the employer being charged with part of the cost of the claim.

**Please Note:**

**Facsimile (fax) copies are acceptable at all WCB offices in British Columbia.**

Registration number		Location		Classification Unit Number		Coded by	
Employer's name (as registered with the Board)				Worker's last name (please print) Mr. Ms. Mrs. Miss			
Mailing address				First name(s)		Middle initial	
City		Postal code		Mailing address			
Location of plant or project where injury occurred		Postal code		City		Postal code	
Type of business		Employer's telephone number		Telephone number		Social Insurance Number	
Name of contact person in your firm		Worker's occupation		Weight		Height	
				Worker's Personal Health Number from BC Carecard			
						Date of birth Month Day Year	

1. Date and time of injury 20 , at a.m./p.m.		8. Do you know of any previous pain or disability in the area of the worker's present injury? If YES, please explain. <input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> UNKNOWN	
OR period of exposure resulting in occupational disease FROM 20 , TO 20		9. Do you know of any defect or disability the worker had prior to the injury (e.g. lost finger, blindness, deafness, etc.) If YES, please specify. <input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> UNKNOWN	
2. Injury was first reported to employer TO <input type="checkbox"/> First Aid <input type="checkbox"/> Supervisor ON 20 , at a.m./p.m. or		10. Were there any witnesses? If YES, please give name and address. <input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> UNKNOWN	
2A. Do you have any objections to the claim being accepted? If YES, please explain. If insufficient space, please attach a letter to this report. <input type="checkbox"/> YES <input type="checkbox"/> NO		10A. Do witnesses, if interviewed, confirm worker's statement? <input type="checkbox"/> YES <input type="checkbox"/> NO	
3. Please describe fully what happened to cause the injury and mention all contributing factors: description of machinery, weight and size of objects involved, etc. OR 3A. In cases of occupational disease, describe when and how exposure occurred, mentioning any gases, vapours, dusts, chemicals, radiation, noise, source of infection or other causes. Please explain fully.		11. Please indicate worker's employment status: <input type="checkbox"/> Seasonal <input type="checkbox"/> Casual <input type="checkbox"/> Temporary <input type="checkbox"/> Part Time <input type="checkbox"/> Permanent, Full Time <input type="checkbox"/> Other (please provide details)	
4. Please state ALL injuries reported, indicating right or left if applicable.		12. Date worker started employment with you.	
5. Did worker receive first aid? If YES, please attach a copy of report 7A, First Aid Report. <input type="checkbox"/> YES <input type="checkbox"/> NO		13. Date worker started this job.	
6. Did worker attend a physician or qualified practitioner or clinic? If YES, please give name and address if known. <input type="checkbox"/> YES <input type="checkbox"/> NO		14. Were worker's actions at time of injury for the purpose of your business? If NO, please explain. <input type="checkbox"/> YES <input type="checkbox"/> NO	
7. Did worker go to a hospital? If YES, please give name of hospital. <input type="checkbox"/> YES <input type="checkbox"/> NO		15. Were they part of the worker's regular work? If NO, please explain. <input type="checkbox"/> YES <input type="checkbox"/> NO	

Questions 16 to 29 inclusive are on the reverse side of this report.

Worker's Last Name	First Name	Social Insurance Number	Worker's Claim Number	Worker's Personal Health Number from BC Carecard																								
				<table border="1" style="width:100%; border-collapse: collapse;"> <tr> <td style="width:5%;"></td><td style="width:5%;"></td><td style="width:5%;"></td><td style="width:5%;"></td><td style="width:5%;"></td><td style="width:5%;"></td><td style="width:5%;"></td><td style="width:5%;"></td><td style="width:5%;"></td><td style="width:5%;"></td><td style="width:5%;"></td><td style="width:5%;"></td> </tr> </table>																								
16. Does worker operate as a subcontractor? If YES, please provide details. <span style="float:right;"><input type="checkbox"/> YES <input type="checkbox"/> NO</span>		24. Will any payment be made to the worker by your firm for period of disability (other than day of injury)? If YES, please specify. <span style="float:right;"><input type="checkbox"/> YES <input type="checkbox"/> NO</span>																										
17. Is worker a relative of employer or a partner or principal of the firm? If YES, please specify. <span style="float:right;"><input type="checkbox"/> YES <input type="checkbox"/> NO</span>																												
18. Was any person not in your employ responsible for this injury? If YES, please give details and name and address of such person. <span style="float:right;"><input type="checkbox"/> YES <input type="checkbox"/> NO</span>		25. Wages paid on last day worked. <span style="float:right;">\$</span>																										
19. Is alternate light duty or modified work available? <span style="float:right;"><input type="checkbox"/> YES <input type="checkbox"/> NO</span>		26. Show normal work week by entering hours worked each day. If regular worker, fill out Week 1 only.																										
20. Will worker be off work beyond the day of injury? If YES, please complete questions 21 to 29 inclusive. <span style="float:right;"><input type="checkbox"/> YES <input type="checkbox"/> NO</span>		<table border="1" style="width:100%; border-collapse: collapse;"> <tr> <td style="width:5%;"></td> <td style="width:12.5%;">Sun</td> <td style="width:12.5%;">Mon</td> <td style="width:12.5%;">Tues</td> <td style="width:12.5%;">Wed</td> <td style="width:12.5%;">Thur</td> <td style="width:12.5%;">Fri</td> <td style="width:12.5%;">Sat</td> </tr> <tr> <td>Week 1 ▶</td> <td></td><td></td><td></td><td></td><td></td><td></td><td></td> </tr> <tr> <td>Week 2 ▶</td> <td></td><td></td><td></td><td></td><td></td><td></td><td></td> </tr> </table>				Sun	Mon	Tues	Wed	Thur	Fri	Sat	Week 1 ▶								Week 2 ▶							
	Sun	Mon	Tues	Wed	Thur	Fri	Sat																					
Week 1 ▶																												
Week 2 ▶																												
21. Please be accurate in supplying wage information/worker's gross earnings at the time of injury (please enter one rate only).  per hour \$      per day \$      per week \$      per month \$		Does the worker work a fixed shift rotation? If YES, please provide the details, including the shift rotation start date. <span style="float:right;"><input type="checkbox"/> YES <input type="checkbox"/> NO</span>																										
22. Worker's exact gross earnings for: 3 months \$ _____ prior to date of injury 1 year \$ _____																												
23. Are any of the following additions to regular wages: (please check appropriate box) <input type="checkbox"/> holiday pay <input type="checkbox"/> room and/or meals <input type="checkbox"/> rental <input type="checkbox"/> vehicle allowance <input type="checkbox"/> differential <input type="checkbox"/> equipment <input type="checkbox"/> shift premium <input type="checkbox"/> other  If YES, please provide complete details.		27. Please enter hours on last day worked. FROM _____ a.m./p.m. TO _____ a.m./p.m.																										
		28. Date and time last worked after injury. _____ 20____, at _____ a.m./p.m.																										
		29. Has employee returned to work? If YES, please specify date and time of return to work. <span style="float:right;"><input type="checkbox"/> YES <input type="checkbox"/> NO</span> _____ 20____, at _____ a.m./p.m.																										
Employer's Signature		Title		Date																								

"Personal information on this form is collected for the purposes of administering a worker's compensation claim by the Board in accordance with the **Workers Compensation Act** and the **Freedom of Information and Protection of Privacy Act**. For further information, please contact the Board's Freedom of Information Coordinator at 6951 Westminster Highway, Richmond, BC, V7C 1C6, or telephone toll-free within BC 1 800 661-2112."

**For additional information on the Workers' Compensation Board, please refer to our website at [www.worksafebc.com](http://www.worksafebc.com)**

Lower Mainland	Post Office Box Number/Street Address	Fax Number	Local Telephone Number	Toll-Free within BC Number
Abbotsford	Box 2098 Stn Delivery Centre Abbotsford BC V2T 3X8	1 604 556-2062	1 604 231-8888	1 888 967-5377
Burnaby	Box 2690 Stn Terminal Vancouver BC V6B 3W8	1 604 279-7465	1 604 231-8888	1 888 967-5377
Coquitlam	Box 2171 Stn Terminal Vancouver BC V6B 3V3	1 604 232-1933	1 604 231-8888	1 888 967-5377
Occupational Disease Services	Box 2195 Stn Terminal Vancouver BC V6B 3V7	1 604 276-3014	1 604 276-3007	1 800 661-2112
Richmond	Box 2122 Stn Terminal Vancouver BC V6B 3T5	1 604 276-3084	1 604 231-8888	1 888 967-5377
Surrey	Box 2055 Stn Terminal Vancouver BC V6B 3S3	1 604 276-3083	1 604 231-8888	1 888 967-5377
Vancouver Centre/North	Box 2132 Stn Terminal Vancouver BC V6B 3T8	1 604 279-7591	1 604 231-8888	1 888 967-5377
Vancouver South	Box 2145 Stn Terminal Vancouver BC V6B 3V3	1 604 279-7592	1 604 231-8888	1 888 967-5377
<b>Area Offices</b>				
Courtenay	801-30 <sup>th</sup> Street, Courtenay BC V9N 8G6	1 877 280-1616	1 877 280-1515	1 877 280-1515
Cranbrook	100 7 <sup>th</sup> Avenue South, Cranbrook BC V1C 2J4	1 250 417-7963	1 250 417-7930	1 888 922-6622
Kamloops	321 Battle Street, Kamloops BC V2C 6P1	1 250 371-6047	1 888 922-6622	1 888 922-6622
Kelowna	110-2045 Enterprise Way, Kelowna BC V1Y 9T5	1 250 717-4334	1 250 717-4301	1 888 922-6622
Nanaimo	4980 Wills Road, Nanaimo BC V9T 6C6	1 877 280-1616	1 877 280-1515	1 877 280-1515
Nelson	524 Kootenay Street, Nelson BC V1L 6B4	1 250 352-3272	1 250 352-2291	1 888 922-6622
Prince George	1066 Vancouver Street, Prince George V2L 5M4	1 888 922-8811	1 250 561-3715	1 800 663-6623
Terrace	4450 Lakelse Avenue, Terrace BC V8G 1P2	1 888 922-3322	1 250 615-6600	1 800 663-6623
Vernon	3100 35 <sup>th</sup> Avenue, Vernon BC V1T 8Y8	1 250 558-5242	1 250 545-4401	1 888 922-6622
Victoria	4514 Chatterton Way, Victoria BC V8X 5H2	1 250 881-3481	1 250 881-3400	1 800 663-7593

**Please Note:** If you have concerns with this claim, please contact the officer handling the claim at the WCB office to make known your objections or you may submit a letter detailing your specific concerns.

**OR**

**Impartial Advice on WCB Claims** — To ensure you have an opportunity to obtain impartial advice on WCB claims matters, the BC legislature has provided impartial advisers. **Employers' Advisers** are available to provide independent advice or clarification on a WCB claim related to your firm.

Richmond 1 604 660-7253 or Toll Free in BC 1 800 925-2233	Prince George 1 250 565-4285 or Toll Free in BC 1 888 608-8882	Victoria 1 250 952-4821 or Toll Free in BC 1 800 663-8783
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# WCB Offices/Prevention Numbers

Visit our web site at [www.worksafebc.com](http://www.worksafebc.com)

## **Abbotsford**

2774 Trethewey Street V2T 3R1

Phone 604 276-3100

1 800 292-2219

Fax 604 556-2077

## **Burnaby**

450 – 6450 Roberts Street V5G 4E1

Phone 604 276-3100

1 888 621-7233

Fax 604 232-5969

## **Coquitlam**

104 – 3020 Lincoln Avenue V3B 6B4

Phone 604 276-3100

1 888 967-5377

Fax 604 232-1946

## **Courtenay**

801 30th Street V9N 8G6

Phone 250 334-8745

1 800 663-7921

Fax 250 334-8757

## **Cranbrook**

100 7th Avenue S. V1C 2J4

Phone 250 417-7934

1 800 663-4912

Fax 250 417-7972

## **Kamloops**

321 Battle Street V2C 6P1

Phone 250 371-6003

1 800 663-3935

Fax 250 371-6031

## **Kelowna**

110 – 2045 Enterprise Way V1Y 9T5

Phone 250 717-4313

1 888 922-4466

Fax 250 717-4380

## **Nanaimo**

4980 Wills Road V9T 6C6

Phone 250 751-8040

1 800 663-7382

Fax 250 751-8046

## **Nelson**

524 Kootenay Street V1L 6B4

Phone 250 352-2824

1 800 663-4962

Fax 250 352-1816

## **North Vancouver**

100 – 126 E. 15th Street V7L 2P9

Phone 604 276-3100

1 888 875-6999

Fax 604 232-1500

## **Prince George**

1066 Vancouver Street V2L 5M4

Phone 250 561-3700

1 800 663-6623

Fax 250 561-3710

## **Surrey**

100 – 5500 152 Street V3S 5J9

Phone 604 276-3100

1 888 621-7233

Fax 604 232-7077

## **Terrace**

4450 Lakelse Avenue V8G 1P2

Phone 250 615-6605

1 800 663-3871

Fax 250 615-6633

## **Vernon**

3100 35 Avenue V1T 8Y8

Phone 250 545-1125

1 800 663-4452

Fax 250 558-5243

## **Victoria**

4514 Chatterton Way V8X 5H2

Phone 250 881-3418

1 800 663-7593

Fax 250 881-3482

## **Head Office / Richmond**

Prevention:

8100 Granville Avenue

Phone 604 276-3100

1 888 621-7233 (621-SAFE)

## **Administration:**

6951 Westminster Highway

Phone 604 273-2266

1 800 661-2112

## **Mailing Address:**

PO Box 5350 Stn Terminal

Vancouver BC V6B 5L5

## **After Hours Health & Safety Emergency**

604 273-7711

1 866 922-4357 (WCB-HELP)

