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## HANDLING INJURIES AND CRISIS MANAGEMENT

### Employee Injury

**Company X** strives towards having an injury-free workplace, but on occasion, an employee may become injured while at work.

All employee workplace injuries must be reported to the Manager in Charge immediately.

Employees may not investigate or report their own injuries. If you, as Manager in Charge, are injured, contact your direct supervisor.

The appropriate office will investigate accidents involving fire, death, serious injury, or extensive property damage jointly.

#### When an Employee is Injured at Work

- Administer First Aid to the employee (see the First Aid section).
- Send the employee to the designated clinic or call 911 for further medical help, if needed. Your clinic address and phone number are listed on the workers' compensation poster in your restaurant.

**Note:** *If it is after clinic hours, send the employee to the local hospital for treatment. If you do not know your restaurant's designated clinic, call Human Resources.*

- Protect your Employees and equipment from injury and/or damage.
- Complete a Safety Investigation Report and file it in the employee's personnel file.
- Report the injury to Restaurant Management/Human Resources **within 24 hours**. When calling, have the employee's personnel file on hand. You will need to provide the following information necessary for completing the State report:
  - Restaurant number and location.
  - Employee's name.
  - Employee's date of birth.
  - Employee's home address.
  - Employee's home phone number.
  - Employee's gender.
  - Employee's job title.
  - Employee's Social Security number.
  - Employee's date of hire.
  - Number of hours the employee usually works per week.
  - Number of days the employee usually works per week.
  - Total weekly hours the employee usually works.
  - Gross wages and salary of the employee per hour, day, or week.
  - Location of the accident?



- What the employee was doing when injured.
- How the accident occurred.
- The hazardous conditions or unsafe acts that contributed to the injury.
- The injury or illness of the employee.
- The part of the body affected by the illness or injury.
- Name and address of the designated clinic.
- If employee was hospitalized, the name and address of hospital.
- Date and time of the injury or illness.
- Did the employee lose any time from work? If so for how long? Was the employee paid in full for date of injury?
- Anticipated return to work date.
- **Precautions you have taken to prevent this accident from occurring a second time.**

Reporting a Workers' Compensation injury does not constitute an admission of fault for the employee injury.

### **If You Question the Validity of the Claim**

- Provide Human Resources with details of your concerns when you report the injury.
- If there are witnesses, get names, addresses, and phone numbers. This information will be required during the insurance company investigation.
- When an investigator contacts you, call Human Resources before providing them with any information.

### **When an Injury Requires Time Off of Work**

- Make sure you have a written form from the doctor to verify the time off and appropriate date of return to work.
- If the employee does not return to work on the specified date, contact the employee immediately.
- If an extension of time-off has been approved, obtain the approval in writing or call the doctor. Continue this procedure until the employee returns to work.
- If the doctor releases the employee to modified duty, you must allow the employee to return to work if there is a job available with the specified work restrictions. Contact Human Resources if you have any questions regarding modified duty.
- Inform Human Resources as soon as the employee returns to work.

## CHEMICAL AND BIOLOGICAL HAZARDS

### Employee Information and Training

All employees must be fully informed of and trained in our hazard communication program. Employees are required to know the following:

- The locations where Hazardous Chemical Substances (HCS) lists are posted.
- Any procedures in their work assignments that utilize hazardous chemicals or to which they might be exposed to hazardous chemicals.
- The location of your Material Safety Data Sheet Book.
- Methods and observations that may be used to detect the presence or release of a hazardous chemical.
- The potential health and safety hazards of the chemicals in this group.
- Protective measures necessary to prevent or reduce the possibility of illness or injury.
- The use of relevant information such as Hazardous Chemical Substances Lists and the Material Safety Data Sheets (MSDS).

### Hazardous Chemical Substances Lists

A list of every Hazardous Chemical Substance (HCS) known to be present in each work area must be prepared. This requires an examination of every container in the including bottles, bags, boxes, cans, and cylinders for hazard warnings. If a hazard warning appears, that item must be inventoried on the Hazardous Chemicals List form.

Information that must be noted on the Hazardous Chemical Substances List includes:

- Chemical Name.
- Brand Name.
- Use.
- Whether or not an MSDS for that substance is contained in the MSDS book.

### Labeling

Every container used or stored in the facility, including those containing non-hazardous substances, must be labeled. Manufactured substances in their original containers will already carry appropriate labels. A label must be affixed to all containers housing substances that are not in their original container. The following information must be affixed to each container:

- Chemical Name.
- Brand Name.
- Appropriate hazard warning.



If possible, a photocopy of the original label should be affixed to any unmarked containers. If this is not possible or practical, this information must be legibly printed onto blank labels and affixed to the container.

## Material Safety Data Sheets

Material Safety Data Sheets contain useful information about hazardous chemicals such as the manufacturer's name and address, hazardous ingredients, identity, physical or chemical characteristics, fire and explosion hazard data, reactivity data, health hazard data, precautions for safe handling, and use and control measures.

Chemical manufacturers and importers are legally required to develop a MSDS for each hazardous chemical they produce or import. Employers are legally required to have a MSDS for each hazardous chemical that is used in the workplace.

**Company X** maintains an MSDS for each hazardous chemical that we use. They are kept in a book labeled Material Safety Data Sheets, which is kept in the Manager's office or in another designated area, generally a central location.

Employees may review this book and its contents at any time. These sheets contain much more detailed information than appears on the product label. All Employees are required to read the MSDS on each substance that they work with or are exposed to, so that they will fully comprehend the potential hazards and precautionary measures that must be taken.

If **Company X** uses any hazardous chemical substance for which an MSDS is missing, a letter must be written and sent to the manufacturer requesting a MSDS for that particular substance. A copy of each letter must be placed in the MSDS book until the actual MSDS for that substance is received. It is important that these requests be followed up with second letters or phone calls to the manufacturer until all necessary MSDS are received. All follow-up attempts must be documented and placed in the MSDS book along with the original request.

## Instructions for the Use of Materials Safety Data Sheets

### Section I: Chemical Identification

Chemical Identification is normally the first section of the MSDS form. This section lists the chemical name and any associated trade name. It also lists the manufacturer's name, address, and emergency phone number.



**Section II: Hazardous Ingredients**

This section informs you of the harmful ingredients in a chemical. It gives you the permissible exposure limit (PEL) or the threshold limit value (TLV).

**Section III: Physical Data**

This section describes what the material looks like, smells like, how fast it evaporates, and whether the vapors (fumes) rise or fall in the air.

**Section IV: Fire and Explosion Data**

This section provides you with information about whether the chemical has flammable or explosive qualities, and what to do in the event of a fire and or explosion.

**Section V: Health Hazards**

This section describes how you might feel if you come into contact with a hazardous material, for example, you might experience skin rash, headache, or dizziness. It also tells you what to do in case of an emergency, and what kind of first aid to use.

**Section VI: Reactivity Data**

This section informs you whether the material reacts with other materials or conditions. It lists materials that, when mixed together, will burn or explode. It also has information about certain conditions like heat or sunlight that they may make a chemical unstable, and cause a dangerous reaction, such as fire or explosion.

**Section VII: Spill or Leak Procedures**

This section tells you what to use to clean up a spill or a leak, and what protective equipment to use to protect yourself from the hazardous material you are cleaning up.

**Section VIII: Special Protection**

This section describes the personal protection equipment you need to handle the material safely, such as goggles, a specific type of respirator, rubber gloves, or full coveralls to protect your entire body from exposure to the material.

**Section IX: Special Precautions**

This section advises you on any other special instructions to follow when handling the material and gives you information not covered in other parts of the MSDS.

### Safety Checklist Example

Unit # \_\_\_\_\_ Unit Name \_\_\_\_\_

Address \_\_\_\_\_

Date of Report Completion \_\_\_\_\_

Name of Employee Completing Report \_\_\_\_\_  
(Print Name)

#### General

ITEM	YES	NO	N/A	COMMENTS
<b>1. General</b>				
a. Emergency phone numbers and 911 listed by all phones				
b. Name, address & phone # of closest hospital posted				
c. OSHA 200 log up-to-date				
d. First Aid Kit supplies current and stocked				
e. Managers trained in CPR and first aid				
f. Guest complaint/incident report forms – current supply				
<b>2. Hazardous Chemicals Program</b>				
a. Material Safety Data Sheets (MSDSS) obtained for all hazardous chemicals				
b. Updated chemicals listing availability				
c. All staff aware of MSDSS location and have access				
d. All staff completed Hazardous Chemical training				
e. All chemical containers properly labeled				
<b>3. General Security</b>				
a. Daily bank deposits made to minimized cash-on-hand				
b. Safe locked at all times				
c. Rear entrance locked at all times				
d. Building alarm system functional				
e. Record of employees with keys to unit				
f. Exterior lighting adequate				
<b>4. General Fire Safety</b>				
a. All staff trained in location of and correct use of fire extinguishers				
b. All staff know proper evacuation procedures for kitchen and dining area fires				
c. All managers know location of water and gas shut-offs				
<b>5. Workers' Compensation</b>				
a. 1-800 phone number for claims reporting posted				
b. Claim Reporting Procedure posted				
c. Employee accident investigation forms – current supply				
d. Employees first report form "Fireman's Fund"				
<b>6. General Safety</b>				
a. Steps clearly marked and well lit				
b. Doors in good condition				
c. All window and door glass in good condition				
d. Lighting sufficient and protected				
e. Light bulbs and fixtures working				
f. Safety gloves on hand and in use				

