



Heart of America Group

Safety Procedures for Staff Members

Revised November 2010

Safety

- Safety begins with you. No one sets out the day planning to have an injury or cause someone else to be injured. We take safety very seriously. As a new staff member with Heart of America you need to read and understand this packet.
- If you work in our restaurants you will be required to wear slip resistant shoes. These can be ordered through Shoes for Crews and payroll deducted. Several retailers also carry slip resistant shoes. (usually Wal-Mart, Target, Famous Footwear, Payless-some areas vary)
- Everyone that uses knives is required to use cutting gloves. Ask your kitchen executive where to find these.
- If you are injured at work you need to report it right away. If you need medical treatment you must go to the provider we recommend or the service may not be covered. Make sure you tell the facility that it is Work Comp or they will bill you personally.

Emergency Procedures



- In the event of a fire, alert your executives, contact the Fire Department, if not already done. If it is serious, evacuate the building. Meet at a general location across the street from the property. **DO NOT LEAVE.** Everyone must be accounted for.
- In the event of a tornado or severe weather, gather in an interior area away from windows and glass.
- In the event of a robbery or other acts of violence, do not try to be a hero. Alert your executive if possible, or alert the authorities. Try to remember as much as you can about the person.

STEPS FOR AVOIDING BURNS

1. Use pot holders, gloves and mitts. Never use wet material as a pot holder.
2. Avoid overcrowding on the range tops.
3. Set pot handles away from burners, and make sure they don't stick out over the edge of the range.
4. Adjust burner flames to cover only the bottom of a pan.
5. Check hot foods on stoves carefully. Open lids slowly to avoid steam burns.

STEPS FOR AVOIDING BURNS

6. Place sealed cooking pouches in boiling water carefully to avoid splashing.
7. Never leave hot oil or grease unattended.
8. Ask for help when moving or carrying a heavy pot of simmering liquid off the burner.
9. Do not use metal containers, foil, or utensils in a microwave oven.
10. Use hot pads and be careful when removing food and food containers from the microwave.
11. Do not pull out coffee or tea filters will still brewing.

LIFTING TECHNIQUES

1. Keep the load as close to you as possible.
2. Keep your back straight.
3. Turn your feet outward and push your buttocks out.
4. Keep back straight and bend your knees!
5. Hold the load as close to the body as possible.
6. Avoid twisting while lifting. Redesign the lift to avoid twisting. Turn your body using your feet
7. Kept your head forward. Your lift will be more balanced and the curves in your spine will stay balanced and aligned.
8. Breathe out as you lift. Keep a wide, balanced stance with feet generally shoulder width apart, or wider. Test the load before you lift. If the load is uneven, then redistribute the load.

Reaching

- Use a ladder or step stool to reach things overhead.
- Do not use rolling chairs, folding chairs, milk crates, or boxes to stand on.
- Don't store items above stoves, fryers, etc.
- Don't lean over stoves, fryers, etc to reach things.
- Don't twist while reaching. If using a ladder, never stand on the top rung.
- If you must stand in a shower or tub, put a dry towel down to step on.

Knife Skills: Basic Safety



A sharp knife is safer than a dull knife

- Use the right knife for the job
- Carry a knife by the handle, with point of the blade down and edge of the blade parallel to and turned to the back
- Handle of the knife should be kept clean and dry

Knife Skills: Basic Safety



- Use a proper grip when cutting with the knife
- Place fingers of the guiding hand in the proper position
- Always cut on a cutting board or similar surface
- Stabilize the cutting board with damp towel or grip-mate

Knife Skills: Basic Safety



- Always cut away from yourself
- Do not place the knife in a sink—clean the knife by hand and immediately store it properly
- When cleaning the blade of a knife, always wipe the blade from the edge opposite the blade

Knife Skills: Basic Safety

- Keep knives properly stored
- Transport knives in proper case
- Never attempt to catch a falling knife
- Keep your mind on what you are doing
- Do not distract others who are using a knife

Knife Skills: Usage

Grip the handle of a knife in one of the following ways:

- With four fingers, holding the thumb against the side of the blade
- With three fingers, index finger resting flat against one side of the blade and thumb on the opposite side
- With four fingers, thumb firmly against the blade's back

Knife Skills: Usage



The **guiding hand** is the hand not holding the knife

- Form a claw on the tabletop with the guiding hand, with the thumb tucked inside the four fingers
- Move the knife through the product with a downward and forward motion, being careful to cut fully through the item

Slip, Trips & Falls



DES MOINES | CEDAR RAPIDS | DALLAS | DAVENPORT | KANSAS CITY | MADISON | OMAHA | PEORIA | SIOUX FALLS | ST. LOUIS

Slips, Trips & Falls

- According to the US Department of Labor; slips, trips and falls accounted for 21% of the workplace accidents reported in 2005
- Numerous slips, trips and falls were reported at our facilities



The consequences of falling

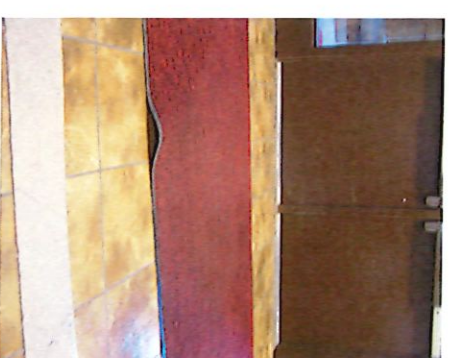
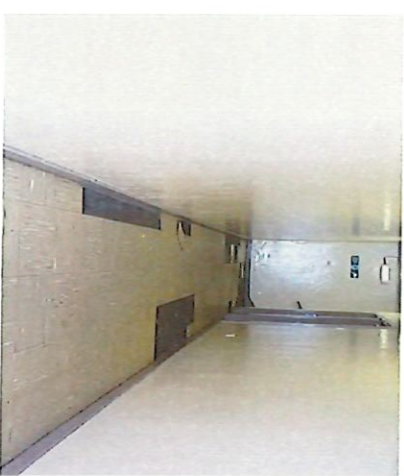
- Pain
- Lost wages
- Temporary or permanent disability
- Reduced quality of life
- Inconvenience



Causes of Slip, Trip & Falls

Unsafe Conditions

- Open drawers
- Cords across walkways
- Missing tile
- Loose rugs
- Poor Lighting
- Slippery footwear



Causes of Slip, Trip & Falls

Unsafe Actions or Behavior

- Running
- Carrying too much to be able to see where you are stepping
- Leaving items on floor
- Leaving drawers open
- Not correcting or reporting unsafe conditions
- Leaving hazardous conditions unprotected
- Wearing improper footwear



Causes of Slip, Trip & Falls

Human Factors

- Body shape, size and mass
- Gait
- Physical condition, illness
- Psychological factors, stress and distractions
- Medications, alcohol or drug effects
- Visual perception, eyesight



Corrective Measures

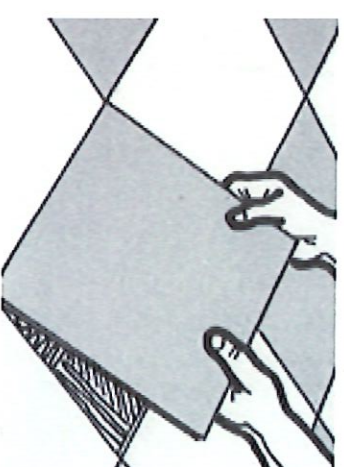
Eliminate Unsafe Behaviors

- Wear proper, slip resistant footwear.
- Use 3-point contact rule-keeping two hands and one foot; or two feet and one hand in contact with the climbing.
- Take short steps when walking on slippery surfaces to keep the center of balance under the body & on the feet.
- Practice good housekeeping
- Correct unsafe conditions, or
- Report the unsafe condition Immediately, and warn others via signs, barricades, etc until it can be corrected

Corrective Measures

Eliminate Unsafe Conditions

- Highlight step edges and transitions with anti-skid paint
- Make sure stairways and walkways are well lit, replacing burned out light bulbs ASAP.
- Install handrails on both sides of stairways.
- Replace or repair torn carpeting, missing tile, etc.



Practical Corrective Measures

- Place a “Wet Floor” sign over any large spill or when the floor has recently been mopped.
- Clean up spills
- Pickup items off of floor that can cause a person to slip and fall
- Close drawers
- Reroute cords so that they are not in the waking path.
- Wear slip resistant footwear
- Watch where you are stepping
- Don't run.



If you do find yourself falling

- Roll with the fall; don't reach out.
- Bend your elbows and knees and use your legs and arms to absorb the fall.
- Protect the venerable parts of your body, like the head, neck and spine.
- Don't move if you think you've hurt yourself. Wait for help.

