

**Table 3.7: Degrees of Burn**

Degree	Description	Treatment
<b>First-Degree Burn</b>	This is the least serious degree of burn. The skin turns red, feels sensitive, and may become swollen.	Run cool running water over the burn or cover with wet cool towels. Do not apply ice.
<b>Second-Degree Burn</b>	This burn is more serious and painful than a first-degree burn. Blisters form and may ooze. This degree causes intense pain and swelling.	Cool the skin in the same manner as for a first degree burn. Do not apply ice, ointments, or bandages. Seek medical attention immediately.
<b>Third-Degree Burn</b>	This is the most serious burn, but it is painless because damage to the nerves means the burned area does not have feeling. Skin may turn white and become soft, or it may turn black and hard.	Cover the burn with cool, moist, sterile gauze. Do not remove burnt clothing. Do not apply ointments, a cold compress, or cold water. Seek medical attention immediately.

Traffic patterns are an especially important consideration in preventing burns in the kitchen and serving areas. When carrying hot food or other hot items (such as a hot pot, pan, or utensil), warn others that you are coming through. It is also important to inform those working near you that a pot, pan, or utensil is hot.

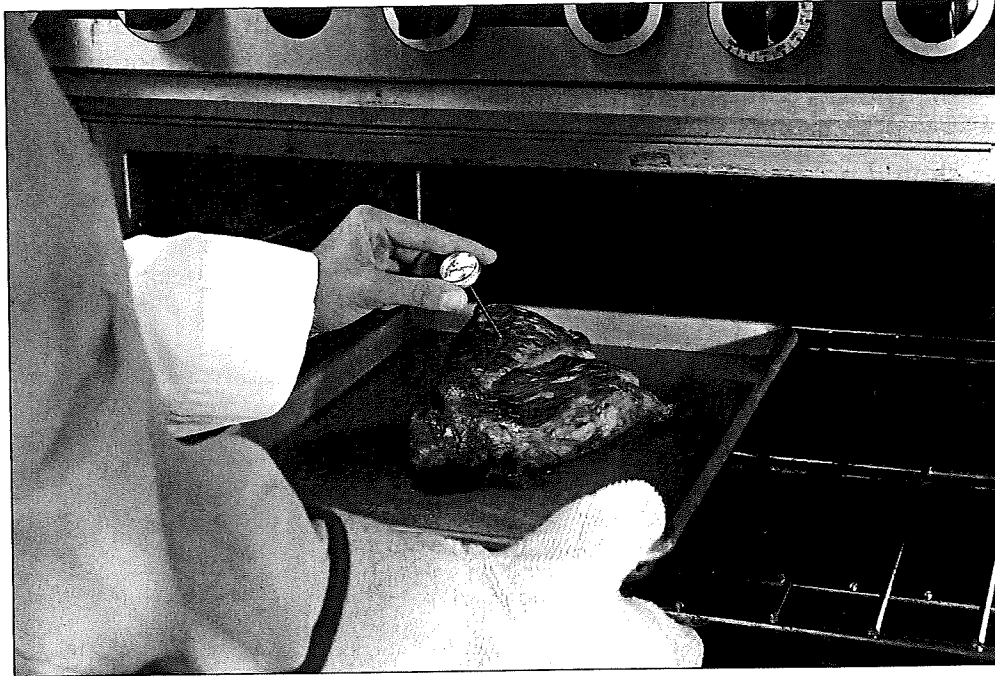
Do the following things to prevent accidents from traffic patterns:

- Set one-way traffic patterns wherever possible.
- Maintain adequate travel and working space around heating and cooking equipment.
- Keep all aisles and doorways clear of obstacles. Doors should swing freely and not be in the way of work areas.

The best way for employees to avoid burns is to respect heat and to always assume that a heat source is on and hot. Be sure the kitchen is well equipped with hot pads or side towels. See Figure 3.17.

When using deep-fat fryers, it's important to remember some basic precautions:

- Before placing food in the fryer basket, dry it off or brush excess ice crystals off with a clean paper towel.
- Fill fryer baskets no more than half full.



**Figure 3.17:** Always assume surfaces are hot and use a hot pad to be safe.

- Follow manufacturer's directions for cleaning, filtering, and adding new fat or oil.
- Stand away from and never lean over the fryer when working.
- Lower and raise baskets gently.
- Place draining receptacle as close to the fryer as possible to avoid spills.
- Use long-handled tongs or another appropriate utensil when removing products from the deep-fat fryer.

[fast fact]

**Did You Know...?**

The restaurant and foodservice industry experiences the highest number of burns of any employment sector.

When using steam equipment, check the steamer and steam table contents carefully. In addition, check the pressure gauges in the steamers and make sure that pressure is released before opening. Always keep your face away from escaping steam. If steam tables are used in the dining area, post signs as necessary, and provide long-handled serving utensils so that guests do not have to get close to hot equipment. Table 3.8 lists ten steps for avoiding burns.

Warn guests if plates, food, or beverages are hot. Always let guests know if the interior filling of a food is hot. For coffee service, servers should hold the cup themselves while filling the cup or set it on the table to avoid spills and splashes. For the same reason, cups with hot beverages and cups or bowls of hot soup should not be filled to the rim.

<b>Table 3.8: Steps for Avoiding Burns</b>
1. Be sure equipment is in good working condition.
2. Avoid overcrowding the range top.
3. Set pot handles away from burners, and make sure they don't stick out over the edge of the range top.
4. Adjust burner flames to cover only the bottom of a pan.
5. Check hot foods on stoves carefully by standing to one side of the pot or kettle and lifting the edge of the lid farthest from you.
6. Place sealed pouch bags in boiling water carefully to avoid splashing.
7. Never leave hot fat unattended.
8. Ask for help when moving or carrying a heavy pot of simmering liquid from the burners to storage or hot-holding areas.
9. Metal containers, foil, or utensils should never be used in microwave ovens.
10. Use hot pads and be careful when removing food and food containers from the microwave.

Finally, dishwashers should be careful when removing dishes from hot water or from a dishwashing unit that releases steam. Just-washed dishes are often too hot to handle. Always inform the dishwashing staff of dirty hot pots, pans, and utensils brought to the dish station.

## ***Preventing Slips, Trips, and Falls***

There are many ways to help prevent common slips, trips, and falls. Most occur on three types of surfaces: steps, floors, and pavement outside the building. These types of accidents usually occur while people are paying attention to something else as they walk—talking to companions, carrying objects, or simply daydreaming. The best way to safeguard guests and coworkers is to anticipate what might happen. While prompt service is important, hurrying can cause accidents. Watch for chairs or tables sticking into aisles. All aisles in serving and dining areas should be at least 4 feet wide.

**Did You Know...?**

The National Restaurant Association stats show that slip, trip, and fall accidents are the greatest source of general liability claims in the industry.

Check exterior areas for weather hazards, such as snow, ice, flooding, standing puddles, or oil slicks. Remove debris, such as garbage or tree branches, especially after storms or high winds. Repair potholes or other damage to the pavement as soon as possible. Be sure there is adequate lighting in the parking lot and outdoor walkways, so that people can avoid possible hazards. If any bulbs are burned out, replace them immediately. Schedule routine maintenance to ensure parking lot safety. Sidewalks and ramps leading to the entrances of the restaurant should be clean and free of trash and brush. Keep stairways clear of boxes, bags, and equipment, and repair them immediately if any problem occurs.

Grease and oil on floors is a major cause of slips and falls and can occur anywhere. To prevent grease buildup, clean floors thoroughly at least once a day, usually after closing. Keep floor coverings (carpets, rugs, mats, and runners) in good repair and clean them regularly. Make sure that these coverings fit smoothly and are tight to the floor. Rug and runner edges should be unfrayed, securely bound, and free of holes or tears, especially at the seams. Use non-skid floor mats in areas that often get wet or slippery, such as entrances, aisles, and food-preparation and serving areas. Clean floors and carpets immediately whenever a spill occurs. The following is a list of the ways to safeguard guests and coworkers from trips and falls:

1. Check for places where guests and employees might run into equipment, furniture, or each other.
2. Watch for tables or chairs protruding into aisles, and for food or standing water on the floor or on mats in front of salad bars, buffets, and beverage areas.
3. Remind guests to step up or down for raised dining areas, and help those who may have difficulty walking, have poor eyesight, or are talking to their friends and not paying attention.
4. Be careful during rush-hour periods to avoid running into coworkers or guests.
5. Never run or become involved in horseplay with other employees. Safety must be one of the most important responsibilities of every employee.

6. Report any conditions that could cause guests or staff to trip or fall.
7. Post signs, if necessary, to point out any problem areas and to reinforce overall safety.

Clean up spills immediately. While one employee is in charge of the cleanup, another employee should take the following steps:

- Verbally warn nearby guests and employees.
- Block the area. Post a sign, such as “Caution—Wet Floor,” while cleanup is happening.
- Leave the sign in place until the area is safe. If the spill is liquid and can't be cleaned immediately, use an absorbent compound to soak up the liquid.
- Direct people around the spill.

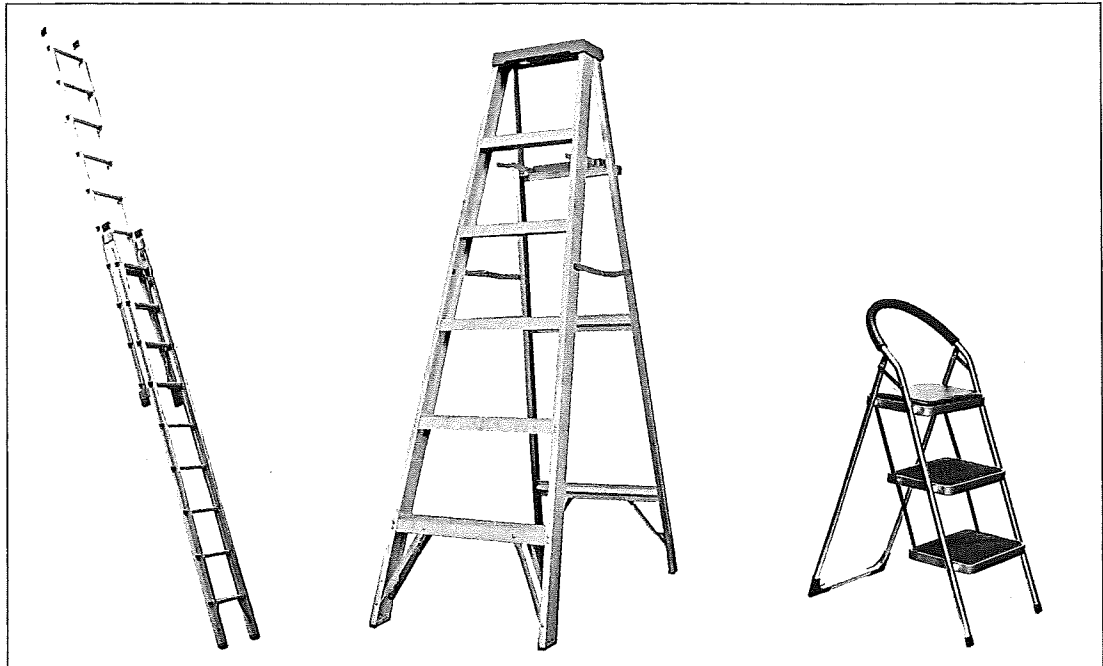
Stairs, ramps, and raised dining areas often take people by surprise, causing them to trip. Tell employees to remind guests of steps and raised dining areas and to help those guests who may need assistance. There are some basic things an operation can do to prevent slips and falls in these areas:

- Provide adequate lighting.
- Clearly mark stairs and ramps.
- Be sure that handrails are sturdy and secure.
- Check stair coverings for tears or ragged edges.
- Keep stairs clear of obstacles. Never use them as storage areas.
- Post signs wherever hazards might occur for both workers and guests.

## Using Ladders Safely

Employees should always use a ladder or step stool to reach racks and shelves that are higher than shoulder level. Three common ladders used in storage areas are straight ladders, step ladders, and step stools. A straight ladder should reach 3 feet above the spot where the top of the ladder rests against the support. Step ladders and step stools should be tall enough so that an employee will not have to stand on the top step or reach above his or her shoulder to place a load on a rack or shelf. Figure 3.18 shows different types of ladders employees of a restaurant or foodservice operation might use.

Inspect ladders to see that they are right for the job and are in good condition. Ladders are rated by the weight they can safely carry. Each ladder should be labeled with this information. Make sure that all parts of the ladder are in good condition. They should have nonskid feet and be long enough for safe support.



**Figure 3.18:** Ladders commonly used in restaurant or foodservice operations include a straight ladder, step ladder, and step stool.

The safest way to use a ladder is for two employees to work together. One person can hold the bottom of the ladder, and the other can climb up and pass or receive items. Here are a number of important tips for using ladders safely:

- Always work with someone who can hold the bottom of the ladder and pass or receive items. Be very careful if you must work alone.
- Set the ladder away from overhead obstacles. If you are working outside, keep the ladder firmly lodged, so that a strong gust of wind will not knock it over.
- Rest the ladder feet on a firm, flat, clean surface. Do not try to make it taller by placing it on a box or other object.
- The ladder should be within easy reach of the items needed or the place where items will be stored.
- Lock the folding bar of a step ladder or step stool in place.
- Test the ladder's balance before climbing.
- Never put a metal ladder on or near electrical wiring, service boxes, or equipment.
- Lock doors near the ladder or do not use the ladder near doors that someone may open.
- Use at least one hand to steady yourself while climbing. If an object cannot be carried easily in one hand, get help from someone, or leave the object where it is until help is available.

- Be careful not to lean too far to one side to reach an item. Instead, move the ladder closer.
- Do not stand on the top two rungs of a straight ladder or the top step of a step ladder or step stool. When the job is completed, put the ladder back in its proper storage location, and chain or secure it to prevent it from falling on anyone.

## ***Lifting and Carrying Safely***

Some of the strongest muscles in the body are located in the back. However, use them carefully when lifting. Athletes do warm-up exercises to protect their muscles and backs from injury. That's a good idea for everyone; do some warm-up exercises for a few minutes to prepare muscles for lifting. As always, check with a doctor for exercises that are appropriate.

Good storage practices and special lifting techniques prevent back injuries. Store heavy loads on waist-level shelves and racks. Put lighter items on the top shelves. Mark extra-heavy loads.

### **Safe Lifting Practices**

Before lifting anything, think out the process from beginning to end. Never take a risk with the back. Follow these precautions before lifting:

- Wear sturdy, nonskid shoes and be sure the laces don't trail on the ground.
- Don't wear loose clothes that might catch on the load or on a nearby object and throw off balance.
- Check the weight of the load. If the weight of the load is unknown, test it carefully while it is still on the floor or shelf by lifting a corner and setting it down again.
- Look for handholds that can be gripped with the whole hand. Wear gloves if the load is slippery or has sharp edges.
- Check the balance of the load. The contents of a box might have moved to one side, or a piece of equipment may be much heavier at one end. Surprise shifts in weight during the lift can be trouble.
- Ask for help if the load seems too heavy or hard to move.
- Use hand trucks, dollies, or carts to move heavy loads.
- Use proper lifting techniques.

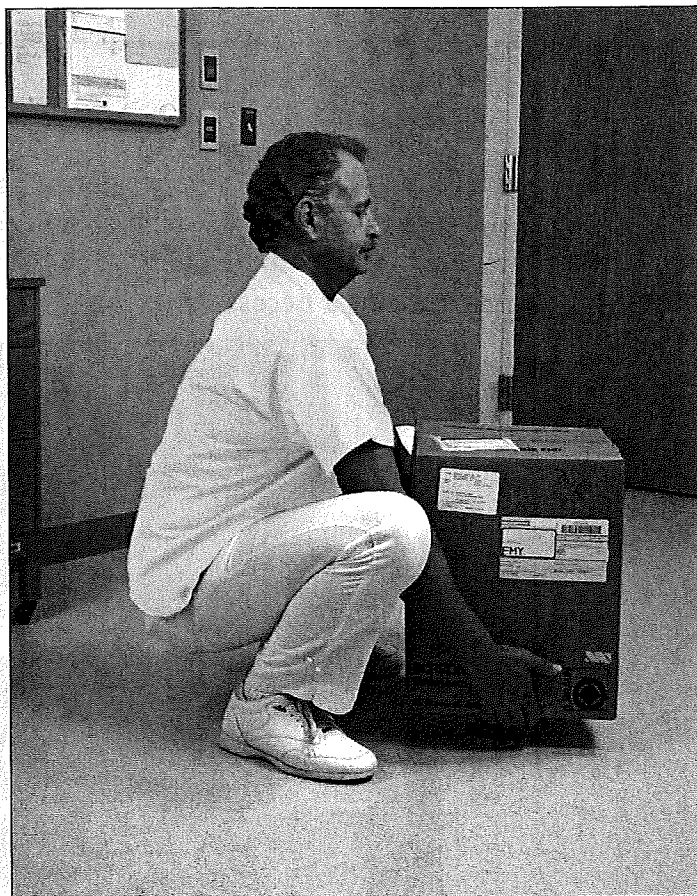


## Essential Skills

### Steps in Safe Lifting

- 1 Establish solid footing. Check the conditions of the floor. Stand close to the load, with feet shoulder width apart. Put one foot slightly in front of the other.
- 2 Align the body. Stand straight. Face the load. Bend at the knees—not at the waist—and lower the body with the leg muscles to reach the load.

- 3 Make the lift. Grip the load with the whole hand, not just the fingers. Keep the wrists as straight as possible. Tighten the stomach muscles and align the back. Arch the lower back by pulling the shoulders back and sticking out the chest. When getting a load off a lower rack, set the grip and check the weight before pulling the load off a rack. Transfer the weight immediately to the legs. Lift with the legs taking the weight. Smoothly and slowly take the load up. Do not twist



**Figure 3.19:** Step 3—Make the lift.

- 4 Set down the load. Keep the lower back pulled in by tightening the stomach muscles. Keep the weight of the load on the legs. Bend at the knees and smoothly go down. Set down a corner of the load, slide the hand out from under it, and settle the rest of the load.



## Carrying Safely

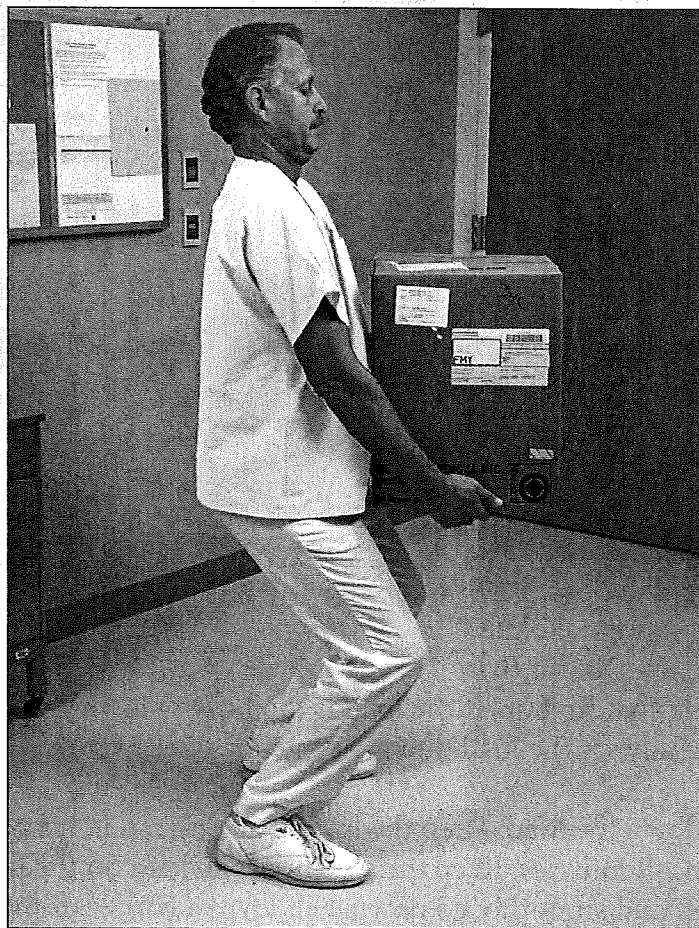
The principles of safe lifting hold true for safe carrying. In restaurant and food-service operations, people with heavy objects always have the right of way. Have servers and busers plan their routes so that they can keep their bodies and loads in balance while they are moving. The proper way to carry a tray is with one hand in front of the tray, and one hand in the middle, under a balanced load. It is helpful to have a tray stand already set up, or to have another employee set it up for the one carrying the tray.

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### Essential Skills

#### *Steps for Carrying Loads*

- ① Look for any hazards: slippery floors, pieces of furniture or equipment that may be out of place, spills, sharp corners, carpeting tears, narrow hallways, stairs, even people. Check for safe places to set the load down along the way, if necessary.



**Figure 3.20:** Step 3—Keep the load close to the body for good balance.

- ② Use the whole hand to grip the load, not just the fingers.
  - ③ Keep the load close to the body for good balance. Keep elbows against sides of the body to prevent bumping into anything. See Figure 3.20.
  - ④ Keep stomach muscles firm and tuck in the lower back. The load should be carried by the legs, not the back.
  - ⑤ When turning, move your feet instead of twisting at the waist.
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## *Preventing Cuts*

Cuts tend to happen most often to kitchen employees, but other staff and guests can be hurt from broken glass or sharp tableware. Some sharp hazards include can lids, cutting strips on aluminum foil and plastic wrap, box openers, knives, broken glasses, choppers, blenders, and slicers.

To avoid cuts, follow these kitchen safety tips:

- Use gloves or a towel to protect hands while removing lids from glass bottles or jars.
- Use proper openers on bottles or jars.
- Use plastic or metal scoops and ladles to handle food and ice; never use drinking glasses for these tasks.
- Cover food with plastic wraps or lids instead of glass.
- Never cool glasses, bottles, or carafes in ice intended for food or beverages.
- Throw out nearby food or ice when glass is broken.
- Wash sharp utensils separately and do not leave in a sink.
- Do not throw broken glass in the trash can. Take it out to the Dumpster.