

SECTION 3.3 FIRST AID AND EXTERNAL THREATS

First aid refers to medical treatment given to an injured person either for light injuries or until more complete treatment can be provided by emergency service or other health-care providers. Effective first aid meets the injured person's emotional and medical needs. It also helps to diffuse the shock, anger, and resentment an injured person may feel toward your operation.

Study Questions

After studying Section 3.3, you should be able to answer the following questions:

- What is first aid?
 - What is CPR?
 - What is the Heimlich maneuver?
 - What are some external threats to an operation?
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First Aid

A good **first-aid** program requires equipment, training, a concerned attitude for the injured, and a thorough follow-up. To ensure employee and customer safety, always remember the following points:

- Accidents can be prevented.
- Accidents have serious results.
- You have a responsibility to keep yourself safe.
- You have a responsibility to keep your guests and other employees safe.

Table 3.9: First Aid for Common Minor Injuries

Minor Burns
1. Cool the burn by running the burned area under cold running water for 5 minutes or until the pain subsides.
2. Cover the burn with a sterile gauze bandage. Gauze should be wrapped loosely to avoid pressure to the burn area. Do not apply ointment to the burn, as it could prevent proper healing.
3. Take an over-the-counter pain reliever.
Chemical Burns
1. Remove the cause of the burn by flushing the chemicals off the skin surface with cool, running water for 20 minutes.
2. Remove items such as clothing or jewelry that have been contaminated.
3. Apply a cool, wet cloth to relieve pain.
4. Wrap the burned area loosely with a dry, sterile dressing.
5. Rewash the burned area.
Cuts and Scrapes
1. Stop the bleeding by applying pressure to the cut with a clean cloth.
2. Clean the wound with clean water.
3. Apply antibiotic cream or ointment to keep the wound moist.
4. Cover the wound with a bandage to prevent bacteria from getting in.
5. Change the bandage once a day, or when it becomes wet or dirty.
6. Watch for signs of infection—redness, pain, drainage, warmth, or swelling.
Sprains and Strains
First aid for sprains and strains includes rest, ice, compression, and elevation (RICE).
1. R est the injured part of the body.
2. Apply I ce or a cold compress for 10–15 minutes at a time every few hours for the first 48 hours to prevent swelling.
3. Wear an elastic C ompression bandage for at least 48 hours to reduce swelling.
4. Keep the injured part E levated above the level of the heart to reduce swelling.
Muscle Cramps
1. Massage the muscle.
2. Apply cold or heat.
3. Take an over-the-counter pain reliever, if required.

Additional needs, such as cardiopulmonary resuscitation (CPR) and Heimlich maneuver training, can be carefully assessed by each operation. **Cardiopulmonary resuscitation (CPR)** (CAR-dee-oh PULL-man-air-ee ree-SUHS-i-TAY-shun) restores breathing and heartbeat to injured persons who show no signs of breathing or pulse. **Do not attempt to perform CPR or the Heimlich maneuver unless you have had specific, current training and certification.** Figure 3.23 diagrams the steps in cardiopulmonary resuscitation.

The **Heimlich maneuver** (HIME-lick mah-NOO-ver) removes food or other obstacles from the airway of a choking person. Some states require either employee training in the Heimlich maneuver or posters to be displayed in the restaurant to describe the steps of the procedure. Figure 3.24 illustrates the Heimlich maneuver.

Training and certification for both CPR and the Heimlich maneuver must be renewed every year from a recognized provider of first-aid training. Managers should schedule at least one trained and certified person on every shift. In addition to knowing first-aid medical procedures, remember to show concern for the injured person. Proper training includes instruction on staying calm in emergencies and dealing with the shock and disorientation felt by those who are injured.

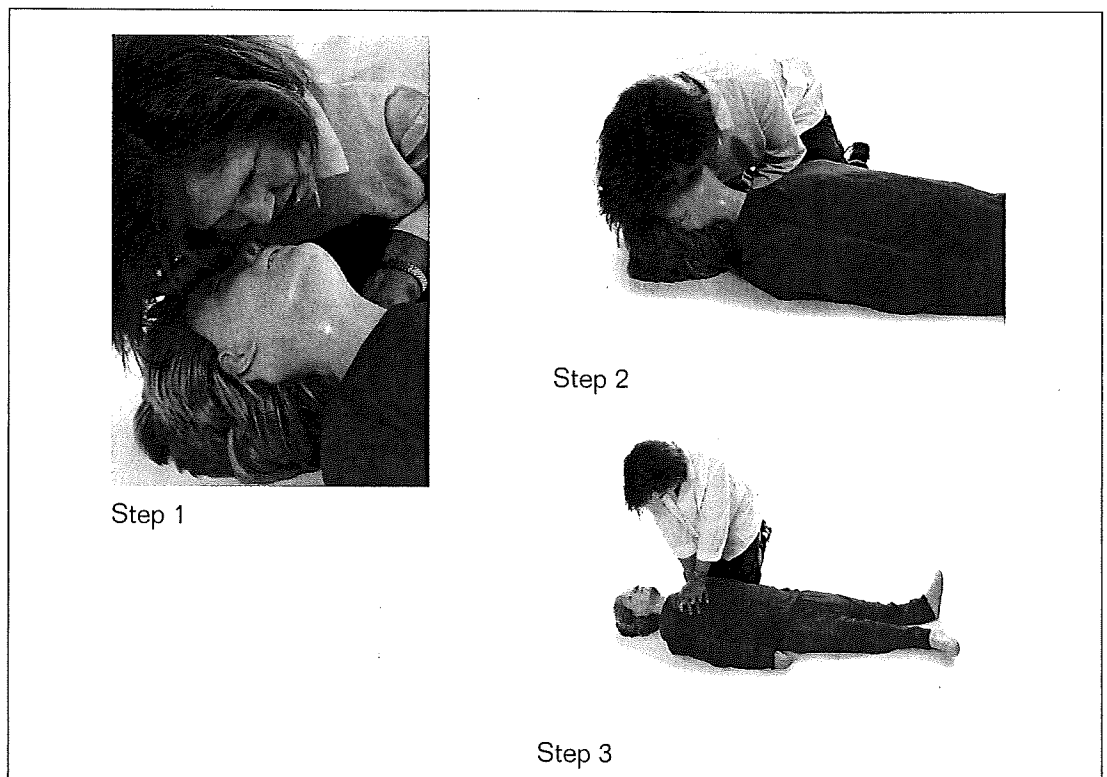


Figure 3.23: Step 1—Check for breathing. Step 2—Give mouth-to-mouth resuscitation. Step 3—Perform chest compression to restart heartbeat. (Proper training is required to administer CPR.)

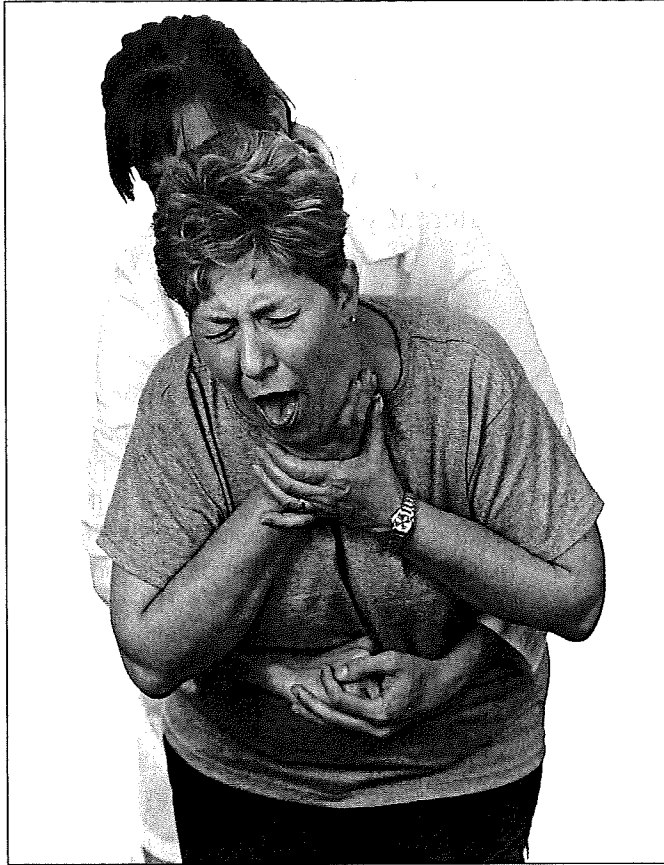


Figure 3.24: Steps for performing the Heimlich maneuver: Step 1—Place thumbside of fist against middle of abdomen just above the navel. Grasp fist with other hand. Step 2—Give quick, upward thrusts.

All employees should be trained in handling the emergencies that can happen at an operation. These emergencies might include any of the following situations:

- Foodborne-illness outbreaks
- Employees with contagious illnesses
- Customer or employee injuries on site
- Accidents involving restaurant vehicles
- Loss of power, water, or other utilities
- Fires
- Floods, storms, earthquakes, and other dangerous weather conditions
- Armed robberies and other criminal assaults

Remember, do not attempt to perform CPR or the Heimlich maneuver unless you have had specific, current training and certification. You can cause harm to the injured person if the procedures are not done properly, as well as place yourself and your operation at risk. CPR and the Heimlich maneuver can save lives, but they are difficult to do. For example, both CPR and the Heimlich maneuver are handled differently for infants and small children than for adults.

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First-Aid Training and Your Staff

As a manager, ensure that all your employees have a basic knowledge of first-aid techniques for the most common injuries suffered in a restaurant or foodservice establishment: cuts, heat burns, chemical burns, and muscle pain (such as cramps or sprains). State and local agencies may have resources available to assist you with educating your employees, but you should have sufficient knowledge to teach your staff what injuries can be safely handled in-house and which require immediate professional attention. Encourage employees to attend cardiopulmonary resuscitation (CPR) training. In fact, consider reimbursing employees for the certification fees.

Make sure that your employees understand the threats posed by bloodborne pathogens. All employees should be trained on proper care for a wound as well as appropriate protocol for cleaning up safely. Hopefully, your staff will never need to know any first-aid information more sophisticated than how to apply their own bandages, but it is important to be prepared.

First-aid kits should be properly stocked at all times. Various sizes of bandages, antibiotic creams, and burn gels or sprays are basic components, but also consider including gauze, surgical tape, cold packs, antacids, and pain-relieving tablets. Gloves, tweezers, and scissors are valuable tools as well. Consider having one first-aid kit for each dining area and each food-preparation area at your facility, and check supplies at least weekly.

External Threats

An often overlooked workplace safety issue involves external threats, such as arson and theft. **Arson**, the deliberate and malicious burning of property, is very difficult to stop, but good overall fire safety and building security can eliminate many opportunities for an arsonist.

It is important that employees keep back doors locked and alarmed at all times to prevent the occurrence of pilferage and to reduce the risk of robbery. Locking and alarming all doors and windows while the facility is closed for business reduces the risk of intruders, limits loss from robbery, and helps prevent property damage from vandalism. Develop and implement security policies and procedures to combat these risks. Have all employees review these procedures and policies and actively practice the security measures.

Chapter 2: Keeping Food Safe discussed in detail how to prevent purposeful food contamination and tampering. To make sure that food is safe, control access to an operation's food supplies. Uniforms and name tags are a good way to identify staff and vendors. Safety badges also ensure that people in the food area belong there. Remember, "If you see something, say something."

Summary

In this section, you learned the following:

- First aid is medical treatment given to an injured person either for light injuries or until more complete treatment can be provided by emergency services.
- CPR stands for cardiopulmonary resuscitation. CPR restores breathing and heartbeat to injured persons who show no signs of breathing or pulse.
- The Heimlich maneuver removes food or other obstacles from the airway of a choking person.
- External threats to an operation include arson, theft, and food tampering.

Section 3.3 Review Questions

- ① Describe the most common foodservice injuries.
- ② List four of the emergencies that employees might have to handle in a food-service operation.
- ③ What are two external threats that might occur at an operation?
- ④ What is CPR and when is it used?
- ⑤ Flory Doyle emphasizes the importance of all aspects of workplace safety. Provide examples of two possible emergencies. How would a properly prepared and safety-conscious staff member deal with each situation?
- ⑥ Linda has found that many of her employees do not have adequate first-aid training or experience. What steps should she take to correct this situation? How can she address the restaurant's overall needs without burdening individual employees?
- ⑦ Assume that you are managing the kitchen staff of a senior center. It's a fairly casual environment, and people tend to come in and out constantly, whether they should or not. What overall steps can you take to ensure employee and customer safety?
- ⑧ Assume you are running a small restaurant with minimal staff. How much first-aid training would you want employees to have?

Section 3.3 Activities

1. Study Skills/Group Activity: Slip Up

You are part of the management team at a local coffee bar. A customer slips and falls on some spilled coffee. What do you do? Working with two or three other students, develop an appropriate response.

2. Activity: First-Aid Kit

You own a large restaurant that appeals to families. What should your first-aid kit contain in case of employee injuries? What about customer injuries?

3. Critical Thinking: CPR Training

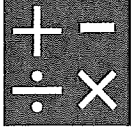
Being trained and certified in cardiopulmonary resuscitation (CPR) is extremely important—you could save someone's life. Research the availability of CPR training in your area. Do you plan to undertake this training? Why or why not?

Case Study Follow-Up **Safety First**

At the beginning of the chapter, the inspector found a number of safety violations at the Uptown Grille. Some of these were physical problems that could be repaired (like replacing a frayed cord). Others were more of a training issue.

1. How can Linda and Chef Jean make sure that physical violations are dealt with immediately? Who should be responsible for checking equipment?
2. Linda can create a training program, but how can she be certain that employees follow procedures?
3. What should Linda and Chef Jean do if an employee does not follow the rules and procedures?

Apply Your Learning



Employee Injuries

A catering business has 427 employees. Last year, 114 separate employees were injured on the job: 42 suffered first-degree burns, 37 suffered knife cuts, 24 slipped or fell while working, and 11 contracted a foodborne illness while working. What percent of employees were injured last year? Create a pie chart that shows the percentage of each type of injury.



History of OSHA

The Occupational Safety and Health Administration (OSHA) was established in 1970 to develop and enforce safety-related guidelines and directives for the workplace. Write three paragraphs on OSHA's history and scope. What does it do, and how does it or will it affect your working life?



Keeping Chemicals Safe

Many chemicals are used to keep a foodservice establishment clean and safe and to avoid the outbreak of foodborne illness. However, these chemicals can themselves be hazardous. For instance, mixing bleach and ammonia, two common cleaning agents, can result in toxic fumes, and oven cleaners can cause chemical burns. Identify two chemicals frequently used in restaurants or foodservice establishments (such as your school cafeteria) and describe their uses, side effects, and potential for harm. How can you use these products safely? Write two paragraphs discussing each chemical you select.

Critical Thinking Safety Plan

As the food and beverage manager for a large convention center, you are responsible for the safety and well-being of a number of people—foodhandlers, serving staff, housekeeping personnel, maintenance staff, and administrators, plus thousands of guests using your facilities every day. What elements of a comprehensive workplace safety plan must you develop?

Exam Prep Questions

- ① Which federal agency creates and enforces safety-related standards and regulations in the workplace?
 - A. HCS
 - B. OSHA
 - C. NOAA
 - D. HAZCOM
- ② A safety inspection of an operation's facility, equipment, employee practices, and management practices is called a(n) _____ audit.
 - A. general safety
 - B. emergency plan
 - C. material safety data
 - D. accident investigation
- ③ A choking person can be helped by the use of
 - A. CPR.
 - B. first aid.
 - C. defibrillation.
 - D. the Heimlich maneuver.
- ④ The best way to carry a knife in a kitchen is to hold the blade pointing
 - A. inward and above your head.
 - B. upward and to your stomach.
 - C. outward and close to your side.
 - D. downward and close to your side.
- ⑤ A class B fire extinguisher should be used for which types of fires?
 - A. Hot griddles
 - B. Electrical equipment
 - C. Paper, cloth, wood, and plastic
 - D. Grease, oil, or liquid stored under pressure
- ⑥ Which class of fire extinguisher should an employee use to put out an electrical fire?
 - A. Class A
 - B. Class B
 - C. Class C
 - D. Class A/B/C
- ⑦ What is the most serious degree of burn?
 - A. First
 - B. Second
 - C. Third
 - D. Fourth
- ⑧ An event in which property damage or injury is narrowly avoided is a(n)
 - A. hazard.
 - B. liability.
 - C. accident.
 - D. near miss.

- 9 What type of heat detector uses infrared and ultraviolet sensors that respond to the movement of flame or to its radiant energy?
- A. Flame detector
 - B. Ionization detector
 - C. Rate of rise detector
 - D. Thermostat detector
- 10 Heat detectors are activated by a significant
- A. increase in oxygen.
 - B. decrease in oxygen.
 - C. increase in temperature.
 - D. decrease in temperature.