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# Accident Prevention and Crisis Management

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# Accident Prevention and Crisis Management

## *Learning Objectives*

- How can you prevent accidents?
- What should you do when a food recall or food crisis occurs?
- What should you do if the establishment is suspect of causing a foodborne outbreak?
- What can cause to cease the operation and reporting?
- What do you do when an accident occurs?

# Accident Prevention and Crisis Management

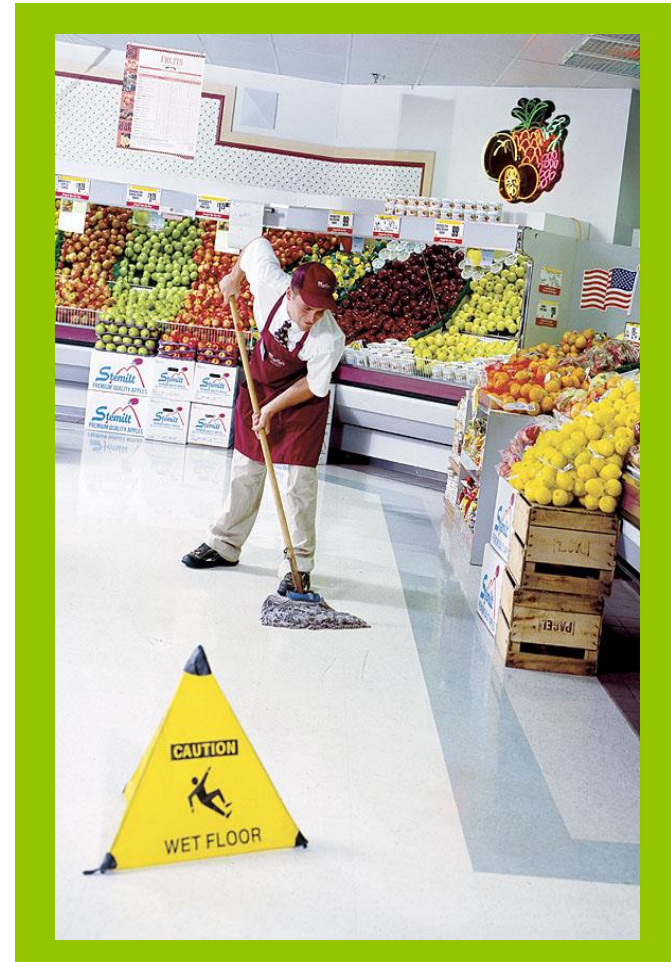
## Learning Objectives

- What are the three types of fire extinguishers?
- What are some common injuries in retail food service establishments, and how can they be prevented?

# Accidents Can Be Prevented!

## Accident prevention programs typically involve:

1. Eliminating hazards in the environment for customers and employees
2. Training employees about hazards and how to prevent or avoid them.
3. Providing personal protective equipment for employees.
4. Written procedures of what to do if an accident or incident occurs.



*Accident prevention*

# Hazard control measures to prevent accidents

- A good design is the first control to avoid accidents.
- Administrative controls and good training on the safe work practices
- Use of Personal Protective Equipment (PPE)

# Employee protective equipment

- Personal Protective Equipment (PPE) are series of different devices, clothing, special uniforms which are design to protect all parts of the body (eyes, face, head, arms, hands, feet) by creating a barrier to the workplace hazards.
- The use of proper PPE alones is not enough to prevent accident
- Good Design and training is esential

# Exit Lighting

- Escape route should be adequately lighted
- Must be clearly marked and visible using a sign reading Exit
- Doors should be free , no obstacles and no decorations that obscure visibility

# Electrical shock

Prevention by:

- Insulation
- Grounding, both system and equipment
- Electrical protective devices
- Guarding against exposed live parts from access by unqualified personnel



## Other prevention tips are:

- Proper use of portable ladders
- Keep holes and floor openings adequately covered
- Work areas should be:
  - kept clean, ordered and sanitary
  - free of protruding nails, splinters, holes and loose boards
- Drainage shall be maintained and gratings, mats or raised platforms shall be provided



# When an Accident Happens...

- What to do when an accident occurs:
  1. Stay calm!!!
  2. Check to see if the victim is responsive
    - “Are you OK?”
  3. Examine the injury for seriousness
    - Do you need outside help?
  4. Administer first aid as needed.
  5. Keep unnecessary personnel away from the victim.
  6. Record necessary information.



***Be prepared!***

# First-Aid Kits

- First-aid kits should include:
  - Instruction manual with basic first-aid procedures
  - Sterile dressings
  - Adhesive tape
  - Bandages
  - Antiseptic ointment
  - Additional first-aid supplies.



*First-aid kit*

## Common Injuries: Falls

### Prevention:

- Keep floors clean
- Use signs to alert others of hazards
- Use anti-slip mats.



### First Aid:

- Keep victim still
- Seek medical assistance if the victim has trouble moving



*Use anti-slip mats on floors that are suspect to spills or moisture.*

## Common Injuries: *Cuts*

### Prevention:

- Keep knives sharp and stored properly
- Wear slash-resistant gloves in both hands when using or sharpening
- Don't leave knives on counters or in sinks.
- Use the proper tools for the proper tasks.
- Adequate illumination in preparation areas helps prevent accidents.
- Do not try to catch a knife if you drop it



## Common Injuries: *Burns*

### Prevention:

- Provide hot pads
- Don't use wet hot pads
- Turn pot handles away from traffic
- Vent steam from covered containers.



## Common Injuries: *Poisoning*

### Prevention:

- Keep all chemicals labeled properly
- Label all spray bottles and working equipment
- Never reuse chemical containers for food use.



# Body Mechanics

Body mechanics classes teach workers how to correctly:

- Lift
- Reach
- Pull.



*Proper lifting and carrying procedures can help prevent injuries.*



# Protection from Blood-borne Diseases

- Common blood-borne diseases
  - AIDS
  - Hepatitis B
- Use protection when cleaning up blood or body fluid spills.

# Employee Medications

Employee medication must be stored away from:

- Food
- Equipment
- Utensils
- Linens
- Single-use items (straws, butchers paper eating utensils, etc.).



***Do not store medication in food refrigerators!***

# Worker Safety Training Programs

**Worker safety training programs can include:**

- Providing equipment operating instructions**
- Keeping procedure manuals in common areas**
- Offer photo diagrams for workers who cannot read**
- Hold procedural demonstrations**
- Offer one-on-one training**

# Safety Training Programs



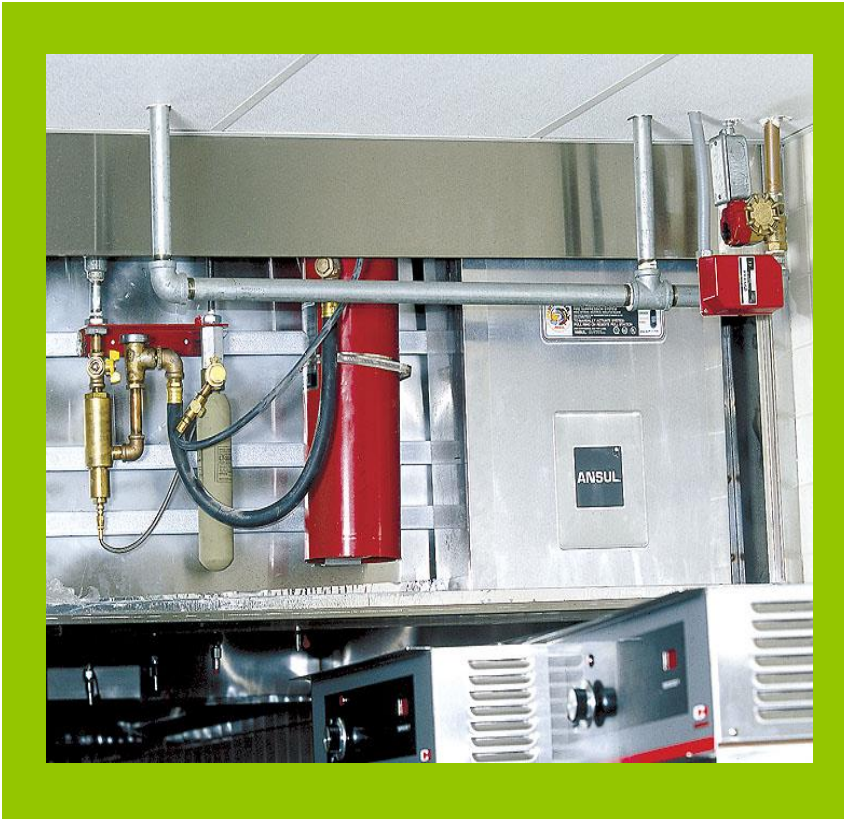
It is desirable for someone on your staff to know how to administer:

- CPR
- First aid for choking
- Help in case allergic reaction

Safety charts may be posted near work areas.

*Cardiopulmonary resuscitation poster*

# Fire Prevention



*Fire extinguishing equipment*

- Top 2 causes of fire:
- Grease
  - Electrical problems.

# Fire Safety

Proper preparation can save lives in the event of a fire:

- **Have proper fire extinguishers available**
- **Properly mark all fire exits**
- **Have an exit plan in place**
- **Conduct fire drills**
- **Ensure fire extinguishers are properly charged**
- **Have a safety blanket accessible.**



*Fire extinguishing equipment*

# Fire Extinguishers

	Material Burning	Type of Extinguisher
Type A	<ul style="list-style-type: none"> <li>▪ Wood</li> <li>▪ Paper</li> <li>▪ Cloth</li> </ul>	<ul style="list-style-type: none"> <li>▪ Pressurized water or ABC</li> </ul>
Type B	<ul style="list-style-type: none"> <li>▪ Grease</li> <li>▪ Gasoline</li> <li>▪ Solvents</li> </ul>	<ul style="list-style-type: none"> <li>▪ CO<sub>2</sub> or B or BC</li> </ul>
Type C	<ul style="list-style-type: none"> <li>▪ Electrical</li> <li>▪ Motors, switches</li> </ul>	<ul style="list-style-type: none"> <li>▪ CO<sub>2</sub> or C</li> </ul>



LOOK FOR FIRE CONTROL REGULATIONS IN YOUR JURISDICTION

# Ceases operation and reporting

Types of crises that can impact retail food operations include:

- Fire, flood
- Extended interruption of electrical, water, and sewer service
- Sewage backup
- Misuse of poisonous or toxic material
- Media investigations
- Unexpected loss of personnel
- Outbreaks of foodborne illnesses
- Gross insanitary conditions
- Food recalls.

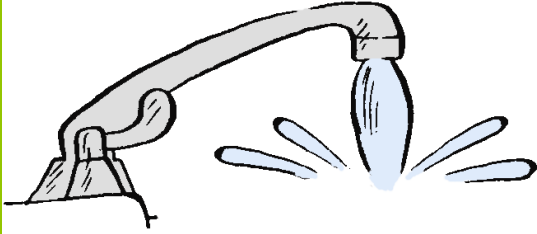


*Have a plan for when a crisis occurs!*



# Ceasing operation and reporting

- If any of the conditions mentioned in the previous slide occurs, you must notify the regulatory authority
- If the operation are discontinued, the permit holder shall obtain approval from the regulatory authority before resuming operations.



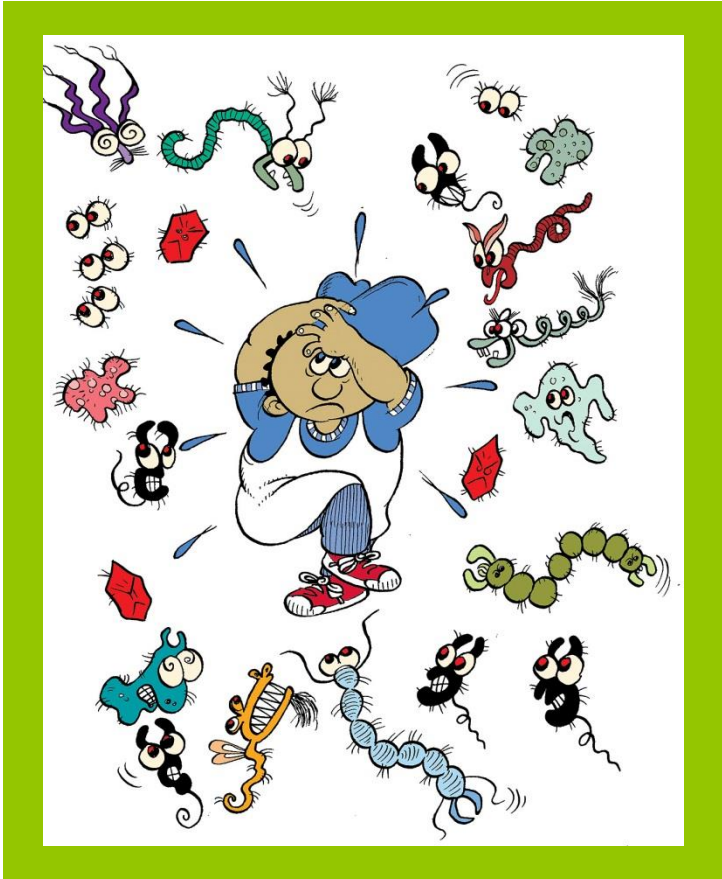
## Water Supply Emergencies

- When you have an interruption in water service:
  - Use safe drinking water from another source
  - Use bottled water or haul potable water to the site
  - Disinfect water by chlorination or boiling
  - Use bagged ice instead of ice machines
  - Use disposable single-use dishes and utensils
  - Use prepared foods from other sources.

# Time correction

- A Critical violation to the Code may require immediate correction
- The Regulatory Authority may:
  - authorize 72 hours if corrective actions are complex
  - 10 days for other non critical violations or deviations of HACCP plan
  - No more than 90 days for core items such as equipment maintenance, facility design, SSOP, others

# Foodborne Illness Incidents or Outbreaks



If you suspect you may have a foodborne illness problem:

- DO NOT admit fault until the facts have been checked and confirmed.

*Follow food safety procedures to eliminate hazards and to avoid foodborne illness incidents!*

# How to respond to a foodborne-illness outbreak

- Obtain contact information
- Identify food eaten, record its description
- Separate and segregate any suspect product that remains in the establishment to avoid additional cases while the investigation proceeds
- **Label DO NOT USE AND DO NOT DISCARD**
- Record sell by date and pack size
- Symptoms
- When the first symptoms appeared
- Contact the local regulatory authority if outbreak is suspected.

# How to respond...

- Identify staff
- Keep a list of food handlers scheduled at time of incident
- Interview staff about health issues immediately
- Cooperate with authorities and provide corresponding information
- Provide appropriate documentation
- Review food handling procedures
- Determine if standards are being met
- Identify if standards are not working

# Investigation and control

- Regulatory authority shall act when a reasonable cause to believe that a food employee or conditional employee has possibly transmitted a disease, may be infected with a disease transmittable by food, maybe a carrier, or is affected with a boil, infected wound, acute respiratory infection
- Shall require persona history of illness, medical examination, and specimen analysis
- Apply exclusion or restriction according to findings of the investigation

# How to respond in case of allergic reaction

Identify the symptoms of anaphylaxis shock

Do not leave the guest alone

Provide assistance

Ask for emergency contact information

Call 911 immediately

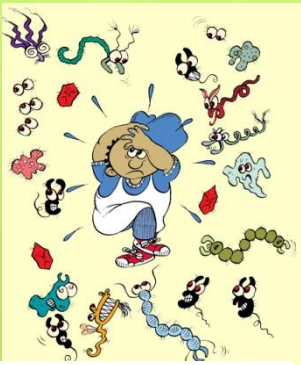
Explain a guest had an allergic reaction and report if any epinephrine was used



# Suspect of intentional contamination

- Hold, separate and label the suspect product
- Contact the regulatory authority
- Keep at hand the emergency list

### *Concepts to remember*



- The No. 1 way to prevent accidents is adequate facility design and through proper training.
- Proper safety training can help reduce injuries, lost productivity, worker's compensation, and medical care.
- In any crisis situation, retail food establishments should have one spokesperson that deals with the public and the media.

# Concepts to remember!

- **Use safety equipment properly to help avoid accidents.**
- **If an accident occurs, remain calm and get the necessary assistance.**
- **Train staff on proper first-aid procedures.**
- **Have fire extinguishers easily available**
- **Do not admit fault to foodborne illness incidents until all facts have been checked out and confirmed.**

# Keys to manage any crisis

- Written procedures for each type of event
- Training of employees
- Be prepared and act fast
- Cooperate with regulatory authority
- Good record keeping
- Learn from previous events and apply corrective actions