

### Worker's Compensation and General Liability

The safety of your team members and guests is a prime directive. All managers must understand the importance of operating a safe and secure restaurant for the wellness of both team members and guests. Unsafe conditions and practices jeopardize the employees' and guests' wellbeing. Injury can be expensive in time lost and medical expenses, which costs our company thousands of dollars each year. It is of major importance that you are constantly aware of potential safety problems in your store as this helps to prevent incidents before they occur. However, from time to time, accidents do occur. When they do there are certain procedures that **MUST** be followed.

- Secure first aid for injured person or team member, if necessary.
- Secure names, phone numbers and addresses of all injured people and witnesses and call the police, paramedics or fire department as necessary.
  - For Guest Incidents, use pen and paper to record the necessary information. DO NOT take the actual Incident Report Form to the guest to see or fill out. We do not want the guest seeing a form and jumping to conclusions regarding insurance and/or liability.
  - For Employee Incidents, it is OK for team member to see the Incident Report form.
- Complete Incident Report submission via QR code.
  - A prompt and complete report must be made for all incidents, regardless of severity. Please make sure to document all necessary information, including details of incident, photos, and video footage.
  - Additional clarification or information can be emailed to Kara Hansel ([khansel@bhglex.com](mailto:khansel@bhglex.com))
  - Questionable circumstances or reason for concern surrounding any claim should be clearly communicated. If something comes to your attention after the claim has been reported, contact the corporate office at your earliest convenience.
- **DO NOT ADMIT LIABILITY** or offer any payment. Commitment on payment of medical bills or other Workers' Compensation benefits should not be made. All questions should be directed to Kara Hansel ([khansel@bhglex.com](mailto:khansel@bhglex.com) / 859-899-9581) or Jean Earnhardt ([jeane@bhglex.com](mailto:jeane@bhglex.com) / 859-977-2601).
- If ever served with a summons and complaint, or a writ, it is urgent that you call the corporate office immediately.

**Workers Compensation:** Incident involving a team member (employee) who sustains an injury while performing his/her job duties and occurs during the course of their employment. Work-related injury is defined as an injury or illness caused, contributed, or significantly aggravated by the work environment.

- Should a team member require outside medical attention, urgent care facilities should be used whenever possible. The cost of an urgent care visit is substantially less than an emergency room visit, and most urgent care centers have specialized programs for work-related injuries.
- If a **minor injury** occurs after urgent care hours, which is truly **not an emergency**, encourage the team member to wait until the urgent care facility opens the following morning.
- If a **serious injury** occurs that cannot be treated at an urgent care facility, or needs immediate attention after hours, team member should go to the Emergency Room.
- Common Workers' Compensation claims include:
 

○ Slips, Trips and Falls	○ Hit by Falling Object
○ Burns	○ Walking Into/Hitting Object
○ Cuts and Lacerations	○ Crashes and Collisions
○ Muscle Strains	

**\*We purposely use Slim Jim trash cans to limit the amount of weight for one container. DO NOT ever use a round trash can anywhere in the restaurant**

**General Liability:** Incident involving a guest or off duty team member, which results in bodily injury or property damage, and occurs on or within the premises of the restaurant.

- Common General Liability claims include:
  - Slips, Trips, and Falls
  - Altercations
  - Walking Into/Hitting Object
  - Alleged Food Poisoning (Food Borne Illness Form should be completed)
  - Broken/Chipped Teeth
  - Burns
  - Cuts and Lacerations

More important than the cost of the injury, is the physical hardship and duress suffered by our guests and team member due to unsafe conditions. **These injuries are preventable!**

#### **Urgent Care + Emergency Room**

From time to time, a team member is going to need medical attention. Urgent Care facilities should be used whenever possible. The cost of an urgent care visit is substantially less than an emergency room visit, and most urgent care centers have specialized Occupational Health programs for work related injuries making them much easier to work with than the hospitals. Unfortunately, most urgent care facilities are not open 24 hours. If a **minor injury** occurs after urgent care hours, that is truly **not an emergency**, encourage the team member to wait until the urgent care facility opens the following morning. If a serious injury occurs that cannot be treated at an urgent care facility, or needs immediate attention after hours, team member should go to the Emergency Room.

## Safety Bingo

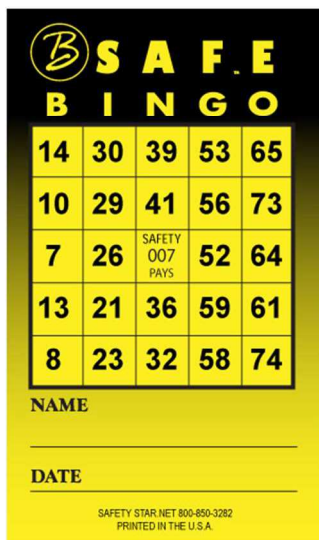
**GOAL:** Encourage all front and back of house team members to promote a safe and positive workplace while having fun.

### GAME PLAY:

- Game board poster should be displayed in high traffic area in the Back of House.
- Each team member receives a Bingo card and is responsible for updating their numbers daily.
- Manager will draw (1) Bingo number per day during AM lineup and post to Safety Bingo game board.
- Bingo is won when team member has (5) covered spaces in a vertical, horizontal, or diagonal line.
- When team member gets Bingo, manager needs to be notified and winning numbers verified. Winning card should be submitted through QR code, discarded, and new card issued. Current game continues.
- If a team member has an incident that requires outside medical attention or time away from work, current game ends. ALL current cards are discarded, and new game starts.
- If a team member has an incident that does not require outside medical treatment or any treatment at all, the current game continues.
- New team members should receive a Bingo card on first shift, but previously drawn numbers are out of play.
- Lost cards can be replaced on the following Monday shift, but previously drawn numbers are out of play.

### PRIZES:

- Winner receives \$25 Food For You
- In case of a tie, each winner receives \$25 Food For You
- If the entire board is covered with no open spaces, ALL team members receive \$10 Food For You



**B S A F E  
B I N G O**

14	30	39	53	65
10	29	41	56	73
7	26	SAFETY 007 PAYS	52	64
13	21	36	59	61
8	23	32	58	74

NAME \_\_\_\_\_

DATE \_\_\_\_\_

SAFETY STAR NET 800-850-3282  
PRINTED IN THE U.S.A.

\*Daily Number should be included in Redbook notes

\*Winning cards should be promptly submitted through FFY link or QR code

- <https://forms.office.com/r/mQDGuiJmH>



\*Questions and requests for supplies should be sent to Kara Hansel

- [khansel@bhglex.com](mailto:khansel@bhglex.com)