

Safety

Objectives

- Understand and utilize preventative safety procedures and products.
- Understand how to manage and document employee and guest related incidents for Workers' Compensation and General Liability insurance claim filing.

Training Schedule

- During your first week of MIT training, you will complete this entire module minus the walk – thru forms that are to be completed at a later date. (see below)

Reference Materials

- Management Operation Manual
- Workers' Compensation and General Liability Insurance Procedures
- Incident Report Form and QR Code (*Microsoft Teams – BHG Managers*)
- Food Borne Illness Report Form and QR Code (*Microsoft Teams – BHG Managers*)
- Safety Bingo Game Rules and QR Code (*Microsoft Teams – BHG Managers*)
- Urgent Treatment + Emergency Care Facility Locations Spreadsheet (*Microsoft Teams – BHG Managers*)
- Restaurant Robbery Procedure
- Clean – Up of Vomit/Fecal Matter Procedure
- Walk – Thru Form

Daily Walks

- The MIT management walk will focus on safety for the entire restaurant. You are provided four walks to be completed during your second week, during your Coordinator/KM Module, during your Front of House Modules and when you arrive at your home store.

Problem Solving Exercise

- The MIT will complete a case situation. You will also complete an in-depth history of accidents within the last six months. Discuss possible solutions with Managing Partner or Market Partner.

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)
 - 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 / 859-899-9581) or Jean Earnhardt (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
 - Burns
 - Cuts and Lacerations
 - Muscle Strains
 - Hit by Falling Object
 - Walking Into/Hitting Object
 - Crashes and Collisions

***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

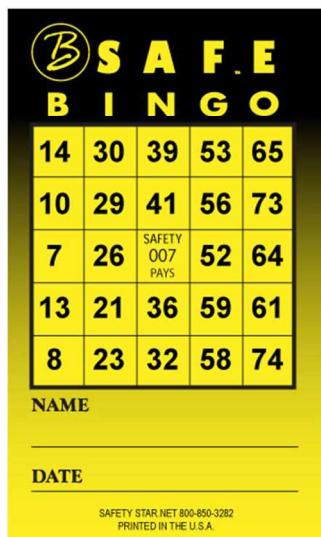
GOAL: Encourage all front and back of house team members to promote a safe and positive workplace while having fun.

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



*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/mQDGUiJimH>



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

- khansel@bhglex.com

Incident Report

An incident report is a formal document that details the facts related to a health or safety incident in the store. Incident reports should be completed as soon as possible following an incident or injury. The report is designed only to be used or circulated within the company, but if severe enough, it will need to be sent to insurers, regulatory bodies, or even the police.

Required Information for Incident Report Submission:

- Store Location
- Name of Injured Person
- Address of Injured Person
- Email Address of Injured Person
- Phone Number of Injured Person
- Date of Incident
- Time of Incident
- Date Incident was Reported to Management
- Location Inside/Outside Restaurant
- If Injured Person was a Team Member or Guest
- Nature/Extent of the Injury (i.e., burn, cut, fall, etc.)
- If Team Member was Wearing Slip-Resistant Shoes
- Detailed Account of Nature/Extent of Incident
- Any Unique Circumstances (i.e. weather, shoe type, etc.)
- If Injured Person was taken Anywhere for Medical Treatment
- Name of Medical Facility (if applicable)
- Doctor's Name (if applicable)
- Doctor's Phone Number (if applicable)
- Any Other Parties or Witnesses Involved In Incident
- Name and Contact Information for Other Parties/Witnesses
- If First Aid was Administered
- Nature of Any First Aid
- Person Who Administered First Aid
- All Pictures, Video, or Documents Related to Incident

QR Code for Submission Form:

Foodborne Illness Report

The Foodborne Illness Report is designed for BHG's managers to use to capture information from guests about their foodborne illness complaints. The information collected with this form can be used to help document information in determining whether a consumer foodborne illness complaint should be reported to the regulatory authorities or can assist during an investigation.

Required Information for Food Borne Illness Report Submission:

- Store Location
- Guest's Name
- Guest's Address
- Guest's Email Address
- Guest's Phone Number
- Names and Addresses of Others in Dining Party
- Date of Meal
- Time of Meal
- Date Symptoms Started
- Time Symptoms Started
- Guest Symptoms (DO NOT suggest symptoms)
- Doctor's Name (if applicable)
- Doctor's Phone Number (if applicable)
- Hospital Name (if applicable)
- Items from the Meal
- How Much of the Meal was Ingested
- If Others in the Dining Party Ate the Same Food
- What Items Were Eaten and By Whom?
- Number of Like Items Sold to Guests on This Day
- If Other Foods or Beverages were Consumed by Guest within 72 hours
- Date Other Foods or Beverages were Consumed by Guest
- Time Other Foods or Beverages were Consumed by Guest
- Whether Other Agencies have been Notified (i.e. Health Department)
- Agency Name, Contact, and Phone Number
- Attitude of Guest During Call

QR Code for Submission Form:



Restaurant Robbery Procedure

Burglary can be a frightening experience for any restaurant worker. These tend to occur at quick service or casual restaurants more often than at fine dining locations but be prepared for anything by educating your employees with the proper response when faced by a burglar.

- **Assume firearms are loaded.** If the robber reveals a firearm, consider it loaded. For investigative purposes, try to discern the type of gun or weapon the robber is carrying.
- **Remember the thief's appearance.** Try to make mental notes of the burglar's appearance, such as age, weight, height, clothing, skin color, tattoos, etc.
- **Do not be a hero.** If the burglar approaches a team member and demands money, give him money. Do not argue or provoke the robber. Your life is not worth the risk.
- **Call 911 immediately.** Call 911 immediately after the robber leaves and lock the doors of the restaurant. Ask any witnesses to remain in the restaurant until the police arrive.
- **Relay information to police.** Communicate as much information as possible to the police, including your name and location, description of the suspect, and which way the robber went upon departure.

Restaurants handle a good deal of cash and credit card transactions every day, and without the proper security measures, a restaurant is at greater risk of robbery or other security breaches. Stay aware of any potential dangers and secure your restaurant as much as possible to limit the chances of a robbery.

Clean-Up of Vomit/Fecal Events Procedure

Immediate clean-up is necessary to minimize the risk of disease transmission to employees and customers and to prevent the contamination of food, food contact surfaces, food preparation areas, utensils, equipment, single use or single service items.

The facility will maintain a clean-up kit consisting of:

- Disposable Non-Latex Gloves
- Face Mask(s)
- Disposable Gown(s)/Apron(s) with Sleeves
- Disposable Hair Cover
- Disposable Shoe Covers
- Sealable, Plastic Bag(s) with Twist Ties
- Scoop/Scraper
- Paper Towels
- Absorbent Powder/Solidifier (i.e. cat litter, saw dust, etc.)
- Disinfectant

The clean-up kit shall be stored in an easily accessible location. In the event of a vomiting or fecal event, the manager shall ensure that employees adhere to the following procedure:

- Promptly remove ill employees, customers, and others from impacted area (typically a 30 foot radius)
- Turn off any fans/air circulation in the impacted area to minimize movement of aerosolized particles
- Segregate the area by covering the vomit/fecal matter with single use disposable towel(s) or absorbent powder (i.e. cat litter, saw dust, etc.)
- Obtain the clean-up kit and don the appropriate personal protective equipment (i.e. disposable gloves, mask, cover gown/apron, hair cover, shoe covers)
- Wipe up the matter with disposable towels and/or designated equipment and immediately dispose into a plastic garbage bag
- Utilize the disinfectant solution, as appropriate for the type of surface, on the impacted areas (typically within a 30 foot radius)
 - Mix a chlorine solution (5-25 tablespoons of bleach per gallon of water, or 5.25%) at 1,000 ppm (non-porous surfaces) to 5,000 ppm (porous surfaces) ; or
 - Utilize a quaternary ammonium sanitizer that is approved effective for Norovirus and is listed on the EPA's registered list of approved products;
 - Use any other EPA-registered norovirus disinfectant ; or
 - Food contact surfaces will be sanitized using standard, approved sanitizing agents per code requirements
- Apply the disinfectant to the affected area. If a bleach solution is used, it will be allowed to remain wet for at least 10 minutes. Others will be utilized per the manufacturer's specifications. Areas where a disinfectant cannot be used will be cleaned by other means
- Unused disinfectant solution should be disposed of in the utility sink
- Disposable gloves, masks, gown/apron should be carefully removed and placed in plastic garbage bag
- Non-disposable tools should be cleaned and sanitized
- Garbage bags should be tied and immediately taken to dumpster
- Employees will immediately and thoroughly wash hands before returning to normal duties
- Restrooms will be disinfected
- Any exposed food or food handled by the individual who had the event will be discarded
- Incident shall be documented

DRAKE'S WALK THRU

(Make three copies prior to completing first)

OUTSIDE/FRONT	Response	Details
All sidewalks/curbs swept/grease free, fence/landscaping		
All doors clean and in working order		
Sandwich Boards		
Hours listed clearly on door/Signs/Lights Burning		
OUTBACK	Response	Details
Parking lot: Clean/Swept/Free of trash		
Dumpster Closed		
Dumpster Pad Clean/Organized		
Grease Free		
Back Entrance/ linen		
All Wet Floor Signs Clean		
Trash cans, hole free, dust pans		
OFFICE/MECHANICAL	Response	Details
Bingo: properly being played and made a focus during lineups		
I9 Complete		
Quiz and MP Certification Complete		
All managers are wired up		
DJ booth (clean, organized, not used for storage)		
Staff bulletin board up to date with schedules and all posts from Jean.		
Clean/Organized		
All items clear of circuits		
FOH/BOH in complete uniforms		
Updated recipes and line procedures		
Employee of the month plaque (Up-to-date and hanging on wall)		
Safe Audit		
Manager Checklists: completed every day, every shift		
COOLER	Response	Details
Floors		
Walls		
Shelves		
Product Handling/Health inspection		

DRAKE'S CAREER PATHWAYS- MODULE 2

criticals/Temps.		
Liquor Storage/Beer cooler locked		
FREEZER	Response	Details
Floors		
Walls		
Shelves		
Product Handling/Health inspection		
criticals/Temps.		
LINE	Response	Details
Bread toaster		
Salamander		
Hoods/ lights		
Floors		
Refrigeration		
Coolers/ temps./ refrigeration		
Flat Top		
Fryers; Baskets: clean and in good condition		
Ceiling/Clean		
Floor Drains		
Walls Clean		
Kitchen Lights		
Shelves Clean/Organized		
Hand sinks Cleaned Stocked and only being used to wash hands		
Spray Bottles Labeled		
No out-of-date product/Product handling/ health inspection critical		
Kitchen windows; clean		
Line checks (Missed 1) 5 pts.		
Line checks (Missed more than 1) 5 pts		
DRY STOCK	Response	Details
Floors		
Walls		
Shelves		
Health Insp. Criticals		
Organized		
Food prep equipment		
Can opener		
Small wares		
Cutting Boards (not stacked)		
DISH	Response	Details
Floors/drains		
Sinks		
Walls		
Timer being used for changing water (once an hour)		

DRAKE'S CAREER PATHWAYS- MODULE 2

Equipment/Delimed		
Health Insp. Criticals		
Mop Sink Clean Easy to get to		
Ice Machine Clean		
Drying rack clean and organized		

SUSHI	Response	Details
Sushi Cooler		
Sushi Station		
Fryer		
Hand Sink		
Health Insp. Criticals		

MEN'S RESTROOM	Response	Details
Floors		
Odorless		
Toilets/urinals/clean/good repair		
Vanity/mirrors/clean/water free		
Dusting/Partitions		
Stocked		

WOMEN'S RESTROOM	Response	Details
Floors		
Odorless		
Toilets/clean/good repair		
Vanity/mirrors/clean/water free		
Dusting/Partitions		
Stocked		

SERVICE STATIONS	Response	Details
Floors/ drains		
Walls/Trash cubbies		
Small wares (glasses, silverware, table taps)		
Organized/ no clutter		
Soda Machine Clean		
Coffee pots/ tea urns/Clean		
Cabinets Organized/Clean stocked		

INSIDE	Response	Details
Stools/tables/bases: clean & good repair		
Question Response Details		
Menus/Caddies/Promo materials: clean and stocked		
High Dusting/artwork/fans		
Televisions/Clean/All Working		
Highchairs Clean/Good Repair/not stacked		
Lighting: clean and working		
Shuffleboard: clean and working/ Game area/dartboard/Jenga clean		

INSIDE BAR	Response	Details
Floors & Behind equipment		

DRAKE'S CAREER PATHWAYS- MODULE 2

Triple sink (back splash), hand sink, stainless steel: cleaned and fully stocked		
Menus/Caddies/Promo material: Clean and stocked		
Equipment clean/gaskets/organized		
Glassware (clean & qty.)		
Soda Gun		
Glass shelves		
Points of Purchase		
Wells (clean/stocked)		
Gnat Free		
Beer Tower/clean		
Odorless		
Floor Drains		
Drain Boards/Clean		
All items labeled		

PATIO	Response	Details
Stools/tables/bases: clean & good repair		
Menus/Caddies/Promo materials: clean and stocked		
High Dusting/artwork/Fans		
Televisions/Clean/All Working		
Lighting: clean and working		
Fireplace: working/cleaned daily/wood stocked		

PATIO BAR	Response	Details
Floors & Behind equipment		
Triple sink (back splash), hand sink, stainless steel: cleaned and fully stocked		
Equipment clean/gaskets/organized		
Glassware (clean & qty.)		
Soda Gun		
Glass shelves		
Points of Purchase		
Wells (clean/stocked)		
Gnat Free		
Beer Tower/clean		
Odorless		
Floor Drains		
Drain Boards/Clean		
Lighting		
All items labeled		

Case Situation

Billy has been a server for six months. While carrying a tray of drinks to his guests table, Billy tilted the tray and a glass of water fell to the floor. Billy was in a hurry, so he decided to clean the water and broken glass up after serving the drinks.

A guest returning from the restroom did not see the water and glass on the floor. When she stepped into the water, her right foot slipped causing her to fall and bruise her arm.

The manager then helped the young lady back to her table. He apologized and stated that the restaurant would take care of the medical expenses.

- 1) How would you handle this situation?
 - 2) What areas of safety need to be addressed to this employee?
 - 3) What mistakes were made by the employee and the manager?
 - 4) How could this accident have been avoided?

Module 2 Recap

- Completed 6th month overview of General Liability and Workmen's Comp Claims
- Read and Understands What to Do if Your Restaurant is Robbed
- Read and Understands the Procedure for the Clean-up of Vomit/Fecal Events
- Has completed all four Restaurant Walk – Thru forms
 - During Week 2
 - During Coordinator/KM Module
 - During Front of House Modules
 - First week at home location (or first restaurant MIT will be helping prior to home location opening)
- Completed Case Situation

By signing this, the MIT and Training Manager both certify the MIT has completed, and fully understands Module 2 – Safety.

X_____

Date_____

MIT's Signature

X_____

Date_____

Training Manager Signature

Performance Review

Please email your answers for the following questions to Brooke Sample, Mark Thornburg and your Market Partner, Josh Morris, Chas Villanova or Tom Aumack. (bsample@bhglex.com, markt@bhglex.com, joshm@bhglex.com, chasv@bhglex.com, or taumack@bhglex.com)

1. What was the last Workmen's Comp Incident your training Restaurant had? What could we have done to prevent this from happening?

2. During your Prep and Expo shifts, did you notice any safety concerns? What were they, and how did you correct?

3. After completing your first walk-thru at your training location, what was the biggest opportunity you saw?? How would you suggest correcting these opportunities?

4. Where do you feel you excelled the most in this module? What area do you think you could use some more practice in?

5. What feedback have your training managers given you?

6. Anything else you would like to tell us?