

**A
BASIC GUIDE
To
OCCUPATIONAL
SAFETY & HEALTH
IN THE
SERVICE INDUSTRY**



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EMERGENCY NUMBERS

POLICE

911
225-6940

FIRE

912
226-2411-3

EMT/AMBULANCE

913
226-0384, 226-5174 (Red Cross)

MINISTRY OF PUBLIC HEALTH

Region #1

Mabaruma Hospital - 777-5057
Port Kaituma Hospital - 777-4047
Matthews Ridge Hospital - 777-9283/4

Region #2

Suddie Hospital
774-4227, 774-4627-8

Region #3

West Demerara Hospital
254-1256-9, 254-0311

Region #4

Georgetown Public Hospital Corp.
227-8210-12

Region #5

Fort Wellington Hospital
232-0304

Region #6

New Amsterdam Hospital
333-2381, 333-2591

Region #7

Bartica Hospital - 455-2846, 455-2339

Region #9

Lethem Hospital
772-2206

Region #10

Linden Hospital Complex
444-6127, 444-6137

ELECTRICITY GPL

Essequibo Coast
and Islands - 777-5015

East Bank Essequibo,
West Bank Demerara
West Coast Demerara
226-4015, 226-4016

East Bank Demerara
East Coast Demerara
226-4015

West Coast Berbice
East Coast Berbice
333-2186

DEPARTMENT OF LABOUR

225-7302, 227-3133
227-3135, 225-7008

EPA GUYANA

225-5471

PESTICIDES & TOXIC CHEMICALS CONTROL BOARD (PTCCB)

220-8880, 220-8838



INTRODUCTION

Occupational safety and health (OSH) is a concern for everyone. Whether working in a large enterprise, on a rural farm, on a construction site or providing food in a street stall, OSH should be fully integrated into everything that is related to work. Building and maintaining safe and healthy workplaces need the full commitment of all parties, from owners and managers to the entire workforce. In order to achieve this, a safety culture needs to be in place. An important step to building such a culture is raising the awareness of all workers about OSH issues.

In the service sector, workers can be exposed to many hazards. These hazards can cause sickness, illness and even death. This booklet is a collection of OSH information sheets which provide straight-forward guidance to foster ownership and knowledge sharing in the services sector. By using easy language and illustrations, the end-user would be able to understand key hazards and identify mitigation actions.



This booklet is a contribution to prevent occupational accidents and diseases through building:

- **A safety climate, in which individual workers have a positive attitude, positive perceptions and beliefs about OSH.**
- **A safety culture, in which everyone benefits from a safety climate and everyone not only looks after themselves, but others too.**

ACCIDENT PREVENTION

Accidents at work do not just happen and are not bad luck. They are caused. They are caused by unsafe acts of persons and/or unsafe conditions in the workplace.

- Safe and healthy workplaces are the responsibility of everyone inclusive of workers, supervisors, employers and trade unions. Your actions and behaviours always have an impact on you, your colleagues and the environment.
- Identify hazards in the workplace at all times and take measures to prevent, eliminate or control those hazards. Always strive for improvements.
- Always think before you act and respect safety and health guidelines, rules, signs and signals.
- Do not operate machinery and/or handle dangerous substances without proper training and safety guards.
- Always use Personal Protective Equipment (PPE) to minimize the risk of injuries and illnesses.
- Provide unobstructed escape ways and make sure that workers know how to evacuate in an emergency.
- Know what to do in the event of an accident. Localize fire extinguishers, first-aid kits, emergency exits and muster points.
- Integrate health promotion into workplace OSH policies reduce psychosocial risks and stress at work.
- Always record and report accidents and near misses.



**Investing in prevention pays: it saves lives,
it saves money, it improves productivity and it is the law.**

**Contact the Occupational Safety and Health Section of the Labour Department
for further advice and guidance on 225-7008**

PERSONAL PROTECTIVE EQUIPMENT (PPE)

Always wear the appropriate PPE to protect yourself against work accidents and diseases.

EYE & FACE PROTECTION



Safety Eyewear



Safety Goggles



Prescriptive Eyewear



Faceshield

HEARING PROTECTION



Single-Use Earplugs



Multiple-Use Earplugs



Earmuffs



Banded Earmuffs

HAND PROTECTION



General Purpose Gloves



Chemical Resistant Gloves



Disposable Gloves



Sleeves

FALL PROTECTION



Harness



Lanyards



Self Retracting Lifelines



Horizontal & Vertical Lifeline Systems



Accessories

RESPIRATORY PROTECTION



N95 Disposable Mask



Half Face Respirator



Full Face Respirator



Self-Contained Breathing Apparatus

PROTECTIVE APPARELS



Disposable Coveralls



Aprons



Chemical Resistant Suits



Fire Retardant Apparels



Safety Vests

PROTECTIVE FOOTWEAR



Low Cut Safety Shoes



Mid Cut Safety Shoes



High Cut Safety Shoes



Long Boots

HEAD PROTECTION



Helmets



Bump Caps



Chef Hat

FOOD SERVICE

When working with food, many safety and health issues may arise

- Cuts and lacerations from knives, cutters, choppers and other tools
- Burns from hot oil, steam, hot water, ovens and hot surfaces
- Sprains, strains, bruises from trips, slips and falls from slippery floors
- Back pains from heavy lifting and awkward postures

Keep your workplace safe and healthy

- Avoid distraction when using knives and handle them with care to avoid cuts and scrapes.
- Safely store knives in a block or drawer when not in use.
- Exercise care and caution when removing hot pots from the stove to avoid burns. Keep pot holders nearby and use them.
- Avoid reaching across and over hot burners to avoid burns.
- Cook to recommended safe temperatures.
- Tie long hair back and cover it with a cap.
- Clean-up spills immediately since floors are slippery when wet and can cause slips and falls. Keep pathways clear.
- Wear the right shoes for the job. Wear closed front shoes. Non-skid shoes help to prevent slips and falls.
- Avoid standing still for long periods to relieve tension in your back.
- Always keep food, hands, surfaces, equipment and utensils clean.
- Wash your hands before handling food and after handling meat. Hands can be a virtual freight train for bacteria/germs.
- Never leave a burner unattended.
- Safely handle and store gas bottles, shut off the valve and remove the regulator when bottles are not in use.
- Always have a first aid kit.
- Do not smoke while cooking or serving food.

*Keep **LOOKING** when **COOKING***
*DISTRACTIONS can quickly LEAD to a **KITCHEN FIRE***



PASSENGER TRANSPORT SERVICE

Transport passengers safely and make their journey pleasant

- Service vehicles regularly and make daily checks of tyres, lights and indicators.
- Retrofitting must not affect safety and weaken the structure of the vehicle.
- Ensure passengers can get in and out of the vehicle safely and easily.
- Never allow passengers to get in and out from a moving vehicle.
- Drive safely and maintain good driving habits. Use your seat belt.
- Avoid driving too fast and turning too sharply.
- Make the vehicle safe for passengers: handholds, seat belts, fire extinguishers, emergency exit.
- Do everything possible for passengers to have a safe and enjoyable journey.
- Keep vehicles clean and tidy.
- Avoid fuelling your bus with passengers on board unless absolutely necessary.
- Drivers must respect pedestrians and cyclists and be attentive to crossing points.
- Always be compliant with the Motor Vehicles and Road Traffic Act.
- Have valid insurance and registration.
- Always have a first aid kit in the vehicle.
- Do not drink and drive.
- Do not text and drive.



**Wear your seat belt,
Obey speed limits and
Do not use any mobile
device while driving**

BELT UP

MOTOR VEHICLE REPAIR SHOP

Repair vehicles safely and protect your assets

- Keep the quantity of flammable substances (petrol, cleaning substances etc.) to a minimum. Store flammable liquids in stable sealed containers.
- Store gas cylinders outside buildings in secure cages.
- Never use thinners/paints or petrol to light rubbish fires.
- Carry out hot work (welding and flame cutting) away from flammable material.
- Clean oil spills, tidy away used oil filters, rags and paper and store them in fire resistant containers e.g. a metal bin with a lid.
- Keep a foam or dry powder fire extinguisher present and ensure you know how to use it.
- Work in well ventilated areas and tell your colleagues what you are doing.
- Use correct and maintained equipment to raise a vehicle and support it, e.g. vehicle jacks and axle stands.
- When performing an oil change: use systems of collection, wear nitrile gloves and wash hands regularly.
- Inflate the tyre with airline hoses that are long enough to enable you to stand outside the likely path of any explosion.
- Inflate commercial tyres within a cage or clamped to the floor or other restraining devices.
- Keep the workshop clean and tidy. Reroute cables to take them off the floor. If this is not possible they should be secured and covered.
- Always have a first aid kit in the shop.



WOODWORKING WORKSHOP

Operate woodworking machines safely and avoid accidents

- Ensure that it has a robust bridge guard that covers the whole cutter block of cutting machines. It must be easily adjustable, i.e. without the need for a tool.
- Adjust the guards of cutting machines as close as possible to the work piece. Use a push block when working on small pieces of wood.
- Circular saws should have a riving knife and a top guard, which can be lowered as close as possible to the work piece.
- Collect the dust when and where it is generated using dust extraction systems connected to the machines. If this is not possible, wear appropriate dust masks.
- Separate operations that do not generate wood dust (e.g. assembly work) from those that generate noise and dust (e.g. machine operations).
- If you must sweep up the dust, dampen it down (e.g. using a watering can) and wear dust masks. Do not use compressed airlines to blow away dust
- Keep the workshop clean and tidy. Reroute cables to take them off the floor. If this is not possible they should be secured and covered.
- When operating woodworking machines use hearing protection correctly and ensure it is correctly maintained.
- Keep the shop clean and tidy.
- Always have a first aid kit in the shop.
- Use appropriate means to communicate with your fellow workers e.g. hand signals



HAIRDRESSERS AND BARBERS

Provide a good service adopting safe and healthy practices

- Ensure that chemicals to be used are not dangerous for clients. Always inform them about the products to be used.
- Prevent skin diseases by wearing disposable non-latex gloves and an apron when using shampoo and chemicals and when cleaning tools.
- Be prepared to react if products get into your client's mouth, nose, ears or eyes.
- Always sterilize tools before use and store sharp tools appropriately to avoid risks of cuts and infections.
- Use disposable blades and razors to protect against blood-borne viruses and bacteria. Always use gloves when using a razor.
- Do not reuse blades and razors. Dispose of used razors in a proper sharp box and never throw them in a waste bin or leave them lying around.
- Wash hands regularly and use clean towels.
- Cover cuts or open wounds.
- Seek medical advice if you have skin diseases.
- Make sure fixed and handheld electric equipment works properly and are properly isolated.
- Always keep the workplace clean and tidy.
- Adapt workplaces to avoid musculoskeletal problems.
- Always have a first aid kit in the shop.



SICKNESS OR INJURIES

Know what to do if you or someone else is sick or injured

If someone is sick or injured:

- Call for help
- Make sure you are safe before helping someone else
- Do not move the person
- If the person is awake and alert and there is no serious bleeding protect the person from further injury until help arrives
- If the person does not respond, make sure the person is breathing, if not, provide mouth-to-mouth resuscitation
- If the person does not respond, make sure the person has a pulse. If not, provide CPR
- Control any major bleeding with direct pressure to the wound
- Protect the person from further injury until help arrives
- Do not give medication without professional advice.



CPR is as easy as

C - A - B



Compressions
Push hard and fast
on the center of
the victim's chest



Airway
Tilt the victim's head
back and lift the chin
to open the airway



Breathing
Give mouth-to-mouth
rescue breaths

Early chest compression can immediately circulate oxygen that is still in the bloodstream. By changing the sequence, chest compressions are initiated sooner and the delay in ventilation should be minimal.

2010 International Consensus on Cardiopulmonary Resuscitation and Emergency Cardiovascular Care Science With Treatment Recommendations

TOOLS STORAGE AND USE

Organise, maintain and keep your tools clean

- Put frequently used tools, controls and materials within easy reach of workers.
- Use jigs, clamps, vices or other fixtures to hold items while work is done.
- Attach proper guards to dangerous moving parts of machines such as exposed gears, chain drives and projecting shafts.
- Attach easy to read labels and signs in order to avoid mistakes in machine operation.
- Ensure safe wiring connections for supplying electricity to equipment and lights.
- Remove all projecting nails in wood and other materials.
- Ensure that you are licensed and skilled to operate agricultural and other heavy machinery.

5 basic safety rules for tools:

1. Keep all tools in good condition with regular maintenance.
2. Use the right tool for the job.
3. Examine each tool for damage before use and do not use damaged tools.
4. Operate tools according to the manufacturers' instructions.
5. Properly use the right personal protective equipment.

Tool Storage

- Provide an adapted storage place near the work area for raw materials, parts and products.
- Provide a conveniently placed "home" for each tool.
- Identify the most frequently used tools. Ensure they are placed within easy reach.
- Use specially designed belts or bags to carry frequently used hand tools.

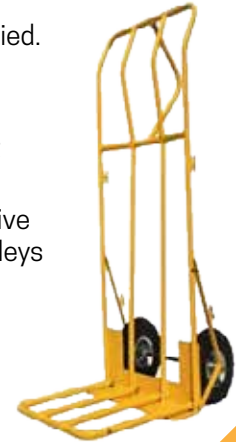


LIFTING & MOVING OBJECTS AND MATERIALS

**When moving heavy objects,
safely use machines and devices**



- Prevent injuries by using appropriate equipment such as rollers, wheeled platforms, or lifting devices that can often be made from local materials.
- Awkward and strenuous bending postures may cause low back injury and should be avoided.
- Use roller conveyors to move heavy loads for short distances.
- Design a new device or modify an existing one to suit the load to be carried.
- When moving heavy objects at floor level, place a wheeled pallet underneath.
- Use inclined conveyors to move loads between two places with a height difference.
- Lifting and handling devices need regular maintenance to ensure effective operation. Check all parts, such as rollers, steel beds, rubber beds or pulleys at regular intervals.

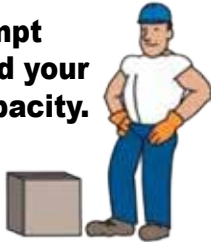


SAFELY LIFTING WEIGHTS

When you lift, bend your knees, not your back

SAFE LIFTING TECHNIQUES

Do not attempt to lift beyond your strength capacity.



Stand close to object with feet spread shoulder width apart and one foot slightly in front of the other for balance.



Squat down, bending at the knees (not the waist). Tuck in your chin and keep your back as straight as possible.



Get a firm grasp on the object before beginning the lift.



Lift with your LEGS by straightening them.



After lifting, keep the package as close to the body as possible.

- Think and plan before you lift.
- Keep the load close with the heaviest side next to the body.
- Your feet should be apart with one leg slightly forward.
- Ensure a good grip.
- Don't bend your back.
- Don't twist when you lift.
- Look ahead.
- Move smoothly.
- Know your limits.
- Lower down, then adjust.
- Wear back and waist support where needed.

VIOLENCE AT WORK

Practice ways to diminish the possibility of being violently attacked

- Always be vigilant to protect yourself or reduce the risk of a violent event. Violence can happen to anyone.
- Avoid traveling alone into unfamiliar locations or situations whenever possible.
- When working with the public consider installing a barrier between you and the customer.
- When possible, install surveillance cameras and a means of calling for help.
- If working at night, ensure your work area and the areas you walk are well lighted.
- Carry only minimal money and required identification into community settings.
- Avoid behaviours that could provoke aggression or violence.
- Be familiar on how to recognize, avoid, or diffuse potentially violent situations.
- Alert supervisors to any concerns about safety or security.
- Report all incidents immediately in writing.



STRESS AT WORK

**Dealing with stress:
Discuss with your superiors and
subordinates the scope and pressures of the job**

Stress at work normally occurs when there are several factors present:

- the demands placed on the worker are perceived by the worker as high.
- the control of the worker to meet the demands is perceived by the worker as low.
- there is a perceived lack of social support.
- the expectation for the amount of compensation for the amount of effort is not met.

These issues can be addressed when there is regular dialogue between workers and their supervisors.

Effective and frequent dialogue builds an individual's resilience to stress at work.



ALCOHOL AND DRUGS

**Using alcohol and drugs while working
can lead to serious injury or death**

Alcohol and drugs can cause or make worse:

- Distorted vision and impaired vision
 - Impaired judgement and physical coordination
 - Loss of concentration and coordination
 - Memory loss
-
- Drinking alcohol and/or using drugs while carrying out work increase the risk of accidents.
 - Heavy drinking the night before may result in a significant blood alcohol level the next morning putting workers and co-workers at risk.
 - If a worker has a problem with alcohol, it is important to seek assistance from a counsellor or a medical doctor.
 - Alcohol consumption/drug use on the job can affect team morale and employee relation.



WORKING ENVIRONMENT/ WORKERS' WELFARE

Safety and Health are improved if adequate welfare infrastructures are provided

- At or within reasonable access of every work site an adequate supply of wholesome drinking water should be provided.
- When working outside in the heat drink at least three litres of drinking water per person a day.
- Wear hats, long-sleeved shirts, neck coverings, and long pants to protect your skin from the sun and keep you cooler.
- Consider attaching a neck flap to your hard hat to protect your neck from the sun.
- Men and women workers should be provided with separate sanitary and washing facilities.
- Adequate resting corners and a separate hygienic place for preparing and eating meals must be provided.
- Provide opportunities to take frequent short breaks for strenuous work or work requiring continuous attention.
- Where natural lighting is not adequate to ensure safe working conditions, adequate and suitable lighting should be provided.



EMERGENCY PROCEDURES

Know what to do if you see a fire or hear a fire alarm

- Provide unobstructed escape ways and make sure that workers know how to evacuate in an emergency.
- Always have the appropriate fire extinguishers and know how to use them.

When you discover a fire or hear a fire alarm immediately:

- STOP what you are doing and/or raise the alarm.
- SHUT DOWN YOUR MACHINE if safe to do so.
- GO calmly to the external emergency assembly area by your primary exit.
- Wait for further instructions





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