



# Health and Safety Manual

(It is important that you review every section of this manual and add to, change or remove all sections that do not match up with your property. It is also important to review this document with regards to what is legally correct in your operating area and if you operate in a union environment, that the words stay within the context of the existing union contract.)

Month / Day / Year

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 Training Solutions for the Hotel Sector

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## Health & Safety

### Policy

The Management of Our Hotel is vitally interested in the health and safety of its employees. Protection of employees from injury or occupational disease is a major continuing objective. We will make every effort to provide a safe, healthy work environment. All supervisors and workers must be dedicated to the continuing objective of reducing risk of injury.

Our Hotel, as employer, is ultimately responsible for worker health and safety. As General Manager, I give you my personal promise that every reasonable precaution will be taken for your protection.

Supervisors will be held accountable for the health and safety of workers under their supervision. Supervisors are responsible to ensure that machinery and equipment are safe and that workers work in compliance with established safe work practices and procedures. Workers must receive adequate training in their specific work tasks to protect their health and safety.

Every worker must protect his or her own health and safety by working in compliance with the law and with safe work practices and procedures established by the company.

It is in the best interest of all parties to consider health and safety in every activity. Commitment to health and safety must form an integral part of this organization, from the president to the workers.

Sincerely yours,

*Name of General Manager*

Name of General Manager

### Our Hotel Policy Statement on Safety and Accident Prevention

Our Hotel is totally committed to providing a safe working environment for all Company employees and its customers. The Company realizes and accepts its responsibility to maintain equipment in a safe and operable condition, assist with training employees to do their job, and ensure that all employees are taught to work in a safe manner and observe all safety rules. The Company must also arrange for periodic safety meetings to keep employees constantly aware of working in a safe manner and provide access to other safety seminars, which may become available from time to time.

The Maintenance and Security Manager will represent Our Hotel at all committee meetings. All accidents will be viewed as serious and will be thoroughly investigated in order to determine the cause, and endeavour to ensure that a similar accident does not re-occur. The Company fully intends to enforce the safety policies as outlined in this booklet.

It is every employee's responsibility to completely familiarize him or herself with the Company policies and procedures contained in this booklet as well as the "Occupational Health and Safety Act", "The Workers Compensation Act" and the equipment manufacturer's operations manual.

This manual is to be reviewed annually by the Health and Safety Committee and updated as necessary. It is to be received by all employees of Diamond Hotels Inc. and will also be posted in the Staff Lounge.

## **Return to Work Policy**

Our Hotel values the goal of prevention of injuries and illnesses by maintaining a safe and healthy workplace. Consistent with this value is the company's commitment to the successful recovery of injured and ill employees by assisting in early intervention and return to safe work.

It is the policy of Our Hotel to take all reasonable steps to return injured and ill employees to their pre-injury job as quickly as possible. Where the employee is unable to return to their pre-injury job, the goal will be to return them to alternative work, which is consistent with their functional abilities.

It has been demonstrated that permitting employees to return to work in some capacity is of benefit to both the employee and the company. It helps maintain employee morale and ensures productivity.

Our Hotel and its employees are committed to co-operate and participate in the success of the Return to Work Program.

## **First Aid**

### *First Aid Kits*

In any public place, first aid is very important. There is at least one first aid kit located each department (Housekeeping, Maintenance, Kitchen, and Front Desk). There are also eye wash stations located in the laundry room, housekeeping office, maintenance department and kitchen.

### *First Aid & CPR*

First Aid/CPR Training will take place at least once per year. Employees are encouraged to take the course. The hotel will have at least one certified staff member on at all times.

It is mandatory for all Maintenance and Night Audit employees to become certified in First Aid and CPR.

## **Why Are Safety Rules and Regulations Necessary?**

1. Safety is important to you, the worker, the livelihood of your family, and the ability to enjoy the benefits of employment.
2. Safety is important to the Company
  - a. As you are important to the Company
  - b. To reduce costs resulting from accidents
  - c. To retain insurance coverage and avoid excessive rates
  - d. To avoid additional Workers Compensation Board assessments

*"There is no priority over safety."*

## **What Is An Accident?**

An accident is an unexpected occurrence which usually involves property damage, fire and personal injury.

Current operating procedures and facilities have been designed to do business in the safest way possible, but unfortunately accidents still happen. It is *our* job to create an accident free workplace. Accidents can be prevented by:

1. Following strict operational and safety standards.
2. Reporting known hazards immediately to your Supervisor and, if not available, the Manager on Duty.
3. Take an active role in the safety effort!

If an accident does occur, it is your primary responsibility to *immediately report the incident or accident, no matter how minor it may seem.*

## **Preventing Accidents**

1. Slips and Falls
  - a. Immediately wipe up spilled food, grease, water, etc.
  - b. Use "Wet Floor" signs.
  - c. Keep aisles clear.
  - d. Wear appropriate footwear (low-heeled, polyurethane sole).
  - e. Eliminate ice on sidewalks.
2. Burns
  - a. Assume every pot is hot. Use oven mitts.
  - b. Do not deep-fry wet foods.
  - c. Do not over-fill sauce and soup pots
  - d. Use strict operating procedures when filtering grease in fryers!
  - e. Warn customers of hot plates.

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**\$39.00\***

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