



*A Tradition of Excellence*

**Claims Administrative Services, Inc.**

*Food Service*

501 Shelley Drive • P.O. Box 7500 • Tyler, Texas 75711  
(903) 509-8484 • (800) 765-2412 • Fax (903) 509-1888  
[www.cas-services.com](http://www.cas-services.com)



## *Table of Contents*

*Introduction/Overview*

*Safety Rules*

*Use of Kitchen Equipment*

*Kitchen Storeroom Safety*

*Mopping Procedures*



# FOOD SERVICE

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## INTRODUCTION/OVERVIEW

On the job accident prevention is the responsibility of all the district's employees. It is the further responsibility of each employee to correct or report any unsafe condition or practice which he or she may observe.

## SAFETY RULES

The following are some important general food service safety rules that each employee is required to follow:

1. Keep floors free from wet spots and debris. Wipe up spills immediately and until the floor is completely dry, use a "wet floor" safety sign. Keep all equipment clean.
2. Walk never run. Rushing is especially hazardous when carrying hot foods, dishes and glassware.
3. Report injuries to the manager.
4. A school kitchen is no place for horseplay and practical jokes.
5. Know your school's fire safety plan.
6. Use equipment only after you have received proper instruction. Never talk to others or allow yourself to be distracted while you are operating electrical equipment, especially the meat slicer and mixer.
7. Use carts to move large quantities of food rather than carrying by hand. Never obstruct your view by overloading mobile carts. If necessary, ask for help in moving or lifting heavy loads. Use proper lifting techniques. It is recommended that a back belt be worn on duty, especially when lifting is necessary.
8. Guide a baker's rack by walking beside it rather than in front or behind it. Be sure to have good visibility when moving rack.
9. Use dry cloth, mitts, or potholders to pick up hot receptacles. Have an area clean for placing hot items.
10. Never pour boiling liquids into glass jars, plastic, or foam containers.
11. Before cleaning steam tables or electrically powered machines, make certain that the steam and/or electricity has been shut off and equipment is cool enough to handle. Ovens and stoves should also be allowed to cool before cleaning.
12. Remove the cover from a pot or pan so that the steam will be directed away from you; stand to the side when opening oven doors, steamer doors, or the lids to kettles and braising pans. Also be sure that the surrounding area is clear of other people whenever steam is to be released. The contents and/or liquids must be removed with extreme care.
13. Shut off the switch and pull the plug before cleaning any electrical appliance (including portables). Wait until the machine comes to a full stop.



## FOOD SERVICE

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14. Sharp knives and glass objects should never be placed in any compartment sink. A specific place should be designated to put soiled knives for washing. Sharp knives must be placed point down in dishwasher racks.
15. Return knives to their proper place with points and blades to the rear. Racks or sheaths should be provided and used.
16. Handle open cans with care. Never open cans with a knife. Use care when discarding can lids.
17. Store heavy utensils or stacks of dishes flat on the middle storage shelves for safer handling and so that they will not jar off.
18. Place cooking utensils so handles do not protrude beyond the edge of the range or table.
19. Guards on kitchen equipment are for your protection and should never be removed except for cleaning and then immediately replaced. Inform co-workers when the guards are off the equipment.
20. Keep oven doors closed when not in use.
21. Special care should be used when lighting equipment with pilots.
  - a. Oven doors should be opened before lighting burners.
  - b. If any odor of gas is detected, let it fully escape before striking a match.
  - c. Always light the match before turning on the gas.
  - d. At the end of the day, the person using any piece of gas-fired equipment must inspect it carefully to ensure that all jets are properly closed.
22. Fill pans no more than 2/3 full.
23. Use care in handling produce crates to avoid slivers, nails, or jagged wires.
24. Keep all crates and boxes off the floor and away from walkways.
25. Cover all containers when stored in coolers or storage spaces.
26. Observe cleanliness rules and wash hands thoroughly.
27. Avoid wearing jewelry, necklaces, or loose clothing while working around rotating machinery.
28. Wear closed-toe non-skid shoes.
29. Use a step stool or ladder for reaching high places. Never stand on stacked boxes, cans, shelving, chairs, etc.
30. CPR and choking posters must be posted in the cafeteria.
31. Never leave greasy pans in the oven.



# FOOD SERVICE

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32. Never melt fat in its original container or in shallow pans.
  - a. If it is full, it may run over and cause a burn or start a fire.
  - b. Raw grease in a deep fat fryer against coils can catch fire.
33. A buildup of grease can present a fire hazard. Clean grease off equipment, such as stove tops, hoods, drip pans, cooking pans and utensils.

## **USE OF KITCHEN EQUIPMENT**

Accidents can happen easily when a tool is used incorrectly. Pay close attention to what you are doing and to what is going on around you.

1. Unplug electrical equipment before cleaning. Use caution when removing hot items from appliances.
2. The meat slicer should be unplugged when not in use and when being cleaned. Use the slicer only with safety guards. When the slicer is not in use, the thickness gauge is to be set at zero.
3. Keep hands and utensils out of the mixing bowl while it is in operation. Begin mixing at the lowest speed and, when the mixing is completed, return it to the lowest speed.
4. Gas and electric ovens can be extremely hazardous.
  - a. Keep hands off the tops and sides of ovens when in use because of the heat.
  - b. Always make sure the pilot light is on before turning on gas.
  - c. Clean ovens when they are cool and turned off.
  - d. Keep water away from electric cords.
  - e. Ventilate a gas oven several minutes before striking a match. Then strike the match and place to the jet before turning it on. Open the gas slowly to avoid blowing the match out prematurely.
  - f. If gas is smelled when opening the kitchen in the early morning, leave the lights off and call maintenance to inspect the premises.
5. Steam tables are another source of heat, so be careful not to touch them when they are in use. Always use hot pads when lifting hot pans from the steam table to the oven.
6. Knives can be dangerous whether sharp or dull.
7. It is best to use sharp knives so less pressure has to be exerted by the user and the likelihood of slippage is decreased.
8. Knives should be handled carefully, even when the task is done. For example, knives should be placed (rather than tossed). Never put knives into water.
9. The person using the knife should also wash, dry, and store the knife when finished with it.



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## FOOD SERVICE

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10. A knife should be passed handle first.
11. If you drop a knife, let it fall rather than trying to catch it.
12. The food processor must be unplugged when not in use and when it is being cleaned. Its blades are sharp and must be handled cautiously. Never use hands to feed foods into the processor; use the food plunger with light pressure (not force).
13. Vent-a-hoods are to be on during all kitchen operations.
14. Use the appropriate size of ladder to clean the hoods.
15. Always have assistance when removing and replacing hood filters.
16. Oven cleaner blackens aluminum; therefore, never use this product on the vent-a-hood vents.
17. Have plenty of ventilation when spraying inside the hoods.

### **KITCHEN STOREROOM SAFETY**

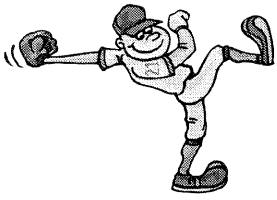
Good storeroom safety rules are effective only when put into practice.

1. Use a strong ladder that is the appropriate size for the job.
2. Replace sagging shelves with strong shelves.
3. Stack heavy loads on the middle shelves or on duckboards.
4. Store chemicals on bottom shelves or out of the storeroom and food production areas.
5. Keep storeroom well lighted.
6. Keep floor clean, dry, and free from clutter.
7. Keep aisles clear of objects. Put groceries and equipment away as soon as possible.

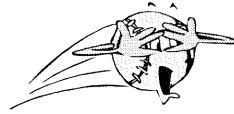
### **MOPPING PROCEDURES**

1. Wring out excess water from the mop to eliminate extra weight in the mop and to avoid leaving excess water on the floor.
2. Mop in an "S" motion (instead of back and forth in a sweeping motion) to relieve the back from excessive strain.
3. Use the proper cleaning agents designed for floors. This will prevent residue from building up on the floors and creating a slippery surface.
4. Put up "wet floor" signs while mopping and until the floor is dry.





# Safety Shortstops



*Make a Hit for Safety*

## Back Injury Prevention in the Cafeteria Department

Safety is a very important part of School Food Service. Every food service employee must help maintain safety standards to prevent accidents. Most accidents can be prevented. You can learn practices that will reduce the possibility of accidents.

Back injury or strains are usually the result of carelessness. Strains, which usually occur in the lower back, are often caused by using incorrect methods for lifting heavy objects. You can help prevent back strains by observing these rules for lifting.

**FIRST:** Size up the load!

- Know what you are about to lift
- Choose the clearest route to your destination
- Look for a place to rest along the way, if necessary
- Remove any objects you may trip over
- Lift a corner of the load first to check the weight

**MAKE SURE YOU CAN LIFT IT SAFELY or ASK FOR HELP!!**

**SECOND:** Think about the Lift!

- Stand close to the load with both feet firmly on the floor, about shoulder width apart
- Squat down close to the load with your back straight, knees bent, stomach muscles tight
- Place your hands on diagonally opposite corners of the load so one pulls it towards you and one lifts
- Grip the load with your whole hand, not just the fingers
- Bring the load as close as possible to your body. Keep your weight centered over your feet. Tuck your arms and elbows into your side
- Stand up slowly, keeping your back straight letting your legs do the lifting

When you reach your destination, unload carefully:

- Lower the load slowly, so your legs do the work
- Position your hands so the fingers do not get caught under the load

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DON'T LEARN BY ACCIDENT!**



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# *Safety* *Shortstops*



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## **Preventing Knife Cuts In The Cafeteria Department**

Safety is a very important part of school food service. Every school food service employee must help maintain safety standards to prevent accidents. Accidents are caused by either unsafe conditions or unsafe acts. Unsafe acts occur when workers do not pay attention to what they are doing, get in too much of a hurry, or do not know and follow rules. One of the most common accidents that occurs in the cafeteria is knife cuts. Most cuts result from the improper use of knives. To help avoid knife cuts, follow these rules:

- Use the correct knife for the job.
- Keep knives sharp.
- Pick up knives by the handle.
- Always carry a knife with the point down and the cutting edge away from the body.
- Don't carry a knife while carrying other larger items (bowls, pans, etc.).
- Cut away from the body and fellow workers.
- Curl the fingers like a claw to keep them away from the knife blade.
- Use a cutting board when possible.
- Do not use knives for prying lids, opening cans, cutting paper and string.
- Keep hands free from grease when using a knife.
- If a knife falls, do not try to catch it. Get out of its way.
- Do not leave knives laying on work tables or in the sink.
- Wash knives separately immediately after use.
- Never leave knives in a sink of water where they cannot be seen.
- Turn the sharp edge away from the body when wiping or cleaning a knife.
- Store knives in a knife rack, not loosely in a drawer.

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## Preventing Slips & Falls in the Cafeteria Department

Safety is a very important part of school food service. Every school food service employee must help maintain safety standards to prevent accidents.

The most common factor in the cause of accidents is human error. People cause the majority of accidents by unsafe acts. Unsafe acts occur when workers do not pay attention to what they are doing, get in too much of a hurry, or do not know and follow rules.

Employees can avoid most slip and fall accidents by following these simple rules:

- Keep floors as clean and dry as possible.
- Wipe up spills immediately. Don't wait for someone else to wipe it up.
- Walk - do not run.
- Wear low heeled, comfortable work shoes with rubber soles.
- Keep work areas and traffic lanes clear.
- Watch where you are going, especially when going through doors or around corners.
- Use a sturdy stepladder, never a chair, for reaching objects on high shelves.
- Never over-reach.
- Inspect your work area.
- Correct floor hazards and obstructions.
- **ABOVE ALL - PAY ATTENTION!**

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# Safety Shortstops



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## Preventing Fires and Explosions in the Cafeteria

Safety is a very important part of school food service. Every food service employee must help maintain safety standards to prevent accidents. The kitchen is the most common area for fire and explosions in the food service department. With taking the proper precautions, most fires and explosions can be prevented. Many school food service kitchen fires are caused by grease. Grease, oil and fat catch fire easily, and the fire spreads rapidly.

To help prevent grease fires, observe these rules:

- Keep range, ovens, and hoods clean and free from grease.
- Do not overheat fats. Use equipment with a thermostat or check temperature with a thermometer frequently.
- Never leave hot fat or grease unattended.
- Do not overfill utensil with fat or oil or add cold wet food to hot fat or oil.
- Wipe up spilled fat or oil immediately.
- Never use water or flour to put out or douse a grease fire.
- Never try to carry a burning pan to another location.

Gas as a cooking fuel is safe if properly used. However, if gas is confined in a small area without sufficient air, it will explode when ignited. To avoid gas explosions, observe these precautions:

- Check pilot lights and all burners before lighting the range, oven or other gas appliance.
- Turn on the exhaust fan before lighting gas range, oven or other gas appliance.
- Always open the oven door for a moment to allow any gas to escape before striking a match.
- Strike the match before turning on the gas when lighting the oven.
- If there is a smell of gas upon entering the kitchen, check all pilot lights.
- If pilot lights are lit, and there is still a smell of gas, open the windows and call the district's maintenance personnel or the gas company.

Fires do occur often in food service kitchens. Every employee should understand fire safety and know what to do in case of a fire.

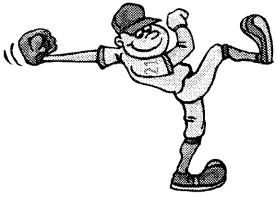
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# *Safety* *Shortstops*



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## **Preventing Burns in the Cafeteria Department**

Safety is a very important part of school food service. Every food service employee must help maintain safety standards to prevent accidents.

Most accidents can be prevented. Employees can learn practices that will reduce the possibility of accidents. Employees must understand that they have a responsibility to learn how to prevent accidents.

Burns are common accidents that occur in the food service department. Even small burns are painful and often take a long time to heal. To avoid burns from hot equipment, food and liquids, observe these safety precautions.

- Wear close-fitting clothing in the food preparation area.
- Use thick, dry hot pads or mitts when handling hot pans.
- Always lift utensil covers away from the face to let steam escape before removing.
- Be sure all steam is gone before opening a pressure cooker.
- Keep flammable materials, such as towels, away from open flames.
- Avoid over-filling containers with hot liquids or food.
- Get help to handle heavy, hot containers.
- Open door slightly to let heat and steam escape before bending face and arms over it.
- Pull oven rack out, then remove container. Do not reach into oven.
- Be careful when putting cold, wet food into hot grease. It may spatter or boil over and catch fire.
- ABOVE ALL - PAY ATTENTION.

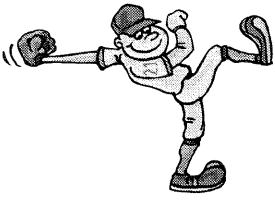
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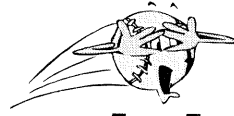
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# Safety Shortstops



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## Using A Fire Extinguisher

**Report Any Fire Immediately.**

District employees should know where fire extinguishers are located, for what type of fire each extinguisher is suitable, and how to use each type before a fire occurs.

Remember - a fire must have three things to burn: Oxygen + Fuel + Heat = FIRE

To put out a fire, you must remove one of its essential ingredients.

A fire extinguisher is a storage container for an extinguishing agent such as water OR chemicals. It is designed to put out a small fire, **not** a large one.

The three types of fire likely to occur in districts are:

- Class A - Wood, paper, rubbish
- Class B - Gas, grease or other liquid
- Class C - Live electrical equipment

Fire extinguishers are labeled for the class of fire for which they are to be used. Traditionally the labels A, B or C have been used alone to identify fire extinguishers. Recently pictograms have come into use. Either label may be found.

**Make sure the extinguisher you choose to use is suitable for putting out the type of fire you have.**

To use a fire extinguisher, think of the word **PASS** and follow these general directions:

1. **P**ull the Pin. Some units require the releasing of a lock latch, pressing a puncture lever or other motion.
2. **A**im the extinguisher nozzle (horn or hose) at the base of the fire.
3. **S**queeze or press the handle.
4. **S**weep from side to side at the base of the fire until it goes out. Watch for reflash.

**Remember - Keep an escape route open so you can get out if the fire gets bigger!**

**Report any fire immediately! GET HELP!!**

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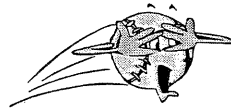
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# Safety Shortstops



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## Preventing Bloodborne Pathogen Exposure

A Bloodborne Pathogen is an infectious virus or disease that can be transmitted through blood or other body fluids. Body fluids most likely to carry the viruses are Blood, Semen, Vaginal Secretions and Breast Milk.

UNIVERSAL PRECAUTION means that all blood and certain other body fluids should be treated as if they were infectious.

Follow these rules to help prevent exposure to Bloodborne Pathogens:

1. Observe Universal Precautions.
2. Keep a clean up kit available. (Including rubber gloves, powder absorbent, paper towels, bio hazard disposal bag.)
3. Wash hands immediately after exposure.
4. Use protective rubber gloves.
5. Use other protective equipment when needed. (Gowns, mask, protective eye ware.)
6. Follow good Housekeeping: All contaminated surfaces must be cleaned and disinfected.
7. Decontaminate: Use 1 part bleach and 10 parts water.
8. Occupationally exposed employees should be vaccinated against Hepatitis B Virus.

**REMEMBER - THE MOST IMPORTANT MEANS FOR CONTROLLING THE SPREAD OF INFECTION IS PROPER HAND WASHING. UNIVERSAL PRECAUTIONS SHOULD BE FOLLOWED WITH ANY EXPOSURE TO BLOOD OR BODY FLUID.**

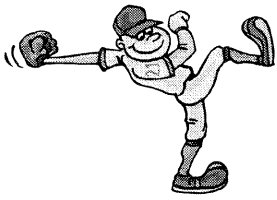
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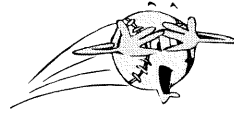
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# Safety Shortstops



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## Hazardous Communication Right-to-Know

Chemical exposure in a school district may be minimal; however, any chemical can become hazardous if it is handled improperly. Make yourself and others aware of all potential chemical hazards in your work area. Follow these simple rules:

- I. Make yourself aware of the chemicals used in your work area. (stripping solvents, degreasers, etc.)
- II. Know safe work practices and handling procedures when using chemicals, including proper waste disposal.
  - Make sure all containers have labels.
  - Read the instructions on the label.
  - Follow label directions carefully.
  - Don't mix chemicals unless labels allow it.
  - Dispose of waste hazardous chemicals as directed. Refer to MSDS Sheets.
  - Do not re-use empty hazardous chemical containers.
- III. Know when to use Personal protective Equipment (glasses, gloves, etc.)
- IV. Know how to deal with emergencies (spills, unusual contact, inhalation, etc.)
  - Refer to MSDS.
- V. Know how and where to store hazardous chemicals.
- VI. Know and discuss specific chemical hazards in work areas

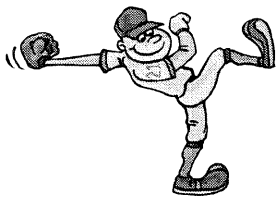
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# Safety Shortstops



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## Material Safety Data Sheets (MSDS)

Material Safety Data Sheets (MSDS) should be maintained for each hazardous chemical that the school district uses. The MSDS sheet must be written in English and contain the following information.

### SECTION I. Identification of Product.

- a. Name, address and phone number of Manufacturer.
- b. Date MSDS prepared or last change to it.
- c. Chemical and/or common name.

### SECTION II. Hazardous Ingredients.

- a. Chemical and common name and other mixture ingredients that contribute to the known hazards.  
Note: Chemical and common names of all ingredients that have been found to present a health or a physical hazard when a mixture should be identified.

### SECTION III. Physical Data.

- a. Physical and chemical characteristics of the hazardous chemical including vapor, pressure, flash point, boiling point and physical state.

### SECTION IV. Fire and Explosion Hazard Data.

- a. Physical hazards (fire, explosion, reactivity).

### SECTION V. Health Hazards.

- a. Signs and symptoms of exposure.
- b. Any medical condition that is generally aggravated by exposure.
- c. OSHA permissible exposure limits.

### SECTION VI. Reactivity Data.

- a. When the hazardous chemical is stable/unstable and what conditions to avoid.
- b. Incompatibility.
- c. What is caused by decomposition (breakdown).

### SECTION VII. Spill and Disposal Procedures.

### SECTION VIII. Protection Information.

- a. General control measure (engineering, work practice, protection equipment).

### SECTION IX. Handling and Storage Precautions.

### SECTION X. Miscellaneous Information.

- a. Other relevant information about the hazardous chemicals.

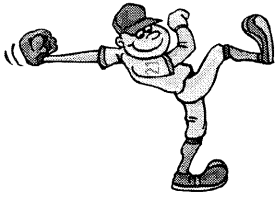
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## Staying on the Safe Side of Dollies and Hand Trucks

If lifting and moving loads of materials are part of your job, you know what a tremendous convenience dollies and hand trucks can be. But like all equipment, these material-handling aids require safety awareness and proper use to prevent damage and injury. Use them correctly and they will make your job easier and safer!

Choose the Right Material-handling aid for the Job.

Your workplace may have a selection of dollies and hand trucks that differ in design, load capacity, and other features. It's important to learn about their differences so you can choose the best truck for each job.

### Loading Tips

Before loading a dolly or hand truck, check for any defects that could affect its operation or pose a hazard: loose parts, torn wheels, greasy surfaces. Report any potential hazards and have them corrected when appropriate. The safest loads have heavy objects on the bottom, with the load balanced over truck axles. Balanced loads are especially important on four-wheeled hand trucks, which can easily tip if the load is off-center. Before moving the load, double-check to make sure that nothing hangs over the top.

### Move It Safely!

Safe moving means you take care of both your body and the load. To move a two-wheeled hand truck or dolly, use your legs-not your back-to shift the load into a travel position. Keep your knees bent and your back in its natural curve. Push loads; don't pull them. Pushing is easier on your back and lets the truck do most of the work. Always keep the load ahead of you and lean your body in the direction you're going. Avoid walking backward unless you need to maneuver in a tight space. When going into tight spaces, always move the truck ahead of your body so you don't get pinned.

### Move More Safely!

Common hand truck accidents include collisions with people, objects or other trucks; injuries to the operator's hands and feet; and running truck wheels off platforms. These accidents result from inattention and carelessness. If you follow safety procedures, take your time and stay alert, dollies and hand trucks will help you move and lift more safely!

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