

Better Business Starts with Safety. Safety Starts at BWC.



Injury Prevention for the Services Industry

The services industry is the largest and fastest-growing sector in Ohio. Employees in this industry encounter various types of hazards. This fact sheet:

- Increases awareness of the primary injury/illness hazards in the service industry;
- Offers recommended hazard control measures;
- Provides a partial list of the vast resources available from BWC.

Industry specific injury/illness facts

- Each year, approximately 22,000 employees in the services industry sustain occupational injuries or illnesses that result in workers' compensation claims.
- On average, 27 people in the services industry lose their lives each year due to occupational injuries or illnesses, primarily as a result of workplace violence or transportation-related accidents.
- Approximately 15 percent of workers' compensation claims result in losing eight days or more from work and cost an average of \$29,000.
- Slips, trips and falls and overexertion are the primary causes in approximately 60 percent of injuries that result in eight or more days away from work.

The service industry includes businesses such as establishments engaged in services related to producing, distributing, and processing of data and information; finance and insurance; real estate and rental/leasing; professional, scientific and technical services; non-public education; arts, entertainment and recreations; accommodation and food services; waste management; and administrative and support services.

BWC has a variety of safety and health services that can assist you with addressing hazardous conditions in your workplace. These include On-site Consultation, Safety Intervention Grants, Training and Video Library Services.



Injury Prevention for the Services Industry

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Primary hazard/cause:

Slips, trips and falls

Recommended control measures	BWC resources for assistance
<ul style="list-style-type: none">• Analyze the work conditions for potential slip, trip and fall hazards.• Based on analysis, enforce wearing of proper footwear.• Conduct frequent housekeeping inspections to remove hazards.• Maintain parking lots and walkways during inclement weather.• Place dry matting in lobbies, near entrance doors or transition areas.• Clean up spills/water accumulation and place “wet floor” warning signs.	<p>Safety consulting services e.g. Slip/trip/fall hazard assessment</p> <p>Training courses</p> <ul style="list-style-type: none">• Preventing Slips, Trips and Falls Online• Ladder/Stairway Safety Online <p>Videos</p> <ul style="list-style-type: none">• Fall Factors: Understanding and Preventing Slips, Trips and Falls #423430• Slips, Trips, Falls: Stranger Than Friction #420025• Ladder Safety #420378• Winter Walking: Staying on your feet #490138• Supermarket Series: Preventing Slips Trips and Falls #490231 <p>Safety talks</p> <ul style="list-style-type: none">• Walking and Working Surface Safety• Three-point Technique• Portable Ladder Safety• Parking Lot Safety

You can find these resources on our website at www.bwc.ohio.gov or by calling a safety consultant at the number listed above.

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Primary hazard/cause:

Overexertion due to manual material handling and cumulative trauma

Recommended control measures

- Analyze the work conditions for potential ergonomic risk factors.
- Provide mechanical equipment to minimize manual lifting and transporting of materials.
- Minimize carrying distances by providing carts and dollies.
- Provide well-designed storage racks and adequate space for handling.
- Provide well-designed tools and equipment.
- Get employees involved in the job improvement process.

BWC resources for assistance

Ergonomics consulting services

e.g. Material handling assessment

Training courses

- Ergonomics - Basic Principals
- Office Ergonomics
- Understanding and Identifying Ergonomic Risk Factors
- Avoiding BackTrauma Online

Videos

- Back Safety: Lift for Life #440074
- Out of the Office: Ergonomics for the Mobile Worker #440024
- Ergonomics Awareness #440003
- Overexertion: Injury Prevention #440069
- Safe Manual Handling #440081
- Move It Safely: Avoiding Injury While Moving Materials #440086

Safety talks

- Back Injuries
- Mechanical Lifting Devices

Educational guides

- What is Ergonomics?
- What is Manual Materials Handling?

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Primary hazard/cause:

Cuts and lacerations

Recommended control measures

- Analyze the work conditions for potential laceration hazards.
- Minimize potential for contact with sharp edges on containers, equipment and machinery.
- Provide knives and cutters with self-retracting blades.
- Store knives and sharp objects to protect them from accidental contact.
- Ensure the use of appropriate, well-fitting gloves and protective clothing.

BWC resources for assistance

Safety consulting services

e.g. Safety hazard assessment, job safety analysis

Training courses

- Preventing Cuts and Lacerations Online
- Bloodborne Pathogens
- Personal Protective Equipment

Videos

- Knife Safety in the Workplace #420421
- Bloodborne Pathogens: Universal Precautions #430126
- PPE: Your Defensive Line #420387
- Supermarket Series: Box Cutter Safety #490230

Safety talks

- Utility Knife
- Preventing Cuts and Lacerations

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Primary hazard/cause:

Exposure to chemicals and temperature extremes

Recommended control measures

- Analyze the work conditions for potential chemical hazards.
- Develop and provide training on hazard communications program.
- Develop and provide training on heat/cold stress prevention.
- Provide appropriate personal protective equipment.
- Insist on good housekeeping.

BWC resources for assistance

Industrial hygiene consulting services

e.g. Industrial hygiene hazard assessment

Training courses

- HazCom 2012 Basics
- How Workplace Temperature Impacts Worker Safety
- Personal Protective Equipment
- Safety for the Non-Safety Professional
- Restaurant and Food Service Safety
- Food Service Safety Online

Videos

- GHS: Globally Harmonized System of Classification & Labelling of Chemicals #490503
- Hazard Communication: Your Key to Chemical Safety #490002
- Bloodborne Pathogens: Universal Precautions #430126
- Heat Hazards #430098
- PPE: Your Defensive Line #420387

Safety talks

- Asbestos Awareness
- Chemical Labels
- New Hazard Communication Requirements

Educational guides

- What is Hazard Communication?
- What is Personal Protective Equipment?
- What is Hearing Conservation?
- What is Respiratory Protection?

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Primary hazard/cause:

Exposure to electrical shock

Recommended control measures

- Analyze the work conditions for potential electrical hazards.
- Make sure all electrical equipment is grounded or double insulated.
- Inspect electrical cords, tools and equipment for damage.
- Provide ground fault circuit interrupters on electrical outlets near water sources.
- Develop lockout/tagout procedures for all energized equipment.

BWC resources for assistance

Safety consulting services

e.g. Safety hazard assessment, job safety analysis

Training courses

- Electrical Safety Audits
- Lockout/Tagout and Safety-Related Practices
- Restaurant and Food Service Safety
- Food Service Safety Online

Videos

- Electrical Safety (numerous titles)
- Lockout/Tagout (numerous titles)

Safety talks

- Electrical Safety
- Working Safely with Electricity
- Control of Hazardous Energy (Lockout/Tagout)

Educational guides

- What are Electric Power Tools?
- What is Lockout/Tagout?

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Primary hazard/cause:

Violence/Assaults from interacting with the public, animal/dog bites

Recommended control measures

- Assess the job and environment for potential violence and security issues.
- Develop procedures and provide training on personal safety.
- Implement security measures (restricted entry doors, bullet-proof glass, cameras, etc).
- Meet clients/customers in secure or public areas with high visibility.
- Always have a cell phone or other communication method available.
- Require employees to report all incidents and threats.

BWC resources for assistance

Safety consulting services

e.g. Workplace violence assessment/program review

Training courses

- Violence in the Workplace
- Non-violent strategies for caregivers and other staff working directly with the public

Videos

- Shots Fired: When Lightning Strikes #400110
- How to Survive an Armed Robbery #400006
- Violence on the Job #400100
- Occupational Dog Bite Safety #490115

Safety talks

- Workplace Security Assessment Reduces Workplace Violence

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