



# SPREADING THE PEANUT BUTTER: INVOLVING FOOD SERVICES WORKERS IN REDUCING THEIR OWN INJURIES

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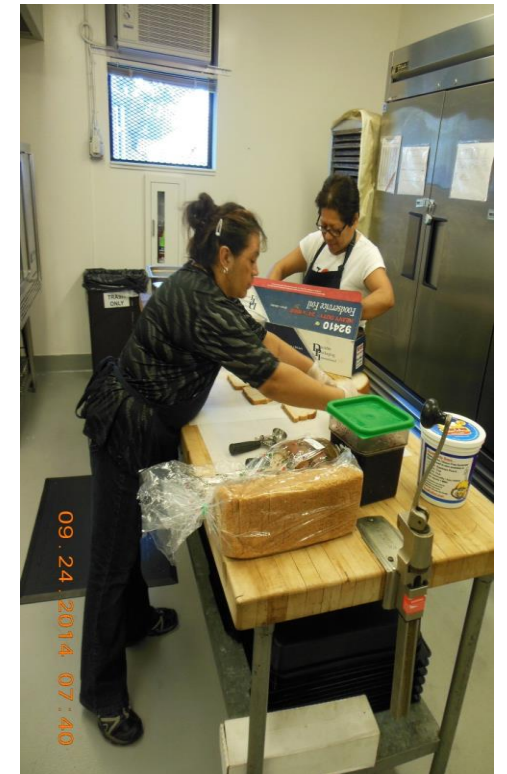
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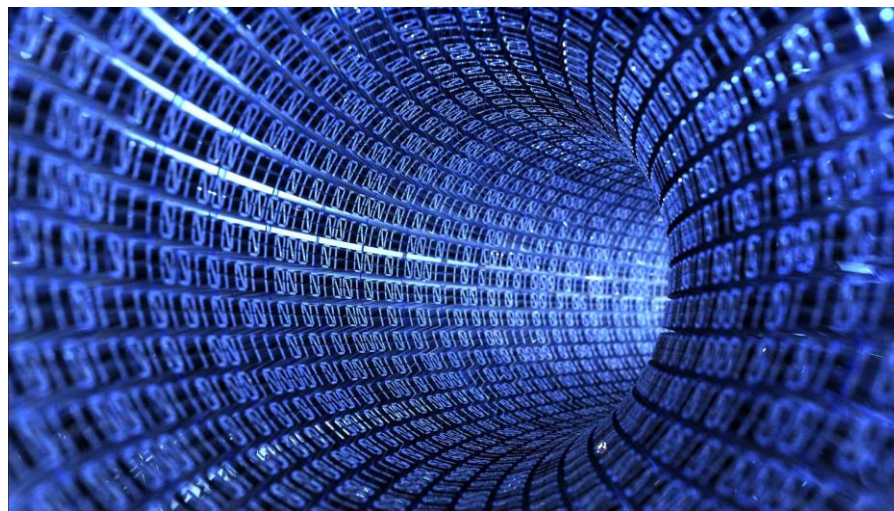


## WHO WE ARE

- Joint Powers of Authority (JPA)
- Cover all public school districts in San Mateo County for Liability and Worker's Compensation Programs
- Partner with Keenan to administer our workers' compensation program
- Pay approximately 13MM in work comp costs per year
- 10,000 employees
- 23 school districts and the County Office of Education
- 177 separate sites. Unified, K-8, and high school districts
- Combination of production and satellite kitchens
- Some internally managed, some using vendor management

## AND WHO ARE YOU?





## DATA DOESN'T LIE

- Injuries result from:
  - Slips, Trips, And Falls
  - Reaching, Bending
  - Cumulative Trauma
  - Age
    - Many food service workers work well past the average age of retirement

# Why are injuries are occurring?

Description	Total
Fall/Slip: Miscellaneous	15
Struck/Step: Miscellaneous	11
Strain By Twisting*	9
Strain By Lifting	7
Fall/Slip: Same Level	7
Strain By Holding/Carrying	6
Strain By Pushing/Pulling	4
Miscellaneous: Cumulative (All Other)	4
Strain By Miscellaneous	3
Strain By Reaching	3
Strain By Rep Motion/Carpal Tunnel	3
Fall/Slip: Liquid/Grease Spill	3
Fall/Slip: Ladder/Scaffolding	2
Fall/Slip: Slipped, Didn't Fall	2
Strain By Using Tool/Machine	1
Fall/Slip: On Stairs*	1
Cut/Puncture/Scrape: Miscellaneous	1

Description	Total
<b>Strains</b>	<b>36</b>
<b>Falls</b>	<b>30</b>
<b>Other</b>	<b>16</b>

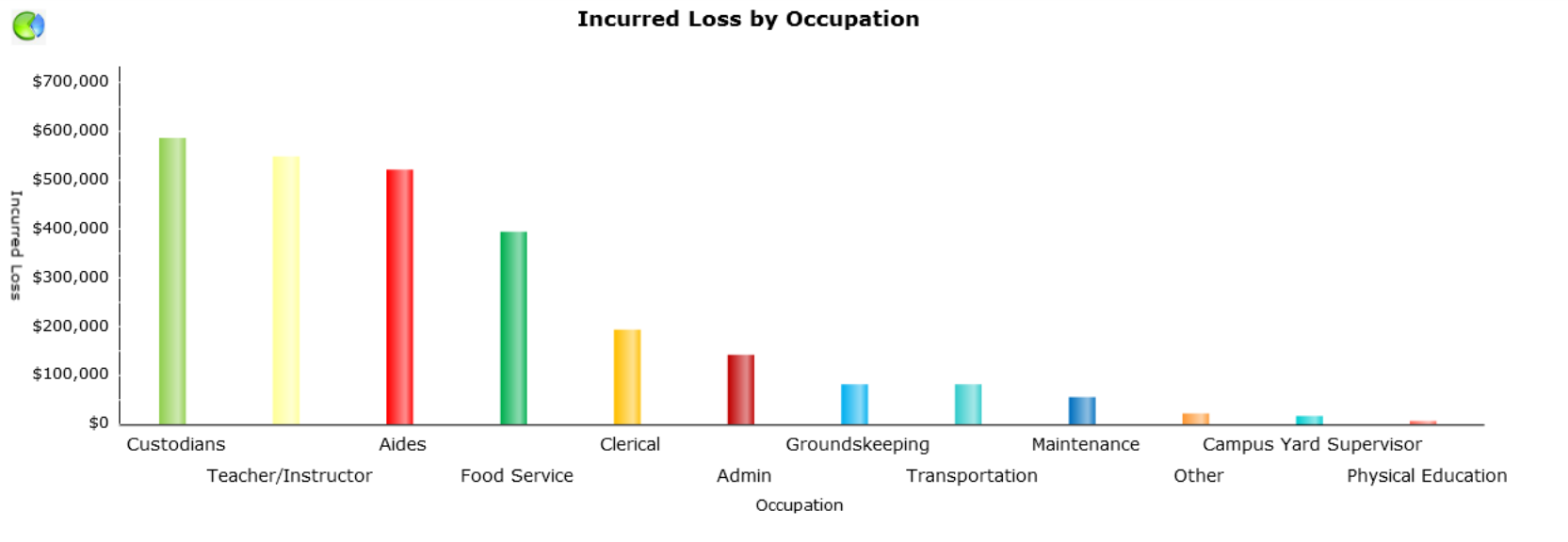


Cause Group | Body Part | Severity | Age Range | Location | Occupation | Litigation | Yrs. Employed | Claim Type | Nature Of Injury

Redwood City School District | Incurred Loss Valuation Date : 07/31/2015

**Incurred Loss by Occupation** | Claim Incurred Period: 07/01/2010 to 06/30/2015

Total Incurred Loss |  Avg. Incurred Loss |  Claims Frequency



Occupation	Inurred Loss	# of Claims	% of Total Claims	% Incurred Loss	Avg.Cost Per Claim
Custodians	\$586,239	48	20 %	22 %	\$12,213
Teacher/Instructor	\$548,204	59	25 %	21 %	\$9,292
Aides	\$521,162	55	23 %	20 %	\$9,476
Food Service	\$394,178	23	10 %	15 %	\$17,138
Clerical	\$193,462	15	6 %	7 %	\$12,897
<b>Grand Total</b>	<b>\$2,649,610</b>	<b>235</b>			

Disclaimer: All values reflect total dollars paid, reserved and incurred.They have not been reduced or limited by deductibles, self-insured retentions, program limits, excess carrier reimbursements or subrogation recoveries.

# Hazards in Food Preparation

INJURY/ILLNESS	SOURCE
Soreness & back pain	<ul style="list-style-type: none"><li>• Repeated awkward movements or vibration</li><li>• Working in one position for a long time</li><li>• Heavy lifting involving awkward postures and difficult loads</li></ul>
Slips and Falls	<ul style="list-style-type: none"><li>• Slippery and cluttered floors</li><li>• Inadequate lighting</li><li>• Inadequate footwear</li></ul>
Burns and scalds	<ul style="list-style-type: none"><li>• Open flames</li><li>• Hot oils</li><li>• Steam</li><li>• Ovens, appliances, utensils</li></ul>
Cuts and amputations	<ul style="list-style-type: none"><li>• Knives, cutters, slicers, choppers &amp; grinders</li></ul>





## WIIFM?

- Everything is done “to them”
- Have very little say or control over their work environments
- Accept their work stations “as they are” and work day after day
- Love the Kids. For most of them, that is why they are there
- Often great pay and benefits for the “food service world”



# HOW DO WE HELP FOOD SERVICES WORKERS TAKE OWNERSHIP OF THEIR OWN WORKPLACE?







## STEP 1

- Conduct a site visit
- Review all steps in processing food
- Review each person's job requirements
  - Helpful to use WCB Job Description form. Review it prior to your visit



### DESCRIPTION OF EMPLOYEE'S JOB DUTIES

**INSTRUCTIONS:** This form shall be developed jointly by the employer and employee and is intended to describe the employee's job duties. The completed form will be reviewed to determine whether the employee is able to return to work.

EMPLOYEE NAME:	(LAST)	(FIRST)	(M.I.)	CLAIM#:
EMPLOYER NAME:	JOB ADDRESS:			
JOB TITLE:	HRS. WORKED PER DAY:		HRS. WORKED PER WEEK:	
DESCRIPTION OF JOB RESPONSIBILITIES: (DESCRIBE ALL JOB DUTIES)				



## Step 2, Review Key Components That Can Lead To On-The-Job Injury

- Housekeeping
- Arrangement of Kitchen
- Reaching/Bending
- Heat and Cold
- Cumulative/Repetitive Motion
- Burns



## Housekeeping

- Slips, trips, falls
- Boxes or objects from the knee down
- Spills on floor



## Arrangement of Kitchen

- Tight spaces
- Blind corners
- Storage
- Freezer access







## Reaching/Bending

- Set up of individual stations
- Overhead storage
- Bending/ under-storage
- Location of items used most frequently







## Heat and Cold

- Access and condition of freezer
- Storage of items in freezer
- Safe use of ovens



## Repetitive Motion Issues

- Scooping, spooning
- Use of dominate hand
- Twisting, turning at conveyor line
- Bending down
- Job rotation



## Equipment Used

- Can openers
- Ovens
- Trays
- Dollys
- Oven mitts
- Conveyor belts







## Appropriate clothing and shoes

- Clothing that protects a food service worker from burns
- No strings or jewelry hanging from clothes to get caught when closing ovens, doors, freezers
- Appropriate shoes.
  - Supportive
  - Non-slip
  - No sandals or open-toed shoes





## Step 3, Professional Development Training:

So, You Are A Food Service Worker: What Solutions Would You Have To The Following?

- Housekeeping
- Arrangement of Kitchen
- Reaching/Bending
- Heat and Cold
- Repetitive Motion
- Equipment Used
- Appropriate Clothing and Shoes





















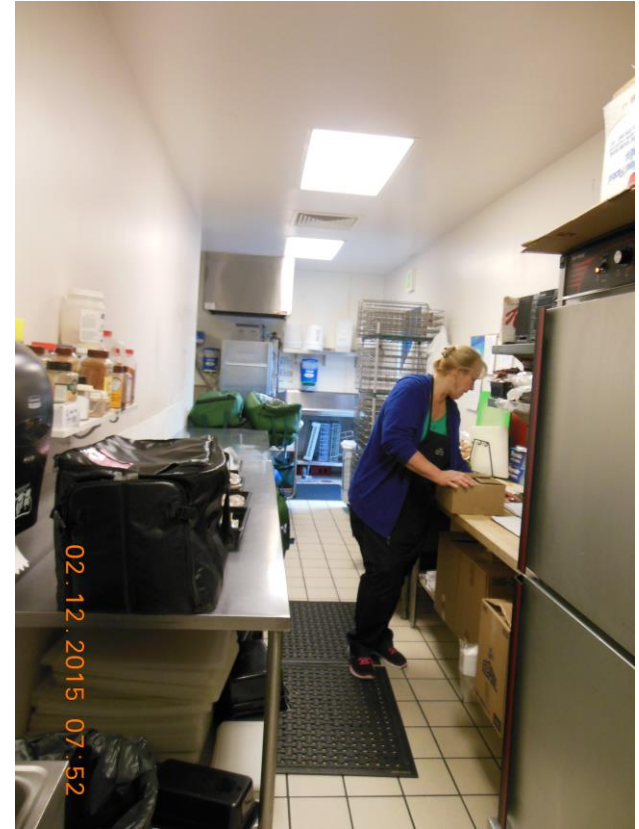


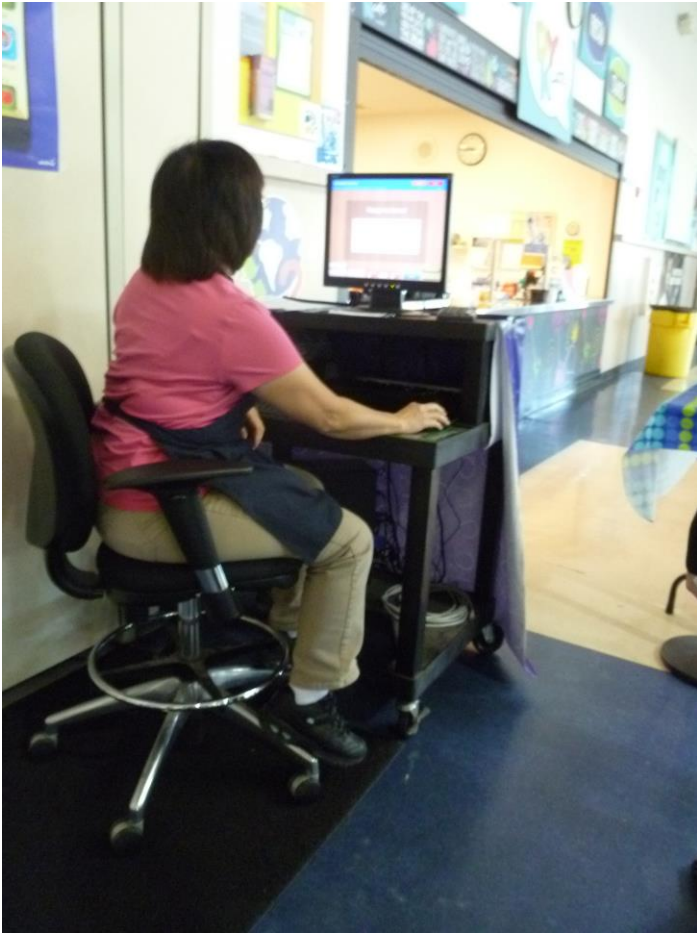
























## Lessons Learned

- Most items identified are cheap to fix
- Work with the Food Services Director to plan schedules for replacement of the big items
- When purchasing equipment, work with the food service employees. They know what works and what they want
  - Rolling carts
  - Can openers
  - Food dollies and lifts
- For equipment, try before you buy. If employees don't like it, they won't use it
- Be sure to follow up to see if changes were made
- Biggest challenge, working with vendor managers to effect change. What is their investment?
  - You pay the work comp. Managers are here today, gone tomorrow.
  - What do your contracts with vendors say about equipment purchase, follow-up on suggestions for Safety items etc.?





# Questions?

“Judge a man by his questions rather than by his answers.”

— [Voltaire](#)