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DEPARTMENT OF EDUCATION

Technology and Livelihood Education Front Office Services

Module 5: Practice Occupational Health and Safety

ALTERNATIVE DELIVERY MODE
ADM

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Grade 8 - Front Office Services
Alternative Delivery Mode
Module 5: Practice Occupational Health and Safety
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Technology and Livelihood Education
Front Office Services
Module 5: Practice Occupational Health and Safety

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Introductory Message

This Self-Learning Module (SLM) is prepared so that you, our dear learners, can continue your studies and learn while at home. Activities, questions, directions, exercises, and discussions are carefully stated for you to understand each lesson.

Each SLM is composed of different parts. Each part shall guide you step-by-step as you discover and understand the lesson prepared for you.

Pre-tests are provided to measure your prior knowledge on lessons in each SLM. This will tell you if you need to proceed on completing this module or if you need to ask your facilitator or your teacher's assistance for better understanding of the lesson. At the end of each module, you need to answer the post-test to self-check your learning. Answer keys are provided for each activity and test. We trust that you will be honest in using these.

In addition to the material in the main text, Notes to the Teacher are also provided to our facilitators and parents for strategies and reminders on how they can best help you on your home-based learning.

Please use this module with care. Do not put unnecessary marks on any part of this SLM. Use a separate sheet of paper in answering the exercises and tests. And read the instructions carefully before performing each task.

If you have any questions in using this SLM or any difficulty in answering the tasks in this module, do not hesitate to consult your teacher or facilitator.

Thank you.

What I Need to Know

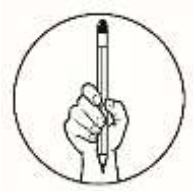
This module is set to give you a clear understanding about the hazards and risks in the workplace. It explains how hazards can be evaluated and controlled.

The module focuses on two concepts under one lesson, namely:

LO2 – Evaluate and Control Hazards and Risks in the workplace.

After going through this module, you are expected to:

1. Determine the effects of hazards; and
2. Follow OHS procedures for controlling hazards/risks in the workplace.



What I Know

Let us determine how much you already know about the hazards and risks in a workplace. Take this test.

Pretest

Directions: Choose and write the letter of the correct answer on your activity notebook.

1. It is any source of potential damage, harm or adverse effects on something or someone.
   A. Effect
   B. Hazard
   C. Risk
   D. Threat

2. The following are factors that influence the degree or likelihood of risk, except;
   A. An object that fell from height.
   B. How the person was exposed.
   C. The nature of exposure.
   D. The severity of effect.

3. Which of the following is a type of effect where the injury or harm can be occur as soon as a person can come in contact with the hazardous agent?
   A. Acute
   B. Chronic
   C. Irreversible
   D. Reversible

4. What do you call a type of effect where the injury caused by the hazard can heal completely?
   A. Acute effect
   B. Chronic effect
   C. Irreversible effect
   D. Reversible effect

5. What equipment that will protect the user against health or safety risk at work?
   A. Hazard control equipment
   B. Personal protective equipment
   C. Risk control equipment
   D. Safety equipment

6. Which is an engineering control method that aims to keep the chemical in and the worker out or vice versa?
    A. Education and training
    B. Enclosure and isolation
    C. Ventilation
    D. Work practices

7. What administrative control method where employees are taught how to conduct their work safely?
    A. Education and training
    B. Emergency preparedness
    C. Good housekeeping
    D. Work practices

8. It is an administrative control method where safe work procedures or standard operating procedures are developed.
    A. Administrative control
    B. Enclosure and isolation
    C. Process control
    D. Work practices

9. What engineering control method which strategically adds or removes air in the work environment?
    A. Enclosure and isolation
    B. Health and safety leave
    C. Ventilation
    D. Work practices

10. What is essential in preventing accumulation of hazardous or toxic materials?
    A. Emergency preparedness
    B. Good housekeeping
    C. Personal hygiene practices
    D. Personal protective equipment

11. What method of controlling hazard which occur when a new chemical or substance that is less hazardous is used instead of another chemical?
    A. Elimination
    B. Hygiene
    C. Substitution
    D. Ventilation

12. What do you call an equipment worn by individuals which reduces exposure such as contact with chemicals?
    A. Administrative controls
    B. Elimination
    C. Engineering controls
    D. Personal protective equipment

13. What method of controlling hazard which include designs or modifications to plants, equipment, ventilation systems, and processes that reduce the source of exposure?
    A. Elimination
    B. Engineering controls
    C. Substitution
    D. Personal hygiene

14. What method of controlling hazard which alter the way the work is done, including timing of work, policies and other rules, and work practices?
    A. Administrative controls
    B. Engineering controls
    C. Process control
    D. Work practices

15. What method of controlling hazard where the hazardous material or machine is removed from the workplace?
    A. Elimination
    B. Engineering controls
    C. Substitution
    D. Work practices

Lesson 1 Evaluation and Control Hazards and Risks in a Workplace

[In this lesson the students independently learn about the effects of hazard and the ways to evaluate and control hazards and risks that they might encounter daily.]

Hello learner! You are about to learn ways to evaluate and control hazards and risks in the work place. This is a continuation of the previous module on the practice of occupational health and safety in front office services. Before answering the activities within, be advised to read the whole module first.

What's In

In the previous lesson, you learned about identifying hazards and risks in front office services. Let's check whether you remember the significant concepts that you have taken.

Activity 1: Name Game

Directions: Choose from the box below the correct name of the safety signs. Write your answers on your activity notebook.

Prohibition Sign	Information Sign	Security Sign
Hotels and Catering Sign	Do Not Shout	Warning Sign
Fire Sign	First Aid Sign	Do Not Run

istockphoto.com

Ville Heikkinen 2019

Vectorstock 2021

1. _____

2. _____

3. _____

Vectorstock 2021

4.

Pngtree 2021

5.

Vectorstock 2021

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Vectorstock 2021

7.

Pngtree 2021

8.

Vectorstock 2021

9.

Being able to understand the indicators and safety signs indeed makes you safer. But the capability to read these signs is not enough for you to create a culture of safety when working.

What's New

Get to know some of the key words that you will encounter in this lesson.

Activity: Hazard Puzzling Mission

Directions: Arrange the jumbled letters to form the words that correspond to the definition given below. Write your answers in your activity notebook.

1. ZARHAD
   -any source of potential damage, harm or adverse effect on someone or something.

2. KRIS
   -the chance or probability that a person will be harmed or experience an adverse effect when exposed to a hazard.

3. CUTEA
   -means that the injury or harm can occur or be felt as soon as a person come into contact with the hazardous agent.

4. NICHROC
   -means that the injury or harm is delayed.

5. REVERELBIS
   -the injury caused by a hazard can heal completely.

6. IRREVERELBIS
   -the injury caused by the hazard can result in an untreatable disease.

7. MINATIONELI
   -process of removing the hazard from the workplace.

8. TITUTIONSUBSTI
   -process of replacing the hazardous materials or machine with less hazardous ones.

9. TILATVENION
   -a method of control that strategically "adds" and "removes" air in the work environment.

10. YINGBULL
    -improper conduct or behavior

What is It

At this point, study the adverse health effects of hazards and the healthy procedures of controlling them. You will also learn about the measures of protection established by law to ensure that workers' safety, health and welfare are protected.

I. Hazard, Risks and Adverse Health Effects

A. Hazard

A hazard is any source of potential damage, harm or adverse effects on something or someone. Workplace hazards can come from a wide range of sources. General examples include any substance, material, process, practice, etc. that has the ability to cause harm or adverse health effect to a person or property.

Source of Workplace Hazard	Example of Hazard	Example of Harm Caused
Object	Knife	Cut
Substance	Benzene	Leukemia
Material	Mycobacterium Tuberculosis	Tuberculosis
Source of Energy	Electricity	Shock Electrocution
Condition	Wet Floor	Slips, Falls
Process	Welding	Metal Fume Fever
Practice	Hard Rock Mining	Silicosis
Behavior	Bullying	Anxiety, Fear, Depression

Workplace hazards also include practices or conditions that release uncontrolled energy like:

- An object that could fall from height (potential or gravitational energy)
- A run-away chemical reaction (chemical energy)
- The release of compressed gas or steam (pressure; high temperature)
- Entanglement of hair or clothing in rotating equipment (kinetic energy)
- Contact with electrodes of a battery or capacitator (electrical energy)

B. Risks

Risk is the chance or probability that a person will be harmed or experienced an adverse health effect if exposed to a hazard. It may also apply to situations with property or equipment loss, or harmful effects on the environment.

a. Factors that influence the degree or likelihood of risk are:
   - The nature of the exposure: how much a person is exposed to a hazardous thing or condition (e.g. several times a day or once a year)
   - How the person is exposed (e.g. breathing in a vapor, skin contact)
   - The severity of the effect (e.g. one substance may cause skin cancer, while another may cause skin irritation; cancer is a more serious effect than irritation)

b. Risk Assessment
   This is a process where you:
   - Identify hazards and risk factors that have the potential to cause harm (hazard identification)
   - Analyze and evaluate the risk associated with that hazard (risk analysis, and risk evaluation)
   - Determine appropriate ways to eliminate the hazard, or control the risk when the hazard cannot be eliminated (risk control)

c. Adverse Health Effect
   Any change in body function or the structures of the cells that can lead to disease or health problems.
   Adverse health effects include:

   - Bodily injury
   - Disease
   - Change in the way the body functions, grows, or develops
   - Effects on a developing fetus (teratogenic effects, fetotoxic effects)
   - Effects on children, grandchildren, etc. (inheritable genetic effects)
   - Decrease in life span
   - Change in mental condition resulting from stress, traumatic experiences, exposure to solvents, and so on
   - Effects on the ability to accommodate additional stress

   Effects can be **acute**, meaning that the injury or harm can occur or be felt as soon as a person comes in contact with the hazardous agent (e.g. a splash of acid in a person's eyes).

Effects can be **chronic** (delayed). For example, exposure to poison ivy may cause red swelling on the skin two to six hours after contact with the plant. On the other hand, longer delays are possible: mesothelioma, a kind of cancer in the lining of the lung cavity, can develop 20 years or more after exposure to asbestos.

Effects may be **reversible or irreversible** (permanent) once the hazard is removed. For example, a hazard may cause an injury that can heal completely (reversible) or result in an untreatable disease (irreversible).

II. Risk Assessment and Safety Statement

As required in the Safety, Health, and Welfare at Work Act of 2005, every employer is required to carry out a risk assessment for the workplace which should identify any hazards present in the workplace, assess the risk arising from such hazards, and identify the steps to be taken to deal with any risks. The employer must also prepare a safety statement which is based in the risk assessment.

The Health and Safety Authority has published guidelines on risk assessments and safety statements as follows;

1. Protective Equipment and Measures

   The employer should tell employees about risks that require wearing of protective equipment. The employer should provide protective equipment together with a training on how to use it, where necessary. An employee is under a duty to take reasonable care for his/her own safety and to use protective equipment supplied. The protective equipment should be provided free of charge to employees if it is intended for use at the workplace only. Usually, employees should be provided with their own personal equipment.

2. Reporting Accidents

   All accidents in the workplace should be reported to the employer, who should record the details of the incident. Reporting the accident will help to safeguard social welfare and other rights which may arise as a result of occupational accident. An employer is obliged to report any accident that results in an employee missing three consecutive days at work to the Health and Safety Authority.

3. Health and Safety Leave

   An employer should carry out separate risk assessment in relation to pregnant employees. If there are particular risks to an employee's pregnancy because she has recently given birth or is breastfeeding, these should be either removed or the employee moved away from them. Under Section 18 of the Maternity Protection Act of 1994, if neither of these options is possible, the employees should be given health and safety leave from work, which may continue from the beginning of maternity leave.

4. Health and Safety for Young People

   An employer should carry out a separate risk assessment in relation to an employee under 18 years of age. This risk assessment should be carried out before the young person is employed. If certain risks are present including risks that cannot be recognized or avoided by the young person due to factors like lack of experience, the young person should not be employed.

5. Violence in the Workplace

   The possibility of violence towards the employees should be addressed in a safety statement. For example, factors like the isolation of employee and the presence of cash on the premises need to be taken into account. Proper safeguards should be put into place to eliminate the risk of violence as afar as possible and the employee should be provided with appropriate means of minimizing the remaining risk, for example, security glass.

6. Bullying

   One of the employer's duties is to prevent improper conduct or behavior. An employer should have established procedures for dealing with complaints of bullying in the workplace and deal with such complaints immediately. Ignoring complaints of bullying could leave an employer open to a possible claim for damages by an employee. It is advisable for an employee to have an established grievance procedure to deal with complaints of bullying.

III. Hazard Control

A hazard control program consists of all steps necessary to protect workers from exposure to a substance or system, the training and the procedures required to monitor worker exposure and their health to hazards such as chemicals, materials or substance, or other types of hazards such as noise and vibration. A written workplace hazard control program should outline which methods are being used to control the exposure and how these controls will be monitored for effectiveness.

Selecting an appropriate control is not always easy. It often involves doing a risk assessment to evaluate and prioritize the hazards and risks. In addition, both "normal" and any potential or unusual situations must be studied. Each program should be specially designed to suit the needs of the individual workplace. Hence, no two programs will be exactly alike.

Choosing a control method may involve:

- Evaluating and selecting temporary and permanent controls.
- Implementing temporary measures until permanent (engineering) controls can be put in place.
- Implementing permanent controls when reasonably practicable.

For example, in the case of a noise hazard, temporary measures might require workers to use hearing protection. Long term, permanent controls might use engineering methods to remove or isolate the noise source.

Some hazards and their controls will be specifically outlined in legislation. In all cases, the employer has a duty of due diligence and is responsible for taking all reasonable precautions, under the particular circumstances, to prevent injuries or accidents in the workplace.

In situations where there is not a clear way to control a hazard, or if legislation does not impose a limit or guideline, you should seek guidance from occupational health professionals such as an occupational hygienist or safety professional about what is the "best practice" or "standard practice" when working in that situation.

The main ways to control a hazard (hierarchy of control) include:

- **Elimination (including substitution):** Remove the hazard from the workplace, or substitute (replace) hazardous materials or machines with less hazardous ones.
- **Engineering Controls:** Includes designs or modifications to plants, equipment, ventilation systems, and processes that reduce the source of exposure.
- **Administrative Controls:** Controls that alter the way the work is done, including timing of work, policies and other rules, and work practices such as standards and operating procedures (including training, housekeeping, and equipment maintenance, and personal hygiene practices).
- **Personal Protective Equipment:** Equipment worn by individuals to reduce exposure such as contact with chemicals or exposure to noise.

Controls are usually placed:

1. At the source (where the hazard "comes from").
2. Along the path (where the hazard "travels").
3. At the worker.

IV. Occupational Health and Safety Hierarchy

A. Elimination and Substitution

Elimination is the process of removing the hazard from the workplace. It is the most effective way to control a risk because the hazard is no longer present. It is the preferred way to control a hazard and should be used whenever possible.

Substitution occurs when a new chemical or substance that is less hazardous is used instead of another chemical. It is sometimes grouped with elimination because, in effect, you are removing the first substance or hazard from the workplace. The goal, obviously, is to choose a new chemical that is less hazardous than the original.

Another type of substitution includes using the same chemical but to use it in a different form. For example, a dry, dusty powder may be a significant inhalation hazard but if this material can be purchased and used as pellets or crystals, there may be less dust in the air and therefore less exposure.

B. Engineering Controls

Methods that are built into the design of a plant, equipment or process to minimize the hazard. Engineering controls are a very reliable way to control worker exposures as long as the controls are designed, used and maintained properly.

The basic types of engineering controls are:

- Process control
- Enclosure and/or isolation of emission source
- Ventilation

a. Process Control

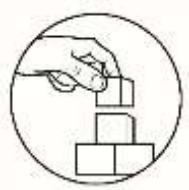
Involves changing the way a job activity or process is done to reduce the risk. Monitoring should be done before and as well as after the change is implemented to make sure the changes did, in fact, control the hazard.

b. Enclosure and Isolation

These methods aim to keep the chemical "in" and the worker "out" (or vice versa).

An enclosure keeps a selected hazard "physically" away from the worker. Enclosed equipment, for example, is tightly sealed and it is typically only opened for cleaning or maintenance. Other examples include "glove boxes" (where a chemical is in a ventilated and enclosed space and the employee works with the material by using gloves that are built in), abrasive blasting cabinets, or remote-control devices. Care must be taken when the enclosure is opened for maintenance as exposure could occur if adequate precautions are not taken. The enclosure itself must be well maintained to prevent leaks.

Isolation places the hazardous process "geographically" away from the majority of the workers. Common isolation techniques are to create a contaminant-free or noise-free booth either around the equipment or around the employee workstations.



What's More

For you to appreciate the importance of putting safety procedures into practice, perform the following series of activities to self-evaluate if you are ready to incorporate safety precautions in your daily activities.

Activity 1: Action-Reaction

Directions: Match the hazards listed in column A to their most possible effect in column B. Write the letter of your answers in your activity notebook.

A (Hazards)	**B (Health Effects)**
1. wet floors	a. radiation exposure
2. objects protruding on walkways	b. aspiration pneumonia
3. lifting heavy objects	c. deep body cooling or heat stroke
4. poor desk seating	d. eye irritation
5. loud sounds	e. industrial deafness
6. bright lights	f. tripping on object
7. extreme temperatures	g. skeletal deformation
8. ventilation contaminated air	h. muscle strain
9. photocopies	i. dermatitis
10. cleaning agents	j. slip on floor
	k. death

Now you know that hazards pose adverse health effects. In hotel industry or in any type of business, the government established protocols to ensure safety of staff and personnel. These protocols are mandated by law through the embodiment of risk assessment and safety statements. Get to know these statements in the next activity.

Activity 2: Safety Statement

Directions: Read and understand the statement below. Write T if the statement is true. Write F if the statement is false. Write your answers on your activity notebook.

1. The Safety, Health, and Welfare at Work Act of 2005 required employers to carry out risk assessment for the workplace.
2. Under the Health and Safety Authority guidelines, it is stated that the employer must provide protective equipment and training on how to use it, where necessary.
3. Not all accidents happening in the workplace should be reported to the employer.
4. It is not included on the workplace safety statement that the employers should carry out a separate risk assessment for employees who are pregnant and employees who are under 18 years old.
5. Proper safeguards should be put into place to eliminate risk of workplace violence.
6. An adverse effect refers to any change in the body or the structures of the cell that do not lead to disease or health problems.
7. Under the published guidelines on risk assessments and safety statements and safety statements, violence in the workplace should be addressed accordingly.
8. Selecting appropriate hazard control involves doing a risk assessment to evaluate and prioritize the hazards and risks.
9. Controls should be placed where the hazard comes from, where the hazard travels, but not at the worker.
10. Administrative controls are not generally favored because they can be difficult to implement, maintain and are not a reliable way to reduce exposure.

Very good learner! You are now ready to make safety a part of your daily routine. The key to being safe is now complete. You can already identify, evaluate, and control health hazards.

What I Have Learned

Let's sum up what you have learned in this module.

Activity: Safety Evaluation and Control Summary

Directions: Copy the paragraph on your activity notebook and fill-in the blanks with appropriate words.

Any source of potential damage, harm or adverse effects on something or someone is called (1) _____. On the other hand, the chance or probability that a person will be harmed or experience an adverse health effect if exposed to a hazard is called (2) _____. There is an (3) _____ if there is any change in body function or the structures of the cells that can lead to disease or health problem. An adverse health effect can be acute or chronic, it can also be reversible or irreversible. It is (4) _____when the injury or harm can be felt as soon as the person in comes in contact with the hazardous material. It is (5) _____when the injury or harm is delayed. It is reversible if it can be healed completely and irreversible when it can result to untreatable diseases.

As required by the Safety, Health, and Welfare at Work Act of 2005, every employer is required to carry out a risk assessment for the workplace and prepare a safety statement. The Health and Safety Authority has published guidelines on risk assessment and safety statements as follows; protective equipment and measures, (6) _____, health and safety leave, health and safety for young people, (7) _____, and bullying.

Any workplace must have a hazard control program which is consists of all steps necessary to protect workers from exposure to a substance or system, the training and the procedures required to monitor worker exposure and their health to hazards such as (8) _____, materials or substance, or other types of hazards such as noise and vibration. There are four main ways to control hazard. These are (9) _____, engineering controls, administrative controls, and (10) _____.

What I Can Do

Let's apply what you have learned.

Activity: Risk Assessment and Evaluation Survey

Directions: Copy the table on your activity notebook. Fill-in the columns with the hazards/risks present in your own house. Identify their effects then classify whether it is chronic, acute, reversible, or irreversible.

Hazards/Risks	Effect	Classification
1.		
2.		
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		

Assessment

Post Test

Directions: Choose and write the letter of the correct answer in your activity notebook.

1. What method of controlling hazard which occur when a new chemical or substance that is less hazardous is used instead of another chemical?
   A. Elimination
   B. Hygiene
   C. Substitution
   D. Ventilation

2. What do you call an equipment worn by individuals which reduces exposure such as contact with chemicals?
   A. Administrative controls
   B. Elimination
   C. Engineering controls
   D. Personal protective equipment

3. What method of controlling hazard which include designs or modifications to plants, equipment, ventilation systems, and processes that reduce the source of exposure?
   A. Elimination
   B. Engineering controls
   C. Substitution
   D. Personal hygiene

4. What method of controlling hazard which alter the way the work is done, including timing of work, policies and other rules, and work practices?
   A. Administrative controls
   B. Engineering controls
   C. Process control
   D. Work practices

5. What method of controlling hazard where the hazardous material or machine is removed from the workplace?
   A. Elimination
   B. Engineering controls
   C. Substitution
   D. Work practices

6. It is any source of potential damage, harm or adverse effects on something or someone.
    A. Effect
    B. Hazard
    C. Risk
    D. Threat

7. The following are factors that influence the degree or likelihood of risk, except;
    A. An object that fell from height.
    B. How the person was exposed.
    C. The nature of exposure.
    D. The severity of effect.

8. Which of the following is a type of effect where the injury or harm can occur as soon as a person can come in contact with the hazardous agent?
    A. Acute
    B. Chronic
    C. Irreversible
    D. Reversible

9. What do you call a type of effect where the injury caused by the hazard can heal completely?
    A. Acute effect
    B. Chronic effect
    C. Irreversible effect
    D. Reversible effect

10. What equipment that will protect the user against health or safety risk at work?
    A. Hazard control equipment
    B. Personal protective equipment
    C. Risk control equipment
    D. Safety equipment

11. Which is an engineering control method that aims to keep the chemical in and the worker out or vice versa?
    A. Education and training
    B. Enclosure and isolation
    C. Ventilation
    D. Work practices

12. What administrative control method where employees are taught how to conduct their work safely?
    A. Education and training
    B. Emergency preparedness
    C. Good housekeeping
    D. Work practices

13. It is an administrative control method where safe work procedures or standard operating procedures are developed.
    A. Administrative control
    B. Enclosure and isolation
    C. Process control
    D. Work practices

14. What engineering control method which strategically adds or removes air in the work environment?
    A. Enclosure and isolation
    B. Health and safety leave
    C. Ventilation
    D. Work practices

15. What is essential in preventing accumulation of hazardous or toxic materials?
    A. Emergency preparedness
    B. Good housekeeping
    C. Personal hygiene practices
    D. Personal protective equipment

Additional Activity

Activity: Campaign for a Gain

Directions: Create a 200 words essay demonstrating ways in which occupational safety and health can be ensured in a workplace. Write your essay in a whole page of your activity notebook.

Answer Key

What's More
Activity 2:
Safety
Statement

1. T
2. T
3. F
4. F
5. T
6. F
7. T
8. T
9. F
10.T

What's More
Activity 1:
Action-Reaction

1. j
2. f
3. h
4. g
5. e
6. d
7. c
8. b
9. a
10. i

What's New

1. hazard
2. risk
3. acute
4. chronic
5. reversible
6. irreversible
7. elimination
8. substitution
9. ventilation
10. bullying

What's In

1. fire safety sign
2. first aid sign
3. do not run
4. prohibition sign
5. warning sign
6. do not shout
7. information sign
8. security sign
9. hotels and catering sign

Pre-Test

1. A
2. A
3. A
4. D
5. B
6. B
7. A
8. D
9. C
10. B
11. C
12. D
13. B
14. A
15. A

Post-Test

1. C
2. D
3. B
4. A
5. A
6. A
7. A
8. A
9. D
10. B
11. B
12. A
13. D
14. C
15. B

What's I Have Learned

1. hazard
2. risk
3. adverse health effect
4. acute
5. chronic
6. reporting accidents
7. violence in the workplace
8. chemicals
9. elimination
10. personal protective equipment

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