


Work Health Safety: Safe Work Practice: Food & Catering

Use of Urn

|  Risks | Risk rating | Risk Controls |
|---|--|---|
| Burns from steam of hot urn | Likelihood C Consequence3 Rating = HIGH | <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Ensure urn is not overfilled. <input checked="" type="checkbox"/> Turn down urn thermostat when water has boiled. <input checked="" type="checkbox"/> Do not lift or tilt an urn with hot water in it. <input checked="" type="checkbox"/> Never look into the urn as you lift it's lid - a steam burn could result. <input checked="" type="checkbox"/> Display 'Caution Boiling Water' signs near urn |
| Electric shock | Likelihood: E Consequence: 1 Rating = HIGH | <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Ensure power cord is not in power point when filling or emptying urn. <input checked="" type="checkbox"/> Ensure power cord does not get wet during filling of urn. <input checked="" type="checkbox"/> Ensure hands are dry when touching electrical equipment/switches |
| Discomfort from sediment or other material in water | Likelihood D Consequence4 Rating = HIGH | <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Never heat a liquid other than water in an urn. <input checked="" type="checkbox"/> Check that the urn is clean inside and if necessary rinse before use. |
| Manual handling – damage from lifting full urn | Likelihood C Consequence3 Rating = HIGH | <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Staff competent in manual handling <input checked="" type="checkbox"/> Use trolley to transport full urn. <input checked="" type="checkbox"/> If urn must be lifted off trolley use two people. |
| Manual handling injury from spilling on wet surface | Likelihood E Consequence 3 Rating = MODERATE | <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Ensure urn is not overfilled. <input checked="" type="checkbox"/> Mop up any spilt water ASAP use dry mop afterwards and erect signage |
| Damage to urn | Likelihood C Consequence3 Rating = LOW | <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Never heat a liquid other than water in an urn. <input checked="" type="checkbox"/> Regularly check that there is sufficient water in the urn to prevent it boiling dry |

Equipment required:

| <i>Mercy Services equipment</i> | <i>Others equipment</i> |
|--|-------------------------|
| Urn, bucket, trolley, mat Worker to wear <u>footwear</u> that is fully enclosed, slip resistant sole, water repellent/resistant and provides adequate support. Personal Protective Equipment required: Gloves, Apron | |

| Activity | Worker behaviour | Client/other's behaviour |
|-----------------------------|--|--------------------------|
| 1. Prepare the urn for use. | a. Place the urn on the trolley (preferably one with raised edges) | Clients to: |

| Activity | Worker behaviour | Client/other's behaviour |
|----------------------------|---|--|
| | b. Fill the urn with water. Ensure the urn is free of sediment. c. Ensure that a drip tray is closed. d. Fill urn using hose on kitchen tap. <i>If it is totally necessary to manually handle the water, use 4lt maximum sized container (clean), do not lift above shoulder height.</i> <u>DO NOT OVER FILL THE URN.</u> e. Ensure the cord of the urn does not get wet, nor is lying loose where it may possibly trip someone. f. Replace the lid on the urn | <i>stay away from urn when it is heating or being prepared</i> |
| 2. Use urn | a. Plug in the urn where the trolley and the urn can be monitored and where risk of burns or trips is minimized. b. Turn power on. c. When urn boils, turn thermostat to 'simmer' position. d. Display ' Caution Boiling Water ' signs near urn e. Ensure that a drip tray is under the tap. f. Arrange cups and drinks items in such a way that people can move in a linear manner (<i>before getting to urn get cup, put in dry goods, then fill with hot water, then move away and add milk and stir drink</i>) g. Monitor the urn at all times to ensure clients or visitors do not approach or injure themselves on the cord or hot surfaces. | <i>Clients to: stay away from urn when it is heating or being prepared</i> <i>Staff/volunteers only to use urn if people are unsteady on their feet and/or unable to transport a full cup without spillage</i> |
| 3. Clean and pack away urn | a. Allow the urn to cool before cleaning. b. Put on gloves. c. Clean the urn and the trolley according to food regulation standards. d. Change gloves if necessary. Wash hands in between pairs of gloves. e. Move the empty urn to storage area. f. Store trolley safely to prevent trips or falls. g. Remove gloves. h. Wash hands. | <i>Clients to: stay away from urn when it is cleaned and packed away</i> |
| 4. Follow-up | a. Document any incident and report it to your Coordinator immediately | |

As at 03/05/17 this Safe Work Practice is authorised for use in:

| Service | Position |
|--------------------------------|---|
| Day Centre/ Centre Based Meals | Food Safety Officer/Cook and experienced kitchen volunteers |
| Residential Aged Care | Cook, kitchen hand and Assistant in Nursing |

Date for review of safe work practice: May 2020 (*or if injury or changes require*)

COMPETENCY ASSESSMENT

Use of Urn

Employee _____

Assessor _____

Date _____

Desired Outcome:

For staff/volunteer to use Urn to heat and serve drinks without causing harm or distress

Knowledge required:

Manual handling

Hazard identification and risk management

| Performance Criteria | Competence demonstrated | Comment |
|--|-------------------------|---------|
| Prepare the urn for use. | | |
| a. Places the urn on the trolley (preferably one with raised edges) | | |
| b. Fills the urn with water. Ensures the urn is free of sediment. | | |
| c. Ensures that a drip tray is closed. | | |
| d. Fills urn using hose on kitchen tap. <i>If it is totally necessary to manually handle the water, use 4lt maximum sized container (clean), do not lift above shoulder height. <u>DO NOT OVER FILL THE URN.</u></i> | | |
| e. Ensures the cord of the urn does not get wet, nor is lying loose where it may possibly trip someone. | | |
| f. Replaces the lid on the urn | | |
| Use urn | | |
| a. Plugs in the urn where the trolley and the urn can be monitored and where risk of burns or trips is minimized. | | |
| b. Turns power on. | | |
| c. When urn boils, turns thermostat to 'simmer' position. | | |
| d. Displays ' Caution Boiling Water ' signs near urn | | |
| e. Ensures that a drip tray is under the tap. | | |
| f. Arranges cups and drinks items in such a way that people can move in a linear manner (<i>before</i> | | |

| | | |
|--|--|--|
| <i>getting to urn get cup, put in dry goods, then fill with hot water, then move away and add milk and stir drink)</i> | | |
| g. Monitors the urn at all times to ensure clients or visitors do not approach or injure themselves on the cord or hot surfaces. | | |
| Clean and pack away urn | | |
| a. Allows the urn to cool before cleaning. | | |
| b. Puts on gloves. | | |
| c. Cleans the urn and the trolley according to food regulation standards. | | |
| d. Changes gloves if necessary. Washes hands in between pairs of gloves. | | |
| e. Moves the empty urn to storage area. | | |
| f. Stores trolley safely to prevent trips or falls. | | |
| g. Removes gloves. | | |
| h. Washes hands. | | |
| Follow-up | | |
| a. Documents any incident and reports it to your Coordinator immediately | | |

Is the worker assessed as being competent? YES NO

Any required follow up action/training: _____

Signature of employee..... Date.....

Signature of assessor Date.....