

<b>Theme:</b> Service Industry Fundamentals	<b>Length:</b> 3 hours	
<b>Topic:</b> Safety at Work Hazards, injuries, incident and accident reports, WHMIS, signs and labels	<b>Target Audience:</b> CLB 4 – 5	
<b>Lesson Objective(s)/Task(s):</b> Students will comprehend through listening and discussing types of workplace hazards and what to do in the event of an accident or injury at work Students will be distinguish the details of Worker’s Compensation Students will read and discuss the basic WHMIS symbols and take a WHMIS quiz Students will identify and analyze various warning signs Students will identify and analyze various warning and instructional labels Students will fill out a sample Alberta workplace incident report		
<b>Learner Outcome(s):</b> By the end of the lesson, students will be able to <b>Listening</b> Identify basic signals in speech for collaboration and turn-taking (5) <b>Speaking</b> Give someone simple instructions (4) <b>Reading</b> Get information from moderately complex business or service texts (5) Follow instructions with 7 – 10 steps, sometimes with pictures (5) Identify specific important details and response required (4) Identify the layout of a text to find the information I need (5) <b>Writing</b> Write a paragraph to relate a familiar sequence of events, descriptions of a person, object, routine, event, or incident (5) Choose language that is appropriate and relevant to the occasion (5) Complete forms requiring detailed information (5)		
<b>Resources and Materials:</b> PowerPoint <i>Safety at Work</i> WHMIS quiz from <a href="http://provincialcouncils.ca/whmisgame/game.html">http://provincialcouncils.ca/whmisgame/game.html</a> Word Document <i>Labels</i> (6pages) PDF <i>Alberta Accident and Incident Report Form</i> (7 pages)		
<b>Activity</b>	<b>Timing</b>	<b>Possible Roadblocks &amp; Solutions</b>
1. Greet and Introduce - Instructor will welcome class and inform them of today’s topic, eliciting prior knowledge of workplace safety norms in Canada and their similarities or differences with those in their country of origin	10 minutes	
2. Hazards - Instructor will use the PPT Safety at Work to go over workplace Hazards and injuries, discussing	20 minutes	

<p>new words and cultural workplace differences with class</p>		
<p>3. Injury prevention: WHMIS  - Instructor will continue with PPT and go over the eight basic WHMIS symbols, explaining that many jobs in the food service industry require employees to pass the WHMIS test or go through WHMIS training. After reading and discussing the symbols, the class will work together to complete the online WHMIS quiz</p>	<p>45 minutes</p>	
	<p>15 minute break</p>	
<p>4. Signs  - Instructor will continue with PPT to show students possible signs and other warning symbols that may be posted in and around their place of employment. Students will work in pairs to guess the meaning of the signs and instructor will facilitate a take up</p>	<p>15 minutes</p>	
<p>5. Symbols  - Instructor will repeat activity for the labels portion of the PPT, arranging the class in new pairs. Each pair will be given a handout containing 10 safety and warning labels that they could encounter in the workplace in the service industry. They will read each label and identify three elements: what sort of product, machine, or tool the label may be attached to, what the specific warning is and, if given, what to do in the event of unsafe use or exposure to the hazard. Take up and discussion will follow pair work.</p>	<p>30 minutes</p>	<p>Some students may get overwhelmed by the volume of new vocabulary on the labels. Instructor should help them focus on scanning for the three details they need to identify and ignoring non-essential vocabulary at this time.</p>
<p>6. Incident Report  - Instructor will distribute a copy of Alberta’s workplace incident investigation report to each student. Students will assemble in new pairs and come up with a potential workplace incident they witnessed or experienced. They will work together to fill out their incident reports. A take up will follow.</p>	<p>40 minutes</p>	
	<p>5 minutes</p>	
<p>7. Homework  - Instructor goes over homework</p>		

**Homework**

Read over business idioms “No brainer” to “put all one’s eggs in one basket” and write example sentences for each. Complete the mid-term self assessment.

**Notes:**

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