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# UNIT 4

HEALTH AND SAFETY IN TOURISM SECTOR

PARTICIPANT'S MANUAL

BLOCK 1: SOFT  
SKILLS IN THE  
TOURISM SECTOR



# Consortium



**Number project: 2017-1-ES01-KA202-038574**

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**HEALTH AND SAFETY  
IN ACCESIBLE AND INCLUSIVE TOURISM SECTOR**

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# 1. INTRODUCTION



## Introduction

Health and safety in accessible and inclusive tourism sector

# Activity 1

*ICE-BREAKER*

## Introduction

### Health and safety in accessible and inclusive tourism sector



- All workers have the right to a **healthy, balanced** and **safe** work environment, with "reduction of the inherent risks to work, through health, hygiene and safety standards".
- Occupational Health and Safety is a set of preventive measures adopted aimed at minimizing occupational accidents, occupational diseases, as well as protecting the physical, mental and working capacity of the employee.

## Introduction

### Health and safety in accessible and inclusive tourism sector



- **Portuguese Law**

- Currently there is legislation that allows effective protection of those who integrate industrial activities, or others.
- Its application should benefit Companies and Workers, simultaneously, and take in consideration the aspects related to the environmental and safety conditions of each job.



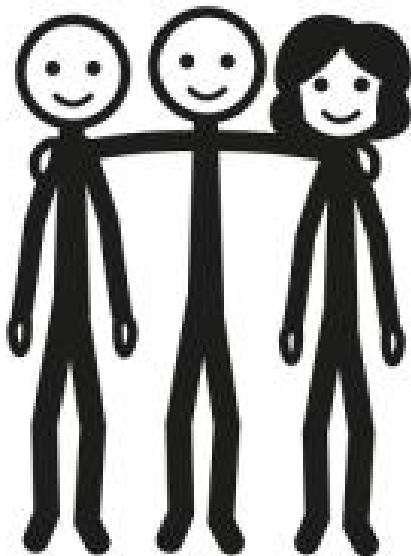


## Introduction

### Health and safety in accessible and inclusive tourism sector



According to the O.M.S. - World Health Organization - the verification of Hygiene and Safety conditions consists of "a state of physical, mental and social well-being and not only the absence of disease and infirmity".



## Introduction

Health and safety in accessible and inclusive tourism sector



- **What do you think about it?**
  - What are the main Hygiene Rules?
  - Do you know any Safety Rules?
  - Do you know any Personal Protective Equipment?
  - Could you tell us Diseases caused by work?
  - Do you know any Harmful Agents?

## **2. OBJECTIVES OF THE UNIT**



## Objectives

Health and safety in accessible and inclusive tourism sector



- ❑ To raise awareness about hygiene and safety;
- ❑ To promote basic concepts of health and risk factors.

# **3. FACE TO FACE SESSION**



# SESSION 1

# AGENDA



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- 1. Good hygiene practices at work in tourism sector**
- 2. Safety at work**
- 3. Conclusions**
- 4. Evaluation**



## 1.1.GOOD HYGIENE PRACTICES AT WORK IN TOURISM SECTOR

## Good hygiene practices at work in tourism sector

Health and safety in accesible and inclusive tourism sector

# Hygiene rules

The way we present to the others, specially in tourism sector, is very important to make a good first impression.

That could determinate if client stays in the restaurant, hotel, etc. and if they will come back.

In the other hand, a good self-presentation could help you to maintain your job.



## Good hygiene practices at work in tourism sector

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# Hygiene rules

## Some examples:

- Clean and well arranged hair (tied at the back of the head);
- Clean and short nails;
- Daily bath;
- Do not cough or sneeze in the direction of clients;
- ...

## Good hygiene practices at work in tourism sector

Health and safety in accessible and inclusive tourism sector

# Cleaning and disinfection

- People spend hours working in the workplace, a single space can be divided among many professionals. So, is very important to clean and disinfect such places.
- Space cleaning also prevents accidents and ensures the maintenance of the organization's equipment.
- Clean spaces will help you to keep your health and to attract clients.

## Good hygiene practices at work in tourism sector

Health and safety in accesible and inclusive tourism sector



## Good hygiene practices at work in tourism sector

Health and safety in accesible and inclusive tourism sector



## Good hygiene practices at work in tourism sector

Health and safety in accesible and inclusive tourism sector





## 1.3.SAFETY AT WORK

## Safety at work

Health and safety in accessible and inclusive tourism sector

# Safety rules

- Occupational safety aims to combat occupational accidents from a non-medical point of view.
- In one hand occupational safety pretends to eliminate unsafe conditions and environments, and in the other hand educate workers to use preventative measures.

# Safety rules

- In workplaces is possible to identify a set of factors related to neglect or inattention by the non use of elementary rules that enhance the possibility of accidents or problems.



## Safety at work

Health and safety in accessible and inclusive tourism sector

# Safety rules

- Main safety rules:
  - Correct use of machines and utensils;
  - Correct use of self-protection equipment;
  - Fulfillment of orders and instructions;
  - Have some knowledge about:
    - First aid;
    - Toxic products;
    - Fire fighting;
    - Product labeling according to the Community legislation;
    - Ecologic knowledge...

## Safety at work

Health and safety in accessible and inclusive tourism sector



## Safety at work

Health and safety in accessible and inclusive tourism sector

# Self-protection

- Individual protection measures should be a priority.
- All personal use devices that intended to protect the physical integrity and health of the worker shall be considered personal protective equipment.
- Self-protection equipment do not prevent accidents. It only decrease or prevent injuries that can result from accidents.

## Safety at work

Health and safety in accessible and inclusive tourism sector



## Safety at work

Health and safety in accessible and inclusive tourism sector



## Safety at work

Health and safety in accessible and inclusive tourism sector



## Safety at work

Health and safety in accessible and inclusive tourism sector

# What do you think about it?

- When it is necessary?
- How to properly put it on, adjust, wear and take it off?
- What are the equipment limitations?
- What is the proper care, maintenance, useful life, and disposal of the equipment?



## 1.4.CONCEPTS OF HEALTH AND RISK FACTORS



## Concepts of health and risks factors

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# Health vs Disease

Occupational disease is a disease caused by working conditions that result in the inability to work or even death of the worker.

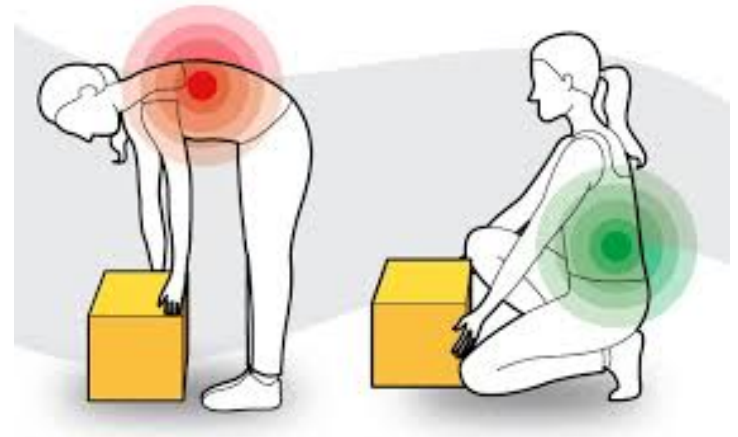
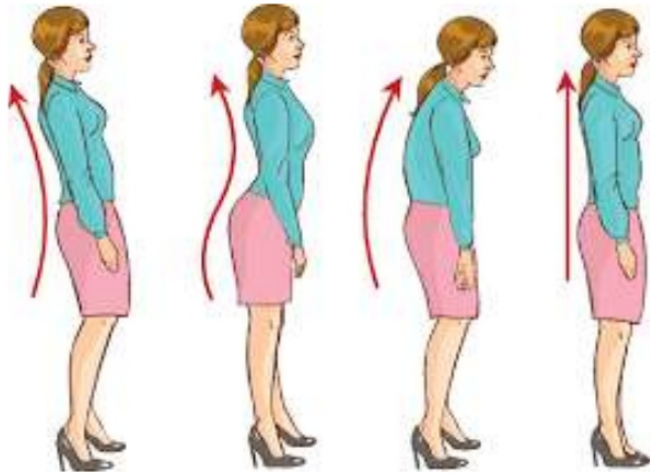
To avoid the ocupacional disease is very important to:

- have a good posture;
- follow the safety rules;
- clean and sanitize properly the spaces.

## Concepts of health and risks factors

Health and safety in accesible and inclusive tourism sector

# Have a good posture



## Concepts of health and risks factors

### Health and safety in accesible and inclusive tourism sector

Always stay in NEUTRAL posture.

Neutral posture can mean a more productive and more comfortable day.

Bad postures could cause:

- Back and neck pain;
- Arms or forearm and hands pain;
- Tiredness;
- Discomfort.

## Concepts of health and risks factors

Health and safety in accesible and inclusive tourism sector

# Harmful agents

Physical agents (heat, cold, pressure, sound, vibrations...).

Chemical agents (detergents, perfumes, clothing).

Biological agents (pathogenic agents).

## Concepts of health and risks factors

Health and safety in accesible and inclusive tourism sector

Pathogens can be transmitted by:

- air (sneezing, cough);
- food;
- water;
- saliva;
- blood;
- animals;

...

## Concepts of health and risks factors

### Health and safety in accesible and inclusive tourism sector

- Many chemicals may present risks to your health or the environment.
- For this reason, whenever you use such products you should pay close attention to the label and look for one of the following symbols to know what care you should take in handling it.

## Concepts of health and risks factors

Health and safety in accesible and inclusive tourism sector

# Warning Symbols



Corrosive Product

Harmful Product

Toxic product

Flammable  
Produ



Comburente  
Product

Explosive Product

Dangerous  
Product for the  
Environment

Radioactive  
Product

## Concepts of health and risks factors

Health and safety in accesible and inclusive tourism sector





## Concepts of health and risks factors

Health and safety in accesible and inclusive tourism sector

- **What do you think about it?**
- What are the risk factors?
- Why is good posture important?
- What are the consequences of poor posture?
- What are the risks and professional diseases?
- Do you know any harmful agents?

## 4. CONCLUSIONS



## Conclusions

### Health and safety in accessible and inclusive tourism sector

To get and keep a job in tourism sector is very important to:

- have good hygiene practices at work;
- know the safety and self protection rules;
- be aware which are the harmful agents and how you keep you healthy...

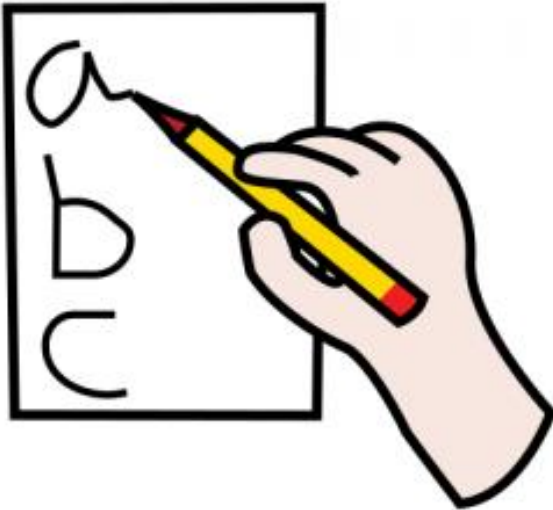


## 1.4.EVALUATION

## Evaluation

Health and safety in accessible and inclusive tourism sector

# Health and safety for tourism sector



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# UNIT 4

## HEALTH AND SAFETY IN TOURISM SECTOR

**ONLINE SESSION**



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# Online sessions

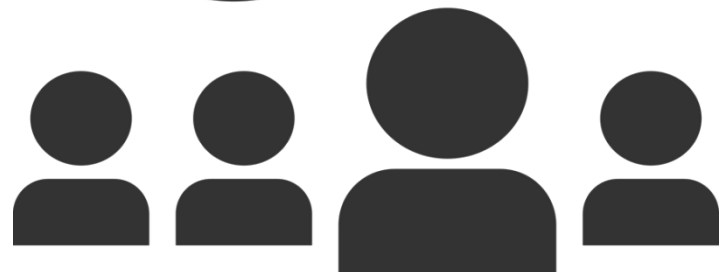


# Activity 1



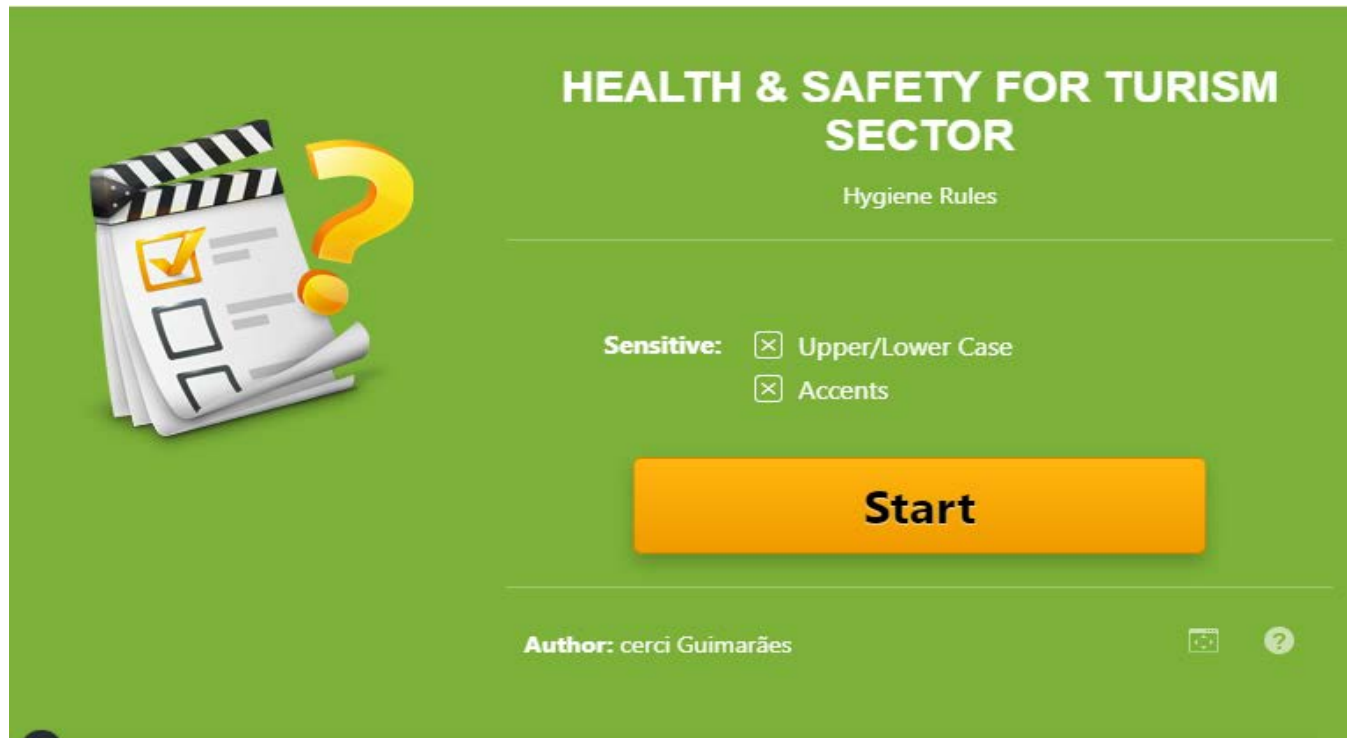
## Telling your experience

Write your opinion and answer this question:  
Do you identify any incorrect behaviour that you  
used to adopt before this course?




# Activity 2 – VideoQuiz

Watch the video «**Hygiene rules**»  
and answer the questions.



# Activity 3 – VideoQuiz

Watch the video «**Safety rules**»  
and answer the questions.



The screenshot shows a quiz interface with a green background. On the left, there is an illustration of a clapperboard with a checklist and a large yellow question mark. The main title is 'HEALTH & SAFETY FOR TURISM SECTOR' in white, with 'Safety Rules' below it. Under the heading, there are two checkboxes under the label 'Sensitive': 'Upper/Lower Case' and 'Accents', both of which are checked. A large orange 'Start' button is centered below the options. At the bottom left, it says 'Author: cerci Guimarães'. At the bottom right, there are two small icons: a grid and a question mark.

**HEALTH & SAFETY FOR TURISM  
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Safety Rules

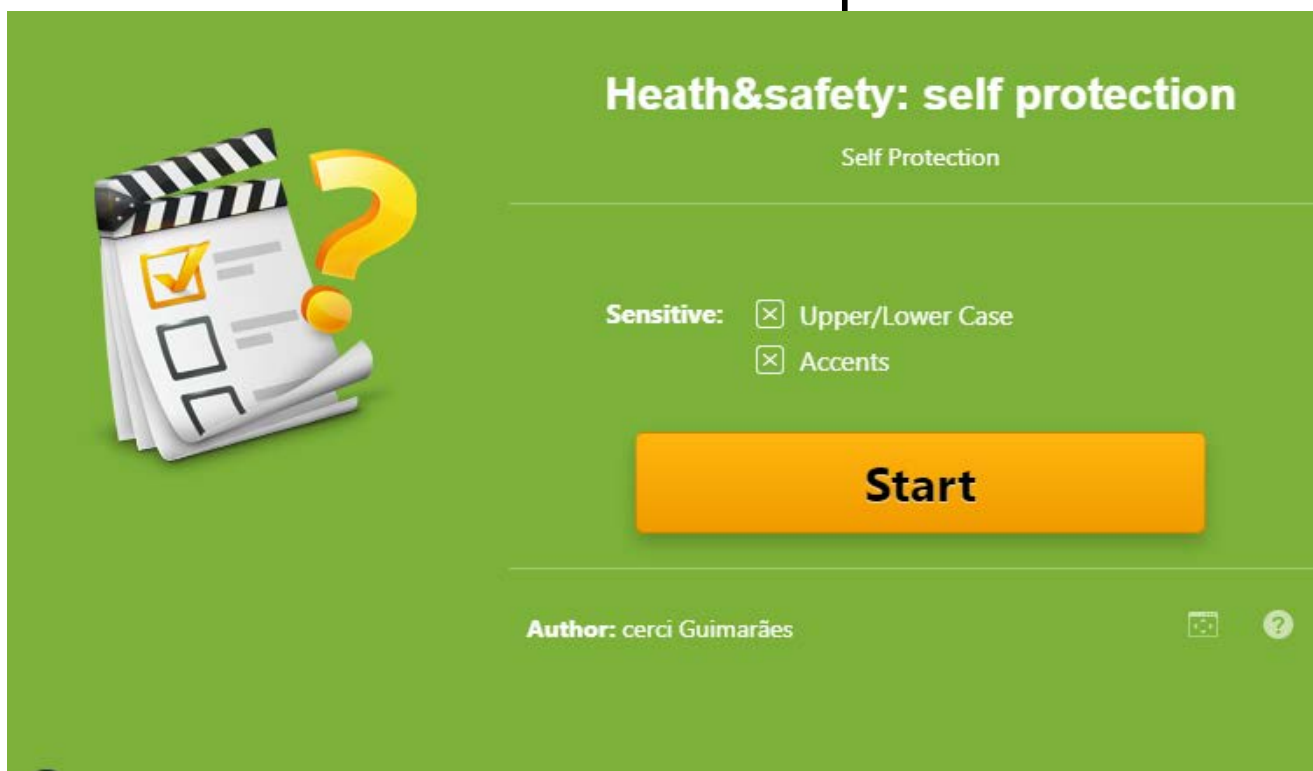
**Sensitive:**  Upper/Lower Case  
 Accents

**Start**

Author: cerci Guimarães

# Activity 4 – VideoQuiz

Watch the video «**Self-protection**»  
and answer the questions.



The screenshot shows a quiz interface with a green background. On the left, there is an illustration of a clapperboard, a checklist with a yellow checkmark, and a large yellow question mark. The main title is 'Heath&safety: self protection' in white text, with 'Self Protection' written below it in a smaller font. Below the title, there are two checkboxes under the heading 'Sensitive:'. The first checkbox is checked and labeled 'Upper/Lower Case'. The second checkbox is also checked and labeled 'Accents'. A large orange button with the word 'Start' in black text is centered below the settings. At the bottom left, the author's name 'Author: cerci Guimarães' is displayed. At the bottom right, there are two small icons: a camera icon and a question mark icon.

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