



Slip and Fall Prevention

Training Library Workbook



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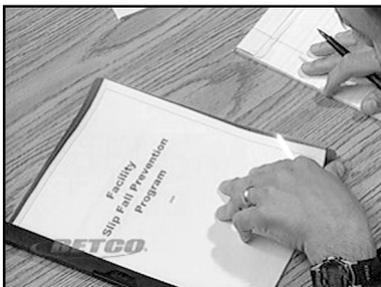
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Section 1.

Introduction



Slips and falls are accidents that can be prevented. Making floor safety a priority is extremely important. A thorough and well-communicated Slip and Fall Prevention Program significantly reduces the chance of accidents. With a good Slip and Fall Prevention program, there will be fewer incidents of injury, fewer lawsuits, fewer fines, lower insurance premiums and no negative press.



You play an important role in a good Slip and Fall Prevention program. By learning and practicing the proper procedures, staying alert, always carrying out “caution” and “common sense” you become vital in the safety and well being of the people around you.



This training module, which is one in the Betco Resource & Process Management™, or RPM Library series, focuses on the “reasonable” and prudent procedures and practices for slip and fall prevention. The purpose of this overview is to provide basic knowledge on what to look for regarding floor safety. It is important to remember that with employees, customers or guests in your facility, everyone must strive for a hazard free environment to avoid accidents and injury.



This module will cover:
Common Causes of Slip/Fall Accidents
Steps to Avoid a Slip/Fall Accident
Proper Spillage Cleanup
What To Do In Case of a Slip or Fall
Personal Safety Practices
Summary

Section 2.

Common Causes of Slip and Fall Accidents

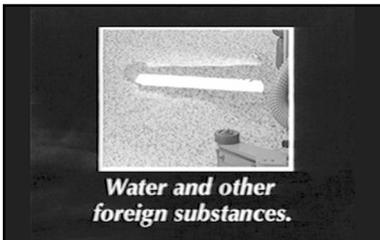


Slip and fall claims annually result in the loss of millions of dollars due to hospital costs, insurance claims, law suits and lost work hours. Many do not pay attention to the issue of slip and fall until after the incident, and unfortunately that is too late. An ounce of prevention can help you better protect customers, co-workers, students or whomever walks into your building.

The following is a list of the five most common causes of slip and fall accidents:



1. Floors that are not maintained properly. Embedded dirt or other contaminants create slippery conditions.



2. Water and other foreign substances such as oily dust mop treatments, food, liquid spills or aerosol product over-spray.



3. Worn away floor finish or defects in the floor or surface such as missing tiles, broken concrete and potholes in parking lots.



4. Foreign materials on people's shoes prior to stepping on a floor.



5. Improper footwear like high heels, platform shoes or slippers.

Many of these causes can be controlled by your knowledge about slip fall prevention.

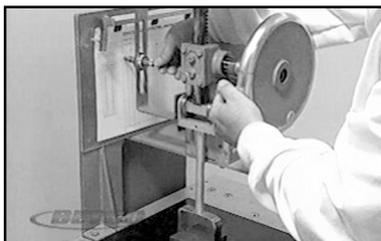
Section 3.

Steps to Avoid a Slip and Fall Accident



An incident involving someone slipping and falling can occur virtually anywhere in or outside of your building. Eliminating falls can never totally be achieved. However, by implementing a slip fall prevention program that includes worker awareness, good work practices and routine monitoring, it can increase safety, while reducing accidents and costly claims.

The following ten steps can assist you in avoiding a slip and fall accident in your facility:



1. Choose your floor care supplier carefully. There are hundreds of companies formulating floor care products, but the quality of expertise and end-user support varies widely. Betco is a leader in floor care innovation. Betco offers training, a nationally recognized expert witness program and innovative floor care products that meet or exceed ASTM (American Society for Testing and Materials) Standard for slip resistance. Betco is one of the few floor care manufacturers owning a James Machine, the only approved device that that can measure slip resistance.



2. Establish and document a slip and fall program within your facility. A written program demonstrates concern and the foresight to establish a program that provides safe, slip resistant floors at all times. If your facility has the unfortunate experience of facing a lawsuit regarding a slip and fall, then a well-documented program will work in your favor.



3. Practice good housekeeping by creating and maintaining good housekeeping procedures. A clean facility not only provides a safe environment, but it also makes a favorable impression on the people who utilize it. This plays an important factor in influencing a lawsuit claim.



4. Establish and follow an effective floor care maintenance program and keep written record of the maintenance procedures. Train individuals on Betco's Life Cycle of Floor Care or Life Cycle of Carpet Care to ensure that the people responsible for your floors truly understand the proper procedures and techniques to floor care maintenance.

Section 3.

Steps to Avoid a Slip and Fall Accident (con't)



- 5. Clean up spills, food, drinks or standing water immediately upon discovery.** Post “CAUTION” or “WET FLOOR” signs warning them of hazardous floor conditions. Completely clean up the spill and dry the floor as thoroughly as possible.



- 6. Use walk off mats where appropriate.** Stop rain, snow and ice before it is tracked onto the floor. Check them routinely to be sure they are clean and lay flat.



- 7. Keep floors dust free and use only slip resistant or water-based products when dusting.** Be sure that aerosol type products are used carefully to avoid over spray on the floor, which could cause the floors to become a slip hazard.



- 8. Make routine safety inspections and record them.** This is especially important in facilities that have a great deal of public traffic. Depending on your facility, climate and floor type will influence the frequency of your inspections. Retail environments will demand several inspections a day, while hospitals or educational environments may only need an inspection once a day or weekly. A Betco RPM Consultant can help you create a routine that best accommodates your facility.



When conducting inspections a supervisor or designated employee should walk through high traffic areas looking for possible slip and fall hazards. Slip tests can be done by simply placing a piece of paper beneath your foot and sliding it across the floor. You should be able to get a good feel for floors that may be a possible slip risk. Other things to look for include, climate hazards such as snow and rain, damaged floors and crooked or flipped mats. If problems are identified, immediately post a caution sign or tape off the area. Address the situation as soon as possible.

These efforts should be documented on inspection form such as the one provided with this training. A routine checklist will assist with this as well. This practice helps discover and take action sooner. Documenting your practices demonstrates that a consistent effort is being made to keep floors slip resistant.

Section 4.

Proper Spillage Clean Up



For "Wet" spills,
follow the "3 C's"

1. **C**ordon off the area.
2. **C**ontain the spill.
3. **C**lean up the spill.

Once a spill has been observed or reported, it is very important to attend to the situation immediately to prevent an accident. Be careful to use the following clean up procedures to ensure the area becomes secure:

1. Cordon off the area to restrict foot traffic.
2. Determine the correct equipment needed to clean the spill.
3. Wear the proper Personal Protective Equipment or PPE to protect yourself from exposure to cleaning chemicals. Gloves and a mask, or goggles will prevent chemical splashes from coming into contact with your skin and eyes.
4. Practice Universal Precautions when cleaning any blood or body fluid spills, or soiled materials that could contain these or other potentially infectious substances. Refer to OSHA's Bloodborne Pathogen standards for more information. Betco provides a Bloodborne Pathogen training module within the RPM Training Library series.
5. If the spill is "**Dry**", sweep with a broom and collect in a dustpan. Be sure to place the material in the appropriate container.
6. Using a clean dust mop with a Betco Water-Based Dust Mop Treatment (#03523), go over the spilled area to remove any additional particulates that remain.
7. If the spill is "**Wet**", follow the "3 C's"
Cordon off the area
Contain the spill
Cleanup the spill
8. Contain large spills with an absorbent.



9. Obtain a mop bucket, which contains a fresh cleaner solution such as Betco pH7 Neutral All Purpose Cleaner or Top Flite™. It is important to note that the type of cleaner is dependent upon the type of spill. If the spill is greasy or oil based, use a degrease solution such as Citrus Chisel.



10. Sweep all solid debris into a dustpan or shovel and place it in a suitable container.

11. When dealing with glass or sharp materials, always handle with care. It is best not to use your hands, even with gloves on. Use a dustpan or shovel and broom to pick up the sharp objects.



12. Mop the remaining liquid, ringing the mop frequently. Make sure to ring the mop tightly to avoid excess moisture on the floor.



13. Allow the area to dry completely before removing any posted signs and opening the area for traffic. Slide your foot over the area to determine that the floor is no longer slippery. If in doubt, contact your supervisor. If needed, repeat the preceding steps with fresh cleaner.

14. Once the floor is acceptable, remove the barriers and signs.

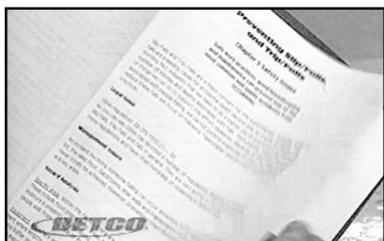


15. Properly dispose of any debris and empty the mop bucket in the appropriate area.

Perform the proper equipment cleanup; rinse the mop and bucket. Place all equipment and supplies in their proper locations for the next spill or cleanup.

Section 5.

What to Do in Case of a Slip and Fall Accident



Knowing how to handle a slip or fall makes you a tremendous asset to your facility and to the person involved. By using the right techniques to address the situation, you become vital in helping the victim as well as the company.

The following list of steps will ensure that you provide the best service in a slip and fall incident:



1. First and foremost, attend to the needs of the fallen person expressing verbal concern for their well-being.
2. Call a supervisor for assistance in notifying the appropriate authorities. If needed, notify a trained employee of the accident and have them go to the site of the fallen person immediately.



3. Make sure someone stays with the victim until medical personnel arrive.

4. Notice all body movements of the victim noting if the movements support their pain complaints.



5. Find out the cause of the accident.

6. Observe the scene and write down the information on an incident or accident report. It is also a good idea to take a picture of where the accident occurred as well as the surroundings.



7. Have the area cleaned following the established procedures.

Time is critical in resolving incidents. If the accident can be related to floor care products, notify your chemical manufacturer immediately. Betco has experts on staff that can assist you with slip and fall accidents.

Section 6.

Personal Safety Practices

- *Don't run or jump on stairs, hallways or docks*

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- *Don't climb on boxes, chairs, or other objects that may topple over or break*

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- *Don't climb on boxes, chairs, or other objects that may topple over or break*
- *Don't carry items that are too heavy or that you cannot see over*

- *Don't run or jump on stairs, hallways or docks*
- *Don't climb on boxes, chairs, or other objects that may topple over or break*
- *Don't carry items that are too heavy or that you cannot see over*
- *Don't leave spills, dry or wet, in work areas*

- *Do wear appropriate footwear that is comfortable and slip resistant*

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- *Do use approved ladders and step stools*

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- *Do use approved ladders and step stools*
- *Do report any unsafe working condition to your supervisor immediately*

Sometimes we get so conscious of keeping others from possible slip and fall accidents that we forget that we are vulnerable to mishap ourselves. Use common sense practices while on the job. Continually try to remind yourself of the following:

- Don't run or jump on stairs, hallways or docks.
- Don't climb on boxes, chairs, or other objects that may topple over or break.
- Don't carry items that are too heavy or that you cannot see over.
- Don't leave spills dry or wet in work areas.
- Do wear appropriate footwear that is comfortable and slip resistant.
- Do use approved ladders and step stools.

Do report any unsafe working condition to your supervisor immediately.

Summary



Know and understand the slip fall prevention program for your facility.



Practice “caution” and “common sense” in your everyday routine. Stay alert to potential hazards and report them to the appropriate authorities.

Know the correct procedures to cleanup all types of spills to protect yourself and others around you.



Learn the proper way to help someone who has fallen by assuring a trained employee is notified and that the victim’s needs are met.

Remember that you can be a victim of slip and fall accidents just as easily as someone else, so remember to work safely.

Close



Not all accidents can be prevented, but with a quality slip and fall prevention plan and proper training, slip fall accidents you can greatly reduce the chances of someone getting seriously hurt from a slip or fall within your facility.

The job that you do is very important to the image of your facility and to the well-being of the people who come through the doors everyday. Be proud of the skills you are developing and know that you truly make a difference in creating a safe, clean and healthy environment.

Appendix

Slip and Fall Prevention Inspection Form

Inspection Date: _____

Customer: _____

Address: _____

City: _____ State: _____ Zip: _____

Maintenance Company: _____

General Floor Appearance: _____

Floor Slip Test:

Area	Reading	Results
_____	_____	<input type="checkbox"/> Pass <input type="checkbox"/> Fail
_____	_____	<input type="checkbox"/> Pass <input type="checkbox"/> Fail
_____	_____	<input type="checkbox"/> Pass <input type="checkbox"/> Fail

Condition of Equipment: _____

Comments, Suggestions, Recommendations: _____

Inspector

Store Manager



Appendix

Slip and Fall Prevention Incident Form

Name of individual in accident: _____

Date of accident: _____ Time of accident: _____

Location of accident (Be specific, including aisle, draw diagram on back if necessary): _____

Location of signs (Be specific, including aisle, draw diagram on back if necessary): _____

Describe injuries: _____

Did individual receive any medical attention: _____

Description of the accident: _____

Accident reported to: (Supervisor) _____

Name

(Corporate) _____

Name

Was an incident report completed (Attach copy or photographs for reference): Yes No

Exact products being used: Floor Finish _____

Cleaner _____

Maintainer _____

Additional Comments: _____

Report Completed By: _____

Signature

Title

Appendix Certification Exam

The following exam will certify you as an official Slip and Fall Prevention Specialist. Please take the time to complete the exam. Fax or mail completed exam to:

Betco Corporation
P.O. Box 3127
Toledo, OH 43607
Fax # 419-321-1954
Attn: Marketing

Exams that are returned to Betco with a grade of 80% or better will receive a certificate of completion. Exams can also be taken online at www.betco.com.

To earn .20 Continuing Education Units (CEU), please mark the box on the information form. Exams will then be forwarded to IEHA for accreditation. IEHA will send certificates directly to the contact.

Please fill out the following information and return it with your completed exams:

Your Name: _____

Company Name: _____

Address: _____

City _____ State _____ Zip Code _____

Phone: _____

E-mail address: _____

Signature: x _____

Please forward my exam scores to IEHA for Continuing Education Units.



Certification Exam

Slip and Fall Prevention IEHA Course Number: 010911x Credit Hours: .20 CEU's

1. A good slip and fall program can:
 - Enhance the life of hard wood floors
 - Lower insurance premiums and result in fewer lawsuits
 - Increase the number of incidents related to slip and fall injuries
2. Which was not covered in this slip and fall training?
 - Common causes of slip and fall accidents
 - Proper spillage clean up
 - Handling a slip and fall lawsuit
3. Which is the most common cause of slip and fall accidents?
 - Improper footwear
 - Weather
 - Insects
 - Floors that are not maintained properly
4. The ASTM (American Society for Testing and Materials):
 - Creates slip and fall prevention programs
 - Sets standards for slip resistance for floor surfaces
 - Establishes safety standards for cleaning
5. What should every facility have to ensure that they are demonstrating a concern for slip and fall prevention?
 - An expert witness on site
 - A written and well-documented slip and fall program
 - James Machine
6. Which is not one of the ten steps recommended to avoid a slip and fall accident in a facility?
 - Place and extra coat of floor finish on high traffic areas
 - Choose a floor care supplier carefully
 - Practice good housekeeping
7. When cleaning up spills, food, drinks or standing water you should?
 - Post caution signs
 - Clean them up immediately
 - All of the above
8. Oil-based treatments are best for dust mops.
 - True
 - False
9. When making routine safety inspections it is very important to:
 - Schedule them every fifteen minutes throughout the day
 - Record and document them
 - Bring a witness to prove that you did them
 - All of the above
10. When doing slip and fall inspections be on the watch for:
 - Turned over mats
 - Climate hazards
 - Damaged floors
 - All of the above
11. Which is not an example of personal protective equipment?
 - mats
 - goggles
 - gloves
12. When using cleaning chemicals always wear the proper personal protective equipment.
 - True
 - False
13. Which is not a one of the 3 "C"'s for cleaning wet spills?
 - Cordon off the area
 - Contain the spill
 - Close all entrance ways
 - Clean up the spill
14. When cleaning a greasy or oily spill, which product should be utilized?
 - All purpose cleaner
 - Sanitizer
 - Degreaser

Certification Exam

Slip and Fall Prevention (con't) IEHA Course Number: 010911x Credit Hours: .20 CEU's

15. Universal Precautions refers to the method for:
- Picking up glass and other sharp objects
 - Handling blood and bodily fluid clean up
 - Properly swinging a mop
16. Understanding how to handle a slip and fall accident:
- You become vital in helping the victim and the company
 - Makes you more productive
 - Guarantees that your facility will not be sued
17. Which is the first step to follow if a slip and fall accident occurs?
- Call a supervisor for assistance
 - Clean up the spillage
 - Attend to the needs of the victim
18. If a slip and fall accident occurs, it is a good idea to take a picture of the accident site.
- True
 - False
19. Which is not a personal safety practice?
- Don't use a step stool or ladder to reach high objects
 - Don't carry items that are too heavy
 - Don't leave wet or dry spills in work areas
20. After learning more about the slip and fall prevention you should be:
- More knowledgeable
 - Proud
 - Helpful in creating a safe and healthy work environment
 - All of the above