

Management Prevention Overview (Slips, Trips, and Falls)

Accidents involving slips and falls are the most common source of injury. These accidents are also the easiest to prevent through managements enforcement of safe practices.

1. **Take Ownership for the Spill** – If anyone sees a spill, object on the floor, or other potential slip or trip hazard they should stand by that spill and have others bring a mop and wet floor sign, or other methods to help clean the spill. Warn others passing by of the spill until it can be taken care of. By doing this, you will protect other employees and customers from costly slip and falls.
2. **Enforce Use Of Slip-Resistant Shoes** – All shoes are not created equal! Despite how much we try, it may not be possible to keep the floors perfectly clean inside the restaurant. As a result, all employees who work inside a restaurant are required to wear designated “slip-resistant” shoes.
3. **Enforce Proper Floor Cleaning** - This is the single most powerful method of preventing slips and falls. Throughout the day, floors throughout the restaurant are subject to a staggering number of contaminants that reduce the floors traction. Everything from common foot-traffic to spills of grease mix to make the floor a potentially very slippery surface. It is important that the floor be properly cleaned on a regular basis.
4. **Use Floor Mats in Strategic Areas** – There are some areas within the restaurant where the floors are prone to be slippery, despite the best cleaning efforts. It is advisable that these areas be equipped with a well-maintained slip-resistant mat(s).
5. **Ladders** – You must enforce the proper use of ladders.
6. **Freezers** – You must ensure freezers are kept free of ice and debris
7. **Housekeeping** – Aisle should be kept clear and clean 100% of the time

be *Safe*

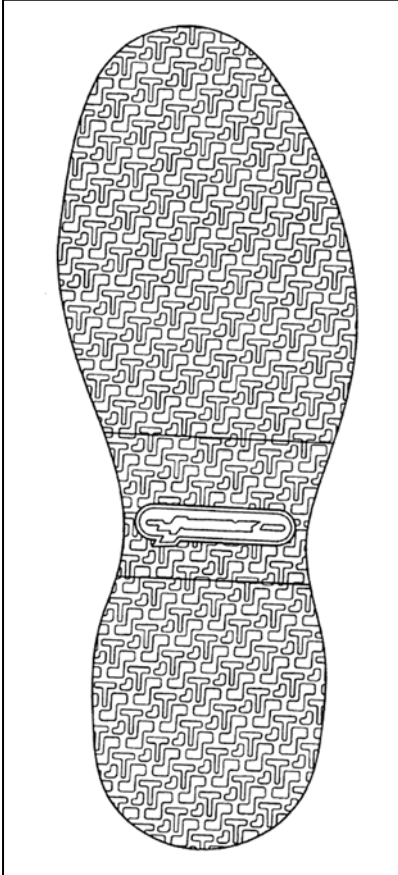
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Slip-Resistant Shoes – A Policy For Safety

They account for 17% of all disabling injuries. 24% of all slips and falls can be attributed solely to improper footwear. Slip resistant shoes have been shown to reduce slips and falls by 50%. Source: <http://www.tipssquared.com/tag/non-slip-shoes/>



Simply wearing a shoe with a rubber sole is not enough to call the shoe slip resistant. Using slip resistant shoes designed for restaurants dramatically reduce crew slip and fall risks. Every crew member and Manager is required to wear approved safety shoes that have leather uppers, cushioned in-soles and a designated slip-resistant sole for safety.

Athletic shoes and general rubber-soled shoes are not slip resistant. Properly designed shoes have been shown to have more than twice the slip resistance of even the most expensive athletic shoes. The sole on a slip resistant (see illustration to the left) is designed to channel liquids and other matter away from the bottom of the shoe and the surface of the floor. This allows a greater contact area between the shoe and the floor, which increases friction and reduces slips and falls. With shoes that do not have this tread and tread material, the employee will actually walk on a thin film of liquid and floor matter, opposed to the floor itself. As in a car that is hydroplaning, the employee can easily slip and fall when walking with a wide gate, or turning a corner.

The best way of determining if a pair of slip resistant shoes is slip resistant is that they will actually have the words “**Slip-Resistant**” molded into the shoe. Ensure that everyone is aware of which brands are authorized. Regular checks should also be made to ensure employees are wearing slip resistant shoes.

Special Note - A temporary solution to employees who need to start work before they have obtained their slip resistant shoes is a: **Slip Resistant Overshoe or try the Booties**. These products allows employee to stay at work and work safely!

You must require Approved Slip Resistant Shoes

‘No Shoes, No Work’

This protects the employee AND others!

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Regular Floor Cleaning Procedures:

Floor cleaning procedures should be performed at least daily:

1. Place **“Wet-Floor”** signs in each pathway where people may enter the area being cleaned. If possible, close the area to traffic, but not somewhere a customer could trip over it.
2. Sweep the floor and properly dispose of all debris.
3. Mix the cleaning solution in the mop bucket exactly as directed on the label.
4. Apply the cleaning solution liberally to the floor with the mop. Liberally spread the solution to the whole floor in the area you are cleaning.
5. While the area is still wet with solution, the floor should be brushed using a **stiff bristle deck brush (heavy weighed model preferred)**. **Removing dirt and grease from the tiles grout is critical**.
6. The solution should be allowed to sit on the floor for at least five to ten minutes while being agitated with a stiff bristle deck brush. At that point it will have emulsified the greases and dirt.
7. If floor drains are available, a squeegee should be used to push the solution on the floor into the drains. If floor drains are not available, the remaining solution should be vacuumed with a wet/dry vacuum.
8. The floor should then be mopped with a bucket of clean hot water, changing the water quite often. The mop should be squeezed as dry as possible after rinsing in the water to allow it to absorb as much water from the floor as possible. **Dry mopping the area is best as the floor will be wet for a shorter time**.
9. After the floor has been given time to dry, the “Wet-Floor” signs should be removed. Be sure to buy additional wet floor signs if needed.
10. Proceed to the next section of floor and repeat.

Refer to the Operations and Training Manual for additional details and updates.



Blue Lobby Mop Shown Here

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Slip-Resistant Floor Mats

There are a number of factors that increase the potential for slips and falls. These include, but are not limited to:

- **Areas with a high potential for grease splatter** – In front of the fry station in front of the griddle.
- **Areas with a high potential for spilled liquids** – In front of the ice machine or in front of the beverage stations.
- **Areas where trash collects** – Inside the back door. It is very common for bags of trash to collect in these areas. As a direct result, many different fluids will commonly collect on the floor in this area. Surprisingly, the floor around the back door of the restaurant is often the single most slippery area in the building.
- **Doors and Beverage Stations** – This prevents employee/customer slips



If it is not possible to keep these floor areas sufficiently clean to resist slipping, **a slip resistant floor mat should be used.**

Make sure floor mats, if used, are neat and flat. Curled edges or folded-back corners can cause tripping and falling. Keep floor mats clean by sweeping regularly.

It is important after cleaning to thoroughly rinse the mat and hang it while both the mat and floor dry. **Do not place the mat on a wet floor.**

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Housekeeping – Prevention and Enforcement

Trips and falls are different from slips and falls. **Trip and fall injuries are normally caused by housekeeping issues, maintenance issues, or simple, momentary hazards, such as a box that was placed in an area where people walk or a cart that was left out after unloading.** In other cases, an employee may trip over a loose or missing piece of tile, drain grate, or other maintenance issues.

Prevent costly trip and fall injuries:

- **Properly place and store bun carts**
- **Ensure empty boxes are put directly in the waste bin**
- **Implement strict rules to ensure boxes are not placed in walkways**
- Immediately pick up any dropped items (wrappers, food items, etc.). If the employee is in the middle of food prep, instruct them to call out to have someone else pick the item up.
- Perform regular inspections to check for loose, cracked or missing tiles. Also check for raised tile, or other items that could cause an employee to trip. Any change in elevation $\frac{1}{4}$ inch or greater is a trip hazard! This can be measured by stacking 4 pennies on top of each other next to a change in elevation (note, this should also be monitored in the front area, and the parking lot).
- Ensure that the threshold between the cooler/freezer does not have a raised strip (usually present to help maintain a seal), or that there is ice buildup.
- When taking trash out, do not simply stack the material up against the back door prior to removal. Store in bins and away from travel paths.
- When shipments arrive, immediately stack materials on shelves, and do not leave in aisles. If there is not enough shelf space, review storage procedure and look to change storage methods or add additional shelves. If this is not possible, store boxes as far from travel paths as possible.
 - Note – Do NOT store items in front of electrical panels.
- Designate specific areas employees are responsible for. Let them know that they are responsible for trash or other items that may be on the floor. Let them know that they are expected to keep their area clean, and not leave cleanliness up to others.

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Freezer Maintenance

- Check regularly for ice buildup and remove ice.
- Use No Thaw to help **remove ice buildup** and prevent buildup
- Outside Freezer Door – The metal floor of a freezer can almost instantly freeze any moisture on your rubber shoe. (Similar to licking a frozen sign post). This may not lead to excess slipping in the freezer. However, the frozen sole will thaw instantly when you step from the freezer to the warm tile floor outside. This instant thaw can have very dangerous consequences, even if the floor is clean.
- **If you have ramps, put slip resistant tape strips on the metal ramps to increase traction**
- Stack boxes neatly and in an organized way
- Inspect door handle and emergency release(s)
- **Ensure security cameras are used in refrigerators and freezers** and review that lens are clean and positioned correctly.



Ladders

- Always use the “3 point rule”. 2 hands + 1 foot, OR 2 feet + 1 hand.
- Never reach or stretch when working on a ladder. Climb down the ladder and **MOVE IT** to the proper place to ensure less reaching.
- **Never use the office chair as a ladder/step stool.**
- **Ensure crew never climbs a shelf or stands on boxes to reach something**

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