Slip, Trip and Fall Prevention

Best Practices

**Purpose**

[Organization Name] strives for a safe and healthful work environment. Employee slips, trips and falls are a leading cause of injury within our organization and can result in serious injury to our employees and visitors. The implementation of these best practices are intended to reduce the risk of slips, trips and falls associated with same level walking and working surfaces.

This document does not replace the required Walking-Working Surfaces and Fall Protection Standards that became effective January 17, 2017.

**Summary**

Slips occur when there is insufficient friction or traction between your feet and the surface you’re walking on. Conditions such as wet or oily floors, loose mats, and floors that lack consistent traction are common contributing causes of slips.

Trips are a result of loss of balance when a foot strikes an object. Typical contributing causes of trips are clutter in walkways, raised surfaces, poor lighting, loose floor cables, and worn, wrinkled carpeting or rugs.

Additional risk factors such as poor lighting, objects being carried, and poor vision or mobility can further exacerbate those conditions. All slips and trips are preventable. To be successful in reducing occurrences, supervisors and employees must make a cooperative effort to conform to the practices outlined in this best practice.

**Responsibilities**

[Title – Risk Manager/Director]

1. The [title] must ensure compliance with all aspects of [**Organization Name**] **Slip, Trip and Fall Prevention Best Practice**.
2. Assign responsibilities to members of your management team to include:

* Accident investigation
* Facility surveys and inspections
* Behavioral and safe practice reviews
* Tracking safety related work orders
* Training and communication with department supervisors
* Equipment procurement

1. Participate in training, communication, accident investigation solutions and committee meetings as determined necessary.
2. Establish a slip, trip and fall subcommittee to oversee *frequent* physical facility inspections, work on solutions in areas prone to slip, trip and fall and conduct accident investigations.
3. Implement and enforce the [**Organization Name**]’s footwear and other related safety policies.
4. Communicate expectations to all levels of staff.
5. Implement and ensure documentation practices.
6. Contribute to the improvement of this program by way of communicating findings, revisions and enhancements.
7. Ensure proper prioritization with safety related maintenance and repair issues.
8. Lead by example.

Slip, Trip and Fall Prevention Sub-Committee

1. Meets no less than (1) time per month.
2. Chaired by a middle management employee from any one of the following:

* Housekeeping
* Maintenance & Operations
* Human Resources
* Other department personnel as deemed appropriate by the executive director

1. Sub-committee members are to include representatives from the following departments.

* Human Resources
* Housekeeping
* Food Services
* Maintenance

1. Members of the subcommittee must remain on the committee for no less than 6 months but can rotate. It is suggested that volunteers be sought as opposed to assignments.
2. During the meetings the committee will accomplish the following:

* Review slip, trip, fall accident investigations to identify associated trends and follow up to ensure that preventative measures have been implemented
* Assess the status of follow up items via a review of work order status, procurement items, etc.
* Maintain meeting notes and action items that are to be distributed through the community management system and down to all employees
* Break into cross functional teams to conduct a monthly walk through inspection of the premises
* Create, revise and enhance slip, trip and fall policies and procedures

Middle Management, Supervision and Lead Employees

1. Set the example by adhering to all safety related policies and procedures irrespective of category.
2. Ensure that all directly supervised employees are well versed in the policies and procedures that relate to them.
3. Review slip, trip and fall policies and procedures during weekly huddles with staff.
4. Cooperate with and assist the subcommittee in their effort to minimize the slip, trip and fall risk within your department
5. Enforce the use of company supported footwear by all employees working or passing through your area(s) of responsibility
6. Bring suggestions to the slip, trip fall committee whenever there is a perceived opportunity to improve

Non-supervisory employees

1. Adhere to all safety related policies and procedures
2. Report unsafe conditions to management
3. Consider participating in the slip, trip and fall prevention or other safety programs at the committee level
4. Come to work prepared, with the proper mindset and safety equipment
5. If you feel your safety is threatened, discuss the situation with your supervisor or ask for assistance
6. Never enter into an area that does not have a dry pathway regardless of notification
7. When you come across a slip, trip or fall hazard report it or correct the condition immediately

Physical Inspections

1. Formal inspections will be conducted by the slip, trip and fall committee on a monthly basis.
2. Once completed, the committee should submit recommendations within 48 hours of the inspection.
3. Recommendations should be prioritized and submitted to [title of person].
4. Recommendations will be tracked during each monthly committee meeting.
5. Inspections will be conducted in all areas. Supervisors must be asked to join in the inspection process for their area.
6. Exterior inspections should include public walk ways, parking areas, etc. that are adjacent to the community. Hazards that are the responsibility of the city and create an exposure to employees should be communicated to responsible city officials. An example would be a buckling sidewalk that creates a trip and fall hazard.
7. Photographs should be taken of areas requiring improvement.

Work Practice Observations

1. Observations of employee work practices must be conducted and documented by the employee’s supervisor to determine compliance with best practices outlined later in this document.
2. Work practices are observed on an on-going and daily basis by the area supervisor.
3. Failure for employees to follow best practices will result in an immediate coaching opportunity by the supervisor. Coaching opportunities should be documented.
4. Supervisors should follow human resource policy for discipline when they observe repeated offenses have occurred. Discipline should lead up to and include termination as appropriate.
5. Work practices observations will take place during the monthly safety inspection using the employee observation form. The supervisor must be present for the observation whenever present.
6. Committee observations will occur naturally as they come into an area where housekeeping is cleaning the floor, etc.

Spill Identification and Clean Up Practice

1. Upon identifying or being involved in a spill, the employee is to remain at the location and request assistance from another employee. Never leave a hazard associated with a spill in a common area unattended.
2. Unless involved in an emergency situation, employees must respond positively to assist in the cleanup of the spill by placing a call to housekeeping or obtaining clean up materials from the local spill station as appropriate.
3. In situations where housekeeping is contacted, the employee must remain in the area to assist in diverting employees and visitors until the area is secured and they are relieved by housekeeping.
4. In situations where the spill is small enough and the type of spill that can be cleaned up using spill center materials, the employees are responsible to ensure that the walking surface is completely dry before removing barrier equipment.
5. Creating a hazard barrier is required for every condition involving a spill. The hazard barrier is created by cording off or eliminating traffic in the area where the spill occurred.
6. Create the barrier by:

* Placing signs well in front of the spill on each area where passers-by might approach the area.
* Confining the spill by surrounding the area with cones and barrier tape as appropriate and to clearly communicate to individuals where they are NOT to walk
* Restrooms should include a hazard barrier in addition to a sign instructing staff and visitors not to enter. Room barriers can be created using a Velcro strip across the doorway with appropriate signage.

1. For spills involving potentially infections materials such as body fluids, housekeeping must clean the spill and must do so using appropriate personal protective equipment and approved cleaning agents.
2. Spills must be cleaned in a fashion that does not create an additional hazard to the employee cleaning. For example, clean the spill from the back of the room first to the point of exit.
3. It is never acceptable to leave a spill or wet area unattended. Placing wet floor signs without additional direction and controls does not properly control the condition. At least one employee must be present until the area is deemed safe. This individual has authority over all employees while “policing” the area. Employees failing to comply with directives made by the employee will be reported to management and will be subject to discipline leading up to and including termination.
4. If during a spill or clean up procedure a safe and dry path cannot be established, people must be redirected to another route. The only acceptable exception is in the event of an emergency.

Housekeeping and Area Mopping Procedures

1. Planning is a key consideration to minimizing exposure in high traffic areas such as the entrances and restrooms. Plan mopping procedures at times when traffic volume is the lowest.
2. Spot mopping should be accomplished using dry mop procedures whenever possible.
3. When mopping under normal housekeeping or to maintain the area, ensure that there is a dry space for staff and visitors to walk by and that a hazard barrier has been created. Creating a hazard barrier is required for every condition where wet mopping is being conducted. The hazard barrier is created by cording off or eliminating traffic from the area that is being cleaned. Create the barrier by:

* Placing high profile signs well in front of the affected area and on each side of the area where passers-by might approach.
* Confining the affected by surrounding the area with high profile cones and barrier tape as appropriate and to clearly communicate to individuals where they are NOT to walk.
  + Eliminating traffic into confined areas such as bathrooms until housekeeping is finished and the area is safe and dry.
  + Ensure signs are removed promptly once the floor surface is dry

1. The employee(s) responsible for cleaning the area must constantly communicate to individuals approaching the affected area to ensure that they do not cross over or through hazard barriers or misunderstand direction.
2. Areas being cleaned must be cleaned in a fashion that does not create an additional hazard to the employee cleaning. For example, mop from the back of the room first to the point of exit.
3. It is never acceptable to leave a wet area unattended. Placing wet floor signs without additional direction and controls does not properly control the condition. At least one employee must be present until the area is deemed safe. This individual has authority over all employees while “policing” the area. Employees failing to comply with directives (relative to passing through or over hazard barriers) made by the employee will be reported to management and will be subject to discipline leading up to and including termination.
4. If during a housekeeping procedure, a safe and dry path cannot be established, people must be redirected to another route. The only acceptable exception is in the event of an emergency.

Footwear Policy

It is a primary goal of management to ensure that each employee works within and has the necessary equipment to perform activities in the safest manner possible. This includes maintaining a comprehensive safety program, continuously improving upon safe work practices, controlling workplace hazards, providing training and supplying employees with equipment that will further reduce the risk of injury. To that end, we have developed a formal footwear program and created a corporate contract with [**Name of Vendor**]. Each employee receives a [**amount**] credit every 6 months for the purchase of footwear. The human resources department is responsible for administering the program.

Accident Investigations

1. Incident investigations must be conducted on all reported slips, trips and falls regardless of severity no later than 1 day following the incident or receipt of the report (whichever is first).
2. Distribute the completed form to the [**Title-Risk Manager/Director**] with 48 hours of the incident recommending corrective actions.
3. [**Title-Risk Manager/Director**] must communicate active steps of prevention to all management during the following day’s management meeting or conduct a separate meeting if necessary depending upon the potential frequency and severity of potential conditions.
4. The [**Title-Risk Manager/Director**] is responsible for overseeing implementation of slip, trip and fall prevention plans and may delegate to other members of management as appropriate.

Procurement of Materials

1. Floors must be treated with slip resistant waxes in accordance with manufacturer recommendations.
2. In the event of new construction or building renovations that involve walking surfaces, materials with a minimum coefficient of friction of .5 must be used.
3. Floor surfaces in showers must be properly treated with slip resistant material and/or grooved or designed to minimize the possibility of slips and falls.
4. Slip resistant strips and or adhesive must be readily available to expedite repair on walking surfaces that use such materials to prevent slips, trips and falls.
5. Floor mats may be used in the kitchen, entry ways, or other areas to help prevent slips, trips and falls when conditions in the area render floor surfaces unsafe due to the presence of water, grease, food or other materials on the floor during normal operations.

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| **Area Slip, Trip and Fall – Inspection Form** | | | | | | | | | | |
| **Completed By:** | | |  | | | **Date:** | | |  | |
| **Department:** | | |  | | | **Location:** | | |  | |
| **Item:** | **Condition** | | | | **Yes** | | | **No** | **Area/Corrective Action** | |
| **1** | Floor is free of slip hazards such as food items, grease, spills, standing water or other debris? | | | |  | | |  |  | |
| **2** | Walking surface is free of trip hazards such as torn carpet, loose/damaged tile, electrical cords and/or other articles? | | | |  | | |  |  | |
| **3** | Floor or walking surface is in good repair? | | | |  | | |  |  | |
| **4** | Work area/passageway is clean, orderly, sanitary and free of hazards? | | | |  | | |  |  | |
| **5** | Floor mats are available, properly positioned and do not create additional trip hazards? | | | |  | | |  |  | |
| **6** | Spill stations are available, properly placed and stocked with supplies in common areas such as hall ways and dining areas? | | | |  | | |  |  | |
| **7** | Spill station instructions are both visible and legible at the spill stations? | | | |  | | |  |  | |
| **8** | Employees are wearing proper footwear? | | | |  | | |  |  | |
| **9** | Conditions previously noted in past inspections have been repaired or improved? | | | |  | | |  |  | |
| **10** | Area lighting and access to light switches is adequate (e.g. employees do not have to walk across a dark room to turn on lights)? | | | |  | | |  |  | |
| **11** | Rooms are arranged to minimize slip, trip, fall hazards? | | | |  | | |  |  | |
| **12** | Common areas, including administration, are arranged to minimize slip, trip, fall hazards (e.g. blind corners, placement of personal articles, file drawers left open, etc.) | | | |  | | |  |  | |
| **13** | Wet or adverse weather safe practices are in place (e.g. extra mats, staff and cleaning materials)? | | | |  | | |  |  | |
| **Exterior Area Slip, Trip and Fall – Inspection Form** | | | | | | | | | | |
| **Team Lead:** | |  | | | | **Date:** | | | |  |
| **Location:** | |  | | | | **Time:** | | | | **AM**  **PM** |
| **Item:** | **Condition** | | | **Yes** | | | **No** | | **Area/Corrective Action** | |
| **1** | Walking surfaces are in good repair; sidewalks are not unduly separating, cracking or buckling? | | |  | | |  | |  | |
| **2** | Lighting is adequate for the area and absent of blind spots? | | |  | | |  | |  | |
| **3** | Parking surfaces are free of potholes and cracks, etc.? | | |  | | |  | |  | |
| **4** | Wheel stops are positioned and used in such a manner that they do not create a trip hazard for pedestrians | | |  | | |  | |  | |
| **5** | Pedestrian areas in the parking lot or leading to the building are clearly marked and allow for safe crossing? | | |  | | |  | |  | |
| **6** | The building is accessible for individuals with disabilities e.g. wheel chair ramps can be accessed, surfaces are even, lighting is good, etc.? | | |  | | |  | |  | |
| **7** | Stairs ways are in good condition and have handrail access, adequate lighting and slip resistive materials if appropriate? | | |  | | |  | |  | |
| **8** | Stairs are of common height and run and in good repair? | | |  | | |  | |  | |
| **9** | In areas where slip resistant materials are used, it is in good repair not worn or needing to be replaced? | | |  | | |  | |  | |

**\* Exterior inspection checklist should be used during security rounds on a weekly basis.**

**\* Exterior inspections should occur during different times of the day to identify concerns under varying daylight conditions.**

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| **Housekeeping and Spill Clean Up Observation** | | | | | | | |
| **Team Lead:** | |  | | **Date:** | | |  |
| **Employee(s) Observed:** | |  | | **Time:** | | | **AM**  **PM** |
| **Item:** | **Condition** | | **Yes** | | **No** | **Area/Comments** | |
| **1** | Employee(s) have created an effective hazard barrier around the affected area? | |  | |  |  | |
| **2** | Employee(s) maintain firm but polite communication with staff and visitors to ensure that they understand where not to walk? | |  | |  |  | |
| **3** | Housekeeping procedures in entrances, break rooms, and common areas are being cleaned in low traffic times? | |  | |  |  | |
| **4** | Employee(s) have created a safe and dry pathway or instructed staff and visitors where not to walk? | |  | |  |  | |
| **5** | Employee(s) clean the area in a fashion that does not increase their personal risk of slip, trip or fall? | |  | |  |  | |
| **6** | Employee(s) did not deem the area safe for travel until it was completely dry? | |  | |  |  | |
| **7** | Employees remain in the area and maintain control of the area until it was deemed safe? | |  | |  |  | |
| **8** | Staff and visitors acknowledge and follow direction? | |  | |  |  | |
| **9** | For spills involving potential infectious materials, such as body fluids, the employee(s) are donning proper personal protective equipment and in compliance with both slip, trip and fall and bloodborne pathogen safe work practices? | |  | |  |  | |
| **10** | Employees are in compliance with the footwear policy? | |  | |  |  | |
| **11** | Cautionary signage removed promptly when floor is dry? | |  | |  |  | |

**\*This document is intended to be used by supervision and the Slip, Trip and Fall Prevention committee during observations and to coach staff toward proper slip, trip and fall spill/housekeeping procedures. This document is for training and positive reinforcement and should not be used to apply negative discipline.**