

Sample Slip, Trip and Fall Prevention Program

This sample program is intended to provide general information to consider in developing a slip, trip and fall prevention program. This sample program may or may not represent all components of a slip, trip and fall safety program needed by your unique operations or comply with all legal requirements and/or standards. You are responsible for tailoring the program to address the specific needs of your organization.

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1. Introduction

Falls aren't funny! Slips, trips and falls are the second leading cause of both guest and employee accidental death and a major cause of debilitating injuries for most industries. Although it is believed that many fall related claims are fraudulent, they are not. Slips, trips and falls are easily preventable; however, it takes commitment which begins at the top of the organization. Leadership must be "all in" when it comes to safety and must make accident prevention a key component of the company culture. This program is designed to reduce exposure to both visitor and employee slip, trip and fall incidents.

2. Sample Slip, Trip and Fall Prevention Policy Statement

The most effective safety program policy statements reflect your unique operations and environment. Here is a sample:

"It is the policy of _____ (*company name*) to provide our employees and customers safe and healthy conditions in which they can conduct business. We will strive to maintain a facility that is free from identified slip, trip and fall hazards. We will cultivate a vigorous safety culture and will commit the necessary resources to ensure that all our walkways are safe at all times. We have implemented a prevention program that considers the behaviors of people, our equipment, our work methods, processes and finally the environment to reduce and prevent slip, trip, and fall incidents. We expect all employees to cooperate in this important initiative to ensure its success."

3. Training

We believe that employee involvement in preventing slips, trips and falls can only be successful when everyone on the site receives sufficient training to understand what their safety responsibilities and opportunities are, and how to fulfill them. Everyone is a member of our safety team and employee participation is an expectation. Therefore, training is a high priority to help ensure a safe workplace.

Training is a high priority to help ensure a safe workplace, therefore, all employees will receive awareness training during orientation and periodic safety reinforcement training. Employees who conduct formal workplace inspections will be trained on their responsibilities and on how to perform them.

Training	Who must attend
Slip, trip, and fall hazard awareness and prevention	All employees
Workplace inspections	Employees conducting inspections
Incident response and analysis	Supervisors

Employee training plays an important role in preventing slips, trips and falls so that all employees must make inspection of walkways their top priority. Keep it Simple! Preventing slips, trips and falls is not hard. Most hazards are easy to find if you simply look for them. The following are minimum accepted guidelines:

- All walkways are to be kept clean and free of hazards. Assume people do not look where they are walking and will not see a hazard that you think is obvious.
- If walkways cannot be kept clear of hazards, then barricade the area until the hazard is removed.
- Once a spill or other hazard is identified STAY WITH IT. Do not leave any walkway hazard unattended.
- Do not store materials on or near walkways or on stairs as to impede pedestrian traffic.

4. Seasonal issues

The changing seasons create unique weather-related conditions and an increase in slip and fall risks for which the following procedures have been developed:

- During the fall, daily inspections will be made, and action taken as needed to ensure walkways are cleared of leaves and other debris. Wet leaves present an elevated slip hazard.
- All building entrances will be cleaned of snow and ice, and will be treated with salt, one hour prior to the opening of business.
- Exterior walkways will be inspected hourly and treated as needed.

- Use the form “Snow and Ice Control Record” to document the work.
- Parking lots will be inspected daily. Any snow or ice that has accumulated between cars will need to be removed.
- Ensure that all walkways including the parking lot are routinely treated with an appropriate de-icing compound when icy conditions are present.

Note! The application of de-icing compounds is most effective when applied in advance of the formation of ice.

5. Corrective maintenance procedure

When a hazard has been identified through inspection, noted hazards must be promptly reported to management or maintenance so that the hazard can be eliminated. The following is the procedure to accomplish this task:

- Any hazard needs to be communicated to the supervisor immediately.
- The supervisor will inspect the problem and communicate the best action to take.
- If it can't be corrected immediately, a temporary control will be put in place to prevent anyone from being injured. *Temporary controls include posted warning signs, barricades, marking tape, paint, etc.*

6. Walkway Inspections and Audits

Our goal is to ensure a safe, clean and hazard free environment for employees and customers. Workplace inspections and audits will be conducted to identify and correct potential safety and health hazards.

Use our Slip, Trip and Fall Prevention Checklist to document the inspection.

- Walkway inspections shall be conducted by all employees at all times to identify and correct potential walkway hazards.
- Inspections should include all common areas including the parking lot.
- Any hazard must be acted upon immediately. Hazards that can be corrected by personnel should be done so immediately. If the hazard cannot be immediately corrected a temporary control will be put in place to prevent anyone from being injured. Temporary controls include posted warning signs, barricades, marking tape, paint, etc. to prevent entry.

Four types of inspections/audits are used to assess our facility. Each type of audit has its own purpose.

Annual Audits

Once a year, a formal walkway audit shall be performed by an independent third-party walkway auditor. The auditor should have a sufficient level of training to perform a thorough inspection and hold the Walkway Auditor Certificate Holder (WACH) designation as established by NFSI.

The results of this inspection will be used to:

- Eliminate or control obvious hazards.
- Target specific work areas for more intensive investigation.

- Assist in revising the checklists used during periodic safety inspections.
- Evaluate the effectiveness of our slip, trip and fall prevention program.

Quarterly Inspections

Quarterly inspections shall be performed by an inspection team made up of representatives of the organization such as members of safety committee. The inspection will follow the Slip, Trip and Fall Prevention Checklist. The results of this inspection will be used to:

- Identify, eliminate, and control known or potential walkway hazards.
- Target specific high-risk areas for additional investigation.
- Evaluate the effectiveness of our slip, trip and fall prevention program.

Continuous Walkway Inspections

All employees shall inspect walkways during the course of their work. Supervisors or their designated appointees will inspect their work areas for hazards using the Slip, Trip and Fall Prevention Checklist. The results of the periodic inspection and any action taken will be documented.

Change of Operations Inspection

Changes include new equipment, changes to production processes or a change to the building structure or premises. Examine the changed conditions and make recommendations to eliminate or control any hazards that were or may be created as a result of the change. This needs to be completed during the design stage of any proposed changes to ensure recommendations are incorporated into the changes. The Slip, Trip and Fall Prevention Checklist can be used as a guide for this survey.

7. Responsibilities

It's important that all employees are properly trained and understand their responsibilities in identifying walkway slip and trip hazards.. The following are some examples that can be tailored to fit your organization's management structure. The majority of slips, trips, and falls are preventable, which all employees are responsible for identifying and promptly removing slip or trip risks from all areas of our facilities.

Note! Do not assume that walkway slip or trip hazards are obvious to everyone.

Management Responsibilities

1. Ensure that sufficient employee time, supervisor support and funds are budgeted for safety equipment, training and to carry out the slip, trip and fall prevention policy.
2. Evaluate supervisor's effectiveness annually to ensure that they are carrying out their responsibilities as described in this slip, trip and fall prevention program.
3. Ensure that all slip, trip and fall incidents are thoroughly investigated and corrective action taken to prevent the hazardous conditions from developing again.
4. Ensure that distracted walking is not taking place throughout the organization.
5. Set a good example by following established safety rules and attending required training. Example: If you require employees to wear slip resistant footwear then

management should also wear slip resistant footwear, the age-old adage of "*Do as I say and not as I do*" is contrary to the safety culture.

Supervisor responsibilities

1. Supervisors must assure this program is adhered to and that all employees follow program policies and procedures.
2. Ensure that each employee you supervise has received an proper training before beginning work.
3. Observe all employees as they work. Promptly correct any unsafe behavior.
4. Do a daily walk-around safety-check of the work area and promptly correct any hazards or potential hazards you find.
5. Set a good example for employees by following safety rules and attending required training.
6. Investigate all slip, trip and fall incidents in your area and report your findings to management.
7. Talk to management about changes to work practices or equipment that will improve employee safety.
8. Ensure that distracted walking is not taking place throughout the organization.

Employee Responsibilities

1. Clean up spills and pick up debris to help prevent injuries.
2. Report hazards and potential hazards to supervisors or managers promptly for corrective action.
3. Follow safety rules, safety standards and training you receive as described in this program.
4. Report all injuries and near miss incidents to your supervisor or manager promptly regardless of how serious.
5. Make suggestions to your supervisor or management about changes you believe will improve walkway safety.
6. Do not participate in distracted walking.

Maintenance/Engineering Responsibilities

1. Specify and purchase floor care products that are High-Traction to increase the coefficient of friction of floor surfaces.
2. Review floor cleaner data sheets to ensure that no slippery floors are created.
3. Must integrate the stair design requirements, uniformity of risers, and tread principles, ramp requirements and slope considerations into building design, and building modifications as appropriate.
4. Ensure that distracted walking is not taking place throughout the organization.
5. Ensure that all walkways comply with the appropriate B101 walkway safety standards. High risk walkways should be High-Traction.
6. Ensure the use or proper walk-off tile or entrance matting at all building entrances.

Housekeeping Responsibilities

Housekeeping plays such a critical role in the success of our slip, trip and fall prevention program that all employees must make housekeeping their top priority. The following are minimum accepted guidelines:

1. Will inspect buildings for hazards and inform maintenance and/or housekeeping of hazards that are identified.
2. Will maintain all walkways per the company's slip, trip and fall prevention policies and procedures.
3. Will check floor surfaces as requested for slip or trip hazards, determine any needed corrective action and notify appropriate party to correct the problem.
4. Will ensure that distracted walking is not taking place throughout the organization.
5. Will use barricades when the floor they are working on is slippery or presents a tripping hazard. Barricades will be removed as soon as the hazard is corrected.
6. Will place non-skid mats at building entrances during inclement weather. Inspect mats periodically or as needed to ensure they are properly controlling the hazard.
7. Will keep work areas clean throughout your shift and a thorough review and cleaning must be completed prior to leaving your shift.
8. Will keep walkways clear of electric cords, hoses or any other potential hazards. If walkways cannot be kept clear then they need to be blocked off until the task is completed.
9. Will ensure that there is an adequate supply of spill stations, wet floor signs, deicer, etc. at all building entrances and stairwells.
10. Will keep spill areas secured until the spill is removed.
11. Will ensure that stock or finished goods are not stored on stairs, in walkways or in such a manner that would be a hazard to anyone walking through.
12. Will ensure that employees have access to housekeeping's contact information.

8. Safety rules

The following basic safety rules have been established to control slip, trip and fall incidents. These rules are in addition to safety rules that must be followed when doing particular jobs or operating certain equipment. Failure to comply with these rules will result in disciplinary action.

- Always take the proper safety precautions before doing a job. If a job is unsafe, report it to your supervisor. We will find a safer way to do that job.
- Horseplay, running and fighting are prohibited.
- Clean up spills immediately. Replace all tools and supplies after use.
- Keep tools or materials out of designated walkways.
- Protect all spill areas. If needed, get someone to help clean up the spill or guard the spill while you get the necessary equipment to clean the spill.
- If you see a slip or trip hazard do something about it. It's the responsibility of everyone to identify and control hazards.
- Make sure scraps don't accumulate where they will become a hazard. Good housekeeping helps prevent injuries.
- Ensure that distracted walking is not taking place throughout the organization.

9. Footwear

Proper footwear is an important component of our slip, trip and fall prevention program. Footwear needs to be appropriate for the task. In many of the work areas other than our offices, high heeled shoes and leather soled shoes are considered unsafe and must be avoided. It is the responsibility of each employee to obtain and maintain slip resistant footwear in a serviceable condition. Supervisors will ensure that employees are wearing appropriate slip resistant footwear at all times in the workplace.

10. Mats and Runners

Our goal is to maintain all floor surfaces in a slip resistant condition. In those work areas or situations where this isn't feasible, mats or runners will be used to provide slip resistance. It is everyone's responsibility to monitor mats and runners to ensure they continue to provide proper slip resistance and have not become a tripping hazard.

Where mats have been used to control wet areas, either entry ways to the building or wet processes, the following conditions require immediate action:

- If pedestrian traffic leaves wet footprints when stepping off the mat, the mat needs to be replaced with a dry one or an additional mat needs to be placed at the end of the first mat.
- If the mat has become wrinkled or bunched up it needs to be reset so it is flat and doesn't present a tripping hazard.

11. Incident investigation procedure

All incidents will be investigated and analyzed to identify the root cause. First impressions are important! Your initial contact with the injured person will have the greatest impact on the outcome of the situation. When you come to the aid of the guest who has reported an injury it is important that you do so as promptly and professionally as possible. Your response to the injured person should always follow good customer service and guest relations. The following steps will be taken when an incident occurs.

- DO NOT discuss any other recent incident with them.
- First thing is to express concern. Always ask the guest how he/she is doing and ask if medical attention is needed.
- Once you have determined the extent of the injury, ask the guest specific details about how the incident occurred and be sure to examine the area to see what contributed to the incident. Look at the area with the guest.
- Helping the injured person will be the primary concern immediately following an incident. Never leave the person alone. If assistance is needed send someone else or have someone stay with the person while you get help.
- Do not admit liability or fault for the incident. If they ask if we are going to pay for their medical costs simply state that someone from the Insurance company will be in touch with them.
- Protect the incident scene to prevent anyone else from getting hurt and to preserve the incident scene in an "as is" condition to help ensure an accurate investigation.

- Ask other guests or employees who witnessed the incident for a written statement. If they are reluctant to provide a statement, ask witnesses for their contact information.
- Complete a Guest Incident Report (even if the customer says that he/she is okay) and promptly e- mail it to the appropriate Manager or designated company representative(s). When completing the form, please remember to provide the guest the opportunity to provide a written statement as to what they believed happened. Make sure that the statement is properly dated and signed and attach it to the incident report.
- Complete the form promptly and in a private location. NEVER ask the guest to complete the form.
- DO NOT GIVE A COPY OF THE REPORT TO THE GUEST. If a guest asks for a copy of the form, tell the guest that the form is used for internal reporting purposes only and that you are not authorized to release the form.
- The information will be collected, and the analysis completed using our “Incident Investigation Report.”
- Photos need to be taken of the general area, any defective conditions and anything else that could be considered as a contributing factor of the incident. Use your personal cell phone to take photographs and video of the area where the incident occurred and preserve any surveillance video which may show what happened. Forward this information along with your findings.
- If the guest asks, "what happens next?", tell them that you will report the incident and give them the Manager or the designated company representative's phone number.
- Only document the facts surrounding the event. DO NOT INCLUDE ANY PERSONAL OPINIONS.
- Once the root cause is determined, corrective action will be initiated immediately following standard procedure.

12. Additional tools and resources

The following resources are available to help in the development of your slip, trip and fall prevention program. They can be found on www.nfsi.org. Topics Include:

- NFSI Slip, Trip and Fall Checklist
- OSHA Walking and Working Surfaces Self Inspection Checklist
- NFSI Exterior Walkway and Parking Lot Checklist
- NFSI Interior Walkway Checklist
- NFSI Stairs, Ramps and Escalators Checklist
- NFSI Apartment Checklist
- NFSI Restaurant Checklist
- NFSI Restrooms Checklist
- NIOSH Slip, trip and fall prevention in the healthcare industry
- Cleaning log
- Sample Incident Investigation Report

- Snow and Ice Control Record