



Training Solutions, Delivered!

HOSPITALITY OSHA 7: Slips, Trips & Falls

**Leader's Guide, Fact Sheet
& Quiz**

**Item Number: 5078
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This easy-to-use Leader's Guide is provided to assist in conducting a successful presentation.

PREPARING FOR THE MEETING

Here are a few suggestions for using this program:

- a) Review the contents of the Fact Sheet that immediately follows this page to familiarize yourself with the program topic and the training points discussed in the program. The Fact Sheet also includes a list of Program Objectives that details the information that participants should learn from watching the program.
- b) If required by your organization, make an attendance record to be signed by each participant to document the training to be conducted.
- c) Prepare the area and equipment to be used for the training. Make sure the watching environment is comfortable and free from outside distractions. Also, ensure that participants can see and hear the TV screen or computer monitor without obstructions.
- d) Make copies of the Review Quiz included at the end of this Leader's Guide to be completed by participants at the conclusion of the presentation. Be aware that the page containing the answers to the quiz comes before the quiz itself, which is on the final page.

CONDUCTING THE PRESENTATION

- a) Begin the meeting by welcoming the participants. Introduce yourself and give each person an opportunity to become acquainted if there are new people joining the training session.
- b) Introduce the program by its title and explain to participants what they are expected to learn as stated in the Program Objectives of the Fact Sheet.
- c) Play the program without interruption. Upon completion, lead discussions about your organization's specific policies regarding the subject matter. Make sure to note any unique hazards associated with the program's topic that participants may encounter while performing their job duties at your facility.
- d) Hand out copies of the review quiz to all of the participants and make sure each one completes it before concluding the training session.

5078 HOSPITALITY OSHA 7: Slips, Trips & Falls FACT SHEET

LENGTH: 4 MINUTES

PROGRAM SYNOPSIS:

Slips and falls can happen almost anywhere on the property: the parking lot, the lobby, stairs, the kitchen, back of house areas, you name it. This short program stresses to viewers that they must always pay attention to the task at hand, watch where they walk, avoid distractions and if they notice a hazard, report it immediately. Other topics include precautions to take to reduce the likelihood of slip, trip or fall and proper techniques for walking safely.

PROGRAM OBJECTIVES:

After watching the program, the participant will be able to explain the following:

- What caused the accidents in the opening of the program and how they could have been prevented;
- Why it is important to always pay attention and watch where you walk;
- What precautions to follow to reduce the likelihood of a slip, trip or fall;
- What techniques to use to walk safely.

INSTRUCTIONAL CONTENT:

OPENING ACCIDENTS & THEIR CAUSES

- Slips and falls can happen almost anywhere on the property: the parking lot, the lobby, stairs, the kitchen, back of house areas, you name it.
- This first accident (a slip on a wet floor), like most incidents has a primary cause, in this case, the wet floor. But, if the associate would have been paying attention, he would have noticed the wet floor caution sign, been aware of the hazard and walked carefully to avoid the slip. Therefore, the primary cause was the wet floor the secondary cause of this slip was the associate's inattention and failure to heed the proper warning. There may be many secondary causes for any given incident.
- The next accident (a fall on a stairway) was caused by not holding the handrail. You should hold the handrail whenever you go up or down stairs, no exceptions. Never carry anything you cannot see around or over up or down the stairs.
- The third accident (a fall from a bathtub) was caused by using bad judgment and standing on the edge of the bathtub. Also, in certain areas such as bathrooms, there is bound to be wet, slick surfaces; therefore, the only way to truly prevent a slip and fall in this environment is to pay close attention to the surface you are walking on and maintain good balance at all times. Shoes with slip-resistant soles can also help improve traction on wet or slick surfaces.
- By now, you should be able to determine what caused the third accident (a trip over carpeting). The carpet? Of course not. Once again, it's not paying attention. Reading while walking is a recipe for disaster.
- In the fourth accident (a worker collides with a luggage rack), both associates were at fault. Special mirrors are installed to prevent this very type of accident and if either one of them had bothered to use it, this wouldn't have happened.
- Of course, leaving a cord in the hallways a sure way to cause a trip and fall (the fifth accident), but in certain circumstances, hazards such as this cannot be avoided. Again, if the person had simply been watching where they were walking, this incident too would never have occurred. At times, there is no way to avoid having a cord on the floor. If this is the case, use a cord cover or brightly colored tape to securely affix the cord to the floor

PAYING ATTENTION & WATCHING WHERE YOU WALK

- Wet floors, carpeting, objects out of place—all of these can contribute to a potential slip, trip or fall; however, conditions such as these are usually only part of the problem. The true cause of most slips trips and falls is inattention or not watching where you walk.
- That's right. If you watch where you walk and pay attention to the condition and properties of the surface you are walking on, you shouldn't have a problem regardless of the conditions present.

REDUCING THE LIKELIHOOD OF A SLIP, TRIP OR FALL

- Proper footwear makes a big difference. Shoes with slip-resistant soles are recommended. Check with your supervisor to see what's approved for your property.
- If the shoes have laces, make sure they are tied securely at all times.
- Ensure that all surfaces are clean and in good condition. If unsafe conditions are found, they should be corrected immediately.
- Walk-off mats at entrances to the hotel will help keep the floors inside cleaner and more slip resistant.
- Remember, different surfaces offer different levels of traction. Carpet offers much more traction than tile. So be prepared for this change in traction when walking from one surface to another.
- Keep all file drawers closed.
- Keep computer cables and electrical cords out of the path of foot traffic.
- If you see something on the floor that doesn't belong there, pick it up. It only takes a few seconds and can prevent a serious injury.
- If floors are wet, be sure that proper warning signs are in place where everyone can see them. Clean the spill up immediately. Don't wait. Certain areas such as the kitchen or around vending machines are prime locations for spills and slippery surfaces. Beware.
- When going up or down stairs always hold the handrail.

WALKING SAFELY

- Always watch where you are walking; it's important to avoid distractions. Never walk backwards, never read while you're walking, watch where you are going and be alert.
- Never run at work.
- Maintain good balance at all times. Even if you are caught off guard by a slippery surface, you have a much better chance of not slipping if you are paying attention and using proper technique.
- The shorter the stride the better the balance. If you have ever walked on an ice-covered surface, you know that you must take short steps or chances are your front or back foot will slip right out from under you.
- If the ground is wet or muddy, be prepared for reduced traction and adjust your step accordingly.
- Uneven surfaces can also cause a nasty trip or fall, but by watching where you walk, you'll be prepared for it.

OTHER SAFETY TIPS

- Keep walkways, aisles and other walking surfaces clear and free of boxes, paper or any other item that may cause a slip, trip or fall. It doesn't take a lot of time and it really does make a difference.
- If you have to reach or retrieve an item in an overhead location, always use proper ladder for the job. Never use a chair, a box a table or other similar unsafe item. Use the proper ladder for the job.
- All public and work area surfaces should be kept clean and dry at all times. If you see something on the floor, don't just walk by and assume that someone else will pick it up. Take the time to pick it up yourself. Don't wait.

SUMMARY

- Certainly, there are many more hazards you may encounter at your facility. That's why it's so important for you to use your common sense, good judgment and proper walking technique.
- After all, the best safety procedures and policies in the world won't do any good if you don't take a personal responsibility for your own safety and the safety of those around you.
- Always pay attention to the task at hand, watch where you walk and avoid distractions and if you notice a hazard, report it immediately. It's that simple.
- Remember, wear slip-resistant shoes; watch where you walk; use proper ladders or an approved step stool; hold the handrail; and, clean up all spills immediately.

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ANSWERS TO THE REVIEW QUIZ

1. b
2. e
3. f
4. b
5. b
6. e
7. b
8. d
9. b
10. b

HOSPITALITY OSHA 7: Slips, Trips & Falls
REVIEW QUIZ

The following questions are provided to determine how well you understand the information presented in this program.

Name _____ Date _____

1. Most slips, trips and falls cannot be prevented.
 - a. True
 - b. False

2. Slips and falls may occur in which of the following areas of your property?
 - a. Parking lot
 - b. Stairs
 - c. Lobby
 - d. Kitchen
 - e. All of the above
 - f. Answers b and d only

3. When someone slips on a wet floor, and a caution sign was present, what could be considered contributing factors?
 - a. The wet floor
 - b. Time of day
 - c. Inattention by the person who slipped
 - d. Dirty mop
 - e. All of the above
 - f. Answers a and c only

4. When going up or down stairs, you should always _____ to prevent a slip or fall.
 - a. Carry something
 - b. Hold the handrail
 - c. Walk quickly
 - d. Answers a and b only
 - e. All of the above

5. The type of shoes you wear has little impact on whether you slip and fall at work.
 - a. True
 - b. False

6. If there is no way to avoid having an extension cord on the floor, what should be done?
 - a. Hope for the best
 - b. Notify your supervisor
 - c. Use a cord cover
 - d. Cover it with brightly colored tape
 - e. Answer c or d

7. Reading while walking is permitted only in certain areas of the hotel.
 - a. True
 - b. False

8. Which of the following items can be present in a potential slip, trip or fall hazard?
 - a. An open file drawer
 - b. Computer cables
 - c. Mud
 - d. All of the above

9. Housekeeping is in charge of picking all trash and debris up from floors on the property.
 - a. True
 - b. False

10. A chair may be used in place of a ladder if the item you are reaching for is lower than 6 feet.
 - a. True
 - b. False