

# Slips, Trips & Falls

Understanding and Getting to the CORE of  
common hazards before they turn into a  
loss

NTI – February 25, 2015



Neighborhood Risk Management  
CORPORATION  
*NWOs working to insure safer communities*



# By The Numbers

- A typical slip/trip/fall
  - \$20,000 = average cost of injury
  - \$50,000 = average cost to defend slip/fall claim
- The percentages
  - 55% of those over 40 have suffered a debilitating slip and fall accident during their lifetimes



# By The Numbers

Slips, trips and falls in the US cause:

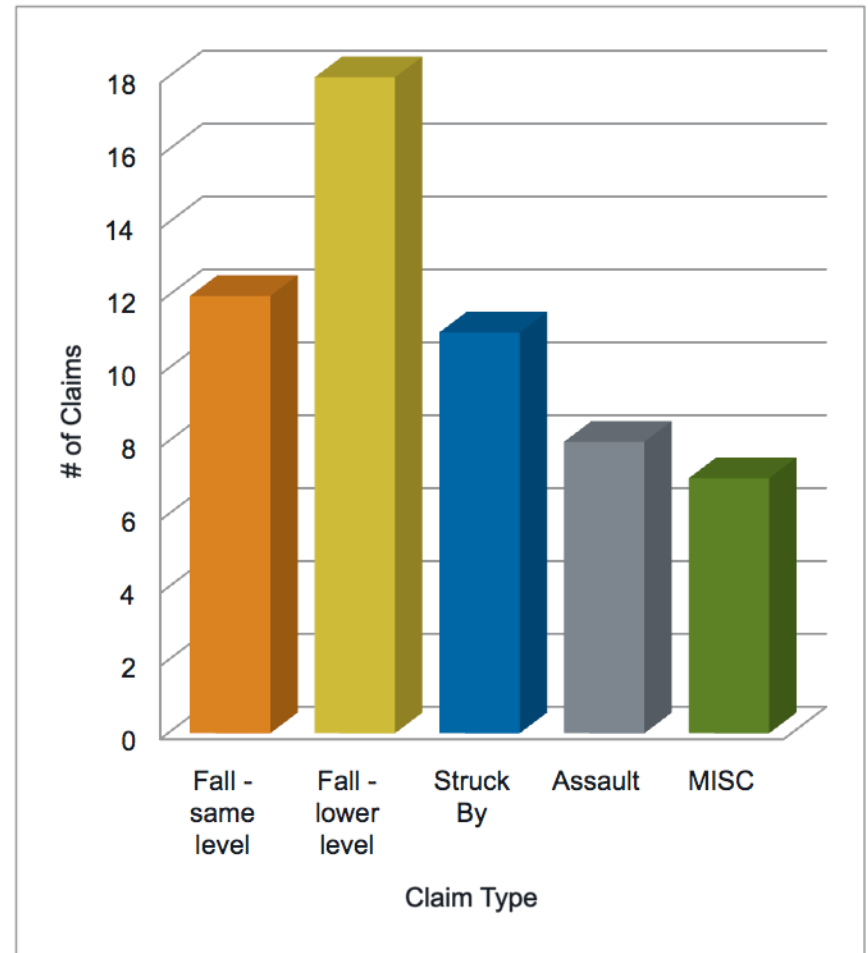
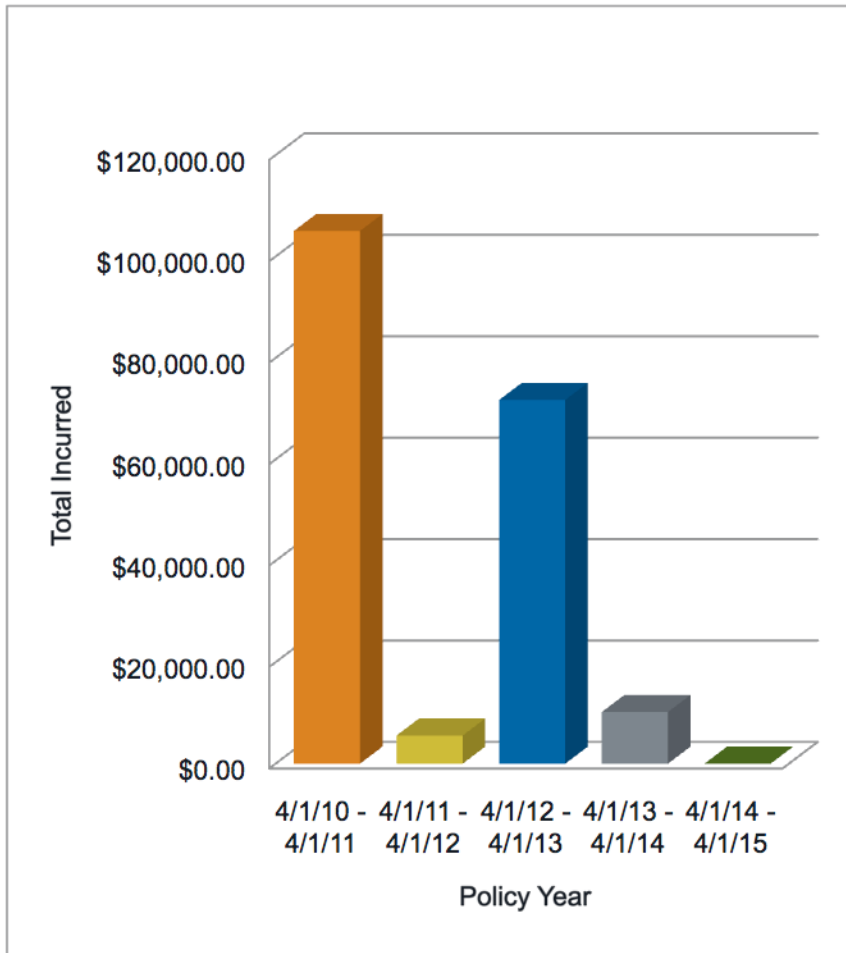
- 9 million emergency room visits/year
- Over \$30 billion in reported costs/year
- Falls are the second-leading cause of unintentional deaths in homes and communities, resulting in more than 25,000 fatalities in 2009



Neighborhood Risk Management  
CORPORATION  
*NWOs working to insure safer communities*



# Sample Member General Liability Losses



# Slip, Trip, and Fall Injuries

## Injury types:

- Sprains, strains, bruises, contusions
- Fractures, abrasions and lacerations

## Body parts affected:

- Knees, ankles and feet
- Wrists and elbows
- Back and hips
- Head and shoulders



# Common Causes

- Lack of slip resistance on walking surfaces – snow and ice
- Improper floor maintenance procedures
- Poor walking surface conditions
- Poor visibility – poor lighting and failed lighting
- Lack of, or poor design of handrails
- Poor stairway design
- Improper walkway transitions
- Distractions, such as displays and advertisements
- Poor housekeeping, cluttered walkways and poor storage practices

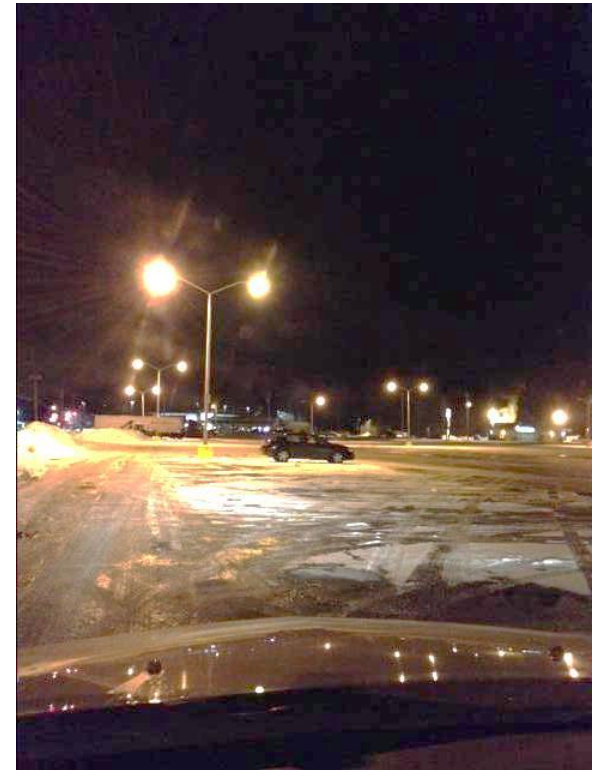


Neighborhood Risk Management  
CORPORATION  
*NWOs working to insure safer communities*



# Common Causes – Slips

- Wet product or spills on smooth floors or walking surfaces
  - Water
  - Mud
  - Grease
  - Oil
  - Food
  - Blood
  - Ice/snow



Neighborhood Risk Management  
CORPORATION  
*NWOs working to insure safer communities*



# Causes – Slips

- Dry product or spills making walking surface slippery
- Highly polished floors can be slick even when dry
  - Concrete
  - Marble
  - Ceramic tile
- Freshly waxed surfaces
- Transitioning from one surface to another
  - Carpeted to vinyl
  - Grid to smooth concrete



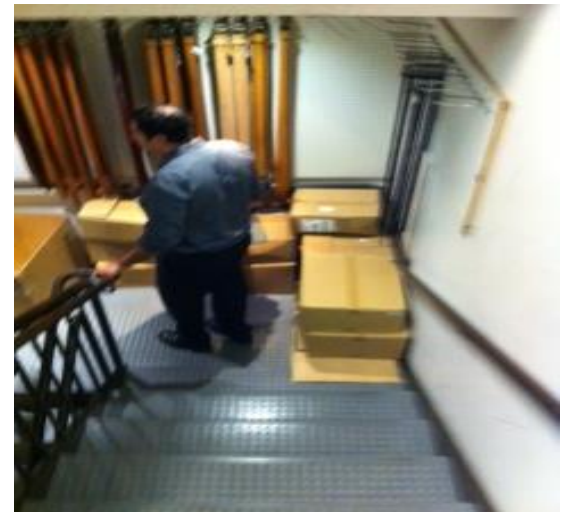
# Causes – Slips

- Sloped walking surfaces
- Loose, unanchored rugs or mats
- Loose floorboards or shifting tiles
- Wet, muddy or greasy shoes
- Ramps without skid- or slip-resistant surfaces



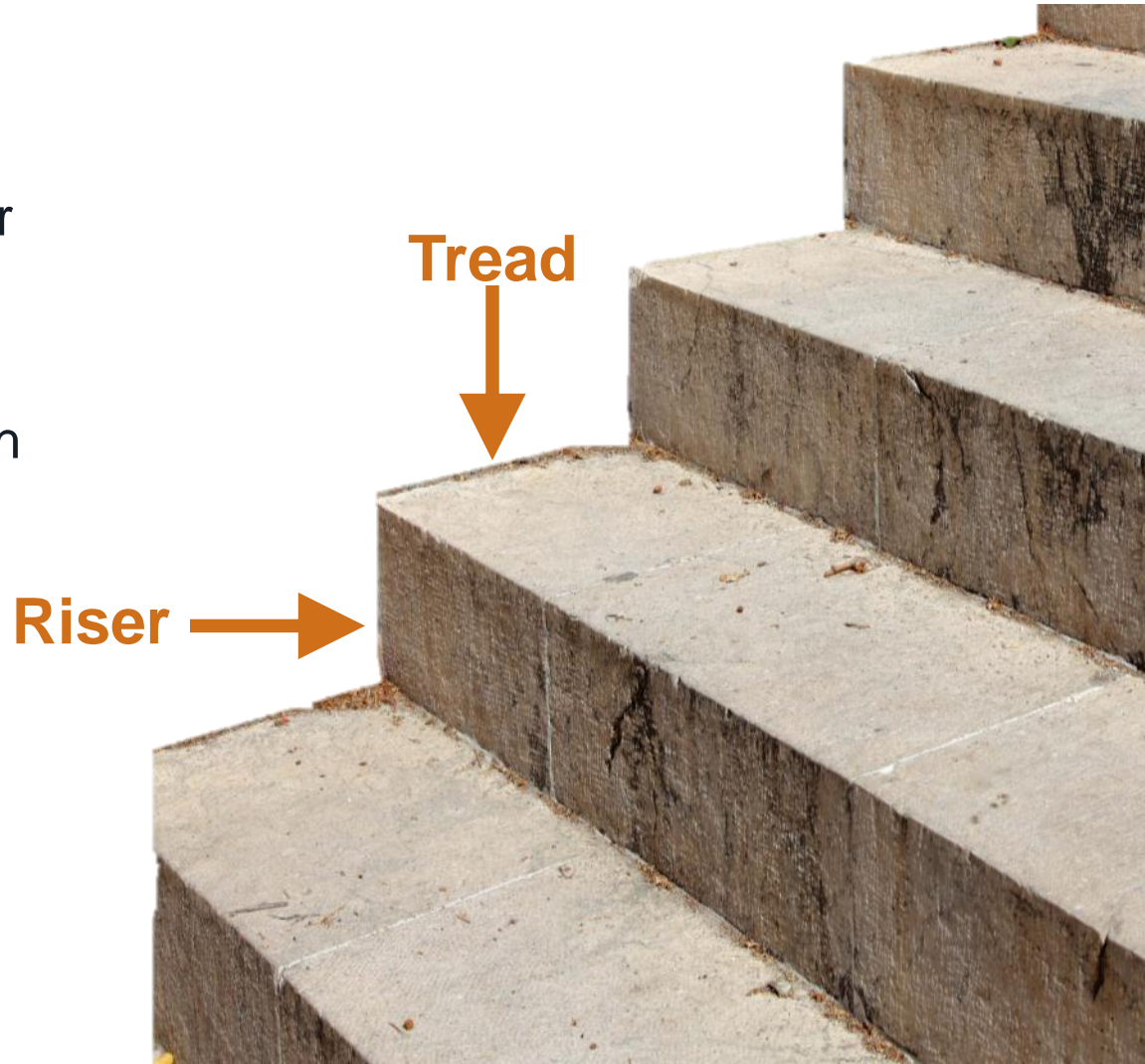
# Causes – Trips

- Uncovered hoses, cables, wires or extension cords across aisles or walkways
- Clutter, obstacles in aisles, walkway and work areas
- Open cabinet, file or desk drawers and doors
- Poorly maintained sidewalks, parking lots, and floors



# Causes – Trips

- Damaged steps
- Non-uniform, improper or irregular steps
  - Taller or shorter
  - Shallower tread depth
  - Otherwise irregular



# Causes – Trips

- Debris, accumulated waste materials
- Objects protruding from walking surface
- Uneven surfaces
- Sidewalk/curb drops
- Speed bumps
- Tire bumpers
- Wheelchair ramps and curbs
- Driveways



# Environmental Conditions Increasing Risk

- Poor lighting, shadows and glare
- Excess noise or temperature
- Fog or misty conditions
- Poor housekeeping
- Improper cleaning methods and products
- Inadequate or missing signage
- Ice/snow



# Best Practices For Prevention

- Select high-traction, slip-resistant floor materials.
- Know the slip resistance of flooring materials.
- Select floor treatment, cleaning and maintenance products with proven slip resistance characteristics.
- Use caution when substituting cleaning and maintenance supplies.
- Ensure cleaning and maintenance products are properly applied, and that cleaning and maintenance personnel are trained in proper application.
- Implement a good mat and runner maintenance program.
- Differences between floor surfaces must be less than ½ inch



Neighborhood Risk Management  
CORPORATION  
*NWOs working to insure safer communities*



# Slip & Fall “Root Causes”

- Lack of slip resistance on walking surfaces – snow and ice
- Improper floor maintenance procedures
- Poor walking surface conditions
- Poor visibility – poor lighting and failed lighting
- Lack of, or poor design of handrails
- Poor stairway design
- Improper walkway transitions
- Distractions, such as displays and advertisements
- Poor housekeeping, cluttered walkways and poor storage practices



Neighborhood Risk Management  
CORPORATION  
*NWOs working to insure safer communities*



# Snow Removal Logs

## Snow Log

Company: (ABC Corporation)

Location: (123 Main Street Boston, MA)

Inclement Weather Event						Controls									
Start Date and Time	Stop Date and Time	Snow	# Inches	Ice/Hail/Sleet	Rain	Start Date and Time	Stop Date and Time	Inspections	Hazard Warning Devices Installed	Ice Treatment	Shoveling	Plowing	Describe Other Controls Applied	Where on Property?	By Whom?
11/15/12 2:30 PM	11/16/12 9:15 AM	X	6	I		11/15/12 2:30 PM	11/15/12 3 PM	x	x	x			Mats and wet floor signs installed at entries	Foyer, sidewalks and parking lot	TAK - Facilities Technician
						11/15/12, 6:30PM	11/15/12, 7:30PM	x		x	x			Shoveled and treated sidewalk	TAK - Facilities Technician
						11/15/12, 10:00PM	11/15/12, 10:30PM					x		Plowed parking lot	XYZ Plowing Contractor
						11/16/12, 5:30AM	11/16/12, 7:00AM	x	x	x	x		Installed caution ice sign on handicap access ramp where roof drainage froze	Inspected foyer, sidewalks and parking lot. Shovelled and treated sidewalk	DBH - Facilities Technician
						11/16/12, 7:00AM	11/16/12, 7:30AM					x		Plowed parking lot	XYZ Plowing Contractor



**Neighborhood Risk Management  
CORPORATION**  
NWOs working to insure safer communities



# Best Practices For Prevention

**IF YOU SEE  
SOMETHING,  
SAY  
SOMETHING.**

**BE SUSPICIOUS OF ANYTHING UNATTENDED.**

Tell a cop, an MTA employee or call 1-888-NYC-SAFE.

**Develop a culture  
among your  
residents and staff  
of VIGILANCE**



Neighborhood Risk Management  
CORPORATION

*NWOs working to insure safer communities*

