

November 2009

ARE YOU PREPARED FOR

WINTER? By Nancy Wood, Loss Prevention Consultant

If you are located in an area that can expect snow or ice during the winter months NOW is the time to stock up on the items you will need. They include, but may not be limited to:

- ✓ Ample amounts of snow & ice melt.
- ✓ Adequate supplies of snow shovels.
- ✓ Personal protective equipment (boots, gloves and headwear) for associates who may be asked to shovel snow.
- ✓ A signed contract with an approved vendor for snow and ice removal.
- ✓ If you have a snow blower, be sure it is in working condition.
- ✓ An adequate supply of walk-off mats.



Will you be able to successfully defend a claim involving a customer, guest or visitor, who may slip and fall on ice or snow? No matter how diligent your efforts at snow and ice removal may be winter conditions often make it impossible to render outside surfaces completely free and clear of ice or snow. In the event a guest does sustain an injury that we will need to defend we must be able to PROVE the following:

- ✓ Exact weather conditions at the time of the incident. Hint – buy a thermometer and mount it outside an office window. This will allow you to record exact temperatures.
- ✓ Maintain a log of exactly what you did to minimize the risk of a slip and fall. There is no such thing as too much detail. Details that should be logged include:

- Type of precipitation
- When it began

- When you first called the snow removal contractor
- What steps your own staff took, include the names of associates.
- The exact times your staff applied ice melt, shoveled, etc...

It is also recommended that you review your property now for possible trouble spots. Possible trouble spots to look for include:

- ✓ Pay attention to where downspouts may empty out. Do they empty onto walkways or between parked cars? A lot can be clear and dry by day, but snow melting from the roof can cause icing problems at night when the temperature drops below freezing.
- ✓ Low spots where water may pond and freeze at night.
- ✓ High traffic areas.

In many of the areas that do not expect to experience ice or snow, winter is the rainy season. This is also a time of increased awareness for those properties. Wet floor signs and additional walk off mats at entrance point at the front of the house as well as the entrances to back of the house areas are a necessity. Wet floor signs and mops or other materials and equipment should be readily available to control this hazard as much as possible. The exterior walkways should be reviewed regularly. Areas where water may stand for longer periods of time algae may grow and cause a slippery walking surface. This should be removed as soon as possible. The inspection of walkway and parking lots for safety and security reason should be on a Preventative Maintenance schedule and documented.

If you would like individual assistance in preparing your winter safety plan contact Jesse Denton, your Front Line Sales Loss Prevention Consultant.



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Stopping the Spread of Germs at Work: How Germs Spread -

Illnesses like the flu (influenza) and colds are caused by viruses that infect the nose, throat, and lungs. The flu and colds usually spread from person to person when an infected person coughs or sneezes.

How to Help Stop the Spread of Germs

- Cover your mouth and nose when you sneeze or cough
- Clean your hands often
- Avoid touching your eyes, nose or mouth
- Stay home when you are sick and check with a health care provider when needed
- Practice other good health habits.

Cover your mouth and nose when you sneeze or cough - Cough or sneeze into a tissue and then throw it away. Cover your cough or sneeze if you do not have a tissue. Then, clean your hands, and do so every time you cough or sneeze.

Clean your hands often - When available, wash your hands -- with soap and warm water -- then rub your hands vigorously together and scrub all surfaces. Wash for 15 to 20 seconds. It is the soap combined with the scrubbing action that helps dislodge and remove germs.

When soap and water are not available, alcohol-based disposable hand wipes or gel sanitizers may be used. You can find them in most supermarkets and drugstores. If using a gel, rub the gel in your hands until they are dry. The gel doesn't need water to work; the alcohol in the gel kills germs that cause colds and the flu. The alcohol based gels kill all the germs on your hands but have no residual effect. SkinWear barrier gel using a silver ion in a citrus and vegetable based protective gel kills the germs on your hands and is persistent against germs of up to 8 hours. As the protective barrier is reduced by hands washing it is recommended the gel be applied twice daily in the workplace. SkinWear is FDA approved.



Avoid touching your eyes, nose, or mouth - Germs are often spread when a person touches something that is contaminated with germs and then touches their eyes, nose, or mouth. Germs can live for a long time (some can live for 2 hours or more) on surfaces like doorknobs, desks, and tables.

In areas where there are frequent visitors, guests, customers or fellow associates touching surfaces, Pure Green 24, also using a silver ion in a citrus base, kills over 99% of known germs and bacteria for a period of up to 24 hours. This is a relatively new product and provides protection not formerly available.



Stay home when you are sick and check with a health care provider when needed - When you are sick or have flu symptoms, stay home, get plenty of rest, and check with a health care provider as needed. Your employer may need a doctor's note for an excused absence. Remember: Keeping your distance from others may protect them from getting sick. Common symptoms of the flu include:

- Fever (usually high)
- Headache
- Extreme tiredness
- Cough
- Sore throat
- Runny or stuffy nose
- Muscle aches, and
- Nausea, vomiting, and diarrhea, (much more common among children than adults).

Practice other good health habits - Get plenty of sleep, be physically active, manage your stress, drink plenty of fluids, and eat nutritious food. Practicing healthy habits will help you stay healthy during flu season and all year long.

The information in this publication was compiled from sources believed to be reliable. Frontline Sales makes no guarantee of results and assumes no liability in connection with the information, methods or suggestions contained therein. Moreover, it cannot be assumed that every acceptable safety and compliance procedure is contained herein or that abnormal or unusual circumstances may not warrant or require additional procedures.

FL LINE FRONT



It is most important to keep walkways clear, dry as practical and to warn everyone using the walkway of the possibility of ice, snow and water. When areas cannot be clear for normal use, barrier tape may be considered to reduce the probability of someone using the walkway. Mops, squeegees, brooms, traffic cones, wet floor signs, caution tape and good mats should all be part of your winter weather response



Good mats designed to allow the soles of shoes to be wiped dry and clean help prevent slips and fall, as well as save carpet and hardwood floors on the interior. Mats should have a beveled edge to allow handicapped persons in wheelchairs, with walkers or on scooter to transition to the mat without difficulty. The mat base layer should be sufficient to prevent the edge from curling with ordinary traffic or wind.

Mats on the inside of the building are recommended to allow further cleaning of the footwear. A minimum of 6 ft. of mats on each side allow both feet to be wiped at a normal walking pace.

The Andersen Water Hog mats are excellent choices for these circumstances.

For assistance with your Safety and Emergency Preparedness Programs, training resources and for all of your hotels' first aid and safety supplies contact Jesse Denton, your Frontline Sales Loss Prevention Consultant.

Call 770-257-8363 or at hotelsafety@bellsouth.net