


Objective Auditing Techniques to Control Slips and Falls in Restaurants

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Dave Ludwin
Director—Product / General Liability
CNA Risk Control



Objective Auditing
Techniques to Control Slips
and Falls in Restaurants


Slip and Falls - A Major Problem

- **3 million food service employees annually**
- **1 million guests annually**
- **\$2 billion annually**
- **10% increase annually**

Source National Floor Safety Institute (NFSI)

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Slip and Falls - A Major Problem

“Slips and falls are the greatest source of general liability claims in the restaurant industry.”

National Restaurant Association

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CNA Site Assessment Protocol

- Assess building walkways
- Diagram facility
- Identify target areas (zones) and establish Risk Classes
- Access floor surfaces and collect information
- Establish sampling rate
- Collect data
- Analyze data
- Present findings

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What We Did

- Major "white tablecloth" national restaurant chain with strong further growth plans
- Four geographically close restaurants selected
- Initial evaluations completed in a four-week period
- "Front of the house" locations selected
- Between 9 and 13 samples locations selected per location
- Over 650 measurements/ 4 month period
- Flooring was tile and wood laminate

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Risk Class "A": Walkways Normally Dry and Free of Contaminants

- Dry SCOF using a leather sensor (slider).
- Test in two directions (per diagram below) if no grain is apparent on the surface.
- Criteria: SCOF ≥ 0.50
- Examples
 - Private rooms
 - Dining areas



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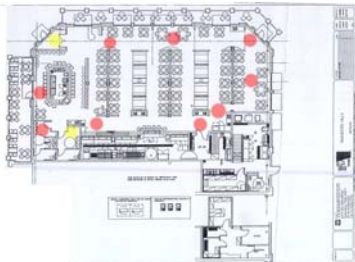
Actual Zone Diagram 1



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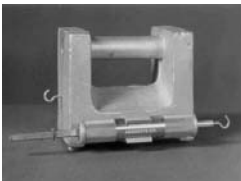
Actual Zone Diagram 2



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Slip Meters



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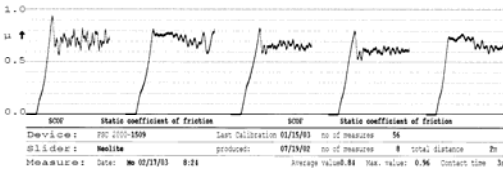
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UWT Printout

- Records 5-independent samples
- Timestamps date, time, and other relevant data
- Provides both average and maximum readings



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Example of a Basic Data Table

ZONE # 06 DRY WALKWAY AUDIT RESULTS

Direction		↑	→	↑	←
Sample	Notes	SCOF	SCOF	SCOF	SCOF
#01		0.53	0.52	N/A	N/A
#02		0.54	0.51	N/A	N/A
#03		0.50	0.49	N/A	N/A
#04		0.46	0.47	N/A	N/A

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Observations

- The tracking of materials from the kitchen to the serving and seating areas emerged as the primary controllable source of improving overall slip resistance.
- Following a manufacturer's exact directions when applying floor cleaning compounds is crucial
- Contractor application emerged as a critical variable in our study

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Observations

- Improvement was in large part dependent on the training and technique of the cleaning personnel .
- Following cleaning, each flooring surface exhibited a significant improvement in its individual slip resistance.
- Floor mats are effectively reduce the movement of materials.

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Observations

- Success of mat program hinged on the frequency of change out of the mats. Twice a week was not enough.
- Permanent carpet runners helped control exposure in primary travel areas.
- Generally, store testing results (SCOF numbers) improved (increased) the further away from the kitchen entrance.

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Study Findings - 1

- Select high-traction, slip-resistant flooring materials when you build, expand or remodel
- Know what the "out-of-the-box" slip resistance is on the floor materials in your facility
- Select floor cleaning and maintenance products with proven slip resistance characteristics

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Study Findings - 2

- Be alert for workers substitution
- Apply floor cleaning and maintenance products properly
- Verify the cleaning procedures

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Study Findings - 3

- Remove any unauthorized or incompatible cleaning products
- Separate cleaning materials and equipment
- Include carpet runners and mats in the maintenance and housekeeping program.

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Study Findings - 4

- Limit the difference in heights between flooring surfaces and mats
- Ensure that staff is well trained in spill prevention and response programs
- Regularly review all the slip-and-fall incident reports

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Study Findings - 5

- Implement a good mat program
- Institute a walkway auditing program
- Maintaining open and clear communications

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