

This Week's Learning Objective:

Pre-work Site Assessment

Materials Needed for this Session:

A copy of PestSure Loss Lesson "Slip, Trip, Fall"; enough for each attendee.

Optional activity - watch the opening segment of the CD "The Causes of Accidents"

Leader Notes / Training Outline

1. **Review** the PestSure Loss Lesson "Slip, Trip, Fall".
2. **Discuss** that slip/trip/fall is the most frequent work injury in our industry.
3. **Review** seasonal changes that affect the walking/working surfaces at accounts.
4. **Discuss** a pre-work job site assessment done by walking the site prior to beginning service to note any slip/trip hazards present..
5. Open the discussion to the attendees. See Leader Tips below.

- _____
- _____
- _____



Leader Tips:

Announce the learning objective: Our objective today is _____

Explain to the group why this topic is being reviewed:

- Prevent you from being injured
- Prevent injury to others
- .

Ask the **group to discuss** the subject matter and give input by drawing from their work experiences:

- Attendee to relate a personal story involving this objective
- Attendee to share something learned on the job involving this objective
- .
- .

Slip, Trip and Fall

#6

PestSure Members,

In several recent PestSure workers' compensation claims, our technician trips or slips and falls down. If the technician is wearing a backpack, the injuries involve shoulders and cervical spine. If the technician is carrying a sprayer, the injuries involve knees, ankles, and hips and lumbar spine. Regardless, these injuries result when we have not previewed our location prior to beginning our service.

- slipped off curb \$154,000
- slipped on sand \$375,000
- stepped off curb \$169,000
- tripped down steps \$218,000
- tripped on garden hose \$310,000
- slipped on leaves \$233,000
- slipped on ice \$203,000

The trip and fall hazards that exist at a particular location are numerous. A simple curb, wet leaves, landscape surface changes, sprinkler heads, rocks, retaining walls, garden hoses, toys, and down spouts are just a few of the conditions that are present. Conditions at our work locations are continually changing.

Lesson:

I am told by many of you that walking a site or doing a brief hazard check prior to starting the service is not feasible with the way we schedule our routes and our service time at each location. As these types of claims continue to occur and the loss of productivity and claims expense continue to tally, our challenge is to adapt our service methods to allow for this brief hazard assessment upon arrival at a location. Some of you already have a site preview as part of your procedures but many of you do not.

- Review your new hire on the job training process and content and be certain we are training technicians to conduct a site walk prior to beginning service.
- Discuss potential location trip and slip hazards as a group to heighten awareness among all technicians.
- If necessary, review your time allotment for a typical service and be certain you are scheduling to allow for this brief loss prevention step.

Trips and falls are the number one cause of work injury in our industry. Please discuss this loss lesson with your entire team and implement steps to reduce this hazard for your work force.