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- Scott has been in residential and commercial property management since 1987. His specialties include to all facets of property and facilities operations, safety, risk management and mitigation, insurance, energy management & sustainability, construction and rehabilitation project oversight, physical asset preservation, capital planning, financial due diligence for acquisition, refinance and re-syndication transactions, as well as developing and presenting professional development training programs specifically designed for property professionals.
- Scott is a Certified Property Manager (CPM®), a Master Facility Executive (MFE), a Certified Safety Manager (CSM), a Certified Safety & Health Compliance Officer (CSHCO®), a National Affordable Housing Professional-Executive (NAHP-e™) and holds several OSHA, EPA, and NFPA credentials. He is also a licensed construction supervisor (Massachusetts).
- Scott is a national trainer, conference speaker, curriculum author, credentialing advisor and a subject matter expert working with attorneys across the country on safety-related cases.

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Legal Disclaimer

The information that has been prepared and shared today utilizes federal and state occupational safety and health (OSH) data, program training requirements and generally accepted industry practices at its foundation. It is presented solely as a professional development and educational training opportunity that is designed to enhance employees' skills and increase general knowledge of the subject.

The material, tables, charts, graphs, recommendations, etc., and other information contained in this training presentation is not intended to be or construed as legal advice of any kind, nor should it be used to formulate any legal opinions. Participants should always consult with their own leadership and attorneys for advice of any legal nature.

While we endeavor to do so, some of this information may not be completely up-to-date at the time of the presentation due to recent changes within the industry as it relates to this particular topic.

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Training Overview and Learning Outcomes

According to OSHA, slips, trips and falls are the leading cause of incidents and accidents in the workplace. All of these events are preventable!

Today we are going to review and discuss how you can ensure that your workplace stays safe. Specifically, we will review:

- The OSHA General Duty Clause
- OSHA 29 CFR 1910 Requirements
- State Plan OSHA Requirements
- Most common causes of slips, trips and falls and how to avoid them
- Importance of ladder safety and working at varying heights and fall prevention techniques
- Importance of proper housekeeping and maintenance

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**OSHA 29 CFR 1910
REQUIREMENTS**

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OSHA 29 CFR 1910

Subpart I—Personal Protective Equipment

§1910.132 General Requirements.

§1910.133 Eye and Face Protection.

§1910.134 Respiratory Protection.

§1910.135 Head Protection.

§1910.136 Foot Protection.

§1910.137 Electrical Protective Equipment.

§1910.138 Hand Protection.

§1910.139 [Reserved]

§1910.140 Personal Fall Protection Systems.

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OSHA 29 CFR 1910

Subpart I - Personal Protective Equipment

- Appendix A to Subpart I of Part 1910—References for Further Information (Non-mandatory)
- Appendix B to Subpart I of Part 1910—Nonmandatory Compliance Guidelines for Hazard Assessment and Personal Protective Equipment Selection
- Appendix C to Subpart I of Part 1910—Personal Fall Protection Systems Non-Mandatory Guidelines
- Appendix D to Subpart I of Part 1910—Test Methods and Procedures for Personal Fall Protection Systems Non-Mandatory Guidelines

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OSHA GENERAL DUTY CLAUSE

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OSHA General Duty Clause

The General Duty Clause from the Occupational Safety and Health Act of 1970 requires that, in addition to compliance with hazard-specific standards, all employers must provide a work environment "free from recognized hazards that are causing or are likely to cause death or serious physical harm."

Employers have the responsibility via the Act to abate any hazards. The Occupational Safety and Health Administration (OSHA) relies on the General Duty Clause for enforcement authority.

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OSHA General Duty Clause

The General Duty Clause specifically states:

"Each employer shall furnish to each of his employees employment and a place of employment which are free from recognized hazards that are causing or are likely to cause death or serious physical harm to his employees;

Further, said employer shall comply with occupational safety and health standards promulgated under this Act; and

Each employee shall comply with occupational safety and health standards and all rules, regulations, and orders issued pursuant to this Act which are applicable to his own actions and conduct."

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OSHA General Duty Clause

Employers must also:

- Follow all relevant OSHA safety and health standards.
- Inform employees about chemical hazards through training, labels, alarms, color-coded systems, chemical information sheets and other methods.
- Notify OSHA within eight (8) hours of a workplace fatality or when three (3) or more workers are hospitalized.
- Provide required personal protective equipment at no cost to workers.

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OSHA General Duty Clause

Employers must also:

- Keep accurate records of work-related injuries and illnesses.
- Post OSHA citations, injury and illness summary data, and the OSHA "Job Safety and Health – It's The Law" poster in the workplace where workers will see them.
- Not discriminate or retaliate against any worker for using their rights under the law.
- Shall comply with occupational safety and health standards and all rules, regulations, and orders issued pursuant to this Act which are applicable to his own actions and conduct.

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Employee Rights & Responsibilities

- Working conditions that do not pose a risk of serious harm.
- Receive information and training (in a language workers can understand) about chemical and other hazards, methods to prevent harm, and OSHA standards that apply to their workplace.
- Review records of work-related injuries and illnesses.
- Get copies of test results done to find and measure hazards in the workplace.
- File a complaint asking OSHA to inspect their workplace if they believe there is a serious hazard or that their employer is not following OSHA rules. When requested, OSHA will keep all identities confidential.

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Employee Rights & Responsibilities

WHISTLEBLOWER PROTECTIONS

- Use their rights under the law without retaliation or discrimination. If an employee is fired, demoted, transferred, intimidated, threatened or discriminated against in any way for using their rights under the law, they can file a complaint with OSHA. This complaint must be filed within 30-days of the alleged incident of discrimination.
- These rights include filing an OSHA complaint, participating in an inspection or talking to an OSHA inspector, seeking access to employer's exposure and injury records, and raising a safety or health complaint with the employer.

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What You Need To Know...

**SLIPS, TRIPS, & FALLS
AND HOW TO PREVENT THEM**

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Why Take Slip, Trip, and Fall Prevention Training?

- Whether you are at work, at home or out in public, slips, trips, and falls are always possibilities. Specific care should be taken to keep them from happening in the first place to avoid injury, a painful reality, and to avoid possible insurance claim.
- Parking lots, walkways, sidewalks, entrances & exits, vestibules, hallways, stairwells, elevator openings, community rooms, etc.. All kinds of environments can have slip, trip, and fall hazards.
- There can be many factors involved when a fall happens. These training slides will cover a variety of these causes, including poor housekeeping at the workplace; improper use of ladders, ramps, and stairs; not using appropriate PPE as well as weakened physical capabilities due to illness or age.
- Even though the specific situations vary, by following a few basic guidelines to eliminate the potential contributing factors, you can greatly reduce opportunities and prevent slips, trips, and falls.

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Slips, Trips and Falls - Data

Some statistical data...

- Slips, trips and falls cause more 39.2 million hospital visits on average annually for America's workforce.
- They account for over 96 million lost workdays per year on average.
- The average "out of work" time per accident is 38-days.
- Over 35% of all work-related accidents are classified as falls.
- Over 65% of all lost workdays are listed as slip and fall injuries – with slick floors or obstructed walking surfaces being the #1 and #2 reasons.
- Falls result in nearly 21% of total Emergency Room visits nationwide.

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Slips, Trips and Falls - Data

More details...

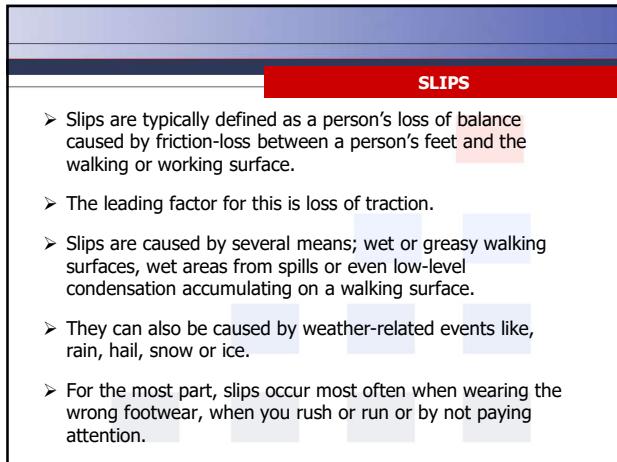
- Fractures are the #1 result in most fall accidents, followed by strains, sprains and tears.
- Annual compensation and medical costs from slip and fall injuries exceed \$70 billion annually.
- An average Worker's Compensation Claim from one of these events is approximately \$20,000 per accident.
- They also result in over 700 fatalities per year according to the National Safety Council.
- Wet walking surfaces were the #1 reported cause of slips and falls coming in at about 55%.
- The top five occupations making up a good majority of these cases are police officers, laborers and general maintenance mechanics, janitors, construction workers and nurses.

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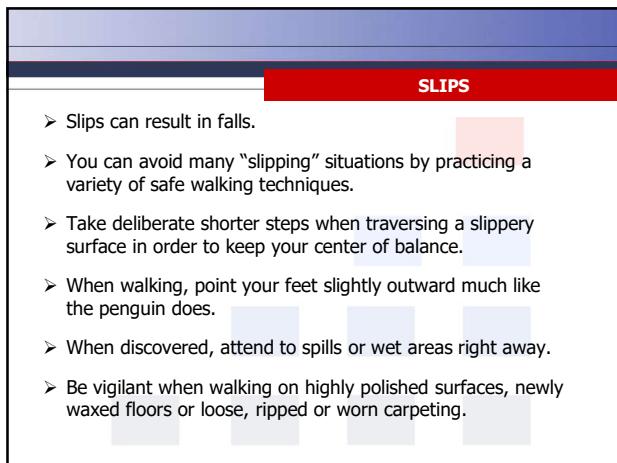
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TRIPS

- Trips happen when a person is walking and their foot or feet comes in contact with an object or with another change in conditions like uneven surfaces whereby your stride shifts and you lose your balance.
- For the most part, trips are more likely to occur when you are hurrying or walking, running or by not paying attention.
- They can also happen when changing elevations like going up or down stairs, ramps or on uneven surfaces like lawns.
- Be vigilant when walking on highly polished surfaces, newly waxed floors or loose, ripped or worn carpeting.

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TRIPS

- Like avoiding slips, you can avoid tripping situations by practicing more safe walking techniques.
- Always make sure you can see where you are walking. Never carry anything in front of you so much that it obstructs your vision.
- Properly maintain all walking surfaces. Keep these areas free and clear from all obstructions, protruding objects and well-lit, especially at night.
- Ensure that furniture, office equipment, storage areas are arranged in such a way as to not cause any.

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FALLS

- Falls typically occur when your body moves or shifts too far off your center or out of balance.
- Falls are responsible for the majority of workplace fatalities than any other reason.
- Like slips and trips, they can also be caused or exacerbated by weather-related events like, rain, hail, snow or ice.
- Falls too can occur when wearing the wrong type of footwear, when you rush or by not paying attention.

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FALLS

- To avoid falls, do not jump off higher surfaces or areas like stairs, loading docks, etc.
- You always want to keep walkways, passage areas, stairs, storage areas etc., free from clutter and always well-lit.
- Inspect, repair and/or replace items like handrails and stairs that become broken, loose or pose other hazards.
- Wearing the wrong footwear is also a major contributing factor with falls by not having the correct non-slip soles.
- Unsafe behaviors are also a contributing factor to all of these.

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Risk Mitigation / Process Control

There are a number of things to remember when preventing slips, trips and falls is;

- ✓ Recognize your surroundings and any possible hazards
- ✓ Evaluate the situation to develop the appropriate strategy
- ✓ Control the hazardous condition by implementing the correct strategy(ies)
- ✓ Adopt a "safety first" behavior – avoid unsafe conditions and behaviors
- ✓ Always wear appropriate PPE, especially ANSI / ASTM certified safety compliant footwear
- ✓ Ensure appropriate housekeeping program requirements are followed
- ✓ Poor lighting, glare, shadows, missing signage, etc., also play a part in contributing to these events

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Evaluating of Hazards

As property professionals, we have a very good understanding of a lot of things – good generalists.

When you set-out to perform evaluation of hazards at your property, you want to follow this three-step process:

Severity: Determine the levels of severity and grade them using a 1-5 rating scale where 1 means low and 5 means high.

Exposure: Determine the exposure risk and again, grade them using the 1-5 rating scale.

Probability: Determine the level of probability and again, use the 1-5 rating scale.

Question: What are your top-three major slip, trip and fall hazards?

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Proper Upkeep / Good Housekeeping

Safety awareness:

- Slipping on a wet spot, ice or on faulty stairs in a common area is the #1 claim made against a company's General Liability (GL) policy. This happens more often than we realize.
- Falling to the ground, floor, down stairs, or off of a ladder can result in the individual having severe injuries.
- Making sure to keep the site's grounds, lots, lobbies, stairs, offices and common areas are well-maintained, clean and free of clutter at all times.
- Safety is everyone's responsibility.



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Slip, Trip, and Fall Prevention

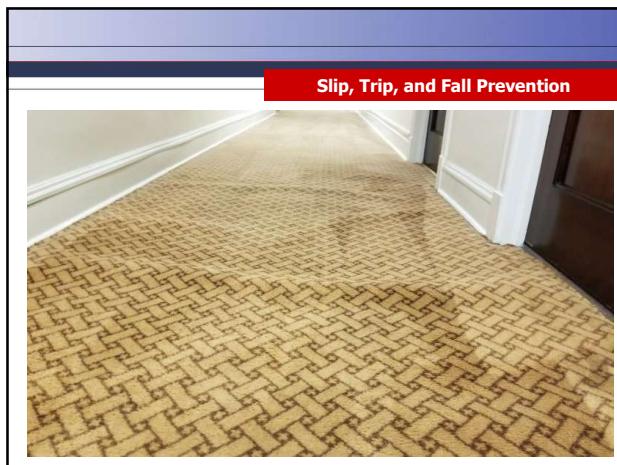


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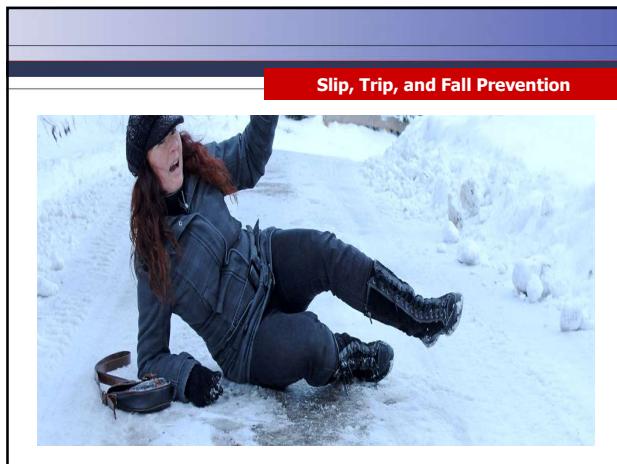
Slip, Trip, and Fall Prevention



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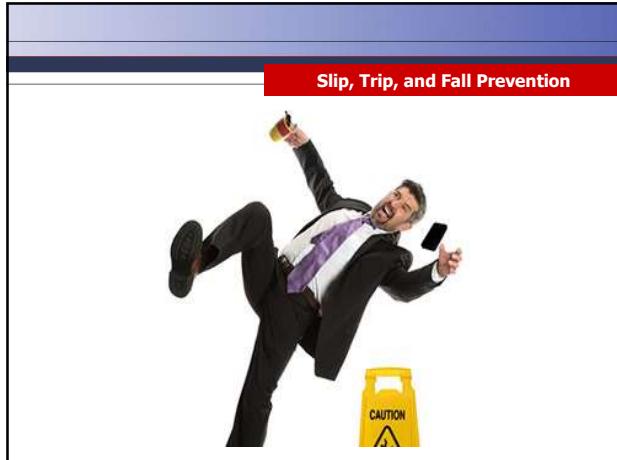
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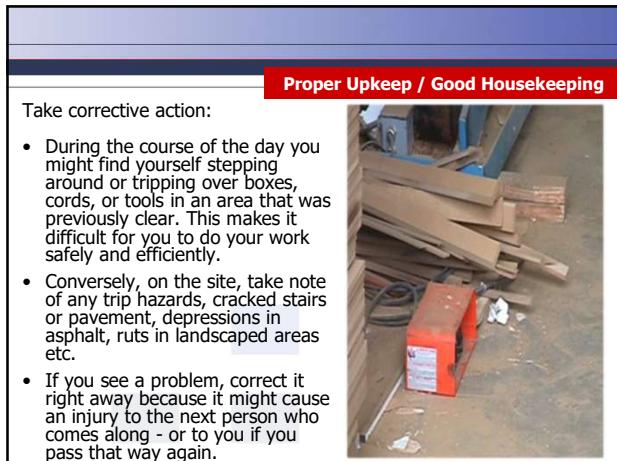
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General Precautions

Keep floors clean and dry:

- If the work results in wet floors, install adequate drainage and cover floors with one of the many available styles of non-skid surfacing.
- Accidentally spilled liquids and other slippery materials must be cleaned up immediately.
- Slip-resistant footwear must be worn in continuously damp areas.



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General Precautions

Pay attention to floor surfaces:

- Do not allow carpets or mats to bunch up or fold and create a trip hazard.
- All carpets and mats must have anti-trip edges. Their edges must be tapered or fastened down securely.
- All walking surfaces must be free of irregularities such as holes and depressions. Repair such floor damage immediately.
- Floor surface coatings should not be slick or slippery. Non-skid waxes and anti-slip "gritty" coatings should be used.



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General Precautions

Create awareness level:

- Define what is necessary and remove all obstructions, hazards or unnecessary items from the work area.
- Know where all necessary items are stored when not in use.
- Clearly mark hallways, stairways and walkways with paint or railings.
- Ensure that walkways are sufficiently wide and well lit.
- All interior halls and stairs as well as work areas should be well lit.
- Do not run in the workplace!




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Slip Resistant Floor Surfaces

Determining the traction of floor surfaces:

- It is possible to scientifically measure the "slip resistant" qualities of different walking surfaces. **The Static Coefficient of Friction** (SCOF) is the measurement of *resistance to friction*. The higher the SCOF the greater the friction. Note: It is possible for a floor to have too much "traction."
- A Tribometer® is used to simulate and measure how well leather and rubber soled shoes slide across specific flooring surfaces (wet or dry).
- A Tribometer® can show the difference in traction a rubber soled shoe would have on a textured-concrete walkway versus a waxed, linoleum hallway.

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Slip Resistant Floor Surfaces

Determining the traction of floor surfaces (continued):

- Tribometers** help calculate a floor's Traction Index (TI) rating. A walkway with a TI rating equal to or greater than one (1.0) is considered "slip resistant."
- The floors in all walkways and work areas must provide adequate traction for safety.
- In wet areas or areas where slippery materials may fall to the floor, slip resistance must be provided, for example:
 - Applying a textured coating to the floor
 - Installing anti-slip mats

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Standard and Nano-Tribometers



A graph showing wear distance (Verschleißweg) in micrometers (µm) versus test duration (Versuchsdauer) in hours. The y-axis ranges from 200 to 550 µm, and the x-axis ranges from 0 to 12 hours. Four curves are plotted for Probe 1 (black), Probe 2 (orange), Probe 3 (green), and Probe 4 (blue). All four curves show a linear increase in wear over time, with Probe 1 showing the steepest slope.

Versuchsdauer (h)	Probe 1 (µm)	Probe 2 (µm)	Probe 3 (µm)	Probe 4 (µm)
0	200	200	200	200
1	220	215	210	205
2	240	230	220	210
3	260	245	235	225
4	280	260	250	240
5	300	275	265	255
6	320	290	280	270
7	340	305	295	285
8	360	320	310	300
9	380	335	325	315
10	400	350	340	330
11	420	365	355	345
12	440	380	370	360

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Stairways and Ramps

Use stairs and ramps wisely:

- Keep stairways and ramps in good repair and free of obstructions. Install non-skid surfacing on stair treads.
 - In some older or historic buildings, our stairwells may have “tacked” edge strips. These while originally properly installed can lift up over time or otherwise become a trip hazard. If you see this, if they cannot be repaired to original condition, they should be removed.
 - Staircases must meet the specific building codes applicable to their use, e.g., adequate width, consistent riser height, physical strength, guardrails, etc.
 - Ensure that handrails are properly installed and extend past the top and bottom steps.
 - Mark the first and last steps clearly, such as with yellow stripes.
 - Remind everyone to use stairs attentively, use the handrails, and never carry an object that obstructs their view of the stairs ahead.

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Health and Age Factors

The risk of falling and fall-related injuries rises as a person gets older, but falls are not inevitable:

- Regular exercise keeps bones and muscles strong and improves balance.
 - Carefully monitoring medication helps control unwanted side-effects such as dizziness.
 - Regular physical exams can provide early detection of health issues.
 - Sometimes poor vision is a factor in falls. Regular eye exams can detect problems.
 - Comfortable and safe footwear is important. Avoid backless and high-heeled shoes, and shoes with smooth leather soles.
 - Keep task areas and pathways clear of clutter and keep bathroom, kitchen, and laundry room floors clean and dry.
 - Install grab rails wherever extra balance is required.

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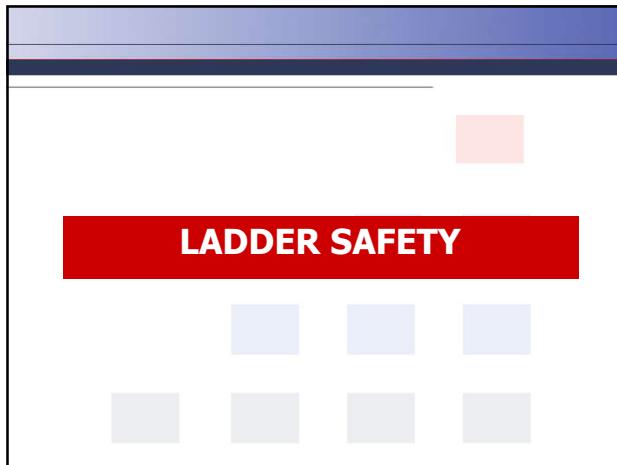
Health and Age Factors

Recognition and remedies:

- Sometimes a fall is caused by a physical weakness resulting from illness or age. Several steps can be taken to lessen the effects of these conditions.
 - If a medical condition appears to be the cause of a fall be sure that a medical professional is consulted in case treatment is required.

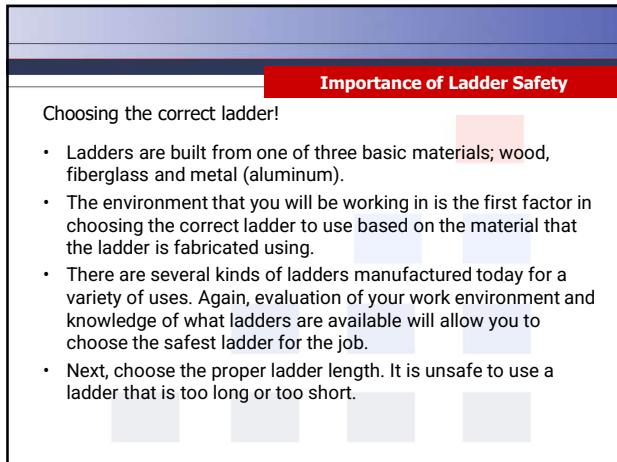


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A slide titled "LADDER SAFETY" in red. The slide features a red header bar with the title. Below the title are several small, light-colored squares arranged in a grid pattern.

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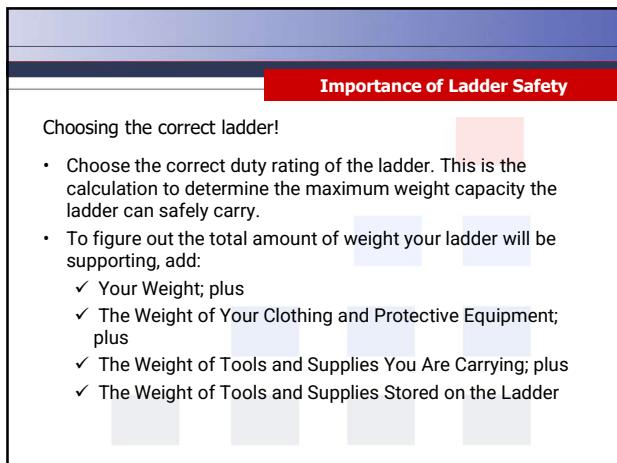


A slide titled "Importance of Ladder Safety" in red. The slide content is as follows:

Choosing the correct ladder!

- Ladders are built from one of three basic materials; wood, fiberglass and metal (aluminum).
- The environment that you will be working in is the first factor in choosing the correct ladder to use based on the material that the ladder is fabricated using.
- There are several kinds of ladders manufactured today for a variety of uses. Again, evaluation of your work environment and knowledge of what ladders are available will allow you to choose the safest ladder for the job.
- Next, choose the proper ladder length. It is unsafe to use a ladder that is too long or too short.

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A slide titled "Importance of Ladder Safety" in red. The slide content is as follows:

Choosing the correct ladder!

- Choose the correct duty rating of the ladder. This is the calculation to determine the maximum weight capacity the ladder can safely carry.
- To figure out the total amount of weight your ladder will be supporting, add:
 - ✓ Your Weight; plus
 - ✓ The Weight of Your Clothing and Protective Equipment; plus
 - ✓ The Weight of Tools and Supplies You Are Carrying; plus
 - ✓ The Weight of Tools and Supplies Stored on the Ladder

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Importance of Ladder Safety

Choosing the correct ladder!

There are five (5) Duty Ratings for ladders:

Type IAA (Extra Heavy Duty)	375 pounds
Type IA (Extra Heavy Duty)	300 pounds
Type I (Heavy Duty)	250 pounds
Type II (Medium Duty)	225 pounds
Type III (Light Duty)	200 pounds

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Ladders, Platforms, and Scaffolds

Climbing ladders and working at high elevations pose additional fall hazards:

- Ladders and stools must be designed for the task and must be in good, serviceable condition.
- Damaged ladders must be removed from service.
- Ladders must be used properly. They must be placed on solid ground and the top rungs must not be used as steps, as per the manufacturer's instructions.
- Ladders must be placed at an angle that is not too steep or too shallow. The proper slope is one foot away from the wall for every four feet in height: a ratio of 1 to 4.



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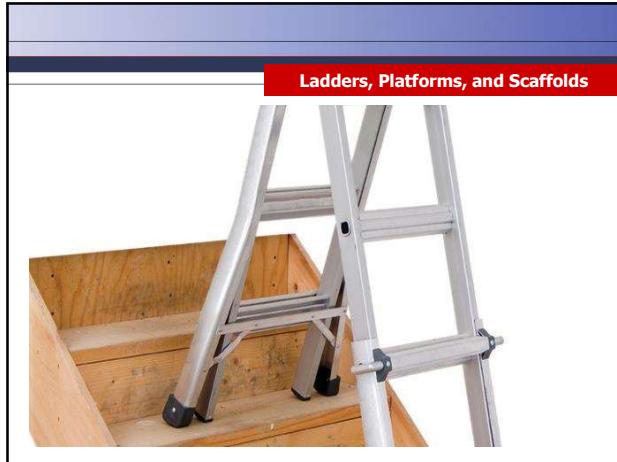
Ladders, Platforms, and Scaffolds

Climbing ladders and working at high elevations pose additional fall hazards (continued):

- When working on a ladder never lean or reach too far to either side always keep your "belt buckle" between the two side-rails of the ladder.
- All scaffolding must be suited for the job and installed by a properly trained and competent person.
- Scaffolding must have guardrails, toe-boards, and cross-bracing to prevent swaying. All local, state, and federal scaffolding regulations must be understood and followed.



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Ladders, Platforms, and Scaffolds

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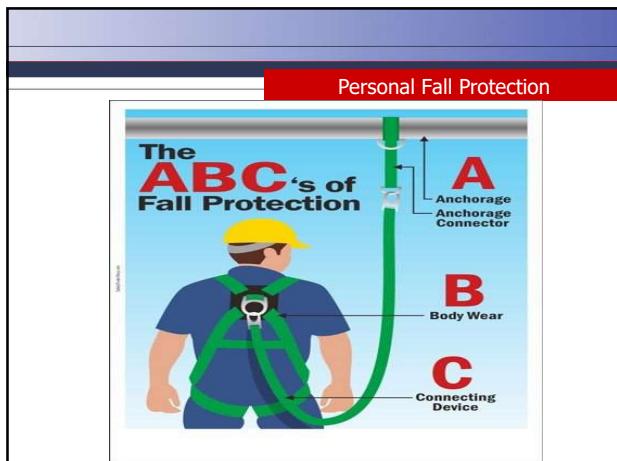
Floor, Roof and Wall Openings

Watch for unexpected openings:

- Unexpected openings in floors or walls must be clearly marked and barricaded.
- Coverings over floor openings must be continuous (no openings), adequately strong, and fastened securely.
- You must wear proper fall protection equipment when working near wall openings, ledges that cannot be barricaded or above hazardous processes.

A photograph showing a floor opening covered by a white rectangular panel, surrounded by debris and tools, illustrating a potential fall hazard.

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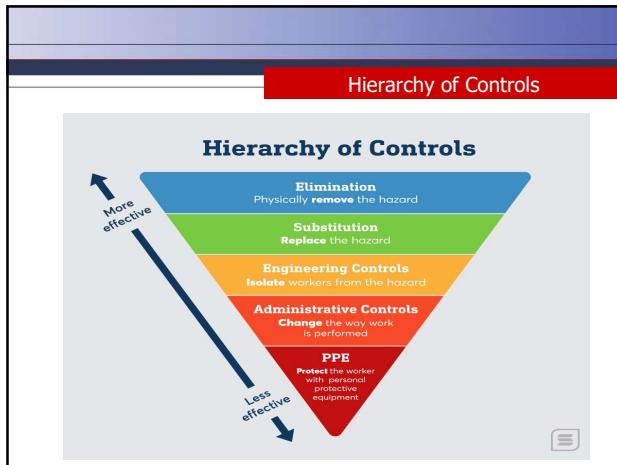
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Investigate Incidents & Accidents

In the event of an accident the employer must conduct a complete investigation:

- Was there an unsafe behavior? Was there an unsafe condition?
- Determine the causes, identify and implement the solutions, and follow-up to ensure that the situation that caused the incident no longer exists.
- Document all aspects of the incident and investigation.



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Summary

- Everyone is responsible for safety.
- Proper maintenance and good housekeeping are an important part of keeping your properties safe.
- Floors should be kept dry and free of slippery materials, clutter, and debris. Wet weather and winter months pose a real challenge here. Modify duty schedules accordingly.
- Falls are not inevitable as a person ages but do become more likely. Always look at your sites the way the general public does.
- Stairs and ramps must be well-maintained and used carefully.
- All the rules of safe ladder and scaffold usage must be understood and followed – including fall arrest systems and PPE.
- Slip, trip, and fall incidents must be thoroughly documented, investigated and solutions must be implemented timely to prevent a repeat occurrence.

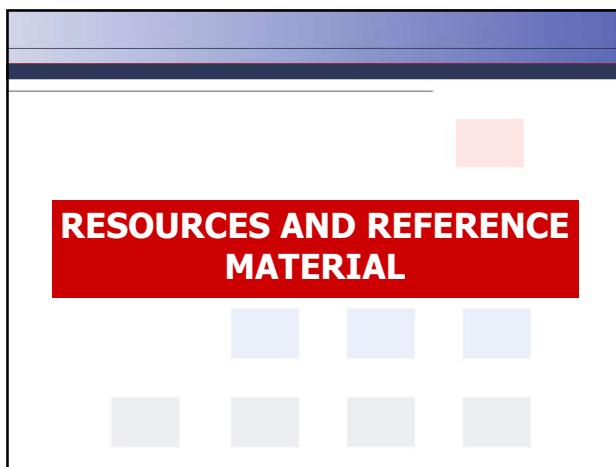
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Some Inspiration

“Positive change does not happen when employers adopt or enforce safety policies, it happens when employees adopt new safer behaviors”



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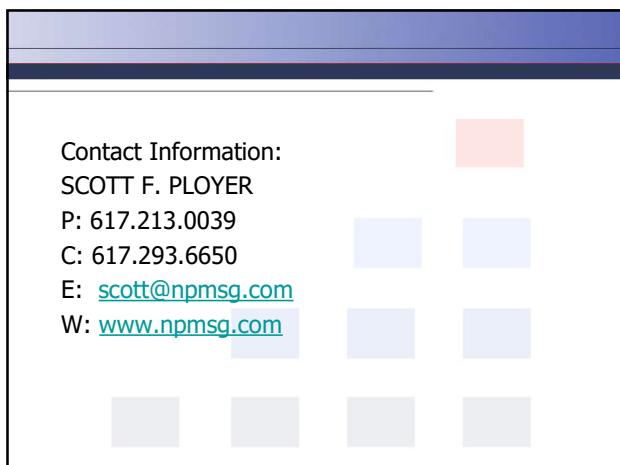
- Federal OSHA: <https://www.osha.gov/>
- Cal/OSHA: <https://www.dir.ca.gov/dosh/CalOSHA>
- National Safety Council <https://www.nsc.org>
- The American Ladder Institute: <https://www.americanladderinstitute.org>

At the bottom of this section are eight small, light gray square icons arranged in two rows of four. The slide has a thin black border.

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The slide has a blue header bar at the top. Below it is a white section containing a red box with the text 'Thank You!'. In the center of the slide is a large, bold, black text 'Questions ???' surrounded by a grid of eight light gray square icons arranged in two rows of four. The slide has a thin black border.

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