

Slip and Fall Prevention Facilitator's Guide: How to Use This Program

Welcome to Betco's Resource & Process Management™ Training Library

Betco's Resource & Process Management™ program is a comprehensive, on-going resource management process that assists facility administrators in maximizing operational efficiency. An important part of that process is competency training for cleaning professionals. That's why Betco created the Resource & Process Management™ Training Library, to respond to our customers' growing needs for training materials.

This library supports your training efforts with a wide range of topics developed to expand your cleaning staff competencies, from OSHA regulations to cleaning procedures and increased productivity. Each topic is covered with a videotape, CD-ROM, facilitator's guide and set of 10 workbooks. Plus, you and your staff can become Betco Certified Cleaning Technicians and earn International Executive Housekeeping Association Continuing Education Units (CEUs) toward your training requirements.

If you would like more information on Betco's Resource & Process Management™ Program or the Training Library, contact **Customer Service at Betco Corporation at 1-888-GO BETCO.**

Brief Summary of This Program

The RPM Slip and Fall Prevention module focuses on the “reasonable” and prudent practices for slip and fall prevention within a facility. This training will enhance the participant’s knowledge on what to look for regarding floor safety.

After participating in this program, the participant should be able to:

- Realize common causes for slip and fall accidents
- Perform steps to avoid a slip and fall accident
- Understand proper spillage clean up
- Know what to do in case of a slip and fall accident
- Practice personal safety in regards to slipping or falling
- Complete the exam that accompanies this module

Program Materials:

1 Training Video

Slip and Fall Prevention

1 Interactive CD-ROM, including

Training Information

Sample Tests

Slip and Fall Prevention Inspection Form

Slip and Fall Accident Report Form

Exam via Internet

Workbook

Program Summary for Users

Slip and Fall Prevention Inspection Form

Slip and Fall Accident Report Form

Certification Exam

Facilitator’s Guide

Training Tips for Facilitator

Exam Key

Instructor Tips

Instructors using the RPM Library repeatedly remark on the flexibility of the training materials. They appreciate having the ability to use video for training groups, as well as the CD-ROM for one-on-one instruction. The workbook has proven perfect for quick reviews before undertaking a procedure.

Slip and Fall Prevention requires integrating concepts and skills. When you are instructing your group, it is important that the library materials be accompanied with exercises, demonstrations and further discussion. Ultimately, the success of your students will rely on effective practice and follow-up after the formal training session(s).

The following suggestions will help you conduct a successful, productive training session:

1. Review the entire facilitator's guide, workbook and video/CD-ROM before beginning a training session. Be familiar with how the workbook reiterates the points discussed in the video/CD-ROM. Make notes on any areas you want to explain further, or any points that may be slightly different at your facility.
2. Be aware of any START and STOP points in the video/CD-ROM program. Notice how they may relate to the information in the workbook.
3. Cite examples from your own experience whenever possible. This shows how the concepts aren't merely textbook ideas, but that they are really applicable on-the-job.

4. Encourage participation! Encourage the participants to ask questions if something isn't clear, or to share their own experiences. Don't force the issue though, since people learn in different ways, and some people don't like to talk while they are learning something new.
5. Exercises are a very valuable part of the learning experience. Remember to clearly explain the directions and make sure everyone understands what they are expected to do. Give the participants enough time to complete each exercise.
6. Encourage the participants to make notes in their workbook. These items are made for their future reference. Notes are an important way to personalize the information.
7. Most participants have short attention spans. Try to emulate the audience's normal activity flow. They are probably used to being active all day, so you may need to include additional activities to keep them mentally and physically alert. Take a break to stretch. Do some simple exercises. Instead of one long session, you may need to break it into 3 shorter sessions. The key to keeping your audience's attention is to change activities every 7-10 minutes.

It may also help to provide refreshments during the session. We have found it is seldom beneficial to have a full meal during a session, since people tend to be sluggish after eating that much. However, a light meal will probably enhance learning because it gives the students a chance to discuss the topic and apply it to their situation.

How to Use These Materials for a Group

This training program will be most effective if you plan for 2.0 hours of training time. This should include time for hands-on exercises, depending on the size of the group. There should be no interruptions, including pagers or cell-phones.

The basic training plan includes:

1. Introduce the RPM Slip and Fall Prevention module and discuss the importance of this topic to your facility.
2. Discuss the process and preventative measures.
3. Hand out the workbook.
4. Show the video.
5. Discuss the video as it applies to your facility.
6. Discuss and demonstrate how to properly fill out the Slip and Fall Inspection Form and the Accident Report Form. Be sure to identify where these are located at your facility.
7. Complete a hands-on demonstration such as proper spillage clean up.
8. Review the certification questions with a verbal pre-test.
9. Facilitate the certification exam process.

How to Use These Materials in a Self-Study Situation

This program can become a valuable tool in self-study situations, perhaps in the privacy of an office or even as take-home materials. It might be difficult to follow all of the steps we recommend, but the following guidelines will be helpful in maximizing learning.

For the Facilitator:

1. Make sure you are familiar with the materials.
2. Be available to answer any questions or concerns.
3. Reinforce the process demonstrated on the video/CD-ROM by discussing the information with the participant.
4. Help the participant apply the information to your facility. Adapt the group exercises to a one-on-one situation if possible.
5. Encourage the participant to demonstrate what they have learned, while you assist as needed.
6. Provide plenty of time for the participant to cover the materials. They will need at least 1 hour to read the workbook, watch the video and take the certification exam in this program. They should be able to achieve certification on the module during that time. However, they will need additional time to practice the procedures outlined in the program.
7. Encourage the participant to complete each module in one day. If they must stop, they should return to it soon. We find that the longer the participant stays away, the more information they will need to review before continuing.
8. Review the following Self-Study tips with the participant.

Self-Study Tips:

Set aside at least 1 hour to read the workbook, watch the video and take the certification exam on each module of this program. You should be able to achieve certification during this session. You will need additional time to practice the procedures outlined in the program.

Try to complete each module in one day. If you must stop, return to it soon. We find that the longer you stay away, the more information you will need to review before you can continue.

Self-Study Procedure:

1. Review the workbook introduction.
2. Go through the video/CD-ROM.
3. Think about how this process can be used at your facility.
4. Review the critical steps in your workbook. Make notes as needed.
5. Practice the process.
6. Get feedback from your supervisor, your Betco representative or another experienced person who can assist.
7. Now you are ready to become a certified Betco Slip and Fall Prevention Specialist. Please take the time to complete the exam for each module. If your exam is 80% correct, you receive a certificate from Betco and you will be eligible for IEHA CEU's.

Take your certification exam on-line by linking to it directly from the CD-ROM or by going to www.betco.com. You can also complete the exam in the back of the workbook and mail or fax it to:

Betco Corporation
Attn: Marketing
P.O. Box 3127
Toledo, OH 43607-0127
FAX: 419-321-1954

Preparation:

Set Up Room:

Seating — Use chairs and tables so the students can layout their workbooks on the table. Make sure all of the seats have a good view of the audiovisual equipment.

Equipment — If you use the video, you will need a VCR and monitor. Make sure the monitor is large enough that all your participants can easily see it. If you use the CD-ROM, you will need a computer with a CD-ROM drive. If you have a large audience, it will help to have a projector that hooks into the VCR or computer.

Gather the necessary supplies:

Slip and Fall Prevention Inspection Form

Slip and Fall Accident Report Form

Gather cleaning tools such as broom, dust pan, mop and bucket if you are practicing hands on demonstrations

Remember to include the proper PPE and caution signs.

Develop Training Aids

Flip Chart/Chalk Board — Use a flip chart or chalkboard to list the main points of your presentation. This will provide a set of guidelines for both you and your audience.

Training Session (1 hour)

- 1. Introduction of RPM Slip and Fall Prevention Module**
Use Section 1 of the workbook to introduce the program.
- Go around the room and ask each participant what they want to learn from this session. Write their answers on a flip chart and post the page in the room. You will refer to this at the end of the session.
- Discuss the process and product applications.
Use the step-by-step instructions in the workbook to discuss the process and product applications.
- Show the videotape or the video sections of the CD-ROM.
- Discuss the video as it applies to your facility. Start by asking the participants how they think it applies to your facility.
- Complete a hands-on demonstration. Have each participant or a couple of participants practice the steps outlined in the training. If you only have time to practice a few, be sure to review the more difficult tasks such as completing the Slip and Fall Prevention Inspection Form and Accident Report Form.
- Review the certification questions with a verbal pre-exam. You may want to use the exam questions without the multiple-choice answers. Remember, they must get 80% of the questions right to gain certification, so you want to make sure they understand why the answers are correct.
- Review the flip chart page listing that they wanted to learn during this session. Make sure you have discussed their concerns, even if they are off of this topic.
- You may facilitate the certification exam process by handing out copies of the test and conducting a traditional testing situation. You can send or fax the tests to Betco for evaluation or schedule time for the participants to take the test on-line.

Additional Comments

It may be difficult to get the participants to answer questions. We find that simple rewards work wonders. Our experienced trainers have used a wide variety of rewards for correct answers, from candy bars to Betco hats to dollar bills.

Reviewing the material can be made fun and interesting by creating familiar games out of the questions. A Jeopardy, Millionaire, Pictionary or Family Feud could easily be replicated by using training information.

Making the training experience fun and rewarding will help participants retain the information, look forward to future training classes and instill a positive attitude toward their job.

Other RPM Library Materials

The following programs are included in Betco's RPM Library:

- OSHA Hazard Communication
- OSHA Bloodborne Pathogen
- Basic Cleaning Techniques
- Restroom Sanitation
- Proper Hand Washing
- High Performance Floor Care
- Patient Room Disinfection
- Educational Facility Disinfection
- Commercial Wood Floor Care
- The Life Cycle of Floor Care
- The Life Cycle of Carpet Care

If you have a topic you want to see, go to www.betco.com, or contact us at 1-888-GO BETCO.

Certification Exam

The following exam will certify the person taking it as an official Betco Slip and Fall Prevention Specialist. Please make sure each person you teach takes the exam. The exam can be taken on-line, through www.betco.com or the CD-ROM program. You can also hand out a paper copy of the test, then send or fax the completed tests to:

Betco Corporation
Attn: Marketing
P.O. Box 3127
Toledo, OH 43607-0127
FAX: 419-321-1954

Tests that are returned to Betco with a grade of 80% or better will receive a certificate of completion.

IEHA Accreditation:

This course is worth .20 Continuing Education Units awarded by the International Executive Housekeeping Association (IEHA). To earn these be sure to mark the exam in the designated area and Betco will forward the information to IEHA.

Reorder Information:

To order additional copies of workbooks, call 1-888-GO BETCO and request reorder #90885. Workbooks come in packages of 10. To order additional Slip and Fall Prevention videos and CD's refer to reorder #90884. Our customer service representatives can provide information on pricing.

Answer Key

Slip and Fall Prevention IEHA Course Number: 010911x Credit Hours: .20 CEU's

1. A good slip and fall program can:
 - Enhance the life of hard wood floors
 - Lower insurance premiums and result in fewer lawsuits
 - Increase the number of incidents related to slip and fall injuries
2. Which was not covered in this slip and fall training?
 - Common causes of slip and fall accidents
 - Proper spillage clean up
 - Handling a slip and fall lawsuit
3. Which is the most common cause of slip and fall accidents?
 - Improper footwear
 - Weather
 - Insects
 - Floors that are not maintained properly
4. The ASTM (American Society for Testing and Materials):
 - Creates slip and fall prevention programs
 - Sets standards for slip resistance for floor surfaces
 - Establishes safety standards for cleaning
5. What should every facility have to ensure that they are demonstrating a concern for slip and fall prevention?
 - An expert witness on site
 - A written and well-documented slip and fall program
 - James Machine
6. Which is not one of the ten steps recommended to avoid a slip and fall accident in a facility?
 - Place and extra coat of floor finish on high traffic areas
 - Choose a floor care supplier carefully
 - Practice good housekeeping
7. When cleaning up spills, food, drinks or standing water you should:
 - Post caution signs
 - Clean them up immediately
 - All of the above
8. Oil-based treatments are best for dust mops.
 - True
 - False
9. When making routine safety inspections it is very important to:
 - Schedule them every fifteen minutes throughout the day
 - Record and document them
 - Bring a witness to prove that you did them
 - All of the above
10. When doing slip and fall inspections be on the watch for:
 - Turned over mats
 - Climate hazards
 - Damaged floors
 - All of the above
11. Which is not an example of personal protective equipment?
 - mats
 - goggles
 - gloves
12. When using cleaning chemicals always wear the proper personal protective equipment.
 - True
 - False
13. Which is not a one of the 3 "C"'s for cleaning wet spills?
 - Cordon off the area
 - Contain the spill
 - Close all entrance ways
 - Clean up the spill
14. When cleaning a greasy or oily spill which product should be utilized?
 - All purpose cleaner
 - Sanitizer
 - Degreaser

Answer Key

Slip and Fall Prevention (con't) IEHA Course Number: 010911x Credit Hours: .20 CEU's

15. Universal Precautions refers to the method for:
- Picking up glass and other sharp objects
 - Handling blood and bodily fluid clean up
 - Properly swinging a mop
16. Understanding how to handle a slip and fall accident:
- You become vital in helping the victim and the company
 - Makes you more productive
 - Guarantees that your facility will not be sued
17. Which is the first step to follow if a slip and fall accident occurs?
- Call a supervisor for assistance
 - Clean up the spillage
 - Attend to the needs of the victim
18. If a slip and fall accident occurs, it is a good idea to take a picture of the accident site.
- True
 - False
19. Which is not a personal safety practice?
- Don't use a step stool or ladder to reach high objects
 - Don't carry items that are too heavy
 - Don't leave wet or dry spills in work areas
20. After learning more about the slip and fall prevention you should be:
- More knowledgeable
 - Proud
 - Helpful in creating a safe and healthy work environment
 - All of the above

