



# MAKE YOUR BUSINESS A FALL-FREE ZONE!



For resources, visit [www.steadyu.ohio.gov](http://www.steadyu.ohio.gov), search keyword: “businesses”

**W**hen staff or customers fall in your business, it doesn't just hurt them; it also hurts your reputation and your bottom line.

**Most falls can be prevented!**

Create a falls prevention policy for your business and make sure your employees know and understand it. Download a sample policy from [www.steadyu.ohio.gov](http://www.steadyu.ohio.gov).

Use the *Slips, Trips and Falls Hazard Checklist* available at [www.steadyu.ohio.gov](http://www.steadyu.ohio.gov) to identify issues with flooring, stairs, lighting and housekeeping that could cause accidents.

Post signs at your entrance and around the business advising customers to notify staff of slipping or tripping hazards. Download sample signs from [www.steadyu.ohio.gov](http://www.steadyu.ohio.gov).

Ensure that walkways are clean and clear of cords and obstructions. If you must use rugs or mats, ensure that they remain flat and that they do not move under foot.

Ensure that people can move freely around displays in the aisles without adjusting their gait. Avoid displays at the end of aisles that obscure a customer's view of other customers and obstacles.

Have staff regularly monitor aisles for items that have fallen off shelves and are blocking. Quickly clean up all spills (dry materials can be just as slippery as wet). Provide supplies (i.e., towels, “wet floor” signs, trash cans) in convenient locations around your business.

Keep outdoor walkways and entryways free of ice and snow. Regularly clean up water and salt that is tracked inside. Encourage customers to wipe their feet and use umbrella bags.

Ensure that holiday decorations and displays do not protrude into walkways or cause “traffic jams.” Assure that lighting levels are not too low or too high.

Provide seating around your business, particularly in areas where customers may have to wait during busy times (e.g., near checkout lines, the service desk, the pharmacy, restrooms and exits).

When it's snowy or icy, extend sales or offer shopping options for older customers (e.g., delivery or rain checks by phone) so they don't have to risk falling to get a good deal.

Educate staff on proper lifting and carrying techniques and equipment, and instruct them to help customers carry large or bulky objects and bags.

If someone falls, document the incident and examine the cause so that you can prevent future accidents. View a sample incident report at [www.steadyu.ohio.gov](http://www.steadyu.ohio.gov).

Empower staff to offer assistance to customers who appear to be having trouble getting around. Download a tip sheet on how to assist an older adult who appears to need help from [www.steadyu.ohio.gov](http://www.steadyu.ohio.gov).

**Preventing Falls... One Step at a Time!**  
[www.steadyu.ohio.gov](http://www.steadyu.ohio.gov)