

## What Should You Do If A Slip and Fall Claim Arises?

- If someone is injured, administer first aid or call an ambulance
- Never admit you are at fault
- Never offer to compensate an injured person
- As soon as possible, complete an incident report providing as much detail as possible on the injured person – include name, witnesses names, addresses, telephone numbers, complaints of pain, etc.
- Also include weather conditions, lighting, warning signs, foreign material on the floor, distractions, etc.
- Detail any mitigation circumstances i.e. absence of snow or ice on walkways, when sidewalks were last cleared, type of shoes and clothing injured party was wearing, note use of walking aides or prescription glasses, note the part of the body where injuries occurred, etc.
- Take digital photographs of the location where incident occurred – note skid marks in the area of the alleged slip and fall - use a ruler or pen to show relative size. Take from every angle and at an increasing distance from the scene. Show the general area, including lighting and signage, and taken from the direction the person was walking and from the opposite direction as well
- If you receive any correspondence from the injured party, forward it directly to NWTAC

### NWTAC can help you by...

- Providing sample bylaws, policies, and procedures
- Using your loss prevention funds for School of Community Government Training
- Legal Services Advice Line
- Governance Advice Line
- Human resources advice services
- Job descriptions
- Loss prevention workshops

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## NORTHERN COMMUNITIES INSURANCE PROGRAM

RISK MANAGEMENT  
SMART MANAGEMENT  
PRACTICES



# REDUCING WINTER SLIP AND FALL HAZARDS

Protecting Your Organization



Slips and falls can cause serious injuries to visitors on community properties. In the winter, snow covered parking lots, icy sidewalks and slippery floors dramatically increase the chance of slip and fall incidents. A little extra care and prompt attention to outside and inside slippery surfaces, can easily and quickly prevent slips and falls and thereby reduce claims. Here are a few tips for making your premises safer this winter by managing slippery conditions and snow removal activities.

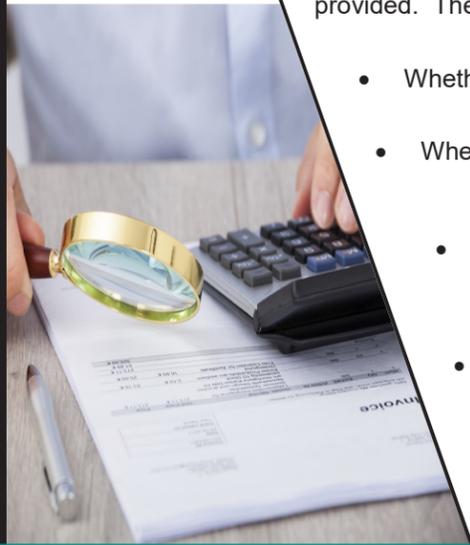


# Controlling the Risk

## The legal discussion

If someone is hurt in a slip and fall, you must be prepared to demonstrate to a judge that an appropriate standard of care was provided. The following criteria generally apply:

- Whether the danger was foreseeable
- Whether the communities' conduct was within acceptable standards
- Whether there was an adequate system of inspection in place and was it being carried out
- Whether the danger was allowed to exist for an unreasonable amount of time
- Whether the danger could have been easily prevented



## BYLAWS, POLICIES AND PROCEDURES

Set out what you will do, and follow through.



1. A snow and ice clearing program for roads, walkways, sidewalks, parking areas, and building entrances
2. Keep a written daily log of snow clearing activities and conditions
3. Keep a written log of any accidents reported and actions taken
4. Review and update your program from time to time

*If you need any help in setting up bylaws, policies or procedures with regard to managing your winter hazard risks, please contact the NWTAC.*

## KNOW THE SLIP AND FALL HAZARDS AND RISKS ASSOCIATED WITH WINTER WEATHER

- Slips or falls on slippery surfaces due to water, ice or snow including melted snow and ice at building entrances
- Roof collapse or property damage under weight of snow
- Injuries while shoveling snow OR falls from heights if for example while cleaning the roof
- Freezing of water run-off from roof down spouts or melting snow from roofs OR storm surges causing flooding
- Wet floors inside buildings
- Icy sidewalks or roadways

## What can cause unsafe conditions?

- ✓ Snow or ice on the ground
- ✓ Snow or ice sliding off a roof
- ✓ Steel grates filled with snow
- ✓ Oil or water spills
- ✓ Slippery floor coverings
- ✓ Stairways without railings
- ✓ Trip hazards



## MONITOR!

*What to look for in your community government properties ...*

## SAFETY GOALS

- Ensure that all community roads remain passable for emergency vehicles throughout the snow removal period; allow traffic flow, both pedestrian and vehicular, to and from the site.
- Ensure that stairs, roadways, parking lots, sidewalks and entryways are kept free of snow, slush and ice, which may cause hazardous footing
- Keep all building entrances and exit doors free from ice and snow buildup—they must be useable all year long



## GOOD HOUSEKEEPING

- Mop wet floors to make dry
- Watch stairs for loose treads
- Use mats to catch snow at entrances
- Monitor weather conditions
- Train your staff appropriately
- Clear ice and snow from roofs over entrances
- Apply grit to slippery outside walking areas

## RISK CONTROL MEASURES FOR INSIDE WET FLOORS

- Place "wet floor" signs prominently at entrances – pylons are preferred over 'tent'-style signs
- Use door mats or rubber runners at entrances and exits to help keep water, snow and ice off the floor
- Mats or runners should extend at least 6-8 steps or 3 metres (10 feet) indoors
- Promptly mop up puddles where melting snow has saturated the mats or runners
- Clean up interior wet floors and spills immediately
- Use "slippery floor" warning pylons when surfaces are wet or obstructed
- Maintain a written activity log (sweep log) of all floor cleaning activities on site
- Test floors for slip resistance (wet and dry) and consider treatments to improve floors with unacceptable results

