

Best Practices

Workers Compensation Checklist

	Yes	No	Action Needed
Slips and Trips			
Slip resistant footwear program in place	<input type="checkbox"/>	<input type="checkbox"/>	
Appropriate floor care inspection and maintenance program in place	<input type="checkbox"/>	<input type="checkbox"/>	
Slip meter testing verifies effectiveness of floor cleaning program	<input type="checkbox"/>	<input type="checkbox"/>	
Floor surfaces selected based on dry and wet coefficient of friction values	<input type="checkbox"/>	<input type="checkbox"/>	
Slip resistant surfaces in all areas	<input type="checkbox"/>	<input type="checkbox"/>	
Lifting			
Reduce the weights required to carry; utilize lifting aids where possible	<input type="checkbox"/>	<input type="checkbox"/>	
Two person lifting of heavy, large or cumbersome items	<input type="checkbox"/>	<input type="checkbox"/>	
Conduct lifting training focused on proper biomechanics	<input type="checkbox"/>	<input type="checkbox"/>	
Supervisor reinforcement of safe lifting practices, not “Get the job done at any cost”	<input type="checkbox"/>	<input type="checkbox"/>	
Chubb CRES assessment using NIOSH Lifting Equation, ACGIH Lifting Guidelines, or other risk assessment tools	<input type="checkbox"/>	<input type="checkbox"/>	
Chubb ergonomic valuations to assess risks and develop alternatives that reduce risk and maintain or improve productivity	<input type="checkbox"/>	<input type="checkbox"/>	
Objects weighing more than 25 pounds are identified with a “CAUTION–HEAVY” decal provided by a shipping company or by hotel personnel when first delivered	<input type="checkbox"/>	<input type="checkbox"/>	
Ergonomics purchasing group is in place	<input type="checkbox"/>	<input type="checkbox"/>	
Store heavier items at waist level to reduce bending	<input type="checkbox"/>	<input type="checkbox"/>	
Trash disposal routing assessment, from trash container to dumpster, to evaluate lifting risks and needed controls	<input type="checkbox"/>	<input type="checkbox"/>	
Falls from Elevations			
Personnel lifts (i.e. scissors lifts, extendable boom lifts) used instead of ladders	<input type="checkbox"/>	<input type="checkbox"/>	
Ladders are inspected prior to each use by personnel trained in recognizing potential defects	<input type="checkbox"/>	<input type="checkbox"/>	
Ladder stand-off accessory used on extension ladders to increase stability	<input type="checkbox"/>	<input type="checkbox"/>	

Employees required to maintain three-point contact at all times	<input type="checkbox"/>	<input type="checkbox"/>	
Ladder safety training program required for all employees using ladders	<input type="checkbox"/>	<input type="checkbox"/>	
Ensure skylights are of adequate construction to prevent employees falling through them	<input type="checkbox"/>	<input type="checkbox"/>	
Ensure ladders have appropriate labels in place including weight limitations	<input type="checkbox"/>	<input type="checkbox"/>	
Bucket and rope used to lift tools up vertical ladders that access roof	<input type="checkbox"/>	<input type="checkbox"/>	

Chemical Exposures to Cleaning Products

Less hazardous cleaners/chemicals substituted when feasible	<input type="checkbox"/>	<input type="checkbox"/>	
Personal Protective Equipment (PPE) hazard assessment completed to assess risk to eyes, face, head, hands, arms, feet, legs, etc. and appropriate protective gear	<input type="checkbox"/>	<input type="checkbox"/>	

Assault and Safety

Track employees to know where they will be working, and don't let them work in areas by themselves for extended periods of time	<input type="checkbox"/>	<input type="checkbox"/>	
Provide the ability for employees to quickly alert security if there is a potentially threatening situation	<input type="checkbox"/>	<input type="checkbox"/>	
Have employees work in groups of two	<input type="checkbox"/>	<input type="checkbox"/>	
Workplace violence drills completed, threat management classes completed	<input type="checkbox"/>	<input type="checkbox"/>	
Cameras utilized in common areas	<input type="checkbox"/>	<input type="checkbox"/>	

Forklifts, Golf Carts, Gators, and Powered Utility Equipment

Only trained and certified operators are permitted to operate forklifts, golf carts, Gators, or other powered utility equipment	<input type="checkbox"/>	<input type="checkbox"/>	
Written records document daily morning safety inspections	<input type="checkbox"/>	<input type="checkbox"/>	
Maintenance performed by qualified repair personnel and recorded	<input type="checkbox"/>	<input type="checkbox"/>	
Hard-wheeled forklifts operated only on paved surface	<input type="checkbox"/>	<input type="checkbox"/>	

Cuts and Lacerations

Utility knives have safety features to limit lacerations, such as an unexposed blade, swing-away covers, etc.	<input type="checkbox"/>	<input type="checkbox"/>	
Blades changed frequently	<input type="checkbox"/>	<input type="checkbox"/>	
Cut-resistant gloves utilized when handling sharp objects	<input type="checkbox"/>	<input type="checkbox"/>	
Procedures in place for trash handling/removal	<input type="checkbox"/>	<input type="checkbox"/>	

Blood-Borne Pathogens

Ensure training has taken place and PPE and clean up kits are available	<input type="checkbox"/>	<input type="checkbox"/>	
All exposed employees are offered hepatitis B vaccinations	<input type="checkbox"/>	<input type="checkbox"/>	

Moving Carts

Maintenance of carts to ensure easy maneuvering including wheel bearing, inspection, and lubrication program	<input type="checkbox"/>	<input type="checkbox"/>	
Utilize carts with braking mechanism to assist with moving, especially if ramps or inclined surfaces are present	<input type="checkbox"/>	<input type="checkbox"/>	
Chubb LCS push-pull studies of hand carts using force gauges	<input type="checkbox"/>	<input type="checkbox"/>	
Carts selected for ergonomic features, including reduced push-pull forces	<input type="checkbox"/>	<input type="checkbox"/>	
Diameter of cart handles ergonomically recommended widths	<input type="checkbox"/>	<input type="checkbox"/>	
Debris, housekeeping, and other carts selected based on minimizing injuries	<input type="checkbox"/>	<input type="checkbox"/>	

Miscellaneous

Hand and power tools inspected on scheduled basis	<input type="checkbox"/>	<input type="checkbox"/>	
Electrical extension cords have built-in Ground Fault Interrupter	<input type="checkbox"/>	<input type="checkbox"/>	
Power is disconnected and locked out before circuit is worked on	<input type="checkbox"/>	<input type="checkbox"/>	
Maintenance staff use hand-held tester to confirm power is off before beginning electrical repairs	<input type="checkbox"/>	<input type="checkbox"/>	
Heat and cold stress assessments made based on environmental factors, type and duration of work performed, etc.	<input type="checkbox"/>	<input type="checkbox"/>	
Assessment is made of all potential confined spaces, including sign at space indicating safety precautions	<input type="checkbox"/>	<input type="checkbox"/>	
Employees carry two-way radios with direct communication to Security	<input type="checkbox"/>	<input type="checkbox"/>	
Ample number of supervisor and employee personnel trained in First Aid, CPR, and AED medical procedures	<input type="checkbox"/>	<input type="checkbox"/>	

Management Tips

- Show your commitment to safety by developing formal safety programs and procedures for all activities and work tasks.
- Utilize a risk-assessment tool for job tasks and use that assessment to reduce the hazards of those tasks.
- Train employees in the proper use of cleaning and maintenance tools and techniques. Never assume that “Everyone knows how to clean.”
- After proper training of employees, pair them with an experienced individual who can confirm that all new employees are using the proper techniques and not developing bad habits.
- Provide adequate staffing so heavy or difficult tasks can be completed by more than one person.
- Involve employees in the safety process by encouraging their input. As the individuals performing the jobs, they will be in the best position to understand problems and issues.
- Encourage employees to report unsafe conditions or procedures. Provide recognition on a regular basis for the best safety idea or improvement provided by an employee.
- Give employees opportunities to have rest breaks. Types of tasks completed should be rotated so different body parts and motions are spread throughout the workday, reducing repetitive stress.
- Utilize chemicals that provide the best combination of cleaning power and the least-hazardous exposure. Train employees in the proper application, mixing, storage and disposal of chemicals.
- Purchase equipment and products that help reduce injuries by incorporating an ergonomic design, padding, or lightweight materials that make their use less stressful. Have enough of this equipment on hand so there is never a need to “do without” or improvise in the event of equipment failure or breakage.
- Have an equipment-maintenance program in place so damaged equipment can be repaired or replaced quickly.
- Where possible, empower employees to complete simple repairs themselves by providing proper tools and replacement parts.

General Tips for Employees

- Plan your workday in advance. Alternate heavy and lighter tasks throughout the day to the greatest extent possible.
- If you can't lift something safely by yourself, get help. The time you lose to get the assistance will be far less than the time you will lose if injured.
- If you notice anything unusual, report it to your supervisor. Be aware of your surroundings and pay attention to the task at hand.
- Slips and trips are some of the most common injury-causing incidents. Wearing proper footwear and being aware of substances on the floor or uneven flooring are good tips to follow. Make sure there is adequate lighting in all stairwells and walking areas. If lights are burned out, report it to your supervisor.
- Know and understand the chemicals you work with and learn how to properly mix and use them. Don't mix chemicals to get a "super cleaner," like mixing bleach and ammonia. Hazardous vapors can result. Review the label information and the material safety data sheets that are provided by your employer. If you don't know what a product is, don't use it!
- If you are provided with personal protective equipment like gloves, eye coverings, or hearing protection, be sure to use it. If the equipment is damaged or missing, report it to your supervisor.
- Have proper and adequate protective equipment on hand (gloves, clean-up kits, etc.) to prevent contact with blood or other bodily fluids.

Ergonomics

Because of the physical and repetitive activities involved in housekeeping, ergonomics is one of the hardest areas to control and manage, and it is difficult to totally eliminate employees' exposure. Below are general tips to address ergonomic issues, but the real control comes from management awareness and employees who are encouraged by their managers to use the safest methods.

- Proper lifting techniques are key. Bend your knees to avoid bending your back.
- Even for a light task, such as putting a new liner in a guest room trash can, put the can on a stable, waist-high object to avoid an extended period of being bent at the waist.
- Do a "test lift" of an object before completing the full lift. If the test lift reveals the object is too heavy or full, get assistance. If practical, remove items from the container or bucket to reduce the weight. However, never reach or dig into a garbage can. There could be hidden sharp objects such as hypodermic needles.
- Whenever possible, use carts or other wheeled devices to move materials. This will reduce the stress on you and help you get the job done quicker. Be cautious, however, of using such devices on an incline. Don't get in front of something heading down an incline. If it gets away from you for some reason, don't try to catch it. This could result in a strain injury or worse.

- Use cleaning tools that have long or extension handles so you will not have to overextend yourself, bend your back, or work on your hands and knees. Use tools with padded handles that allow a good, wide grip as well as an ergonomic design that avoids bending your wrist or getting into other awkward positions.

- When making beds, move the bed away from the wall if possible, bend at the knees and walk around the bed to make it rather than reaching over it. Even better, use two people to make the bed.

For more information on protecting your business, contact your local risk engineer, visit the [Chubb Risk Consulting Library](#), or check out www.chubb.com/riskconsulting.