

# Loss Control



FARMERS

## Information Bulletin

### Restrooms

The condition of your public restroom facilities often times will determine how your customers reflect upon the conditions of the other areas of your operations. The manner in which you maintain these facilities within your business can impact the potential of repeat customers in the future.

Public restroom facilities should be maintained in a clean and sanitary condition. This will require daily cleaning and sanitizing in addition to restocking of toiletry supplies. This will ensure that the restroom areas do not run short on supplies during the day and are fresh and clean at the start of the business day.

For operations with heavy traffic, a regular schedule of maintenance checks of these facilities must be implemented. This will allow for identification of low toiletry supplies or conditions that require maintenance or cleaning attention. These checks also can identify any spills or conditions that could lead to slip and fall injuries to your customers. Any slip and fall hazards that cannot be cleaned up immediately must be marked with caution cones or markers. Close off the facility until maintenance and repairs can be conducted for serious slip and fall hazards.

The condition of privacy stalls and panels, and restroom equipment must be checked daily. Defective items must be repaired immediately. Until maintenance and repairs can be provided, the area affected must be marked out of service or barricaded with caution tape or other warning measures.

Handrails and grab bars provided for customers requiring additional assistance can be a source of significant exposure. Some customers must rely on these devices in order to move from wheel chairs or walkers, or because of medical or

other disabilities. They will make the assumption that the devices are properly secured and will provide the additional stability that they require. If these devices are defective and result in a fall by a customer that is already operating at a diminished capacity, they may not be able to catch themselves and a significant fall and/or injury can result. Check the condition and secure nature of these devices on a daily basis.

If baby-changing stations are provided in your public restroom areas, they need to be carefully inspected daily to insure that they are in proper working order and do not have any defects that could injury a baby or parent that uses the changing station. Any defective units must be removed from serviced immediately to reduce the potential of customer injury. Daily sanitation is important to reduce the potential of disease or illness from being able to be communicated to other users.

Proper lighting levels should be maintained in public restrooms. When adequate lighting is provided, there is a reduced potential of slips, trips, or falls. Proper lighting also reduces the potential of assaults in your public facilities.

In the event of an emergency at your establishment, there needs to be emergency lighting in the public restroom areas to assist customers with exiting the area safely.

Keeping your public restrooms clean and sanitary, properly stocked with toiletry supplies, and facilities and equipment well maintained will reduce your potential of customer injuries in these areas. The value added benefit will be the customer's impression that often times impacts their desire to return in the future.