

# Risk Insights: Senior Living & LTC

## Episode 8

### Safeguarding against slips, trips, and falls

Welcome to the *Risk Insights: Senior Living & LTC* podcast, hosted by Tara Clayton with Marsh's Senior Living & Long-term Care Industry Practice. Each month, Tara, a former litigator and in-house attorney, speaks with industry experts about a variety of challenges and emerging risks facing the industry.

#### Tara Clayton:

Hello and welcome to Risk Insights: Senior Living and Long-Term Care. I'm your host, Tara Clayton. In today's episode, I have the opportunity to sit down with an industry expert to discuss employee safety and risk around slips, trips, and falls. The industry expert I have joining me today is one of my colleagues and I consider a great friend, Scott Bertulis, the senior Vice President of Risk Control with the Marsh Senior living and long-term care industry practice. Hey Scott, thanks for joining us today. Scott Bertulis:

#### Scott Bertulis:

My pleasure, my pleasure. Glad to join you.

#### Tara Clayton:

Scott, before we get started into the topic of today's conversation, can you just briefly talk to our listeners a little bit more about your background and your role that you play here at Marsh?

#### Scott Bertulis:

Well, I have been working with our senior living practice for a little over 20 years now, and in my capacity as a

consultant for our group and for the clients within our group, I've pretty much really focused on employee safety. That's been my main area of focus. What I look at is on the casualty side, the casualty lines of insurance and the exposures there, so the workers' compensation, property, auto, those lines. And then sometimes the lines get a little bit blurred when it comes to the clinical exposure and I start working on things like resident handling and so on. But really I'm looking at all types of risks that affect the workforce. One of the biggest exposures that I see with our clients is slip, trip and falls. When you look at any loss run for any senior living operator, typically you're going to see a high frequency in slip, trip, and fall claims. And along with that, the severity comes there as well, the high dollar amounts with these types of claims. So it is a major area of focus, one that I want to make sure my clients are paying attention to and putting together programs around preventing these types of claims.

#### Tara Clayton:

Awesome, thanks Scott. I think we were talking a couple of weeks ago, we've been in spring for a little bit now and we'll be in spring for a little while longer. And I think that's why this is one of the topics we thought would be great to chat about is when we think of spring weather, we think of rain, wet, slippery conditions. Obviously slip, trip, and falls, as you mentioned, is one of the high areas of focus that you work on with clients. And so that brings me to my first question is why is this such a large area of focus that you work on with clients and why you see such a high number of claims that come out of it? What kind of statistics are you seeing around these claims?

#### Scott Bertulis:

Well, like I had mentioned earlier, when I look at any one loss run for one of my senior living operator clients, always either number one or number two in terms of frequency is going to be slips, trips, and falls. It's either going to be the leading cause or the second leading cause of work comp injuries and illnesses, right alongside with strains and sprains. And typically that's that involves resident handling. So in terms of how we can affect and how we can dramatically reduce the number of claims, workers' compensation claims, there needs to be a focus on slip, trip, and fall prevention.

There are so many exposures within a senior living community and within the exterior of a senior living community that you really need to focus on. And it can be just little things that you just don't pay attention to that can really cause a major injury. A little gap in a sidewalk or a crack in your parking lot or a pothole. It could be a walk off mat that's not maintained properly, things like that. So these little things can turn into big claims, big accidents within the community. So it is definitely an area of focus and especially now with the spring weather coming, there's going to be a lot of rain, inclement weather, that produces a lot of exposure within inside the community when people are dragging in that water and that moisture into the community on the tiled hard floor surfaces, it creates those hazards within the community that really need to be addressed.

### **Tara Clayton:**

You've talked a little bit already on this, but I want to dig a little bit deeper and kind of putting myself in the shoes of a risk manager, probably a new risk manager, kind of to the senior living and long-term care industry space. We're kind of broadly talking about slip, trips, and falls, and you've mentioned a couple of examples, what I would say maybe in the outside outdoor setting, a couple you've mentioned on an inside setting. When you're looking at or trying to get your arms around the exposures of slip, trip, and falls as a risk manager, how do you work with clients to first pull back and understand where those risk exposures are? How do you bucket and categorize those exposures?

### **Scott Bertulis:**

Well, the first thing that I'd want to do is take a look at historical losses. Where are we having these slip, trip, and fall claims? Make sure that they're categorized properly. Sometimes it's not clear in a loss run as to what category it lies. Is it a trip, is it a slip? Where is it happening indoors, outdoors, hard surface carpeting, whatever it happens to be. So really getting a clear understanding of where the claims are happening within, let's say if we're looking at one particular community. And that's where you really need to focus. I mean, you can look at it from a 30,000 foot view of all the communities put together, where the areas of focus need to be from a programmatic standpoint. But when you're getting into the details of specific hazards within a community, you really have to look at the loss detail for that particular community.

And I would say a good two, three year history is going to give you a good snapshot of where you're having these exposures. And like you had said, you want to divide it out between indoor exposures and outdoor exposures. And then when you get into those different categories, indoor or outdoor, is it a slip hazard? Is it a trip hazard? And then from there you can start to formulate your solutions and your risk control measures that hopefully will help to reduce those slip, trip, and falls that you've been experiencing for the last couple years.

### **Tara Clayton:**

We talk about the importance of data really in any type of claim that we're working with, either on the casualty side, general professional liability, property, it sounds like work comp, same thing. The level of detail that you can get around the claim that's happening obviously helps in mitigating and implementing proactive policies to prevent future slip, trip, and falls. And I know, Scott, you mentioned a couple of examples, but I'd like to talk through from your perspective, you've been doing this for so long and you're inside of the senior living and long-term care communities on a very frequent basis, if not a weekly basis. But what are some of the common examples from a slip, trip, and fall category that you see that you're working with clients to help mitigate against?

### **Scott Bertulis:**

Well, I would say the biggest exposure that you have within any senior living community is really dining services. And that's where anytime you put together a program around slip, trip, and fall prevention, it should start within your kitchens because just the nature of what's being done within a kitchen makes it more prone to slips and falls. So when you're working with liquids and foods, things are going to get spilled. They're going to be on the floor, and there's that general exposure. So you really want to start with dining services. That's your biggest source of exposure within a senior living community. But then you don't want to discount the rest of the community, either.

You want to look at okay, we have caregivers that are working with our residents in bathrooms, they're showering, toileting. There's huge exposure there as well. When we look at these exposures and you're putting these programs together, you're looking at the major causes of loss and what to do with those causes of loss. I would say having a comprehensive footwear

program for your staff, for your employees is really important. And being consistent with that.

It's not just saying, yes, this should be part of your uniform, slip resistant shoes should be part of your uniform, but how are you getting there? Are you checking up and to make sure that employees are wearing that slip resistant footwear in those areas that you're going to expect to have, you're going to encounter those slippery surfaces, hard floor surfaces that cause these slips and falls, whether it's your resident care associates or your dining staff. So again, that's a major area of focus. Anywhere we have the expectation that you're going to have these exposures on a routine basis, those are the areas you really need to focus on. And then you can always, you're going to be fine tuning throughout with the rest of the community as well.

### Tara Clayton:

Dining, sounds like that's number one. Bathroom, the bathroom location, another area. What about thinking of some other indoor exposures? Anything that we see commonly with housekeeping services that would be important for providers to think about?

### Scott Bertulis:

Yeah, definitely housekeeping and we can't lose sight as well of the exposure to the residents. This is not just an employee exposure, this is residents, this is visitors. So when we talk about housekeeping, housekeeping employees themselves have exposures because a lot of times they're creating slippery surfaces when they're mopping floors and doing things like that. So there should be some controls around our housekeeping staff to make sure that they're, again, wearing slipper resistant footwear, that they're following certain procedures to maintain the floors properly. Because let's just say you have a really nice engineered floor surface that's slip resistant. If you're not following manufacturer's recommendations for maintaining that floor, you could essentially be minimizing the slip resistance of that floor if you're using the wrong products, let's say. If the manufacturer says, "Well, we should really be steam cleaning this, you shouldn't be using any waxes or soaps or anything like that."

And again, your housekeeping staff doesn't know that and they're starting to apply these waxes and soaps and things like that, all that ends up doing is taking away that slip resistance to that floor. So that huge CapEx budget item that putting in a new floor is a pretty big hit. It's a lot of money to do that. You don't want to minimize that effort and the cost of doing that by again,

not following manufacturer's recommendations for maintaining that floor. So housekeeping plays a big part in this. They're maintaining the inside of the community in terms of the flooring surfaces that can cause slip, trip, and fall hazards if they're not maintained properly.

And then in the outdoor environment, just to kind of segue to this, the outdoor environment is really more of the responsibility of your maintenance staff and outside vendors. So when we have the northern states, those exposures where we have winter weather and you've got snow and ice accumulation, I guess that applies to everybody around the country, but mostly in the northern states, it's how are we doing snow removal? How are we dealing with that? And then, you also look at the other exposures, which I won't get into right now, but again, housekeeping plays a big part in maintaining the community, making sure that we're removing these slip, trip, and fall hazards as well as maintenance on outside of the exterior of the building.

### Tara Clayton:

So Scott, thanks for that example. One thing I think I want to highlight what you've said that I think is really important. You mentioned it both as it relates to the comprehensive footwear program as well as the expensive CapEx costs related to slip resistant flooring. And it's, I think this concept of yes, you have to put things in place, but then it's the follow up to make sure we're complying with either the process we've put out, so ensuring that associates are wearing the right footwear that we're recommending from that program standpoint, or we're complying with manufacturer guidelines when it comes to the flooring that we've put in place. So it's a, you don't just put it out there, it's this, you have to continue to follow up. It's a program that you work with clients in kind of implementing this culture around the safety process that should be in place.

Scott, you kind of weaved in as you were going through a couple of examples of exposures, you've weaved in some example, what I would say recommendations that you work with clients to kind of address some of the exposures. But I'd like to kind of peel back and go through maybe some more examples in the setting. Going back to number one target of focus, the dining area. I know you talked about the slip resistant footwear and the importance of that. What are some other exposures in that dining area? And I'm kind of thinking those mats, it feels like that could be a trip hazard. Where do you work with clients from the exposure in

that dining setting that would be good for listeners to think about?

### Scott Bertulis:

Well, yeah, certainly the masks can be a source of trip hazard, slip hazard within your kitchens and also the beverage dispensing areas and so on. You really have to think about where is the slip hazard coming from? How are you creating a slick floor? And typically that's right around where you're preparing the foods and distributing the food where you have your beverage areas. So strategically placing anti-slip mats for example, not necessarily anti-fatigue mats because there's two different things. You've got anti-fatigue mats that are rubberized type of mat that allow a cook to stand behind the grill for hours at a time without having that fatigue hitting their lower back and so on. So you want to make sure that those types of floor mats are also going to be slip resistant. And sometimes those mats can create those trip hazards, can create those slip hazards.

You just want to be careful with their placement and maintenance. And when they do get wet, they can get pretty, rubber gets pretty slippery when it gets wet. So just making sure that people are paying attention to when water hits the floor that they don't just ignore it and they keep moving on. Somebody needs to address that. Also, look at common sources of why you have water on the floor. If you have a piece of equipment, let's say like an ice machine and that ice machine has a drain that drains water regularly as part of the normal process of making that ice, is that spout hitting the actual drain and is it going into the drain or is it creating a puddle on the floor? I'll see a lot of slips and falls from just not having that drain or that valve centered over the drain.

And because a lot of the equipment within a kitchen is movable, it's on wheels and that's by design so that you can clean behind those areas and so on. So just making sure that people are paying attention to those in the kitchen, either your chef, your dining services manager, whoever it is, is paying attention to these things and making sure that they're addressing them because it does, that environment changes on an minute by minute basis. And especially when you're hitting those dining hours where it's fast and furious, you're getting food made, you're bringing it out to the tables, just like any restaurant environment, you have that very fast and furious type of mentality, but you can't

lose sight of, hey, when we have this exposure, this puddle of water on the floor that was created by a pan or let's say a dish that fell or somebody spills a cup of water or a soda or something like that, that needs to be addressed as soon as you can.

Everybody has responsibility. It's the other thing, too. Everyone within the community should be taking personal responsibility for the things they see. When they see a slip, trip, or fall hazard, they should be taking personal responsibility to address it, clean it up if they can, or at least raising the attention to make sure someone else is taking care of it.

### Tara Clayton:

I hear everything that you're saying, and we know how important it is to immediately report or bubble up if you see water pooling on the floor. But as you said, during mealtime, things get fast and furious or with current workforce challenges we have going on, attention may be not completely focused on this spill that happened, we're focused on addressing something else that needs our attention right away. But we need all hands on deck when it comes to safety and responding to safety as you just said. So what are some ways that providers should think through how to really promote, again, this culture of safety, but to promote the importance to associates of reporting timely when they see spills on the floor, if they see some type of slip hazard or trip hazard so it can be immediately addressed before an incident happens?

### Scott Bertulis:

Well, certainly training plays a big part in that, right? You have to make sure that employees, this is covered during orientation training, that there is an emphasis on safety and health that that is on the scale of priority, it's right at the top. Making sure that you personally are safe, that your coworkers are safe, your residents are safe, visitors that come to the community, that is the utmost importance. So training plays a big part in that, but it's culture, it's the culture that is created in the community by, let's say your safety committee. What part does the safety committee play in the overall safety culture of your community? How are they communicating to employees in the community about the importance of slip, trip, and fall prevention? Is there any type of recognition? I love recognition programs. It doesn't have to be an incentive program.

A lot of people talk about incentive programs and rewarding people for doing the things that really in some cases they should be doing anyways, but recognizing when someone is doing something that is keeping themselves and other employees and residents and visitors safe. If we can recognize when someone has taken that time out to clean up the spill, to point out a hazard that needs to be taken care of, maybe it's a work order that has to be placed with maintenance to get something done. So when that work order is placed, some type of recognition that says, "Hey, this person went above and beyond, made sure that everyone was safe." I really like ways to recognize employees, associates in the community. And that goes a long way in terms of making sure that everyone's involved, that all hands are on deck, I think. And that really helps with your safety culture in your communities as well.

### **Tara Clayton:**

I'm sure you've seen a number of different ways to do these recognitions. What are some successful ways you've seen in the past that employees really value the way they've been recognized?

### **Scott Bertulis:**

Very simply creating a ticket for supervisors and directors to write up so when they see something happen at real time, they can just write up a recognition tag so to speak. And you can give it some kind of a catchy name or something like that, but it's just a way of recording that one event or that one thing that employee did at that moment that helps to create a safer environment. And again, it could just be something as simple as getting a mop and cleaning up spill on the floor that you could see the being done every day.

But let's say if that person was a server, is that their responsibility to be cleaning up the floor? If they did that, they went and got a mop and did that, I see that as going above and beyond and a simple write-up that goes into, and let's say if you have all employee meetings, those little recognition tags can be read during those meetings and it's like something that somebody doesn't expect, when somebody says, "You did a great job." And it's that recognition is done with all of your peers there and present. That's very powerful and I think it's more powerful than any kind of reward or type of incentive that you can give. Just the recognition amongst your peers of going above and beyond is really powerful.

### **Tara Clayton:**

Yeah, no, I agree with that, Scott. I think it's empowering, right, to that particular associate who did the A plus job, but then it also sets the tone, like you said, it sets the tone for everybody else of we value this type of behavior and the important role that it plays. We talked a little bit about the impact on resident safety. And you talked about housekeeping, we talked about the resident rooms, the bathrooms.

One area that I know we frequently have discussions with our clinical counterparts and with clients is this issue of throw rugs and the trip and slip hazard that they can create. A lot of times though, that's coming from families. So my question to you, Scott, is we've talked about the importance of everybody in the community, the role that they play in this culture of safety and part creating a safe environment for visitors and residents and the staff inside the community. But what about family members? How do you work with clients on ways to message and communicate with family members the important role that they also play when it comes to safety inside of the community?

### **Scott Bertulis:**

I mean, yeah, definitely. And when we find, and you see trends with, let's say a family member bringing in a throw rug because hey, they don't want mom's feet to be cold when she gets out of the shower or when she goes to the bathroom in the middle of the night and so on. What they may not recognize or understand is that could very well cause their mother or father to slip and fall in that bathroom at 4:00 in the morning or when they're getting out of the shower and so on. So there is an element of family education that might need to take place. And I think it's not necessarily that you have to have an education program for residents families, but as something like this comes up and you see a bit of a trend where it's not just one resident, one resident's family, but it's multiple and you're constantly having to address this when you see these particular issues, then there might be a need to say, "All right, we need to do something with family education here."

Individual meetings with residents' families to say, "We know you have the best of intentions for your mother or your father. We noticed you put a throw rug in there. We're really trying to create a safe environment for your mother or father and throw rugs have been proven to be causes of slips and falls. So that's why we took out the throw rug." I think that little piece, that little communication, is going to make the world a difference



because if there's no communication around removing that rug, they're going to be mad. I just bought that thing from my mother, my father. I put that in there for them for the reasons that they have to put those throw rugs in there. They're just going to get mad and they're going to put it back. They're going to see that it is put somewhere. They're going to put it right back in that same place.

So if there's a little bit of education around that addresses that specific issue, in this case, throw rugs, then that should be enough to make sure that doesn't happen again. But if it's systematic, then maybe having some other type of communication that goes out to residents' families and little reminders, tips, things like that, that are going to keep mom and dad safe. That could be something that you put in there as well. Maybe it goes out with billing or something like that. But I think on a case by case basis is probably the best way to do it as it comes up. And then if it's more of a systematic multiple families are doing this and there's more exposures, then you kind of address it from a global perspective somehow.

### **Tara Clayton:**

Yeah, I think the education component goes a long way and appreciating, we're in the community, you're in the thick of doing this every single day. Families, this is the first time they've had to go through moving a loved one into the setting and don't fully appreciate the risk and exposures. So I think education is a huge component on a multiple of topics, but for sure the safety piece of it. Scott, you mentioned earlier you made a reference to safety committees, and I would be remiss if I didn't ask a little bit more about the way you recommend communities look at utilizing a safety committee to hit on the things we've talked about today. A lot of things you've talked about, individuals need to look at loss runs and trends, but then even looking at are we seeing families bringing in throw rugs? Are we seeing cords during vacuuming that are maybe in the wrong spot, just different exposures. I assume that's something a safety committee should have on their agenda list. But let me turn the question to you. From the context of a safety committee, what are some best practices that a community should look at for implementing and having those safety committees?

### **Scott Bertulis:**

Well, the primary function of a safety committee is to really look at those hazards, those exposures, and try to

think of ways to mitigate those exposures to put different plans in place to address those, plans of correction, creating different objectives around, let's just say if you're looking at a history of claims, whether it's on the worker's compensation side, it's on the resident side, the GLPL type claims, and we're talking in context of slip, trip and fall prevention. Looking at those claims every meeting, every time you have a meeting, you're looking at the individual claims that occur. That fundamentally, that has to happen with your safety committees. They need to be looking at all the incidents that occur within the community, whether it's an employee work comp injury, it's a resident fall, it's a slip and fall, a guest coming, it's whatever it happens to be. You're looking at those individual incidents.

One major area of focus with safety committees has to be these major causes of loss. We recognize that we have strains and sprains from resident handling. That's a major cause of loss. So that should be a big focus with the safety committee and the efforts that they put in place and maybe have a special offshoot of that safety committee that just solely focuses on resident handling strains and sprains and likewise slips, trips, and falls because like I said, number one and number two in terms of frequency and severity of claims is slips, trips, and falls and strains and sprains from resident handling. And they're usually interchangeable, one or two in terms of both frequency and severity. So there should be a focus on these exposures.

So talking about, "Hey, what's the overall objective that we have as a committee?" There should be a level set every year. January, when you have your January meeting, it's "Let's refocus." Let's figure out where we need to look at what are our objectives, what are our goals for this year? And typically slips and falls are going to be up there in the top. Unless you put in solid programs in place to really mitigate those losses and you see a huge reduction and there's only one or two that occasionally crop up. And those are the kinds of ones that those are hard to prevent. We have all these other programs in place, but typically when I look at loss runs for my senior living operators, you still see no matter what kind of programs you put in place, there's still a lot of maintenance things that have to happen.

And so it should be a reoccurring objective with the safety committee and they should really be focusing on that, maybe even dedicating some time to say, "All right, we've got these major objectives. Where are we at with this?" Create action plans around those

objectives. When we talk about preventing slips, trips, and falls, maybe an initiative is making sure everybody's wearing their slip resistant footwear. So what is the action plan that is developed to get to that point? And then when the safety committee meets, where are we at with that goal? How are we doing? We're tracking progress toward that goal of getting everyone to wear their slip resistant footwear when it's needed. And so yeah, the safety committee can play a big part in slip, trip, and fall prevention and just not losing sight of the big picture in terms of where a lot of these claims are happening, whether it's on the employee side or the resident side and slip, trip, and fall hazards are universal. They don't discriminate.

### Tara Clayton:

No, that's very true. Scott, thanks. That's a helpful 101 background on the importance of these safety committees in our setting. I've got one other question, Scott, understanding we can only get so deep into the weeds on the topic, but I think a lot of the exposures that we've talked about today have related to what I would consider to be like a slip or a trip on the same elevation or possibly a small, let's say someone's outside and there's maybe a divot in the sidewalk and somebody kind of trips or maybe a slight change in elevation. But I've got to imagine there are some exposures, thinking about things maybe on the outside or even on the inside of the community that would require the use of ladders or a significant change in elevation, creating some what I would consider slip, trip, and fall exposures at a higher elevation. Is there anything else in addition to the normal practices we've kind of talked about, any other areas that providers need to or these safety committees need to think through when talking about these heightened elevation changes for preventative measures?

### Scott Bertulis:

Well, certainly training around the use of ladders, step stools, things like that is important. Making sure people understand how to use those properly. Majority of the time your maintenance or engineering staff are the ones that are going to be working at elevation. You don't typically find that being a common exposure of the rest of employees within the community. But then there are people that will take a chair and use a rolling chair to get to a height to do something. "Oh, that's only going to take me a second to do it." So having a little bit of training around the use of ladders, proper use of ladders, not using things like chairs to gain elevation to

do work and things like that is important. But also there is a compliance piece to this as well. OSHA compliance says that you can't be exposed to more than a four foot fall.

And when we're talking about maintenance and engineering staff, it's really important that they understand that and they understand that there are certain things that need to be done when they're working on elevation, let's say up on a roof for example. One of the most extreme hazards within a senior living community is when you have someone working on a roof that has no fall protection at the edge of that roof. So having policies and procedures around work up on a roof or an elevated surface is important. So are they wearing fall protection when they need to wear fall protection? Do you have policies around not getting on a sloped roof that should only be outsourced to roofing contractors and things like that? These are the kinds of things that are really important that you really need to make sure that your engineering and maintenance staff are very clear on that they are not to set foot on a steep slope roof, that the extent of their work up on a roof should be on flat surface roofs.

And when they're on that flat surface roof, here are some rules and guidelines they have to follow, equipment in terms of fall protection that may be needed in those circumstances. And then we also look at different things like if we have access to that roof and it's typically going to be a straight ladder that goes up, do we have means for fall protection in place to that roof hatch? Little things that people don't think about that you just think is, "Hey, they built this building a certain way it's probably safe." And in some instances it's not. So there's certain things you might want to look at in terms of making sure that you have balance.

Getting off of that fixed ladder can be a big exposure. It's not easy to get on a fixed ladder when you have nothing extending three foot above that level that you can hold onto while you're getting on and off of that ladder. So I always work with my clients to say, "We need to address this roof hatch because it's really not safe to get it on and off of." But yeah, so making sure fundamentally that you have policies, procedures in place, making sure that employees are trained in terms of the use of ladders, prohibiting the use of non ladders or non-stop stools to get to an elevation like using a chair and so on. Making sure people clearly understand what the exposures are and how to protect themselves.

## Scott Bertulis:

I think one thing that I would share is planning, patience, understanding, and adaptation. If possible you want to create a plan, get together a list of expectations for visitors that outline community guidelines. Provide this ahead of time, post it on the door. That includes things like mask requirements, visiting hours, number of visitors allowed at a time, thinking about those things that are within your control to avoid confusion, right. Also keeping in mind that when we're used to an environment that we're working in, we can sometimes forget that others may not be as versed in the nuances of our workplace. So you want to extend grace and exude patience. It can help everyone involved get their needs met.

And when they're on that flat surface roof, here are some rules and guidelines they have to follow, equipment in terms of fall protection that may be needed in those circumstances. And then we also look at different things like if we have access to that roof and it's typically going to be a straight ladder that goes up, do we have means for fall protection in place to that roof hatch? Little things that people don't think about that you just think is, "Hey, they built this building a certain way it's probably safe." And in some instances it's not. So there's certain things you might want to look at in terms of making sure that you have balance.

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## Tara Clayton:

Thanks, Scott. Yeah, no one plans for a fall, right? Unfortunately they're accidents that happen. So I think your point about training and education is critical, and I know you work very, very closely with our clients in implementing all the measures we talked about today plus so many more when it comes to safety in the area of slip, trips, and falls. So Scott, I really appreciate you

coming on today and sharing just a nugget of the knowledge that you work on with clients every day.

## Scott Bertulis:

Well, very welcome and I'm very happy to be here today. And even if it is a topic like slips, trips, and falls, which is not so exciting, I'm happy to share as much information as I can on this. And I also wanted to put a plugin for our safety video series coming out, and one of those topics is on slip, trip, and fall prevention. So be on a lookout for that in the next couple months here. Hope you all are able to take advantage of that video library that we're putting out. And again, look for that slip, trip, and fall video coming out.

## Tara Clayton:

Yeah, thanks, Scott. Great flag. I know you've worked very hard on those series of videos and as you said, a number of them address this specific topic as well as some other associate and resident safety trainings on the videos. So to Scott's point, you can find more information about those videos as well as some of the other resources on the topic that we talked about today at our website listed in the show notes. So please be sure to check that out. You can also email us at the email address in the show notes if you have any questions about the videos or anything that we talked about today.

As Scott mentioned, this is just one tiny topic in a whole host of topics that Scott practices in every single day when it comes to safety for associates in residence. So I know I'll have Scott on many future episodes on and different topics, so be sure to subscribe, hit that subscribe button so you don't miss any of our future episodes. You can find us on any of your favorite podcast platforms, including Apple and Spotify. And as always, I would love to hear from you. If you have any topics you'd love to hear addressed on the podcast, please shoot us an email at that email address in the show notes and let me know some areas that you'd like to have covered and we'd be happy to do that. As always, thank you so much for tuning in, and I hope you'll join us next time for our next *Risk Insight*.

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