



## SECURITY CAMERAS ARE YOUR BEST FRIEND



As a restaurant Owner/Operator, you are responsible for providing a safe and enjoyable environment for your customers. You do this by providing quality food and a safe environment for guests to enjoy it in. Unfortunately, your restaurants are also commonly a target for fraudulent guest claims. An example of such a claim includes a guest who intentionally created a spill and claiming a slip & fall injury.

Security cameras are your best defense of these claims. Properly placed cameras can help counter this by clearly showing the area before and after the incident along with alleged injuries. High-definition cameras can also help determine who was truly at fault. And, if a claim is ever litigated in court, they can be used as evidence.

Security cameras, along with well-lit parking lots, can also help deter crime. Individuals looking to commit criminal activities will commonly seek establishments without cameras. Ensure that you have installed cameras to provide coverage around your entire parking lot. You should also utilize signage alerting guests that your premises are under surveillance.

### Camera Placement

The more cameras the better. Typical restaurants will have up to 32 cameras to ensure proper coverage. To be most effective, cameras should be placed:

- At all entrances and exits
- At the lobby counter and dining room area
- At the drink station
- Drive-thru area (inside and outside)
- Covering entrances to bathrooms (not inside)
- In all PlayPlaces and PlayLands
- Around the entire parking lot (attain 100% coverage)

### Cloud Data Storage

Typical video camera hard drives only have enough data space to retain videos for up to 30 days. Unfortunately, it is common for your first notification of a guest incident to be after this timeframe. To maximize your video data retention and to ensure it remains available when you are notified of a claim, invest in cloud storage. Upgrading to a camera system that uses cloud based video storage will allow up to 1 year of data retention. Other benefits include: remote access of cameras (via laptops and smartphones), high definition video, and ability to set-up alerts.

## PREVENTING CUSTOMER SLIPS, TRIPS, & FALLS

Your restaurants are a busy place, frequented by guests throughout the day. With this increased foot traffic comes the increased risk of claims from customer slip, trip, and falls. It is estimated that each year more than 1 million restaurant guests are injured as the result of slips, trips, and falls.



Because of this increased potential for claims, it is essential that Owner/Operators have sound procedures in place to minimize this exposure. Below are some key points to consider:

- Train employees to never ignore a spill. Immediately identify the area using wet floor caution cones, clean-up the spill, and utilize a dry mop to ensure no residual moisture remains.
- Be prepared for upcoming rain and snow: use dry mops to clean-up tracked in moisture.
- Ensure all restaurants have ample wet floor caution cones on site. At a minimum have enough to cover entrances/exits, bathrooms, drink station, and lobby areas.
- Discontinue using old A-Frame type wet floor caution signs. They commonly collapse, fall over, and become a slip or trip hazard themselves.
- Complete regular inspections of parking lots and walkways to identify potholes, cracks, unnecessary changes in elevation, or other trip and fall hazards.

Preventing slip, trip, and fall injuries can be attained by following these practices and ensuring your floors are properly cleaned, dried, and maintained.

## PREVENTING HOT COFFEE BURNS



Customers love a hot cup of coffee, but if handled improperly they can lead to unnecessary injuries. All employees should be regularly trained on the proper procedures when serving hot coffee to customers. When handling coffee remember the following:

Before presenting coffee to customers, ensure the lid is on properly by running your thumb along the entire edge of the lid. Employees should be trained regularly on the proper way to attach lids. Managers should periodically

check to ensure employees are following proper procedures.

- In the drive-thru, hand coffee out to customers slowly and ensure the customer has full control of it before letting go.
- Never hand coffee to children or leave on the counter where children can reach it.
- Well placed cameras in the drive-thru and lobby will aid in the event of a claim.