

# LOSS PREVENTION

Western Financial Group Insurance Solutions



## Liability: Automatic Doors

Every year many customers are struck by automatic doors that close on them before they have completely passed through the opening.

In most cases these customers are elderly, frail or have some physical impairment that limits their walking speed.

With Canada's rapidly aging population, additional measures are needed to prevent injury to your customers.

**Prevent accidents before they happen!**

### Door closing time:

The average closing time of 7 to 10 seconds after the door opens is more than adequate for able-bodied customers, however, this is often not long enough for slower moving customers.

Closing time may be lengthened to assist customers or sensors can be added to ensure that the doors do not close if anything is in the path of the doors.

### Simple Solutions:

1. Doors should be checked and serviced regularly by a qualified contractor.
2. Test doors daily to ensure proper operation.
3. Utilize smaller staff members to test the door opening devices as many elderly customers are very petite.
4. Ensure that doors will not close on customers if they stand in the path of the door.
5. Turn power off, place warning signs on the door and call your service company immediately if the door does not operate properly.
6. Replace pressure-activated door pads with sensors that will detect the presence of a customer near the doors. Some customers are too light to activate the pads.
7. Check to ensure that secure guardrails are in place to prevent opening doors from striking anyone that may be passing in front of the doors.
8. Check to ensure that floor mats at and near doors are in good condition, not buckled, worn or slippery.
9. Move any display items, baskets or carts away from the doors so customers will not stop in the path of the closing doors.
10. Use a log sheet to record **ALL** inspections, testing, service and repairs.

**Documentation of regular inspections and maintenance is your best defense against liability claims!**

### Plan Administrator

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