

Crowd Management for Retail Workers

It's holiday time and for retailers the crowds are good news. However, crowd situations can also lead to safety issues. If you work in retail, make sure you're prepared.

For managers or small shop owners:

- ➔ Plan ahead and hire enough staff before the holiday surge.
- ➔ Adjust staff levels during peak shopping times and special sales events, such as Black Friday.
- ➔ Train sales associates on how to manage crowds, handle conflicts and enforce safety.
- ➔ Hire extra security based on anticipated crowds (look at historical data).
- ➔ Set up queues using barriers, roped or marked lines on floors. Make sure queues have an adequate number of breaks and turns to reduce risk of customers pushing ahead.
- ➔ Provide legible and visible signs.
- ➔ Set up sale items in different parts of the store and away from cashiers to avoid a jam in one place.
- ➔ Make sure entrances are managed to avoid crowding, and provide a safe entrance for people with disabilities.



For store associates:

- ➔ Make sure you're trained for crowd situations.
- ➔ Be ready before the doors open.
- ➔ Place sale items in different locations if you're responsible for displays so that crowds are dispersed.
- ➔ Never block exit doors.
- ➔ Check often to make sure aisles are clear and not cluttered.
- ➔ Post emergency numbers in front of you at cash registers.
- ➔ In emergencies, follow instructions from first responders.

National Drowsy Driving Prevention Week is November 5 to 11.

Driving Fatigued: Don't Do It!



When you're fatigued, it can impair your judgment, reaction time, focus and awareness of hazards — all particularly dangerous when it comes to driving. According to the latest AAA Foundation for Traffic Safety study, drowsy driving accounts for more than 300,000 accidents, more than 100,000 injuries and 6,400 fatalities annually. Driving after being awake for more than 20 hours is similar to driving with a blood alcohol level of 0.08%, which is the legal limit in the U.S. If you struggle to keep your eyes open, are yawning frequently, nodding off, missing signs or exits, drifting lanes or difficulty maintaining your speed, that's a signal to stop driving. The best way to prevent drowsy driving accidents is to get enough quality sleep the night before and use medication that doesn't cause drowsiness.

Other tips include:

- Find a safe place** to pull over for a quick, 10-minute power nap if you feel fatigued.
- Seek help** if you have trouble sleeping. Sleep experts recommend at least seven to nine hours of sleep per night.
- Join** or organize a carpool.
- Use the AC** or open a window for fresh air during a long drive to rouse your senses.
- Turn up the tunes.** Listen to lively music on your drive.
- Plan ahead.** Try to plan your trip when you are normally most alert.
- Don't drink alcohol** or use drugs before you drive.
- Drink caffeinated beverages** before your drive, but know that they will not sustain you during a long trip if you are drowsy.

SAFETY CORNER: Lithium Battery Safety

Did you know that lithium batteries can overheat and release toxic gases, as well as cause fires and explosions? Follow these guidelines to prevent a disaster from happening:

Follow manufacturers' guidelines when charging lithium batteries.

Stop charging once the battery is fully charged. Use only the charger that came with your device.

Don't charge your device on a soft surface, such as your bed, sofa or pillow.

Keep batteries and devices at room temperature if possible.

Discontinue using your device if it shows signs of battery damage, including unusual odor, change in color or shape, and leaking or odd noises.

Store batteries away from flammable items.

Recycle your used batteries. For a recycler near you, contact your municipal waste agency. Never put lithium batteries in the trash.

Don't let discarded batteries pile up in the same place.



Turkey Time

For millions of Americans, Thanksgiving is synonymous with turkey and stuffing. Nothing interrupts the holiday mood faster than foodborne illness.

Enjoy your dinner safely five ways:

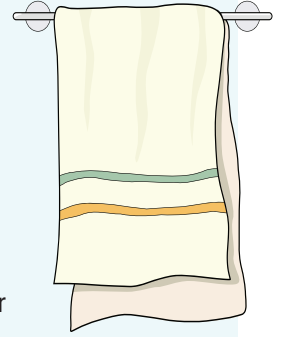
- 1 Wash your hands and all surfaces before, during and after meal prep. Don't cross contaminate. Use separate cutting boards, knives and utensils when preparing meats and veggies.
- 2 Don't defrost your turkey on the kitchen counter. Leaving any meat or poultry out for more than two hours is dangerous because harmful bacteria starts to build up. Foodborne bacteria can multiply rapidly when the temperature of the food is between 40°F and 140°F degrees. Instead, thaw the turkey in the refrigerator, allowing 24 hours for every four to five pounds. Your turkey will be safe for one to two days after thawing. You can also thaw your turkey in cold water using the rule of 30 minutes per pound. Change the water every half hour. **Important:** Leave the turkey in its original wrapper and cook it immediately after it is thawed.
- 3 Don't cook your turkey overnight at a low temperature. It's not safe to cook any meat at a temperature lower than 325°F. Also, make sure your turkey reaches an internal temperature of 165°F before serving it. **Caution:** Don't rely on the popup indicator. Always use a food thermometer to ensure your turkey has reached 165°F.
- 4 Never stuff a turkey ahead of time, e.g., an hour or the night before cooking it. Once you loosely stuff the turkey, cook it immediately at 325°F. **Note:** A stuffed turkey can take 50% longer to cook.
- 5 Store leftovers immediately after your meal in air-tight containers. Leftovers will last no longer than four days.



Tend to Your Towels

Once you shower, you're clean, so why bother changing your bath towel often?

According to The Cleveland Clinic, you should change the towel every week (or sooner) because bacteria, dead skin cells and oil from your skin can start building up and your risk for skin infections can increase.



Other factors that can also contribute to when you grab a new towel include:

- ✓ You live in a humid area. Since the towel will take longer to dry, bacteria may have an advantage in growing.
- ✓ Your towel smells or looks dirty. This can happen quickly if you shower at the gym and leave a damp towel in your gym bag. In that case, change it daily.
- ✓ You sweat a lot.
- ✓ You have a traditional cotton terry cloth towel. Waffle-weave towels may stay fresher longer.
- ✓ You smoke, have pets (dander) or live in a polluted environment.

Tip: Always hang a damp towel spread out on a towel bar so it dries quicker and thoroughly between uses.

5 Ways to Avoid Overdue Toll Charge Scams

If you're a road-tripper, chances are you drive on toll roads. Scammers have been sending "overdue toll charges" via text messaging. The scammers say that to avoid fees, you need to click on a link, which is a phishing scam for your private information. Scammers use this ruse to access your license number, credit card and address, not to mention the money you lose paying the "overdue" charges.

Here are five ways to help prevent getting scammed:

1. Check with your state's tolling agency before you click on any links. Use information from the agency's official website, not the information on the text, to contact them.
2. Don't reply to emails or texts. Don't respond even if it asks you to text STOP to end messages or click unsubscribe. Delete the message without engaging.
3. Always check with the tolling agency if you have questions about any charges.
4. Report potential fraud using the **Report Junk** option on your phone or forward to 7726 (SPAM).
5. Notify the FTC at reportfraud.ftc.gov.



The **Smart Moves Toolkit**, including this issue's printable download, **Resisting Antibiotics**, is at personalbest.com/extras/24V1tools.

11.2024

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