Fitness centers have a steady flow of members all day long. While this might be good for business, it can also make it difficult to assess equipment reliability and the effectiveness of safety procedures.

This eBook has information on some of the most common sources of claims for fitness centers. Be sure to set time aside to implement the safety recommendations outlined throughout the rest of this guide.
Finding Time for Improvements...

is no easy task in a bustling fitness center, but minor changes can prevent the most common property and liability claims.

West Bend has identified some interesting trends in claim frequency after analyzing more than 5 years of gym and family fitness center claims data. On the next page you’ll find a month-to-month analysis of property, general liability, and workers’ compensation claims since 2007.

In the relatively slow winter months it might be a good time to set time aside to do a thorough claims review and pinpoint opportunities for improvement. In busier claims months like June, July, and August you’ll need to be on high alert for injury exposure.
The Percentage of Fitness Center Claims By Month from 2007-2011

January: 7.97%
February: 7.97%
March: 8.24%
April: 8.15%
May: 7.88%
June: 12.4%
July: 12.4%
August: 10.1%
September: 7.71%
October: 6.91%
November: 4.78%
December: 5.49%
Gyms and family fitness centers offer an unbelievable variety of programs and equipment for members. Covering all the possible exposures facing your organization could take hundreds of pages. In an attempt to provide the most relevant information to the greatest number of organizations, we’ve chosen to focus on some of the most common injuries our claims adjusters see.

**Dangerous Equipment:**

Four of the most recognizable pieces of fitness equipment are coincidentally four of the most dangerous. If your facility has any of these on site, take the time to read about the most common problems and ways to prevent injuries.

- Treadmill Safety .......... pg 5
- Free Weights .............. pg 9
- Stability Balls ............ pg 11
- Resistance Bands .......... pg 14

**Safety Policies and Procedures:**

It can be difficult to keep tabs on the hundreds of members coming in and out of your facility at all hours of the day. With that said, there is no excuse for these four topics to not be on your radar.

- MRSA Outbreaks .................. pg 16
- Electronics Being Used in Locker Rooms .... pg 19
- Supervision of Minors ............. pg 21
- AED Maintenance ................ pg 23
TREADMILL SAFETY

Real Life Claims

A 2-year-old boy was brought to a family practice office by his mother for a follow-up visit. In the emergency department, the child received treatment for a friction burn to his right hand after he got it stuck in a moving home treadmill. The patient unintentionally wedged his hand between the moving belt and the support bar at the rear end of the treadmill.

His mother, who had been jogging on the treadmill at the time, disconnected the safety key, but not in time to prevent the injury. The treadmill had safety instructions located on the underside of the machine and were, therefore, not visible to operators.

Search “Treadmill” on YouTube.com and the first few results are likely videos of teenage kids playing foolishly on gym equipment. While shocking, the videos are highly representative of how dangerous an improperly operated treadmill can be.

According to data provided by the US Consumer Product Safety Commission, more than 8,700 children are injured by exercise equipment every year. Many of these injuries are due to stationary exercise bikes, but treadmills represent a growing portion of total injuries. The three most common injuries reported were contusions, lacerations, and burns.
Keep Children Away From Treadmills

- Ensure that children never play on or near exercise or weight training equipment.
- Install barriers that prevent children from wandering into a room with exercise equipment.
- Teach children that treadmills are fast moving and are not toys.
- Locate and use any auto-shutoff features that may exist.

Adults and Treadmill Injuries

Adults are just as susceptible to serious treadmill injuries as children. Adult injuries are typically caused by deficient knowledge of the functions of the particular machine. From heart monitors to programmable routines, treadmills have become increasingly complex, and several advanced features can make operation overwhelming. When televisions, headphones, and magazines are added to the equation, it’s shocking more accidents don’t occur. Distractions, complexity, and exertion combine to set the stage for a potentially devastating trip and fall exposure.

Most serious treadmill accidents involve excruciating friction burns. If a trip-and-fall accident occurs, having plenty of clearance behind the treadmill becomes very important. If placed too close to a wall or other equipment, an exerciser may become trapped and the moving treadmill belt can grind away at exposed skin. These devastating injuries can require costly skin grafts and a comprehensive rehabilitation regime.

Adults are just as susceptible to serious treadmill injuries as children. Most serious treadmill accidents involve excruciating friction burns.
Prevent Treadmill Injuries

Accidents will happen, but these precautions can minimize the exposure.

- **Paint two brightly colored stripes width-wise across the treadmill belt.** A sizeable portion of treadmill accidents occur because the patron does not even realize the machine is moving. Recognizing the sound of a moving belt is difficult in a busy exercise room with several machines in use.

- **Follow manufacturer guidelines closely.** Keep all exercise machines well maintained. Unplug, document, and clearly publicize any defective treadmills.

- **Offer orientation opportunities for all clients.** Clearly explain all major functions of the equipment and acquire documentation of a completed orientation.

- **Keep a minimum of 4 feet open behind the treadmill** to prevent members from being trapped and burned.

- **Consider using surveillance equipment.** Surveillance of all exercise equipment can be an invaluable resource if an accident does occur. Footage of the incident can help you prevent other injuries and protect yourself from potential liability claims.
After a Treadmill Accident

Even if preventative steps are taken to minimize the risk of a treadmill injury, accidents can still happen. The steps you take following an accident can heavily impact your potential liability and help ensure similar accidents do not reoccur.

• **Complete a thorough incident report. Interview any witnesses and question the injured patron. These questions are especially important following a treadmill accident:**
  - How did you fall? Did the machine malfunction or did you trip?
  - What speed and height settings were being used?
  - Were you wearing the auto-stop device? If so, did the machine shut down after the fall?

• **Survey the area and document any observations. Take photos if necessary.**
  - Did the patron wear proper shoes?
  - Were guidelines and/or signs indicating proper use clearly visible?
  - How many associates were on duty, and were they available for assistance?

• **Preserve evidence.**
  - If you suspect the accident was caused by a malfunction, DO NOT dispose of the treadmill. Move it to a secure location if possible. Unplug it and clearly indicate that it is out of order if it cannot be moved easily.
  - Maintain copies of incident reports and photos. This information may be needed several years down the line.

*The steps you take following an accident can heavily impact your potential liability and help ensure similar accidents do not reoccur.*
SAFE USE OF FREE WEIGHTS

In the News

Two football players were working out at a local fitness center where they were both members. They were both experienced weightlifters and had performed the lifts using the same weights numerous times before. One was using 50-pound dumbbells while the other was stretching on the ground. After he was done with his set he dropped them to the ground.

Unbeknownst to him, his friend’s hand happened to be right below the dumbbells and one of them landed on his left hand severing his left ring finger instantly. The football player who lost his finger was rushed to the emergency room, but doctors were unable to reattach his severed finger due to the amount of trauma to the area. The young man brought suit against the fitness center for negligence and failure to supervise properly. He is seeking over $200,000 in damages.

Statistics

Injuries from weight lifting have been on the rise steadily due to increased popularity in physical fitness, especially strength training. One of the largest sources of exercise-related injuries is from weight training. The major causes of injuries from free weights comes from strains or lifting too much, improper lifting techniques, incorrectly secured weights, and dropping, hitting, or pinching oneself or another individual with the weights.

From 1990 to 2007 there were over 970,000 weight training related injuries treated in emergency rooms in the United States.
- 82% of these injuries were sustained by males.
- Youths from the ages of 13 to 24 experienced 47% of the injuries.
90% of all weight lifting injuries came from the use of free weights.
Loss Prevention Techniques

Understanding how to properly use and store weights is critical in ensuring all employees and gym members are as safe as possible in your facility's weight room. Every fitness center should have a clear written policy displayed detailing the proper use of weights, and staff should be instructed to make sure members are familiar with the policy.

1. Make sure that weight plates, bars, and dumbbells are placed securely on racks.
   Also, encourage employees to regularly examine racks to make sure they are in good condition and not wearing down anywhere.
2. Examine weight locks. If weight locks have become worn through frequent use they may slide off and cause weights to fall. Require all gym members to use weight locks when lifting.
3. Require weights to be re-racked after use and encourage employees to frequently check for and pick up weights left on the floor. Weights left on the floor are a common problem for fitness centers and pose serious trip and fall hazards.
4. Return all equipment including mats, dumbbells, bars, plates, weight belts, collars, and anything else used in the weight room to its designated place.
5. Make sure benches and lifting apparatuses are adequately spaced apart to ensure that lifters do not interfere with one another.
6. Make sure all weight stack machines have proper pins in place and that all pins are in good condition.
7. Understand and encourage correct spotting techniques. If employees see patrons lifting weight without spotters, encourage them to offer assistance, and recommend lifters to always use spotters in the future.
8. Require all staff and patrons to wear appropriate footwear. Appropriate footwear should be used everywhere in a fitness center, but it is especially important in weight lifting areas.
STABILITY BALL INJURIES

Stability balls are quickly becoming one of the most common and widely used pieces of fitness equipment in homes and fitness centers today. They are inexpensive and versatile. They can be used for stretching, strength training, balance improvement, and much more. They can also, after proper training, be effectively used by people of all ages and fitness levels.

The increase in use of stability balls has also resulted in an increase in injuries associated with their use. The majority of these injuries can be attributed to improper use, which is why it is important to make sure all staff and members are properly trained. Another cause of injuries is faulty or improperly used equipment. On occasion, stability balls have been known to pop resulting in serious injury to the user. **The five most common causes of stability ball bursts are:**

1. Over-inflation
2. Excessive user weight
3. Weakened or worn areas (especially seams)
4. Punctures
5. Use beyond Manufacturer’s recommended life
Stability Ball Safety Tips

Make sure anyone using a stability ball has been properly trained before they begin exercising with them. Improper use of stability balls can result in serious injuries. Consider the following recommendations:

- Use stability balls on a mat to act as a cushion in case of a fall.
- Use stability balls on clean smooth surfaces, free of debris, to reduce wear and the possibility of puncture.
- Position ball against a wall to prevent the ball from rolling out underneath you or to prevent you from falling backwards.
- Place chairs or other sturdy supports on the sides of the stability balls to provide balance when exercising in a seated position.
- Avoid quick, jerking movements such as bouncing, which can greatly reduce your balance and lead to a fall.

Proper Maintenance

Another important aspect in making sure individuals can safely and effectively use stability balls are to properly store, clean, inflate, and maintain them. One of the most common causes of stability ball bursts is poor maintenance. Proper maintenance can increase the life and effectiveness of most stability balls.

**Inflation:** Over time stability balls will lose air and as a result will need to be re-inflated. Make sure to always follow the manufacturer’s suggested instruction for inflation and never attempt to over inflate.
**Storage:** Do not store stability balls in overly cool or warm places as this will cause the air inside the ball to either expand or contract. Also, store stability balls in a safe area to protect them from unauthorized use and damage. Stability balls should also be stored away from exercise equipment. Stability balls should be stored in closets or on racks to prevent them from rolling and injuring others.

**Cleaning:** Exercise with stability balls usually involves quite a bit of contact, which is why it is so important to routinely clean them. Make sure to only use mild soap and water since chemical cleaners can damage and potentially degrade the ball. Diseases, such as MRSA, can reside on improperly sanitized stability balls.

**Mark & Catalog:** It is important to mark all stability balls with their date purchased and their burst limits. Stability balls, depending on level of use, typically have a 12-month lifespan and should be replaced afterwards. Also, stability balls come with a range of burst limits ranging from 200 pounds to over 1,000 pounds. These limits should be marked so heavier people, or those lifting weights, know to use the heaviest balls available.
RESISTANCE BAND BREAKAGE

Reality Alert

An individual at a fitness facility was working out with a resistance band when the band broke and struck him in the face, severely injuring his right eye. Luckily the main impact from the band hit him above the eye and not directly on the eye or he most likely would have lost his eye. The force from the snapping band was enough to cut him significantly enough that he required stitches.

The Hazard

The use of resistance bands in exercise has increased dramatically over the years and can be found in fitness facilities across the country. They are effective, inexpensive, and easy to use. Resistance bands do pose hazards, as all fitness equipment does, when not treated and used properly.

The two main dangers involved with resistance band training are breaking of the band or letting go of an end while under tension. The result of both of these actions can cause the end of the band to snap toward the user violently and potentially inflict serious damage.

Safe Use Tips

Resistance bands can break down over time due to normal wear and tear from use. It is important to inspect resistance bands frequently to ensure they are in safe operating condition. Also, many of the injuries from resistance band exercises come from improper use. Please make sure the rules for safe use are posted and that members follow them.

Exposure to temperature extremes, chlorine, and sunlight decrease bands “shelf-life.”
• Never release a resistance band while under tension. A release under tension can cause the band to snap back toward the user and result in significant injury.
• Begin all exercises slowly to ensure band strength.
• Avoid jerking the band.
• Inspect bands and handles before every use. Check for cuts, nicks, scratches, cracks, punctures, discoloration, or anything that looks like the band may be weakened in that area. If any flaws are discovered discard the band immediately and never attempt to repair a damaged band.
• Do not place the resistance band handles over feet. They can easily slip off and strike the user.
• Never stretch a resistance band over 2.5 times their length.
• Do not exercise with resistance bands on uneven surfaces.
• Resistance bands are not toys and should never be used for any activity other then the specific exercises they were designed for.

Storage and Care

Resistance bands can be a great and inexpensive exercise tool, but as with any piece of fitness equipment, proper maintenance is a critical aspect to ensure safe and proper function.
• Clean bands by wiping with a damp cloth.
• Do not use soap or any cleaning products to clean bands as these can deteriorate the strength of the band.
• Avoid storing bands near direct sunlight.
• Keep stored bands away from heat sources.
• Bands should not be stored outside or in cold environments.
• The ends of the band where the handles are connected are the weak areas and should be checked before every use for damage.

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MRSA INFECTIONS

MRSA Outbreaks in the News

Employees at a fitness center began reporting a high frequency of severe infections over a period of two weeks. The managers of the facility started investigating these infections and discovered that several members of the fitness center had also contracted severe infections. After the hospitalization of two employees and one member it was determined what they all had in common. They were all members or employees of the same fitness center and they all had MRSA or methicillin resistant Staphylococcus aureus. The outbreak of MRSA resulted in the closure of the facility for several days as employees meticulously cleaned, sanitized, and disinfected the entire facility.

What is MRSA?

MRSA, or methicillin-resistant Staphylococcus aureus, is a type of “staph” that is particularly resistant to antibiotics. “Staph” infections commonly thrive on human skin without harm, but can enter the body through wounds or hair pores. MRSA can be contracted through direct skin-to-skin contact or by touching objects like gym mats, fitness equipment or towels.

MRSA is extremely easy to contract with an estimated 4 million outpatient visits each year. Invasive or serious MRSA infections occur in 94,000 people a year and result in almost 19,000 deaths. In fact, more people die from exposure to MRSA in the United States than from HIV/AIDS. The bacteria typically presents itself as a skin infection, but has been known to cause more serious infections including pneumonia, osteomyelitis, and sepsis.

More people die from exposure to MRSA in the United States than from HIV/AIDS.
Symptoms of MRSA

Infected gym-goers may have a fever and infected areas of skin will be:
- Red, swollen and painful
- Warm to the touch
- Full of pus or other fluids

Common Areas of MRSA Infection

- Back of the neck
- Groin and buttocks
- Armpit
- Beard areas on men
- Anywhere there is a cut or abrasion

Controlling MRSA Infection Outbreaks

MRSA can infect anyone, anywhere, and any time, but individuals at fitness centers are at an increased risk. Less restrictive workout gear results in more skin-to-skin contact, more skin-to-equipment contact and more cuts and abrasions. Locker rooms and saunas are another area of heightened risk due to the use of towels and lack of protective clothing.

MRSA infections pose serious health hazards and costs. If a gym member becomes infected with MRSA the only way to treat and eliminate the infection is with medical treatment. Typical treatment includes several visits to drain and clean the infection along with a course of antibiotics. The Center for Disease Control (CDC) has recognized the dangers of MRSA infections associated with fitness centers and athletic activities and has made several recommendations to reduce the potential of infection.
1. **Provide Sanitation Supplies** – Disinfecting sprays and wipes should be readily available throughout the facility and their use should be required. Make sure the disinfectants being used are capable of killing MRSA. Provide disposable towels for cleaning equipment as opposed to washable ones.

2. **Wipe Down Equipment** – Cardio machines, free weights, mats and all other gym equipment should be wiped with disinfectant before and after every use. Employees should actively remind members to wipe equipment.

3. **Hand Sanitizer** – Hands come into contact with potentially contaminated areas more frequently than any other part of the body and people often use them to wipe or touch their faces.

4. **Laundry** – Washing used towels and robes properly in hot water and hot dryers will ensure that they are thoroughly cleaned and safe to redistribute to members and employees.

5. **Education** – Make sure all employees are aware of the dangers of not only MRSA, but also all kinds of communicable diseases that can be prevented by proper sanitation.

6. **Cleaning** – Make sure to thoroughly clean the entire facility after closure daily. This will ensure that equipment that may have missed cleanings due to frequent use still gets cleaned.

7. **Signage** – Make sure that all cleaning supplies and stations are well marked, clearly visible, and accessible. Appropriate signs should educate both staff and members where supplies are and why their use is important. Make sure the facility’s policy on sanitation is visible and clear so that all members are aware of what is expected of them.

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Staff should use the slower parts of the day to thoroughly clean all equipment.
LOCKER ROOM ELECTRONICS POLICIES

In the News

A routine check on a respected youth leader's work computer revealed a hidden cache of child pornography. This material included hundreds of videos and pictures of underage boys engaging in illicit behavior. The discovery was a shock to both parents and friends who knew him as an excellent role model for local children. Further investigating revealed numerous hidden camera videos of underage boys undressing in the locker room where he worked as a pool safety instructor for 3rd grade boys.

New Tech = Big Problems

Advances in technology are making it easier and easier to record individuals without their knowledge or consent. Phones and MP3 players now come equipped with sophisticated video recording that can capture high-quality videos of people anywhere. The frequency of these invasions of privacy is on the rise. Gyms, restrooms, and locker rooms are the most common places for individuals to record inappropriate material. The size of these cameras makes their use difficult to detect. The most successful method for preventing video camera use in locker rooms is to ban all electronics outright.
Loss Prevention Techniques

The best method to ensure no one will be video recorded without their knowledge is to ban all electronics from areas where individuals might be in compromising positions. These areas include restrooms, locker rooms, saunas, hot tubs and pool decks. A policy regarding the use of electronics should be well known and prominently displayed.

- Ban electronic equipment of any kind in areas where members might be changing.
- Prohibit taking pictures of anyone at anytime.
- Post signs throughout the facility, especially in and around the locker room areas, describing the electronic equipment policy.
- Detail the facility’s procedure concerning individuals who violate the no electronics policy.
- Restrict the use of cell phones to the lobby/entrance area.
- Inform staff about the dangers of electronics with cameras in locker rooms to increase the awareness and help them identify potential perpetrators.
- Educate all staff members on appropriately and swiftly responding to violators of your locker room policy.
- Include policy verbiage on membership applications so members fully understand and embrace the rule.
UNSUPERVISED CHILDREN

In The News

In August 2005, 8-year-old Jacob Buckett, his father, and three-year-old sister went to lunch at a Burger King. In a matter of seconds, Jacob climbed up the horizontal support poles of the play structure and suddenly lost his grip. He came crashing down, cracking his head on the tile floor. Jacob suffered a traumatic brain injury, which put him in a coma for two months, in the hospital for six months, and has left him with permanent, lifelong impairments. Burger King and the Buckett family eventually reached a $20 million, out-of-court settlement even though Jacob’s father acknowledged he had been close enough to prevent Jacob from improperly climbing up the sides of the play structure.

Unparalleled Exposure

As is the case with any recreation-oriented business, a typical fitness center or swim club can be a very dangerous place if the right precautions are not taken. Between playgrounds and pools, slides and saunas, and fitness equipment and free weights, an unsupervised child can get into quite a bit of trouble at your facility. While some employees may be dedicated to “floating” around the facility, it’s unlikely any organization has the staffing available to personally babysit every unsupervised child. If Jacob Buckett’s story is any indication, children can put themselves in dangerous situations in a matter of seconds.

Recommendations and Best Practices

Age Requirement
Children mature physically, emotionally, and intellectually at very different rates. Where one parent may be comfortable leaving a 7-year-old child home alone for a couple of hours,
another parent may cringe at the idea of leaving an 11-year-old unsupervised for even 15 minutes. For these reasons, West Bend feels organizations should consider instituting a supervision requirement on all children under a specified age.

Before determining an appropriate age, management should consider the current supervision requirements throughout the facility. In a facility with nothing but fitness equipment, it might make sense to set the minimum age to 14. But a fitness center that also has a pool and gymnasium might decide children can be unsupervised at age 10. You must decide if there is enough to do to keep an unsupervised child out of trouble. With that said, we feel no child, regardless of the facility, should be allowed to be unsupervised under the age of 10. If your facility currently has an older age requirement, do not feel obligated to lower it.

**Programming**

Offering a wide range of programming for children of all ages can mitigate the resistance of parents who may be upset with any new age restrictions. Programs like arts and crafts, youth centers with computers, or interactive games keep children in a supervised location. The longer kids are left to wander, the more likely they are to put themselves in dangerous or mischievous situations.

**Parent Drop-Off**

West Bend also recommends a policy requiring parents to physically walk the child to the check-in desk. This not only provides parents with peace of mind, but also makes it much easier to track the number of unsupervised children in the facility at any given time. If an unsupervised child has not been picked up by closing time, the local police should be called to escort the child home. Under no circumstances should an employee take a child home in his/her personal vehicle.

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*Include policy verbiage on membership applications so members fully understand and embrace the rule.*
AED MAINTENANCE & STORAGE

An AED Could Have Saved a Life

A 16-year-old high school basketball player had just made a game-winning shot in overtime when he suddenly collapsed to the floor. Initially, parents, coaches, and players thought it was due to exhaustion or just the excitement of the moment, but they all quickly realized something much more serious had happened. The young player was rushed to the hospital where he died later that night. After performing two autopsies it was concluded that his death was due to an enlarged heart. Both doctors, including a special examiner from Harvard, concluded that if the school had been equipped with an AED and it had been used properly, he would have survived.

Cardiac Arrest Statistics

- Every year Emergency Medical Services (EMS) respond to over 295,000 cardiac arrests
- Contrary to popular belief, these events do not always affect older, out of shape people every year approximately 7,000 children suffer cardiac arrest
- Every year sudden cardiac arrest claims more lives in the United States than cancer, fires, firearms, traffic accidents, and AIDS combined
- Using an AED within the first 5 to 7 minutes increases survival by 30-45%
- Victims who received a shock within the first 3 minutes increased their survival rate to 74%
- It is estimated that improved access and training to AEDs could save 40,000 lives annually
Why Have an AED?

AEDs are an important life-saving medical device that can diagnose potentially life-threatening cardiac arrhythmias and subsequently treat the arrhythmias by defibrillation. Defibrillation is an electrical shock therapy that stops deadly heart arrhythmias and helps establish a normal heart rhythm. If someone suffers a severe cardiac arrest (SCA) time is the most important factor in helping them survive. Using an AED can help restore their heart’s natural rhythm and keep them stable until emergency responders arrive.

Proper Storage of an AED

AEDs are important pieces of life-saving equipment and need to be properly stored to make sure they are accessible and ready to use should an emergency arise. Some of the factors that go into properly storing an AED include the following:

- **Staff knows where it is:** There have been numerous instances of someone experiencing a cardiac emergency and someone called for an AED, but staff does not know where it is stored. All staff and volunteers should be trained to know where the AED is so they can grab it in a moments notice.

- **Stored in a locked area:** AEDs are very expensive, which makes some people decide to store them in locked or secured areas. This is not recommended because a situation could arise requiring the use of an AED and if it is inaccessible it does no good. Also, if it is stored in areas where only certain people have access valuable time could be wasted trying to locate the person to gain access to the AED.
• Do not block or obstruct the AED: Wherever you store the AED within your facility make sure that it is always open and accessible. Whether your facility is undergoing construction, a special event, or some other unexpected occurrence, make sure the AED is always within easy reach in the event of an emergency.

Maintenance of an AED

Even if an AED is accessible, it is worthless if it isn’t properly maintained. There have been numerous instances where people properly responded to an emergency and quickly got an AED only to discover that it is not charged. Proper AED maintenance requires a combination of inspecting and testing the device regularly. It is a good idea to routinely inspect an AED every three months and perform the following maintenance:

• Check the AED’s power by powering up the device and making sure it turns on without a problem. Also, after shutting off the AED make sure the status indicator light shows the AED is ready to be used. If the device does not power back on or shows an error return the AED to the manufacturer

• Verify that the additional rescue supplies are available with the AED, including gloves, razor, and breathing mask.

• Inspect the device itself for cracks, wear, and other signs of damage.

• AED pads have an expiration date. Check the pads and make sure they are not past it.

• Check the batteries to make sure they are not expired.

It is recommended that you order an extra battery and pads, so you have them handy.
From everyone at West Bend, thank you for your part in making the world a safer and healthier place. We hope that you have found the information in this free eBook to be helpful in your risk management efforts.

Please note that the seven chapters of this eBook only represent a fraction of the safety resources available to you. We encourage you to visit CultureOfSafety.com to view West Bend’s entire catalog of free safety articles, videos, and links.

We also hope you’ll connect with us on Facebook, Google+, Twitter, and YouTube.