

# Customer Injury Report

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On September 15, 2024, at approximately 2:30 PM, a customer injury incident occurred at the Maple Grove Shopping Center, located at 1234 Elm Street, Springfield. The incident involved Mrs. Jane Doe, a 58-year-old shopper, who slipped and fell in the north wing of the mall, near the entrance of the Home Goods store.

Mrs. Doe was walking through the area when she slipped on a wet floor, not marked by any caution signage. She fell onto her right side, resulting in a visible bruise on her right arm and complaining of sharp pain in her right hip. Mall security personnel were immediately on the scene, and first aid was administered. They helped Mrs. Doe to a seated position and applied an ice pack to her arm.

An ambulance was called, and Mrs. Doe was transported to Springfield General Hospital for further evaluation. Preliminary reports from the medical team indicated a possible fracture in her right hip. Mrs. Doe's contact information was collected, and her family was notified of the incident by mall management.

Upon investigation, it was discovered that the wet floor resulted from a recent cleaning activity. However, the staff responsible for the area failed to place the necessary warning signs to alert shoppers of the hazard.

Following the incident, the mall management took immediate steps to address the situation. They reviewed and reinforced the cleaning and maintenance protocols with all staff members to ensure that appropriate signage is placed promptly after cleaning. The management also reached out to Mrs. Doe and her family to express their apologies and discuss support during her recovery.

This incident has been documented in the mall's safety incident log, and a comprehensive review of safety and hazard communication practices is underway to prevent similar incidents. The mall is committed to providing a safe environment for all visitors and has taken this incident seriously in their ongoing efforts to improve mall safety standards.

# Injury Report Top Customer Service

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Subcommittee on the Departments of  
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Education, and Related Agencies**

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**Department of Labor** United States. Congress. House. Committee on Appropriations. Subcommittee on the Departments of Labor, Health and Human Services, Education, and Related Agencies,2005      **Departments of Labor, Health and Human**

**Services, Education, and Related Agencies Appropriations for 2006** United States. Congress. House. Committee on Appropriations. Subcommittee on the Departments of Labor, Health and Human Services, Education, and Related Agencies,2005      **Departments of Labor, Health and Human Services, Education, and Related Agencies**

**Appropriations for 2003: Department of Labor** United States. Congress. House. Committee on Appropriations. Subcommittee on the Departments of Labor, Health and Human Services, Education, and Related Agencies,2002

### **Departments of Labor, Health and Human Services, Education, and Related Agencies Appropriations for 2003**

United States. Congress. House. Committee on Appropriations. Subcommittee on the Departments of Labor, Health and Human Services, Education, and Related Agencies,2002      **The Savvy Guide to Fantasy Sports** Michael Harmon,Mike

Harmon,2005 Taking a fresh approach to fantasy sports this guide covers strategies and techniques both unique to specific sports and trends applicable to all sports while providing tips to help the casual player get the most out of every game

Annual Report Ontario Workplace Safety & Insurance Board,1999      Annual Report California. Commission on Health and Safety and Workers' Compensation,2009      **White Collar Report** ,1980      *Top 300 Careers* ,2008 Explore hundreds of careers assess your best career fit and land a job fast with this extensive authoritative resource In one time saving volume job seekers and students find everything they need to research careers learn about pay outlook education and skills needed for about 300 jobs match their personal skills to the jobs and take seven steps to land a good job in less time This book provides thorough current and interesting descriptions for all major jobs covering about 90 percent of the workforce A special book within a book section by career and job search author Michael Farr describes the seven steps that cut job search time in half and includes sample resumes An assessment matches your personal skills with the characteristics of the occupations described in the book      **The American State Reports** Abraham Clark Freeman,1891      **The Law Reports**

Incorporated Council of Law Reporting for England and Wales,1882      **Product Safety & Liability Reporter** ,1995

**American Law Reports Annotated** ,1943      *BWC News* ,1994      *The American Reports* Isaac Grant Thompsom,Irving Browne,1886      **American Negligence Reports, Current Series** ,1898      Daily Labor Report ,2005

*The Law Times Reports of Cases Decided in the House of Lords, the Privy Council, the Court of Appeal ... [new Series].* ,1897      **Reports of Cases Argued and Determined in the Supreme Court of Alabama** Alabama. Supreme Court,1891

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