

Patten's Appliance Center, Caldwell

Intervention Key Words: Stair Climber, Hand Truck, Dolly

Industry: Retail, Other: Hardware, Appliance

Risk Factor(s): Awkward Posture- Back deviations, Shoulder deviations, Squatting/Kneeling, Manual Handling- Lifting/Carrying, Pushing/Pulling

Situation:

Patten's Appliance Center is a retail electronics and appliance store servicing the general public. The store also offers appliance delivery and removal. Products range from 60" television sets to 700 lb refrigerators. The size and weight of the products poses an increasing threat of CTD injuries, especially during deliveries and when unloading distribution trucks. Workers use a standard pickup truck and hand dolly to deliver appliances and often unload tractor trailers by hand to save time. CTD risks arise from the heavy lifting and awkward postures used to move the bulky items not only in and out of the trucks but also into and out of customer's homes.

Solution:

In order to assist with appliance transport and reduce CTD risks, Patten's Appliance Center purchased 2 "PowerMate" motorized electric hand truck. The trucks have a 40" lift height, giving workers the ability to not only climb stairs but also lift appliances out of the back of the trucks, eliminating the need to manipulate awkward loading ramps. They are small enough to maneuver easily through tight hallways and have a load limit of 650 lbs. The new hand trucks only weigh 100 lbs. Total cost for the intervention was \$7,092. Patten's received \$5,669 in assistance from SafetyGrant\$ to offset the costs.



Results:

- CTD, Restricted Day and Lost Day rates (standardized per 200,000 hours worked) all decreased nearly 100% in the 2 years following the intervention from rates of 100, 1800 and 1200 respectively the year prior.
- CTD Risk Factor scores decreased 7% following the intervention.