

**CHELAN-DOUGLAS HEALTH DISTRICT
GENERAL OPERATIONAL POLICY
PERSONAL SAFETY: A GUIDE FOR FIELD WORKERS
POLICY AND PROCEDURES**

PERSONAL SAFETY

*A guide for field workers
to minimize risks to personal safety
while conducting visits in the community.*



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INTRODUCTION

There are inherent risks involved with working in the community. This manual identifies steps you can take to minimize your risk from the hazards that may be present while performing field work. It is intended for use by all Chelan-Douglas Health District employees whose work takes them out into the field.

The Chelan-Douglas Health District holds the safety and health of its employees in the highest regard and believes in the importance of all employees and their right to work in a safe and healthful environment. The prevention of occupational injuries and illnesses is a priority at all times. Public Health management actively supports occupational safety and health and mutually accepts responsibility and accountability with employees for individual and group safety and health. By accepting mutual responsibility to promote and maintain safe and healthful working conditions, we all contribute to the well-being of personnel and subsequently to our organization and the public we serve.

The following recommendations for personal safety in the field have been assembled from input provided by personnel from various divisions of the Kittitas County Health Department and from a similar manual prepared by Public Health – Seattle & King County, which was based on a manual developed by the Multnomah County Health Department in Oregon. Information in Appendix C is from the Washington State Patrol and National Highway Traffic Safety Association websites. The information in Appendix D was provided by the Seattle Police Department Crime Prevention Unit for the original document in 1998.

If you have suggestions or recommendations to improve employee safety and health, be sure to submit them to your manager and the Safety Committee for consideration.

PLAN AHEAD

- If the address of your destination is in a location unfamiliar to you, try to find another person who may be familiar with the location to brief you regarding any known risks or possible hazards.
- Contact the client ahead of time e.g., by phone or letter to schedule your site visit if applicable.
- Ask for precise driving directions and/or consult a map before leaving the office. Plan your route. Be aware of potential “safe havens” such as police stations, fire stations, or business offices en route to and from your destination.
- Keep address files updated. Call the office to check-in at scheduled times. When working in pairs, stay together.
- Leave your itinerary at the office. Route slips, regular call-ins, and check-in/check-out procedures should be used so that it is known where you are throughout the day and when you have safely returned at the end of the day. If your route changes significantly during the day, for example due to a cancelled appointment, be sure to call in to report your change of schedule.
- Arrange work schedule so new or questionable visits are made early in the day. You’ll be less likely to find loiterers congregating on street corners, and you won’t get stuck in a potentially unsafe neighborhood after dark.
- Carry your cell phone with you at all times and make sure that the battery is charged and the phone is working properly prior to leaving the office. (Be aware that there are some “dead” spots for cellular transmissions.) Program your cell phone speed dial numbers so that your supervisor, 9-1-1, and other emergency numbers can be dialed with the push of one button if needed.
- 9-1-1 dispatch cannot reliably identify your location when you are calling from a cell phone. You must be able to verbally give the dispatcher your location (street address or at least cross street names) in order for the dispatcher to send help to the right place.
- Carry a minimal amount of cash. Have change for the pay phone, just in case.
- Make sure you have all necessary items with you when you enter the house, apartment, business, etc. so that you don’t need to make multiple trips to the car.
- Lock or conceal your valuables in the trunk of your car before leaving the office. Take only items necessary to do your job. Select forms, brochures, etc. that you will need each day and arrange them to fit in a briefcase or other carrying device.
- Purses, backpacks, or other unnecessary items should not be taken on site visits. These bags often contain items which may be hazardous in small hands, for example, medications, cosmetics, batteries for calculators, coins, and personal defense items such as pepper-based sprays, or knives.

- Familiarize yourself with your local law enforcement agency.
- Know your site's emergency call-in number or your supervisor's pager number. Memorize these numbers. Program these numbers into your cell phone.
- Report all accidents/incidents to your supervisor.

DRESS FOR SUCCESS

- Sturdy footwear is useful for field workers. Wear shoes that you can run in.
- Wear clothes that make it easy for you to move fast, and are appropriate for the type of encounters that may arise such as berry bushes, muddy sites, vertical ladders, etc.
- Avoid wearing expensive jewelry or any accessory that could be dangerous (dangling scarves, necklaces, etc.).
- Don't carry a purse.
- Carry a noise-making device, such as a whistle.
- When walking on a street or sidewalk, stand tall, do not make prolonged eye contact, look over passerby heads, do not smile at strangers, and walk purposefully, even if lost.
- Always wear your identification badge.

TELEPHONE SECURITY

- ◆ Do not give your home phone number, address, marital status, or names of family members to clients or their family members.
- ◆ When calling clients from your home, you may choose to use call blocking options so clients who have caller ID do not have access to your home phone number. You may also choose to have an "unlisted" home phone number.
- ◆ Do not call one client from another client's home phone. Use a cellular phone, or call from the office before beginning your visit. Following this procedure respects clients' confidentiality and protects their safety.

CHECKING OUT POOL CARS:

Please make every effort to reserve an appropriate vehicle for travel by signing up on the vehicle reservation sheets on the wall in the Communicable Disease office. You can bump other staff already assigned if you are traveling out of the Chelan and Douglas County area and know the person assigned will be traveling locally. Be sure to contact them in advance so they can make other arrangements.

If staff has a concern about a mechanical problem with a pool car they should contact the Facility Coordinator. The Facility Coordinator will follow-up with the staff member responsible for maintenance for that specific vehicle so they can address the concern themselves and/or make arrangements for vehicle repairs.

POOL CAR PROBLEMS WITHIN CHELAN OR DOUGLAS COUNTIES:

Contact the Chelan County Garage at (509) 667-6237 for advice on dealing with the problem during regular work hours. If they feel the car should not be driven they usually contact Randy's Towing or you can call yourself (see Appendix B). The vehicle should be towed to the Chelan County Garage unless they direct you to do otherwise. The staff person should contact their immediate supervisor and the Facility Coordinator to notify them of where they are and what has occurred. Another staff member can be sent to pick them up if this occurs during regular work hours. If after hours or weekend, address options with your Associate Administrator or Facility Coordinator. (See Appendix B - Emergency Contact Phone Numbers.)

POOL CAR PROBLEMS OUTSIDE CHELAN AND DOUGLAS COUNTIES:

If a pool car problem arises while you are out of the Health District jurisdiction, notify the Associate Administrator for your department. If you cannot reach your Associate Administrator, call the Facilities Coordinator. If this occurs after hours or on a weekend, refer to the attached Emergency Contact numbers. If you do not have a Health District credit card with you to pay for towing, etc., you may use a personal credit card or get a CDHD credit card number, expiration date, the name on the card, and the three digit number on the back of the card from the Associate Administrator that you speak with. Be sure to save all the receipts and attach to the expense voucher within a week of returning to the office.

CAR SAFETY

- Before operating any vehicle, take time to familiarize yourself with it: locate the controls for shifting, braking, lights, heater, windshield wipers, and so on. You also need to check the vehicle to ensure that everything is operating properly. If you find any defects, report them to the Facilities/Vehicle Coordinator so repairs can be scheduled. No vehicle should be used with operating defects.
- Always drive defensively and safely. Obey all driving laws, including wearing your seat belt and observing speed limits. Be aware of other vehicles and surroundings.

- Check to see if your car is equipped with recommended emergency supplies (see Appendix A). Each vehicle has an emergency supply kit that you should familiarize yourself with. Know how to use the equipment. Request replenishment of these supplies as needed.
- Know who to call if your vehicle breaks down (see Appendix B).
- Be sure the gas tank is full. Make sure you have the gas card with you. Know where approved gas stations are located.
- Drive with your doors locked, and if possible, your car windows up.
- Always lock your car. Lock door with your keys in your hand so you do not lock them inside the car.
- Always carry your keys in your hand when going to and from your car. Consider carrying two sets of car keys. One set to use and one set to have in reserve and concealed.
- Don't leave equipment, cell phones, packages, or bags out on seats in view of passersby. Cover them up or put them under the seat or in the trunk if possible.
- Report to the nearest Public Health worksite if a disaster of any kind occurs e.g., earthquake, major power outage, snow storm, etc. Do not try to go back to your own office until you know it is safe to do so, roads are open and passable, and you are released from the location you reported to.
- During inclement weather conditions such as snow, ice, or fog check with your supervisor before driving. You may need to reschedule visits until roads are safe.
- Do not attempt to drive through big puddles or over flooded roadways. Find an alternate route or reschedule the trip for another time when the roadway is clear.
- Check your car insurance coverage before using your personal vehicle on the job or for health district business. When you drive your private vehicle, you are not identified as a Public Health employee and you display your private vehicle license plate to individuals you are visiting.
- If someone bumps you from behind or is following you, don't pull over at that spot, especially if it is isolated. Go to a public place with lots of light and people. Call 9-1-1.
- **Special driving precautions in rural areas:** watch for debris and potholes; lanes are narrow, be aware of oncoming traffic; watch for surface changes; watch for slow moving vehicles; be aware of unguarded railroad crossings; and watch for animals.

SAFETY DURING FIELD VISITS

Neighborhood Survey:

- ◆ Pay attention to what is happening around you. Drive around the area and block of the site visit looking for fences, bushes, or other hiding places.
- ◆ Look for places to go in case of an emergency: Block-watch homes, pay phones, gas stations, business offices, fire stations, Central Transit buses, police stations, or police cars.
- ◆ Observe the activity near the location of the visit. Avoid groups of people who may be drinking, fighting, yelling, etc. Know the “colors” of local gangs and where they hang out. (Ask your supervisor to contact the local police department to obtain this information.)
- ◆ Be aware of individuals lurking about or acting suspicious. Do not make assumptions; appearances can be deceiving. Be observant of body language and behavior.
- ◆ Do not look at or become involved in apparent crime or suspicious situations involving people on the street. **LEAVE THE SITUATION.** Don’t use your cell phone where you can be seen. They may think you are calling the police and become violent. Once you are in a safe place, call the police, your supervisor, or another appropriate authority and report the incident.
- ◆ Be aware that high-rise apartment buildings present a whole new arena of concern about personal safety - especially fire safety.
- ◆ Pay attention to signs like No Trespassing, Beware of Dog, Beware of the Owner, as they may be an indicator of the resident’s attitude toward strangers.
- ◆ If relatives or neighbors are or become a safety problem, do not make the visit alone.
- ◆ Signs like Neighborhood Watch are indicators that others in the community have an increased awareness and interest in what goes on in their neighborhood.
- ◆ Trust your instincts. If you are feeling uncomfortable, cancel the visit, reschedule or request assistance from your supervisor, other Public Health personnel, or the police as appropriate. **Your supervisor will support your decision to leave or not enter the home or business if you are feeling unsafe.**

Parking and leaving the car:

- ◆ Choose a parking space that is in the open and near a light source that offers the safest walking route to the dwelling. Make sure you have a working flashlight in the car.
- ◆ It is always better to park on the street than in a driveway. That way, there is less danger of being blocked in when you want to leave.

- ◆ Park in the direction you want to go when leaving the visit. Know your location and the most direct route out of the area when it is time to go.
- ◆ Beware of dead-end streets and dark deserted parking areas. Have an escape plan.
- ◆ If possible, try to park where you can see your car and watch it periodically during the visit.
- ◆ Remember that parking in front of your destination is the shortest distance between two points. If you cannot find a safe parking place, cancel the visit or travel with a companion or escort.
- ◆ Watch for rubble and broken glass that can flatten a tire or a ditch that can immobilized your car.
- ◆ Honk your horn or lower your window and call out to see if anyone or anything is likely to attack due to your presence.
- ◆ Always lock your car.

Approaching the dwelling/building:

- ◆ Maintain a self-confident, self-assured posture and attitude. Walk briskly, with purpose, looking around to identify potentially hazardous situations.
- ◆ Notice individuals, be aware of their movements and try to keep them from cutting you off from an escape route or cornering you. If you think you are being followed, turn and LOOK. If you **are** being followed, cross the street and go to the nearest public place and call for help. If you see no place ahead to go to for help, cross the street and RUN back the way you came. Don't hesitate.
- ◆ Whenever possible, keep to the middle of the sidewalk and sidestep dark alleyways, bars, and groups of loiterers.
- ◆ Be aware of other regular visitors in the community (*like the mailperson*) who can advise you of hazards like dogs or come to your assistance if needed. Don't be afraid to converse with other public officials, work crews, etc. It lets them know you are in the area and you can get useful information from them regarding your surroundings.
- ◆ If a group is blocking the doorway to your client's dwelling or business, leave and reschedule your visit.
- ◆ If you are verbally confronted, maintain a professional manner. Respond directly and don't attempt to answer verbal challenges. Do not engage in confrontations. Leave the situation.
- ◆ If you decide it's safe to enter the dwelling or business, make a mental note of other exits as soon as you're inside. Use caution when using stairways. Notice if people or objects are located

on the stairs or landings. When walking in dimly lit hallways or deserted stairwells walk quickly and be especially vigilant.

- ◆ Pause at the door and listen before knocking. If you hear loud quarreling, sounds of fighting, or some other disturbance, leave immediately.
- ◆ Knock on the door, identify yourself, and use the client's name. Stand to the side of the door until you receive a response. Avoid standing in front of a window.
- ◆ When the door is opened, decide if you will enter the home or invite the client outside, depending on what you can see happening inside the house.
- ◆ Say your name clearly, the agency you represent, and why you are there.
- ◆ If your business can be conducted outside, then do so. Talk or discussion can be done at the doorway.
- ◆ Do not enter a home unless there is an adult present. If a child answers the door, tell the child to go get their mother or father. If their mother or another adult caregiver is not in the home, you will then have to decide if CPS needs to be notified.
- ◆ Be aware of signs on the front door directing you to the back or another location, especially if you do not feel comfortable. DO NOT follow these signs. Instead leave the home and call the client to confirm your appointment, asking them to meet you at the front door.
- ◆ Do not enter if you suspect that an unsafe situation exists. If the person you are there to see does not answer the door or is not there, leave and reschedule your visit. Your supervisor will support your decision to leave or not enter the home or business if you are feeling unsafe.
- ◆ If you are using an elevator, approach it with special caution. Don't get in until you've sent it down to the basement and waited for it to come back up. This technique protects you from inadvertently getting into a car that's headed down and possibly facing a stranger in a deserted basement. If possible use an empty elevator. Always stand next to the door and by the control panel. If having a problem, push all the buttons so the elevator stops on all the floors presenting a greater chance of escape.
- ◆ If there is something suspicious about a person waiting to get on the elevator with you, step aside and wait. If someone suspicious gets on while you're already in the elevator, get off as soon as possible.
- ◆ If possible, have the client meet you in the lobby or at the front door. Give them an approximate time of arrival so they will be looking for you.

In the Home or Business:

- ◆ Use the same principles inside the dwelling or building as you have used outside to get there including planning an escape route and trying to keep from being trapped or having to go through someone to get out.
- ◆ If you decide it's safe to enter, don't let your guard down. Be alert to signs of violence, drinking, or sexual advances, however subtle, from either a client or a member of the family.
- ◆ Ask to be seated during interviews. Choose a hard chair if possible. This will decrease the risk of carrying home unwanted visitors and/or sitting on a wet unknown substance. Give them your business card; be prepared to show them your official identification.
- ◆ If possible sit so your back is to a solid wall, not to an open space.
- ◆ Sit as close to the door as possible.
- ◆ Ask permission before doing any work. Explain what you will be doing.
- ◆ Be aware of other people in the building and traffic in and out of the building. You may want to reschedule for a time when fewer people are present or you can bring someone with you.
- ◆ If weapons are visible (e.g. guns or knives), evaluate the situation's potential for danger. Leaving and conducting the visit at another time or location may be the safest choice.
- ◆ If the client is angry, apply the techniques described in Appendix D to this guide.
- ◆ Before going into another part of the dwelling, or building, or using the phone, ask permission. Remember you are a visitor.
- ◆ Do not go into a dark room (or basement or attic) first. Have the client go first and turn on the light. Follow, never lead, even if you have been here before.

Leaving the Visit:

- ◆ When you have completed the visit, thank the client for allowing you to come into their home or business.
- ◆ Be sure to collect all your belongings. Have your car keys in hand as you leave the building.
- ◆ Be aware of what is going on outside as you leave. Watch what is going on around you, especially outside activities that may have changed since you entered.
- ◆ If there is a crowd of people, observe the activities they are involved in and how it may affect you and your safety.

- ◆ Have your keys in your hand. As you unlock the door of your vehicle look in the back seat and on the floor boards for unwanted passengers. Get into the car quickly and lock the door.
- ◆ If someone is leaning against your car, don't be rude and don't be intimidated. Get in quickly, lock the door, and leave. If you are unable to safely get into your car, return to the home or business.
- ◆ Don't forget that there may be small children or animals playing by or under your car. If your safety is not at risk, check both sides of your car before moving from your parking place.
- ◆ Watch for cars following you when you leave. Never stop if someone tries to stop you or indicates they want you to stop, but proceed to a well-lighted business or the nearest police station.

ANIMALS

- Be cautious of all animals, even if restrained. Remember: **All animals can bite!**
- Before entering a yard, whistle, call out, or rattle the gate.
- Before ringing a door bell or knocking on the door, look at the condition of the door. Place your foot at the bottom of the exterior door. When the person answers the door, ask if they have a dog or other animals.
- When there is a dog on the premises, ask that the dog be restrained, or ask the person to pick up and hold the dog. **Never reach out to pet a strange dog.** Dogs that may not bite their owner will bite a stranger.
- When challenged or threatened by a dog (dogs have strong territorial instincts): don't run; stand still and drop your arms to your sides. Don't look directly into the face of the dog; it may take this as a challenge. Don't smile – the dog will think you are baring your teeth at it. Don't rattle your keys or make large startling moves. Wait for the dog to lose interest in you, then back away slowly. Don't run.
- If attacked, use your equipment, brief case, etc. as a shield. Place your back against a wall, tree, or vehicle and use your equipment as a weapon by trying to jam it down the dog's throat.

METHAMPHETAMINE LABS

- ❖ Be alert to homes/buildings/trailers/abandoned cars where the view to the interior is obstructed in some manner by blinds, windows boarded or painted over, etc. Some illegal labs have excessive security (more than one deadbolt, metal security doors, bars on the windows, or aggressive dogs).

- ❖ Methamphetamine (meth) labs can be identified by their strong solvent smell, similar to stale cat urine. Chemical containers and glassware are often found dumped outside an illegal lab. The grass and plants outside windows may be dead due to chemicals being dumped out onto them.
- ❖ Inside there may be large quantities of over-the-counter cold medicines that contain pseudoephedrine; batteries; propane tanks, empty pill bottles, and lots and lots of glassware.
- ❖ There are several techniques used to produce methamphetamine. All of the processes use a variety of chemicals including explosives, solvents, metals, salts, and corrosives. During the manufacturing process (“cooking”), additional compounds and by-products are produced. The fumes, vapors, and spillage associated with cooking can be highly toxic.
- ❖ Do not enter a site that you think may be used for manufacturing meth. Meth labs present extreme dangers from explosions and exposure to hazardous chemicals. Breathing the fumes and handling substances can cause injury and even death.
- ❖ Follow CPS protocols for reporting when you see children at possible meth labs. If you have any questions about CPS protocols, ask your supervisor.
- ❖ Be careful when walking in yards where there is discarded glassware and/or containers that could have been used in a meth lab operation because the chemicals they contained can contaminate your clothing. Also, there may be booby traps set around the premises.
- ❖ If what you observe in or around the site causes you to suspect a meth lab, leave immediately. Don’t touch anything at the location. Call 9-1-1 at the first safe opportunity; your anonymity can be maintained. State that you are reporting a possible meth lab operation so proper emergency response procedures will be used. Call your supervisor as soon as possible. If appropriate, take a shower to remove any possible contamination to which you may have been exposed. And always remember these people are dangerous!

GENERAL GUIDELINES FOR PERSONAL SAFETY AND SECURITY

TRUST YOUR INSTINCTS. Do not enter homes, businesses, or neighborhoods when you suspect that an unsafe situation exists.

If you find yourself in an unsafe situation

- Don't show fear.
- Try not to show any facial expression.
- Control your breathing.
- Speak slowly and lower the pitch of your voice, talk from your diaphragm.
- Repeat what you are there for.
- Watch your hands so they don't move nervously. Maintain personal space.
- Maintain eye contact, but don't try to stare anyone down.
- Watch body language.
- Don't challenge, but be assertive, especially if lewd comments are made.
- Check your watch, say you need to call your office because they are waiting for your call.
- Stand up and leave.

Rehearse ahead of time what you'd say and what you'd do if in an unsafe situation.

GENERAL GUIDELINES FOR OTHER POTENTIAL HAZARDS IN THE FIELD

If you are going to a business or site where there are chemicals or paint, ask for the MSDS sheets for any products you will be working with or around. Prior to the site visit ask what personal protective equipment will be needed so that you can be sure to have it on hand for your visit. Upon arrival at the business, ask if you will need to wear hearing protection, safety glasses, or a hard hat.

Recommended personal protective equipment for environmental health field workers:

- Hearing protection devices **MUST** be carried and worn if you enter a noisy work environment
- Safety glasses **MUST** be carried and worn when needed.
- Hard hat may be needed at times. You may be able to obtain a loaner from the business site.
- Steel toe shoes may be needed.

There are a variety of hazards that environmental health field workers must be aware of these include: tripping, falling, lifting, noise, and airborne hazards. Be careful when you are in the field especially when scaling fences, climbing over fallen trees, cutting down berry bushes, climbing ladders and lifting heavy objects.

Be aware of conditions involving electrical devices and wires, downed power lines, loose wires, extension cords in puddles, etc.

Confined Space Entry:

- No one should enter a confined space without appropriate training.
- A confined space may be a tank, a trench, some basements and crawl spaces.

If you encounter an unsafe condition, leave the area and consult your supervisor.

SUBSTANTIAL EXPOSURE TO BLOOD OR OTHER POTENTIALLY INFECTIOUS MATERIAL

If you are exposed to blood or other potentially infectious material via a needlestick or splash to non-intact skin, eyes, or mucous membranes, follow these initial steps:

- ✓ Wash the site with soap and water (flush with plain tap water in the case of mucous membranes or eyes)
- ✓ Contact your supervisor to report the exposure (immediate supervisor/program manager/site manager/ etc.)
- ✓ Seek medical evaluation as soon as possible after the exposure (preferably within the first two hours)

REPORTING AN EMERGENCY TO 9-1-1

Call 9-1-1 whenever you need an emergency response from police, fire, or emergency medical personnel. If you are unsure whether you have an emergency, dial 9-1-1 and let the communications center decide what action to take. When you call:

- Briefly state the nature of the emergency
- Let the dispatcher ask the questions
- Be prepared with the address where help is needed
- Stay on the line until advised to hang up

What to Observe:

Individual: sex, race, age, height, weight, hair color and length, clothing type and color, any distinguishing characteristics (*limp, acne, etc.*), weapon involved and type.

Vehicle: color, type, size, model, year, license plate number, condition, any distinguishing characteristics.

Direction of flight: use north, south, east, west directions and street names.

Be prepared to answer the following questions:

- What: Type of incident report being reported (assault, theft, etc.)
- When: Time of occurrence (event in progress, 30 minutes ago, longer)
- Where: Location (exactly where you are or where the incident occurred)
- Weapons: Are there any weapons involved

REMEMBER: 9-1-1 dispatch cannot reliably identify your location when you are calling from a cell phone. You must be able to verbally give the dispatcher your location (street address or at least cross street names) in order for the dispatcher to send help to the right place.

IN THE EVENT OF AN ASSAULT

If you are attacked or threatened you have the right to defend yourself. How you choose to defend yourself will depend on the circumstances of the assault and your abilities. Consider that you could be attacked and think about what you can do to protect yourself. There is no one guaranteed method of defense. You will need to consider alternatives and optional responses.

In the event of an assault, report the incident immediately. Fill out an accident/incident report form following the guidelines on the Violent Incident Report on page 23/Appendix E or S:\Admin\Safety\Personal Safety for Field Workers. Submit the report to the Chelan-Douglas Health District Administrator.

CONCLUSION

Unexpected violence can occur at any time. You can significantly reduce the chance of being a victim by being aware of your surroundings at all times. Practice the techniques recommended in this guide. Keep your chin up and walk with purpose. You can project confidence with your body language.

You don't have to go into the field not knowing what kind of a neighborhood you're going into. Talk about it with your peers and supervisors. Rehearse what you might say or do in specific circumstances if you begin to feel unsafe. Your colleagues are a great resource for support and information.

If you have questions about the recommendations in this guide, please talk with your supervisor.

Applicability

1. This policy pertains to all staff that work at Chelan-Douglas Health District.
2. This policy is effective _____ and is subject to review every three years or as needed.

Administrator

Date

Health Officer

Date

Appendix A

RECOMMENDED SAFETY EQUIPMENT/EMERGENCY SUPPLIES FOR PUBLIC HEALTH VEHICLES

CLEANING SUPPLIES:
Cleaning Wipes
Shop Cloths
Hand Sanitizer
Window Scraper
Window Wiper Fluid (gal.)
EMERGENCY SUPPLIES:
2 in 1 screwdriver
Bungee Cord
Drinking Water
Duct Tape
Emergency Blankets (2)
Fire Extinguisher
First Aid Kit
Flares (3-4 per car)
Flashlight
Garbage Bags (2 -33 gal.)
Gloves
Hand Warmers (2)
Jumper Cables
Poncho
Sandbags (2)
Tire Chains
Tire Puncture Repair
Tow Rope
FORMS/CARDS:
Accident Form/Checklist
Emergency Contacts List
Gas Card
Maintenance Log
Mileage Log
Proof of Auto Insurance
Telephone Directory
Vehicle Registration
Visor Organizer

Appendix B

VEHICLE BREAKDOWN INSTRUCTIONS (for use in Health District vehicles only)

If possible, move the vehicle out of the roadway if blocking the roadway. Use your cell phone to call for assistance. If you are unable to use your cell phone, you have two options - use your best judgment:

- Either stay with the vehicle, raise the hood, turn on hazard lights and wait for assistance,
OR
- Walk to a phone and call for assistance, first locking any valuables in the trunk.

Call your supervisor as soon as possible and notify them of your situation and whether or not you need to be picked up.

NOTE: The operator should not leave the vehicle if in an unfamiliar area and the location of the phone is uncertain or if stranded at night in a remote area. In this case, flares or emergency triangles should be used to mark the vehicle. Wait for assistance; do not get into any unknown vehicle.



EMERGENCY CONTACTS

Administrator, Barry Kling, Office: (509) 886-6480, Cell: (509) 264-7045

Nursing Director, Bev Neher, Associate Administrator, Personal Health Services
Office: (509) 886-6422, Home: (509) 884-8757, Cell: (509) 679-1182

Env. Health Director, Marc Marquis, Associate Administrator, Env. Health Services
Office: (509) 886-6483, Home: (509) 886-5253, Cell: (509) 679-0337

Associate Administrator, Mary Small, Community Health & Preparedness
Office: (509) 886-6410, Home: (509) 662-3757, Cell: (509) 679-1629

Facilities Coordinator, Ila Mae Culp, Personal Health Services
Office: (509) 886-6404, Home: (509) 667-9499, Cell: (509) 670-4243

Chelan County Garage: Fred Stehr (509) 667-6237
Jack Clevenger (509) 667-6238

TOWING COMPANIES

Local - Randy's Towing, (509) 663-8471

See the telephone directory in your vehicle for telephone number options outside the Wenatchee area in Chelan or Douglas County. If you have your cell phone and find yourself stranded outside our two county areas, ask your Associate Administrator to look up local telephone numbers for towing in your vicinity (internet).

Appendix C

AGGRESSIVE DRIVERS AND ROAD RAGE

WHO ARE THEY?

- These high risk drivers climb into the anonymity of an automobile and take out their frustrations on anybody at any time.
- For them, frustration levels are high, and level of concern for fellow motorists is low.
- They run stop signs and red lights, speed, tailgate, weave in and out of traffic, pass on the right, make improper and unsafe lane changes, make hand and facial gestures, scream, honk, and flash their lights.
- They drive at speeds far in excess of the norm which causes them to: follow too closely, change lanes frequently and abruptly without notice (signals), pass on the shoulder or unpaved portions of the roadway, and leer at and/or threaten - verbally or through gestures - motorists who are thoughtless enough to be in front of them.

WHEN CONFRONTED BY AGGRESSIVE DRIVERS

- First and foremost make every attempt to get out of their way.
- Do not challenge them by speeding up or attempting to hold-your-own in your travel lane.
- Wear your seat belt. It will hold you in your seat and behind the wheel in case you need to make an abrupt driving maneuver and it will protect you in a crash.
- Avoid eye contact.
- Ignore gestures and refuse to return them.
- Do not stop and engage the other driver.
- Report aggressive drivers to the appropriate authorities by providing a vehicle description, license number, location, and if possible, direction of travel.
- If you have a cell phone and can use it safely, call the police.
- If an aggressive driver is involved in a crash farther down the road, stop a safe distance from the crash scene, wait for the police to arrive and report the driving behavior that you witnessed.
- Get help. Call police on your cell phone or go to a public telephone or place. Don't pull to the side of the road.
- If pursued do not stop. Do not drive to your house. Go to a well-lit public place such as a police station, hospital, or large grocery store. Get out of your vehicle and go directly into the building yelling for help. Call the police.

REPORTING AN AGGRESSIVE DRIVER TO THE POLICE

If you have witnessed or been a victim of **one** aggressive driving act you can call **9-1-1** or the Washington State Patrol and provide the following information that is needed by law enforcement:

- ✓ The location that you last saw the vehicle
- ✓ Direction of travel (toward where)
- ✓ What road or highway
- ✓ Color/colors of the vehicles
- ✓ Were weapons involved
- ✓ What happened
- ✓ Are you a victim or a witness

If you have witnessed or been a victim of **multiple** aggressive driving acts in one area, you can report aggressive driving on-line at <http://www.wsp.wa.gov/traveler/agdrvng.htm>. By providing detailed information about the area(s) you are concerned with, you can help the Washington State Patrol focus on areas where aggressive drivers are endangering everyone on the roadways.

Appendix D

WHEN A CLIENT GETS HOSTILE

- Try to remain calm and think ahead. Think about your next move. Ideally it should be escape. Watch for opportunities to leave the area safely.
- Don't do anything to get yourself or others hurt. Do not physically or verbally confront the client unless it is absolutely necessary to protect yourself from injury. Focus on defensive moves that could open up an escape route.
- If you must use force, use only as much as is necessary to control the situation. Remember that your behavior will be reviewed later by supervisors or administrators. Their standard will likely be, "Did the employee react in a reasonable and prudent manner as would be expected by a professional who deals with the public?"
- If the client says he or she has a weapon, assume it's true even if you do not see it. Comply if you must but be watchful for an opportunity for escape.
- Take note of the client's features, clothing, and other identifying information. The most reliable way to do this is by recalling the client one section at a time, from the top down. Write the description down as you remember it. Do not discuss your memory with anyone as the accuracy of the information is likely to be influenced by the employee with the strongest personality.
- If the client leaves, try to watch where he or she goes. If the client leaves by car, try to get a direction of travel and a vehicle description and/or license plate number. In the case of assault, theft, property damage or robbery, immediately lock the door if the client leaves. Open the door only when police have arrived.

BEHAVIORAL CLUES FOR VIOLENCE

Anger responses vary as widely as any other personality trait. There is no way to determine with any certainty whether or not a disgruntled client will escalate to anger and whether the anger will escalate into violence. The following guidelines were originally put together by those in the mental health care field for use with their clientele. While counselors who deal regularly with the mentally ill experience a higher degree of angry and violent responses, it is wise to remember how rapidly emotions can change. When assessing a client's potential for violence, look for verbal and nonverbal congruency. Are the words, vocal tones, and body language logical and consistent? Or is the client losing control or not making sense?

View the following nonverbal behaviors as indicators for potential violence but not as absolutes:

Facial Expressions

- Jaw tense, clenched teeth, biting lip, pursed or quivering lips.
- Frowning.
- Eye contact vigilant, staring with no break, dilated pupils.
- Skin flushed red or blanched looking (more obvious with lighter skin tones.)
- Facial sweating, especially if it is not warm weather.
- Pulsating carotid artery or temple.

Breathing Pattern Changes

- Breathing becomes shallow or rapid.

Body Language

- Attitude changes.
- Is the customer/client “squaring off?” (facing you confrontational style.)
- Does the customer/client appear to be making him/herself “ready for action?”
- Does he/she show signs or restlessness?
- Is he/she pacing?
- Is he/she becoming “stony” or withdrawn?

Extremities

- Learn to watch hands, and note tension.
- Clenched fists or white knuckles indicate fear, anger, or frustration.
- Is there a noticeable shift from a relaxed to a tense or “tight” position?
- Is the customer/client hiding his/her hands, perhaps trying to “hide” his/her anger?
- Are you noticing discharge movements like pounding fists, stomping feet or pushing or kicking at objects?

Appendix E

VIOLENT INCIDENT REPORT

1. Name of the threat-maker and his/her relationship to the department and to the recipient.
2. Name(s) of the victims or potential victims.
3. When and where the incident occurred.
4. What happened immediately prior to the incident?
5. The specific language of the threat.
6. Any physical conduct that would substantiate an intention to follow through on the threat.
7. How the threat-maker appeared (physically and emotionally).
8. Names of others directly involved and any actions they took.
9. How the incident ended.
10. Names of any witnesses.
11. What happened to the threat-maker after the incident?
12. What happened to the other employees directly involved after the incident?
13. Names of any supervisory staff involved and how they responded.
14. What event(s) triggered the incident?
15. Any history leading up to the incident.
16. The steps which have been taken to ensure that the threat will not be carried out.
17. Suggestions for preventing workplace violence in the future.