



# Safety Tips

**A five-minute training Series for Pest Management Professionals.**

### Working Alone

Because our technicians enter homes and businesses on a regular basis, they can be at risk because we have little control over the environment in which they work. The risks we will discuss in this safety tip include assault, robbery and verbal abuse.

The best way to determine the need for extra precaution is to discuss specific accounts with your technicians to try to determine level of risk or if they have had any near misses or potentially dangerous interactions on particular accounts. The following practices can be used to reduce the risk of violence to our employees who work at client locations:

**Safe Work Procedure Development** – As a team, you should consider a standard safety awareness checklist so that technicians can evaluate their risk. The evaluation should take into consideration client behavior, location, previous experiences, and the presence of other dangerous items such as weapons, vicious dogs and crime level in the area.

A safe visit plan should be discussed if employees are entering a potentially unsafe situation. The plan should outline control measures chosen to help track the safety of employees working at the client’s premises. Control measures include using an active communication system, bypassing the service at a particular location, or using “two employees” to eliminate working alone. Train employees to recognize potentially violent or threatening situations and encourage open discussions about these accounts.

**Safe Work Procedure:** When discussing risk awareness, take into consideration the following:

- Client behavior
- Location (unsafe area, isolation, poor lighting, unlit parking, unsafe building)
- Presence of dangerous items (weapon, vicious pets)
- Previous history of client and location
- Others? Specify: \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

**Control Measures:** When discussing control measures, consider the following:

- Use of a cell phone to maintain regular contact with the office
- Phone designated person prior to and after leaving the client’s premises
- “Buddy system” arrange for a second person to accompany in a high risk area
- Defer visit until proper safety measures can be met
- Others? Specify: \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

