

This Week's Learning Objective:

Hazards of Working Alone

Materials Needed for this Session:

A copy of PestSure Safety Tip "Working Alone", enough for each attendee.

A copy of the blank "Standard Safety Awareness Checklist"; one for each attendee.

Leader Notes / Training Outline

1. **Review** the PestSure Safety Tip on "Working Alone".
2. **Discuss:** As a group, use the safety awareness checklist and use the blank form to capture your checklist items for a **specific violent or threatening location that is currently visited by one of your people.**
3. **Discuss** any question from attendees.
4. Open the discussion to the attendees. See Leader Tips below.

- _____
- _____
- _____



Leader Tips:

Announce the learning objective: Our objective today is _____

Explain to the group why this topic is being reviewed:

- Prevent you from being injured
- Prevent loss of property

Ask the **group to discuss** the subject matter and give input by drawing from their work experiences:

- Attendee to relate a personal story involving this objective
- Attendee to share something learned on the job involving this objective
- .
- .

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 situation
- Defer visit until proper safety measures can be met
- Others? Specify: _____
- _____
- _____

1. Standard Safety Checklist to Evaluate Location Risk:

- 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:

2. Control Measures

- 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 situation
- Defer visit until proper safety measures can be met
- Others? Specify: