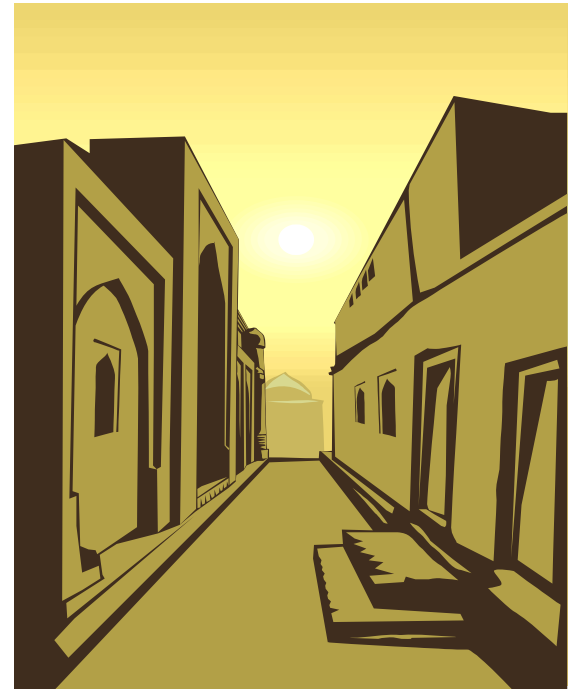


PERSONAL SAFETY

...Working Alone....

Awareness & Tips
For Community Health
Workers





Session Goal.....

Provide staff with the tools necessary to recognize potentially dangerous situations and minimize and/or prevent harm to self.



Working Alone - Defined

“....a worker providing care to a client, a group of clients (and) who are not with a co-worker or a supervisor are deemed to be working alone.”

At-Risk Situations.....

- ◆ Working Late/After Dark
- ◆ Unsafe Neighborhoods
- ◆ Threatening Clients/Family
- ◆ Working Alone
- ◆ Being Approached by Strangers
- ◆ Hold-ups, Theft
- ◆ Physical Violence (or threat of)



Key Learning Point - 1

OBSERVE, ANTICIPATE & DEVELOP

Being aware of potential threats in my work setting is the first step in developing a plan to minimize risk to my personal safety.

Planning & Preventing...

WHAT CAN WE CONTROL?

- ◆ These factors we can PREVENT or MINIMIZE the risk.

WHAT IS BEYOND OUR CONTROL?

- ◆ These factors require a PLAN to address the situation if it arises.
- ◆ We cannot anticipate every situation, but if we can identify common risks and solutions to potentially dangerous circumstances, we can put our plan into action if we ever find ourselves faced with one of those situations.



Key Learning Point - 2

PREVENTION IS IMPORTANT....

If we're able to anticipate and plan for potentially dangerous situations ahead of time, it may not prevent the situation from occurring, but we'll know what to do when it occurs to keep ourselves as safe as possible.

My Responsibility....

WHAT IS MY RESPONSIBILITY?

- ◆ Be attentive and alert to surroundings.
- ◆ Disclosure: what do I share with whom?
- ◆ Identify a work buddy - key contact who knows your schedule (where you are/when).
- ◆ Trust your instincts.
- ◆ Do I talk to my Supervisor about any concerns? YES

Personal Safety Tools...

- ◆ Employee Hazard Awareness Guidelines
- ◆ Working Alone Safety Assessment Form Tool
- ◆ Working Alone Safe Visit Plan
- ◆ Working Alone Algorithm



Employee Hazard Awareness Guidelines

The Guidelines outline:

- physical
 - chemical
 - biological
 - ergonomic psycho-social hazards and,
- ◆ Control measures (or guidelines to follow).

Working Alone Safety Assessment Form Tool

The Safety Assessment Form Tool (SAFT) is completed for all clients.

If a hazard is identified on the SAFT, the supervisor and employee will develop a Safe Visit Plan.

If no risk is identified, follow routine safety practices.



Safe Visit Plan

The **Safe Visit Plan (SVP)** is developed when a hazard has been identified.

The SVP identifies common risks, options and responses.

The SVP reminds you to always be alert for changes and to notify your supervisor immediately.

Key Learning Point - 3

MY RESPONSIBILITY....

I need to play an **ACTIVE** and **ASSERTIVE** role in assessing and defining potentially dangerous situations I may find myself in.....

My Supervisor's Responsibility

- ◆ Encouraging me to talk to them about any concerns I have.
- ◆ Making it a priority to address our working alone issues.
- ◆ Ensuring I know how to use the Personal Safety/Working Alone tools.
- ◆ Completing the Working Alone Safe Visit Plan with me.

Common Questions.....

- ◆ What if my 'gut feeling' or instinct is all I have to go on?
- ◆ **According to Constable Graham Campbell who delivered the Personal Safety in the Workplace Sessions for DSS, go with your gut. This is also presented in Module 5, Safety.**

Common Questions.....

- ◆ What happens if my manager and I disagree on the level of danger?
- ◆ **Go to the Team Manager for follow-up.**



Common Questions.....

- ◆ Will I be seen as 'not being able to do my job' if I raise a concern?
- ◆ **No, absolutely not.**



Common Questions.....

- ◆ Do I understand the Safe Visit Plan?
- ◆ **Please read your hand-outs to further familiarize yourself and if still in doubt, call your Resource Coordinator.**

Key Learning Point - 4

MY SUPERVISOR'S RESPONSIBILITY....

Managers set the stage for supporting staff safety by being receptive and are active participants in working with staff to arrive at a solution to address perceived or real threats to personal safety....

Personal Safety Resource

(see booklet for clarification)

Privacy	Working Alone	Personal Alarms
Appearance	Safe Routes	Vehicles
Key Storage	Robbery	Safe Parking
Working Late	Stuff You Carry	Public Transit
Client's Home	Attacks	



Key Learning Point - 5

DIFFERENT SITUATIONS, DIFFERENT SOLUTIONS.....

- ◆ There are many elements to enhancing one's personal safety that are 'common sense' solutions.



Report and Resolution of Safety Concerns

- ◆ Report all safety concerns or hazards to your direct supervisor for inclusion in the SVP where applicable.
- ◆ Follow the Operational Procedure for Reporting and Resolving Safety Concerns

Right to Refuse

- The “Right” to Refuse is one of three legislated worker rights
- Workplace Safety and Health Act Section 43 (1):
A worker may refuse to perform a task or work if they believe it is dangerous to their safety or health or that of another worker
- Each case must be reported to your direct Supervisor who will investigate immediately and thoroughly



Other Information



Visit

www.wrha.mb.ca/staff/safety

For more information