

OHSU Spring Symposium



Workplace Aggression:

Best practices to prevent, identify and safely mitigate aggressive behavior and violence

Field Technicians: We've Got Your Back!



WORKING TOGETHER TO WIN TOGETHER

COMCAST

Prevention is the key

- “We believe every employee wants to work in a place that is safe and healthy”.
- The goal of the safety program is to prevent all types of “accidents” including violence against employees.
 - Hazard recognition and reduction – mitigation.
 - Understanding and knowing the history of the customer (360 app).
 - Giving field employees full power to make appropriate, safe decisions.
 - Providing constant communication with Dispatch during working shifts



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Power in the Hands of the Techs

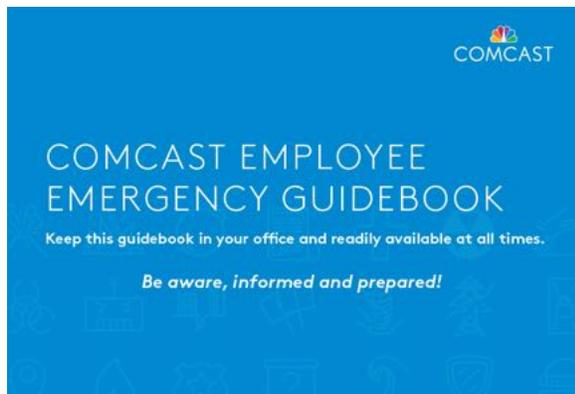
- One of the things we do well is educating our techs on what they should do if a situation becomes or feels unsafe. One step is to excuse themselves if needed and contact a sup who will talk through the situation and if needed, he/she will show up at the site.
- Same with a situation that feels violent or perceived to be escalating in the direction they will be harmed they know they can leave instantly and contact a supervisor with no repercussion We talk through each situation for future handling and lessons learned of course.



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A Comprehensive Emergency Guidebook



ACTIVE SHOOTER	AIRPLANE OR VEHICLE CRASH OR FIRE ON SITE	BOMB THREAT
CHEMICAL OR HAZMAT SPILL	DATA BREACH OR CYBER ATTACK	EARTHQUAKE
EVACUATION/ ASSEMBLY AREA	FIRE/SMOKE	GOVERNMENT AGENCY ON SITE
HOW TO STAY SAFE IN THE FIELD	LANDSLIDE	LOCKDOWN
MEDIA INQUIRIES	MEDICAL EMERGENCY	PROTEST, DEMONSTRATION, OR CIVIL DISTURBANCE
SEVERE WEATHER OR TORNADO	SHELTER IN PLACE	SUSPICIOUS PACKAGE
TSUNAMI/FLOODING	UTILITY FAILURE	VIOLENCE OR CRIME IN PROGRESS
VOLCANO OR WILD FIRE	KEY CONTACTS	NOTES



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Install at a drunken Customer

- Many techs have reached out to me when a customer becomes threatening. A specific time there was a tech doing an install, the customer drank an entire 5th of whiskey then began yelling very aggressively at the tech. The tech did not respond and walked straight to his van leaving his tools behind. He contacted me and I asked him to drive out of the customers view until I arrived. Once I arrived, we returned to find the customer yelling at the garbage man. I greeted the customer and asked if I could get my tools. He politely walked me inside and after he realized I was getting ready to leave he ran toward me but tripped and fell on the floor. I told him I will give him a call the next day and the tech and I left. I spoke with the customers wife the next day and explained the situation, we were able to return the next day to finish the install without her husband on site



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Horribly Filthy – Drugs or Illness

Jamal I can tell you it is always, and I mean ALWAYS okay for a tech to excuse themselves from what they believe could be a bad situation and then call us so we can help support through whatever that situation maybe.

I can tell you there have been stories of techs being in homes that are horribly filthy and we follow up with the customer on the techs behalf to let them know what we need to make the area safe. There have been situations where drugs or firearms are out and visible which we again will support the tech removing themselves and follow up as necessary for the situation, we have had circumstances where customers are visibly ill and potentially contagious and we support the tech removing themselves there as well.



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The Jest of it All

The jest of this is we have and will always support our techs on matters of this nature even if they may have overacted and they know this as well. Safety both physically and mentally is priority number 1 and supporting our folks in these scenarios helps keep them safe in what can be an unpredictable environment every day.



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Questions & Comments



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