

Personal Safety

Take Responsibility

Despite all of the control measures and safe procedures an employer can put into place, each employee still has responsibility for his or her own personal safety.

(When you finish reviewing this training, take the Personal Safety Test for credit.)

Section I

Introduction

2

Just as you take precautions to stay safe in your home, you have to be aware of your own personal safety when you work.

Introduction

Personal safety:

- ▶ in the workplace
- ▶ while driving
- ▶ while traveling

This training program will offer suggests for how to maintain your personal safety while you are in the workplace and while you drive or otherwise travel as part of the job.

Section II

Personal safety in the workplace

Personal safety in the workplace starts with learning and following the safety rules.

Safety rules

- ▶ Rules for recognized hazards
- ▶ Anticipate hazards
- ▶ Follow rules



5

Employers set up safety rules because there is a hazard, and employees can protect themselves from the hazard by following certain procedures. Just as the employer has recognized the hazards, employees need to recognize when safety rules apply.

Once you have learned the safety rules, you should anticipate when you need to follow them. Whenever you are not sure of whether or not a safety rule applies, ask your supervisor. If you notice a hazard that is not addressed by a safety rule, report it to your supervisor.

Be prepared

- ▶ Review emergency action plan – do you know your department's plan?
- ▶ Know how to call for help
- ▶ Respond within your training



6

Emergencies can happen in any workplace. Protect your personal safety by being ready to take the best action to respond to the situation.

If you only reviewed your facility's emergency action plan when you first started the job, you might not remember how to recognize a certain alarm or know where to assemble after an evacuation. The City can hold periodic drills, but you can take more responsibility for your own safety by occasionally reviewing your role in the plan. Be prepared to use alternate exit routes

Everyone should know how to quickly call for help if someone becomes ill or is injured on the job. You can be more helpful when you call for assistance if you can provide good directions to your location in the facility. For example, something as simple as knowing whether you are east or west of the main entrance can improve your personal safety when you or a co-worker needs help. It is extremely important to follow the correct response in an emergency. Employees can die when they disregard their personal safety and try to save co-workers, control a chemical release, or put out a fire when they did not have appropriate equipment, support, or training. It may be difficult to keep yourself from trying to help, but if you are not part of an emergency response team, your best decision is to follow the emergency action plan and call for help from a safe area. By promptly reporting the emergency, you warn your co-workers and help ensure the right kind of help is on the way.

Security concerns

- ▶ Security rules reduce risk of crime



Workplace security is another aspect of personal safety. Follow all security rules. They are in place to reduce the risk of violence, theft, vandalism, and other crimes.

Security concerns

Watch for people who are:

- ▶ attempting to access restricted areas, materials
- ▶ loitering, strange behavior



8

Protect your personal safety by watching for security breaches, including people or other employees:

Attempting to access something that is normally denied them, such as: chemicals, hazardous materials or admission to prohibited or secured areas;

Behaving in a strange manner, such as loitering or attempting to conceal materials;...

Security concerns

Watch for people who:

- ▶ make unusual requests, demands
- ▶ are carrying a weapon

Making unusual requests or demands; or

Carrying a weapon.

Go to a safe area and immediately report suspicious activities to the supervisor of the department.

Security concerns

- ▶ Don't bring valuables to work
- ▶ Lock valuable property
- ▶ Limit cash



10

Another way to protect your own security is to avoid bringing valuable personal property into the workplace. Keep your valuables locked up in a drawer or locker when you aren't there to keep an eye on them. (Don't leave your purse in an empty office in view of anyone walking in); Limit the amount of cash you carry and avoid wearing expensive jewelry.

Security concerns

Workplaces with increased risk:

- ▶ contact with public
- ▶ exchanging money
- ▶ delivery services
- ▶ mobile workplace



11

The nature of the job can put workers at increased risk for workplace assault. Those factors include:

- Contact with the public;
- Exchange of money;
- Delivery services
- Police Officers and bus drivers

Security concerns

Workplaces with increased risk:

- ▶ services to unstable persons
- ▶ working alone
- ▶ working nights, early a.m.
- ▶ high crime areas
- ▶ guard services

12

Working with unstable or volatile persons in community-based healthcare, social services, or criminal justice settings;

Working alone or in small numbers;

Working late at night or during early morning hours;

Working in high-crime areas; or

Guarding valuable property or possessions

Security concerns

Controls:

- ▶ limit cash
- ▶ security cameras
- ▶ alarms
- ▶ lighting



13

There is no one-size-fits-all control that will protect employees from the risk for violent crime. A combination of controls can be used based on the results of a hazard analysis. Some of these controls can include, reducing the amount of cash on hand, installing alarms, security cameras and providing bright lighting.

Security concerns

Controls:

- ▶ restricted access
- ▶ safe areas
- ▶ communications

14

Restricting access to valuables and/or hazardous materials; providing employee-only areas and improving communication equipment and procedures.

Security concerns

- ▶ Verify identities
- ▶ Don't give out information
- ▶ Review privacy policies
- ▶ Use firewalls, virus software



15

Your actions have an impact on another workplace security concern. Computer use and phone conversations can lead to theft, fraud, or other crimes.

Be alert for scams that attempt to get confidential business info or personal info about you or your co-workers. To protect this valuable information:

Verify the identity of anyone asking for sensitive information about your City Department or its employees; don't give out proprietary business information or personal information about co-workers without appropriate permission; review your company's privacy policies before revealing any personal information and never bypass computer firewalls or virus protection software;

Security concerns

- ▶ Select passwords
- ▶ Keep codes confidential
- ▶ Don't open attachments



16

Select computer passwords that are not based on easily identified common words or personal information; keep all passwords, access codes, and personal identification numbers confidential; and don't open an e-mail attachment from an unknown or suspect source;

Security concerns

- ▶ Don't enter info on websites
- ▶ Use caller I.D.
- ▶ Limit details on voice mail

17

If you receive an e-mail request to click on a website link to verify account information, don't go to the website, and don't enter sensitive information; use the phone system's caller I.D. feature, if available; and don't mention the reason you will be away from the office in voice mail greetings. (Instead of telling callers you will be away on vacation or at an out-of-town meeting, just say that you won't be available to take calls.)

By following security procedures, learning how to use security equipment and knowing how to report emergencies, you are doing your part to reduce the risk for crime in the workplace.

*Handout

Personal safety in the workplace

Applies to ANY workplace



18

Everything we have covered concerning personal safety in the workplace applies to any workplace. Keep these safety tips in mind if you work at or visit other facilities....

Section III

Personal safety while driving

19

Another area where you have a direct impact on your own personal safety is when you drive as part of your job.

Before the trip

Check the vehicle:

- ▶ damage
- ▶ tires
- ▶ fluids
- ▶ fuel
- ▶ operation of controls



20

Personal safety while driving starts before you turn the ignition key.

Always inspect the vehicle before you start your trip. Make sure:

There is no potential intruder/attacker nearby or hiding in the vehicle.

The vehicle does not have any visible damage that affects its safe operation;

The tires are properly inflated (use the vehicle manufacturer's recommendations that are typically noted on a sticker inside the door, glove box, or trunk – the pressures stamped on the tire are not specific to the vehicle);

The vehicle's fluid levels are correct (oil, brake, transmission, battery, and wiper fluids);

The vehicle has plenty of fuel; and

You are familiar with the location and operation of all the vehicle's controls; and the seat, steering wheel, and mirrors are properly adjusted.

Before the trip

Planning:

- ▶ maps
- ▶ directions
- ▶ leave an itinerary
- ▶ documents
- ▶ emergency kit



21

By properly planning your trip in advance, you will stay safer on the road. Some trip planning tips can include the following:

Check maps to plan your route and to familiarize yourself with secondary roads you may need to take in case of a detour. Be sure to use maps that are up to date, and keep them in the vehicle; get additional directions from someone who is familiar with your destination. Knowing a few landmarks to watch for as you drive helps you recognize that you are going the right way; leave a trip itinerary with co-workers and your family. Give them the phone numbers where you can be reached en route and at your destination. Plan times to call in; Be sure the vehicle's registration and insurance information is readily available and that you are carrying your driver's license; and; bring a kit of emergency supplies to use in case the vehicle breaks down or you become stranded due to weather conditions.

Before the trip

Emergency kit:

- ▶ Phone
- ▶ first aid supplies



22

Some basic provisions to include in an emergency supply kit can include: A phone and a list of emergency phone numbers, first aid supplies

Before the trip

Emergency kit:

- ▶ warning signals
- ▶ water, food
- ▶ clothing
- ▶ tools



23

Roadside warning triangles or flares (follow instructions for their safe use), water and food, clothing (raincoat; warm coat, hat, mittens/gloves, warm socks; comfortable boots/shoes); basic car maintenance tools (including a flashlight with fresh batteries; battery jumper cables; a jack, lug nut wrench, and spare tire; pliers; screwdrivers; a wrench; a knife; water for the radiator; oil; windshield wiper fluid; rags; gloves; and a fire extinguisher), and blankets, candles, matches and extra cash.

The kit should include anything you anticipate you could need if you were stranded where help was not immediately available.

While driving

- ▶ Obey traffic laws
- ▶ Defensive driving
- ▶ Avoid distractions
- ▶ Know location

24

Continue to be safety conscious while you are driving:

Obey all traffic laws; practice defensive driving techniques (continually check your mirrors, leave enough following distance, keep a cushion of space around the vehicle in case you need to quickly change lanes or go onto the shoulder, etc.); avoid distractions (using the phone, eating and drinking, reading, etc.); keep track of your location (know how far it was from the last gas station and how far it is to the next exit or town);...

While driving

- ▶ No drowsy driving
- ▶ No hitchhikers
- ▶ Get gas
- ▶ Safe stops



25

Pull over and rest if you are tired (drowsy driving causes crashes); don't pick up hitchhikers (even someone posing as a stranded motorist could be a potential assailant – offer to call for help instead of offering a ride); keep the tank fairly full of gas (traffic, detours, getting lost, and bad weather can all cause unanticipated delays); and stop only at places that are well lit, open to the public, and busy.

When stopping

In traffic:

- ▶ doors locked
- ▶ windows up
- ▶ leave room around vehicle

26

When you do stop: in heavy city traffic, lessen the risk for a carjacking by keeping the doors locked, the windows up, and some space around the vehicle (be prepared to keep moving if you are threatened);...

When stopping

For breakdown, accident:

- ▶ stop in safe area
- ▶ remain in vehicle
- ▶ call for help



27

For a breakdown or accident, your first actions should be to move the car to a safe area, remain in the car (if there is no risk of fire), and call for help;...

When stopping

Leaving the vehicle:

- ▶ hide valuables
- ▶ lock doors
- ▶ set alarm
- ▶ remember location



28

To leave the vehicle, put valuables out of sight, lock the doors, set any alarm systems, and remember your parking location (if you are not familiar with the vehicle, note its license plate number, make and model, and color).

Section IV

Personal safety while traveling

29

Traveling on City business often involves more than a drive and a visit with a client....

Traveling

Personal safety:

- ▶ airports, public transportation
- ▶ hotels
- ▶ shops, restaurants
- ▶ walking

30

You are responsible for your safety at airports, while using other forms of public transportation, at hotels, in shops and restaurants, and while you are out walking.

Airports, public transportation

- ▶ Arrange ground transportation, connections
- ▶ Pack lightly
- ▶ Use inexpensive luggage



31

We are familiar with airport security rules, but you can also take other measures to maintain personal security at airports and when you use other modes of public transportation:

Before you leave on your trip, arrange for ground transportation from the airport and any other connections so you minimize your waiting time while traveling;

Pack lightly so you can move quickly and keep your hands free;

Use inexpensive-looking luggage to avoid attracting thieves....

Airports, public transportation

- ▶ Dress comfortably
- ▶ Use automated check-in
- ▶ Wait in gate area



32

Dress comfortably so you can move around easily.

At the airport, use electronic ticket check-in kiosks to avoid lingering in crowded lobby areas;

Wait for your flight in the gate area where everyone has already been through the security checkpoints;...

Airports, public transportation

- ▶ Use escort services
- ▶ Keep luggage close, sit by exit/driver
- ▶ Know taxi route



33

Take advantage of any available escort services to and from remote parking areas (if walking alone through parking lots, move quickly along a path near any available emergency alarm call boxes);

On shuttles, buses and trains, keep your luggage close and sit near an exit or the driver; and when taking a taxi, familiarize yourself with the directions ahead of time so you can help the driver take a direct route.

*Handout

Personal safety in hotels

- ▶ Make reservations
- ▶ Get hotel info
- ▶ Leave hotel phone number in your itinerary



34

Despite the hospitality, you really are quite alone at a hotel. Take these steps to make your stay safer:

Make reservations ahead of time, and find out everything you can about the hotel when making your reservations (shuttle service to the airport; number of floors; safes provided in rooms; proximity to your meeting location, restaurants, public transportation; fire protection; other security measures); include the phone number of the hotel in the itinerary you leave with co-workers and your family (and pre-arrange times for them to contact you);...

Personal safety in hotels

- ▶ Pack flashlight, emergency supplies
- ▶ Review evacuation plan
- ▶ Know how to call for help
- ▶ Lock the door



35

Pack a flashlight, basic first aid supplies and duct tape for use in emergencies – the duct tape will help you seal the door from smoke in case you are trapped by a fire.

Review evacuation procedures when you arrive in your room (number of doors between your room and the stairwell, alternate exit locations, hallways and doors you might mistake for an exit route, etc.), place your flashlight and room key where you can easily pick them up to take with you if you need to evacuate, and never use the elevator if you have to evacuate;

Review how to call for emergency assistance from your room; and always use all the locks on the doors when you are in the room.

Personal safety in hotels

- ▶ Don't give out hotel/room info
- ▶ Check who's at the door

36

Don't disclose your hotel or room information to strangers (including people you have just met at conferences or in restaurants); always carefully check the identity of anyone who comes to the door (if you didn't call for room service, send the person away and contact the front desk);...

Personal safety in hotels

- ▶ Use a safe
- ▶ Keep light, radio, TV on
- ▶ Wait for a safe elevator ride

37

When you leave your room, secure your valuables in the room's safe, if available (the front desk may also have safekeeping services); keep a light on, and leave the radio or television on when you leave your room so it appears that the room is occupied (to deter theft); and wait for the next elevator or get off at the next floor if someone is acting suspiciously.

Personal safety in shops, restaurants

- ▶ Limit cash you carry
- ▶ Don't show your wallet
- ▶ Avoid credit card theft



38

Restaurants and shops are usually busy, public places, but you should still be on your guard. Thieves are always on the lookout for an easy mark.

Only bring the cash or credit cards you expect you will need and keep the rest locked up in a safe; don't take out your wallet and show all your cash at once (have a twenty dollar bill ready in your pocket to cover lunch so you won't have to take out your wallet at all), and avoid using credit cards (there are some dishonest shop/restaurant employees who may be tempted to steal your money or your identity – especially when they know you are not a regular customer).

Personal safety while walking

- ▶ Review maps, directions
- ▶ Dress comfortably
- ▶ Carry a whistle

39

You will likely take a few walks while your traveling on business and so stay safe while you get some exercise and see the sights:

Review maps and directions before you venture out so you can avoid looking lost and asking strangers for directions; wear comfortable shoes and clothes so you can move freely; carry a whistle, and keep it handy (call for help by repeating three short blasts; a whistle is louder than a scream);...

Personal safety while walking

- ▶ Stay in public areas
- ▶ Keep moving
- ▶ Limit cash
- ▶ Carry valuables in several pockets



40

...Stay in well-lit, busy, public areas; keep moving and appear confident; don't loiter or look confused or frightened; don't carry much cash, and don't keep all your valuables in one wallet or pocket;...

Personal safety while walking

- ▶ Use cell phone
- ▶ Watch for escape routes
- ▶ Keep your distance from strangers



41

...carry a cell phone (talk on the phone if you want to appear “unapproachable” or “connected”);
keep an eye out for safe places to run to if you are threatened; and
keep a safe distance (out of arm’s reach) when talking with strangers.

Personal safety under attack

- ▶ Keep your distance
- ▶ Offer your wallet
- ▶ Talk, remain calm



42

If you are confronted, robbed, or attacked, do what you can to keep the situation from getting worse:

-Move carefully to keep distance between you and the attacker (try to get a barrier between you);

-Offer your wallet (remember that you still have most of your money in the hotel safe, and you have a cab fare in your sock);

-Talk to the attacker, and remain calm; don't threaten the attacker or provoke an assault;...

Personal safety under attack

- ▶ Don't enter a vehicle
- ▶ Escape to safety, if possible
- ▶ Call for help



43

...Refuse to get into a vehicle with the attacker (stand your ground – you know where you are and there are likely to be witnesses);
-If circumstances allow, escape to a safe area and call for help; and
-Afterwards, call for medical help; file a police report; and clearly describe the attacker, any witnesses, and what happened.

Section V

Conclusion

44

This training program provided tips and advice to show you how awareness and anticipating are the keys to personal safety.

Summary

Personal safety:

- ▶ in the workplace
- ▶ while driving
- ▶ while traveling

45

You can always take responsibility for your own safety whether you are in the workplace, driving a vehicle, or traveling on City business.



Are there any questions?

Take the test on Personal Safety and then turn it in for safety credit.