

GUIDELINES FOR DRAFTING FIELD SAFETY POLICIES AND PROCEDURES

CARE COORDINATION

When developing policies and procedures related to field safety for Care Coordination programs, please ensure each of the following areas are addressed:

- 1) General guidelines for field safety.
 - The policy should clearly establish general guidelines and/or protocols for field staff members to maintain their own safety in the field. Examples may include (but are not limited to): be alert, maintain vigilance, convey idea that one is expected somewhere if approached by stranger, learn activity periods in neighborhood (kids out of school, etc), always make sure a staff member in the office knows where you are, share any apprehension or concerns with supervisor, etc.
 - The policy should clearly establish guidelines and/or protocols for field staff members to assess situations for potential heightened risk factors in the field. Indicators of heightened risk factors may include (but are not limited to): domestic violence within the client's home, Child Protective Services involvement with client and/or family member, history of violent behaviors with client, etc.
 - The policy should clearly establish a procedure for field staff members to follow when bed bugs are encountered at a residence and/or other field location.
- 2) Items for field staff members to have on-hand.
 - The policy should clearly establish items staff should always carry on them. Examples may include (but are not limited to): agency identification, predetermined amount of money (not to exceed an amount set forth by agency), etc.
 - The policy should outline clear procedures for field staff members to obtain a mobile communication device from the agency for use while conducting business in the field. Examples may include (but are not limited to): an agency-issued mobile telephone, an agency reimbursement plan for use of field staff member's personal mobile telephone, etc.
- 3) Dress code for field work.
 - The policy should clearly establish a dress code for field staff members when conducting field work.
- 4) Safety concerns related to type of residence or location of field visits.
 - The policy and/or procedure should establish criteria for designating escort-required areas, i.e. areas that require staff members to travel in pairs (when and where field staff members should not travel alone). Data and/or information that may be used to establish such criteria includes (but is not limited to): current neighborhood crime reports, staff familiarity with the neighborhood, previous concerns on site visits with client/in area, etc.
 - The policy and/or procedure should outline clear safety recommendations for field staff members to follow in order to determine if there are any safety concerns at a client's residence. Examples may include (but are not limited to):
 - a. When approaching a client's residence, listen for cues such as fighting, crying, dog barking, etc.
 - b. When knocking or ringing the doorbell, stand to the side of the door – never directly in front of the door.
 - c. When inside the client's residence, assess the area before you sit down to avoid sitting on dangerous objects.
 - d. When inside the client's residence, always be aware of and have a clear path to the exit.

- 5) Safety concerns raised by field staff members.
 - The policy should outline clear procedures for field staff members to request assessment of buildings, blocks, or areas that seem unsafe, and does the policy outline clear procedures that will follow these types of requests.
 - The policy should outline clear procedures for field staff members to request accompaniment to escort-required areas (see #1), and does the policy outline clear procedures that will follow these types of requests.
- 6) Situations of perceived immediate safety risk.
 - The policy should list examples of probable situations of perceived immediate safety risk for quick reference by field staff members. Examples may include (but are not limited to): client becomes extremely agitated or ill, hostile dog is encountered, etc.
 - The policy should outline clear procedures for field staff members to follow when there is a perceived immediate safety risk. Examples may include (but are not limited to): leave location as quickly and safely as possible, call direct supervisor to report incident, call law enforcement agency (911), utilize de-escalation techniques, etc.
- 7) Training for field staff members on agency field safety policies and procedures.
 - The policy should clearly outline a procedure for field staff members to be trained by the agency on the agency field safety policies and procedures.
 - The policy should clearly outline the frequency that field staff members are expected to be trained by the agency on the agency field safety policies and procedures.