

## Field Safety Report

### Attachment A – Audit of Field Safety Practices and Findings

The audit instrument included twenty two questions designed to identify policy, operational, and administrative issues related to employee's safety in the field. Departments were asked to indicate whether the policy or practice was available within their department.

1. My Department has a Field Safety Policy for employees.
2. Field employees receive training at time of hire on self-awareness and protocols to follow to ensure their safety in the field.
3. Annual training is conducted for field employees on self-awareness and dept protocols on field safety.
4. The Department has an incident report form or other mechanism to track and document incidents.
5. Employees are notified of past incidents with client or at property or neighborhood of field assignment.
6. Managers are trained on how to respond to incidents (documentation, investigation, follow up).
7. Managers are trained on how to respond and be sensitive to employee's concerns about safety.
8. Managers use and rely on EAP services to address employee's concerns after incidents.
9. Dept employees have access to a dept issued cell phone, pagers, or radios when in the field.
10. Field workers are provided with personal alarm devices or portable panic buttons.
11. Dept has procedures in place to arrange for police assistance and escorts if and when needed.
12. Dept keeps a register of where employees are scheduled to be during the day.
13. Dept has a protocol to follow when a field employee fails to report back or call in after a field assignment.
14. Dept has a pairing up policy that employees can follow when concerned about their safety.
15. Dept has a Safety Committee or other forum that employees can use to express safety concerns.
16. Dept has access to crime data and information and uses that information to monitor assignment risks.
17. Department has the ability to provide employees with the appropriate resources they need in the field to be and feel safe.
18. Field employees are given instructions of where to go for protection in case of an emergency.
19. Field employees are given maps and clear directions covering the area where they will be working.
20. Employees are encouraged to find alternative routes to use in neighborhoods with high crime rates.
21. Dept Policy allows employees to refuse service to client or leave premises when confronted with a dangerous situation.
22. Dept has a Peer Support Team available to respond to critical incidents and support the employees or is aware of a Peer Support Team in another Dept that can assist.

A review of departmental responses finds that strong policies and practices exist in certain areas including:

- The majority of the Departments have an internal mechanism to track and document employee incidents in the field. *(However the information is not shared between departments).*
- The majority of the departments allow employees to refuse service to client or leave premises when confronted with a dangerous situation. *(This discretionary authority is not established in a policy statement or work rule which would allow employees to act without fear of retribution).*

- The majority of the departments use and rely on EAP services to address employee concerns about safety.
- The majority of the departments indicate that managers are trained on how to respond to incidents and provide appropriate documentation, investigation, and follow-up.
- The majority of the departments allow employees to pair up when concerned about their safety. (*Some employees would like more formal guidelines as to when a “buddy system” should be requested/provided*).

The audit revealed certain gaps or areas of opportunity including:

- Field employees don't have personal alarm devices or portable panic buttons in the field to call for or alert the authorities of the need for assistance in the case of an emergency.
- Most departments lack a protocol that requires field employees to “check in” at the end of the day and one that would alert a supervisor to follow up with an employee who has not “reported” accordingly.
- Departments do not have a formal mechanism to share incident data with other departments in order to alert field employees and assess risks
- Data regarding “hot spots” in the City shared by MPD with departments with field personnel can assist the department measure risks and make deployment decisions.
- Availability of Peer Support Team from within the Department or from a different department should be clearly defined.