Additional Resources

Field Safety

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Home Visits in a Violent World

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ABSTRACT. Given the merits of home visitations, the social work commitment to community outreach, and the very real risks of harm posed by a violent society, there is a surprising lack of information on safe conduct of home visits. Clinicians often deny risks, behaving in ways that are incautious and reckless, thus placing them in further jeopardy. Newcomers to the profession are sometimes "shamed" by their superiors if they ex-

http://stanfield.pbworks.com/f/Home+Visits+in+a+Violent+World.pdf

Field Safety - One Page Reference

Planning for Field-Based Work

- Who else will be in home / who else lives there?
- Are there any known safety hazards / concerns (e.g. broken steps)?
- Are there any animals? Can they be secured, regardless of friendliness?
- Where should I park when I arrive?
- If there is known history of violence in the home, is there a public meeting space that could be used?
- If there are weapons in the home, set the expectation of secured storage.
- Know the neighborhood – best routes to and from home, street or public parking options, any known gang-related activity?
- Establish boundaries – what will immediately cancel session?
- Explain mandatory reporting requirements.

Team-Based Planning

- Full read access to every team member's calendar
- Calendar every scheduled appointment and include the physical address
- Text or call a designated staff upon arrival AND when leaving an appointment
- Establish response protocols in cases when staff don't check in
- Establish a safety code word to auto-trigger emergency assistance or an immediate exit, if working in pairs
- Enable locked S-O-S dialing your cell phone
- Be prepared for outside or public locations meetings

Home Visit Safety

- Observe, observe, observe
- Lock all valuables in trunk before leaving for visit
- Wear comfortable clothing – avoid suggestive attire, high heels, dangling jewelry, neckties, etc.
- Park with driver's door facing house door
- Scan for illegal or unsafe activity – do not enter if present
- Sit closest to an exit door
- When feasible, avoid upholstered furniture – sit on hardwood, leather, plastic furniture
- Generally, do not meet with someone who is actively using
- Offer to sit outside or go for a walk; consider public meeting locations
- Avoid accepting food or drink
- Avoid being alone in closed rooms with minors

Relationship Strengthening

- Be Here Now – people know when you are distracted
- Lean in with your body to show interest
- Avoid crossed arms or hands in pockets
- Demonstrate non-verbal interest – nodding, expressive eyes
- Speak in a calm steady tone
- Avoid becoming excitable, even if the other person is
- Avoid being overly wordy
- Avoid using "jargon"; use simple to understand language
- Use open ended questions – "Tell me more about …"; "What would it be like for you if …"
- Use affirming statements – "I hear saying …"; "It sounds like you're feeling …"
- Avoid direct confrontation

Instructions for iPhone S-O-S Notifications

SOS Notifications is included on iPhones with iOS11 or higher.

To enable on iPhone

- Go to **Settings**
- Scroll to **Emergency SOS**
- Toggle on **Auto Call**

Press the Sleep/Wake button five (5) times in rapid succession to auto dial 9-1-1. This will also send emergency services your location.

Please check your phone's manual for specific requirements or capability

Instructions for Android S-O-S Notifications

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SOS Notifications is included on Samsung Galaxy phones

To enable on Galaxy

- Go to **Personal**
- Select **Privacy and Emergency**
- Click **Send SOS Messages**
- Click **Send Messages To** to select who to receive messages

Press the Power button on your phone three (3) times in rapid succession to initiate SOS messages.
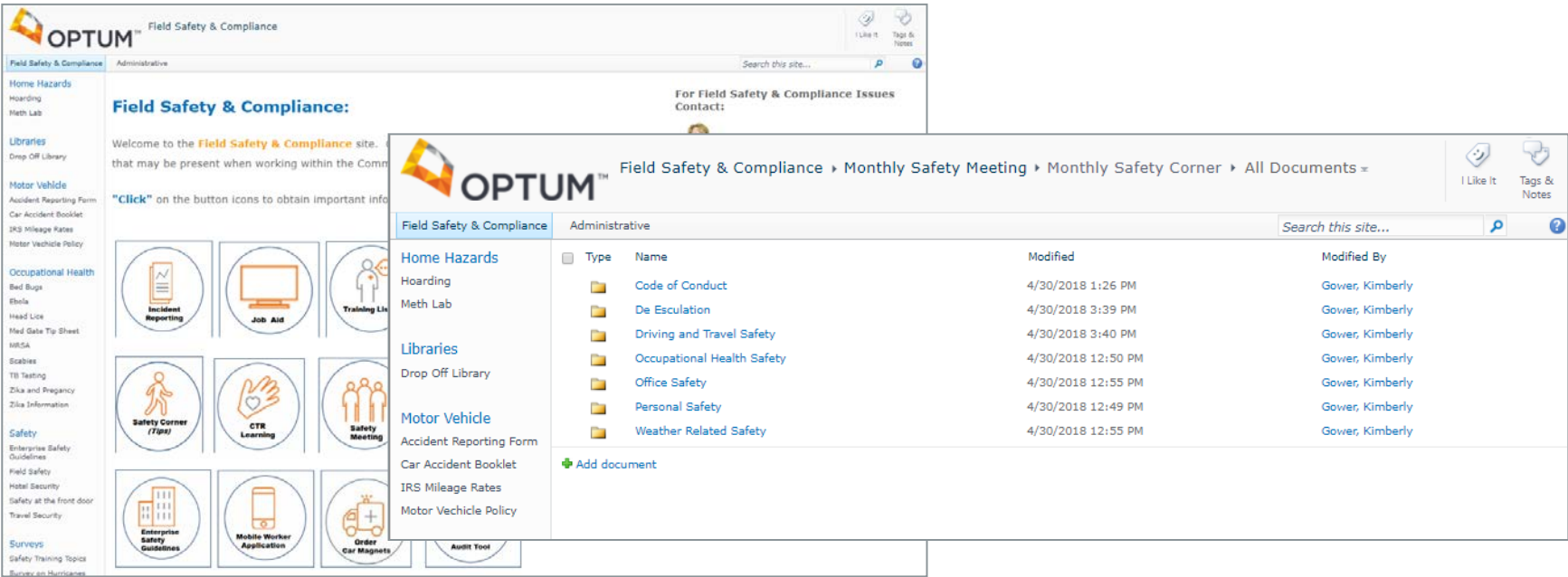
Please check your phone's manual for specific requirements or capability
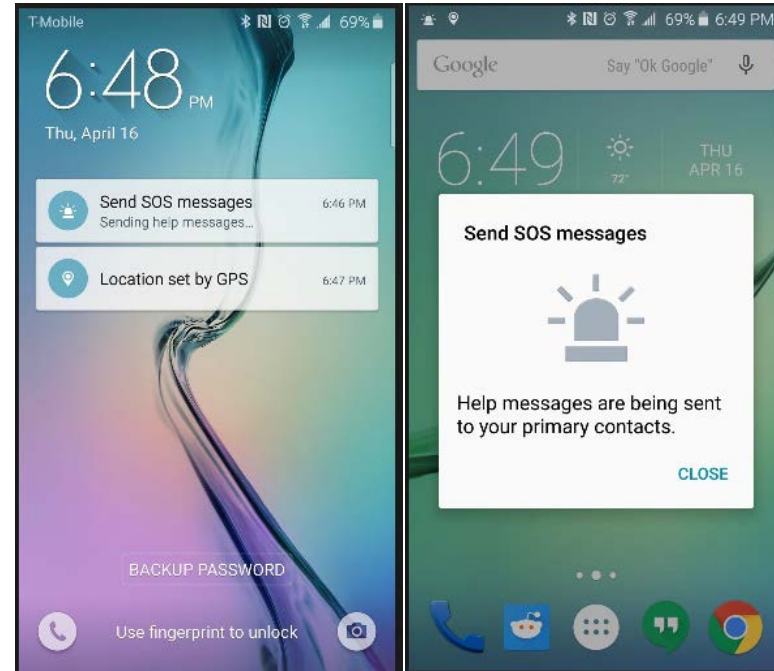
Optum Resource: Field Safety Content

Field Safety & Compliance SharePoint Site – Visit the Safety Corner
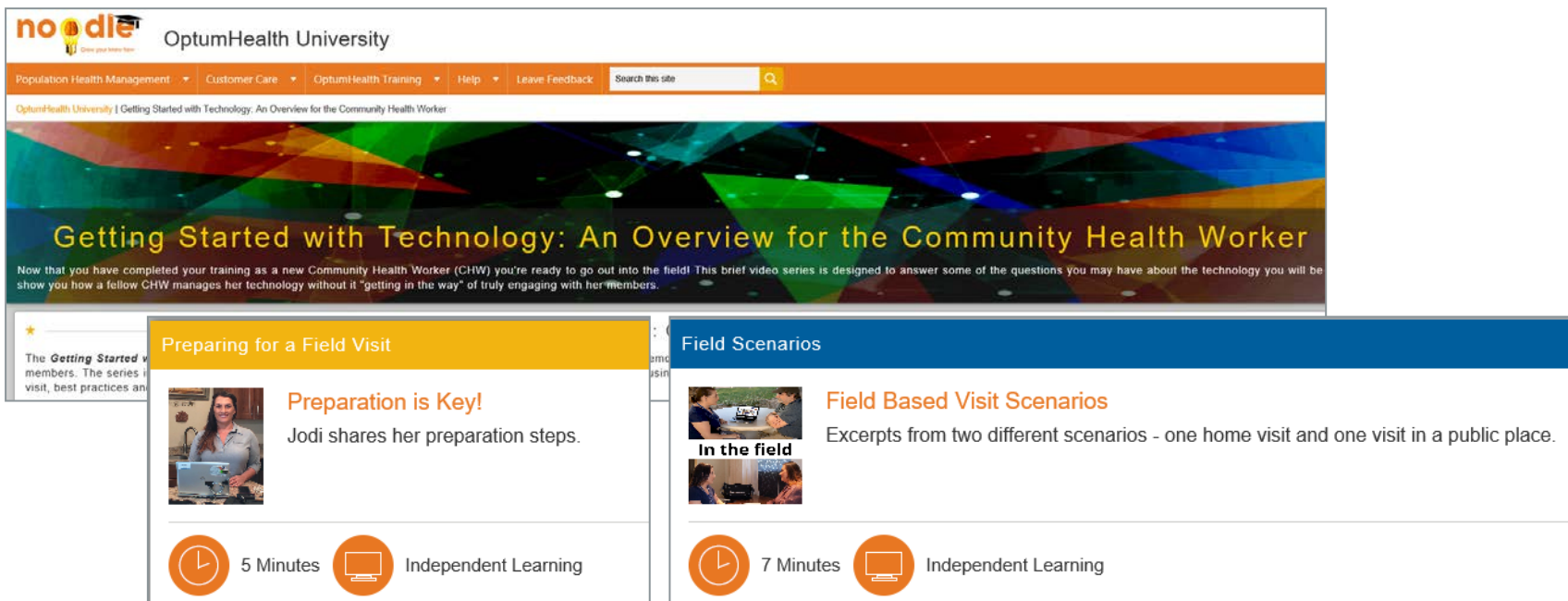
Located at: http://ss.optum.com/sites/SS6/Safety/default.aspx

Optum Resource: For Community Health Workers

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Noodle University for Community Health Worker

Located at: http://noodle.uhc.com/noodleUniversity/Pages/UNIT.aspx?unit=82