

# Additional Resources

Field Safety

# 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

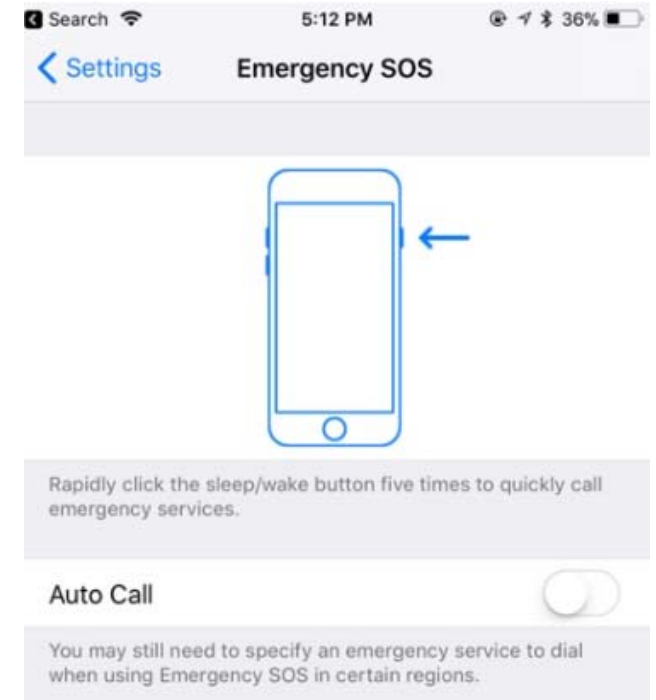
SOS Notifications is included on iPhones with iOS11 or higher.

## 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

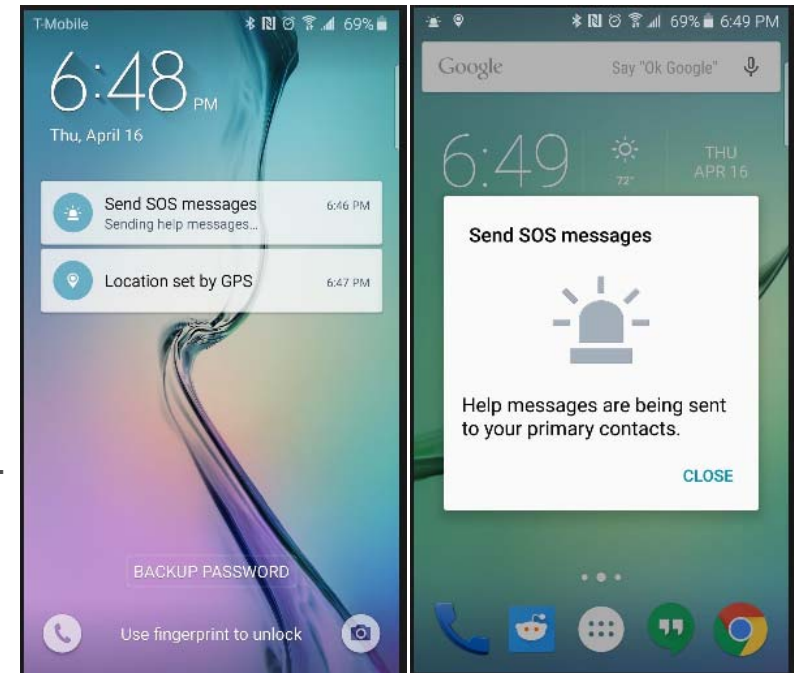
SOS Notifications is included on Samsung Galaxy phones

## 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.

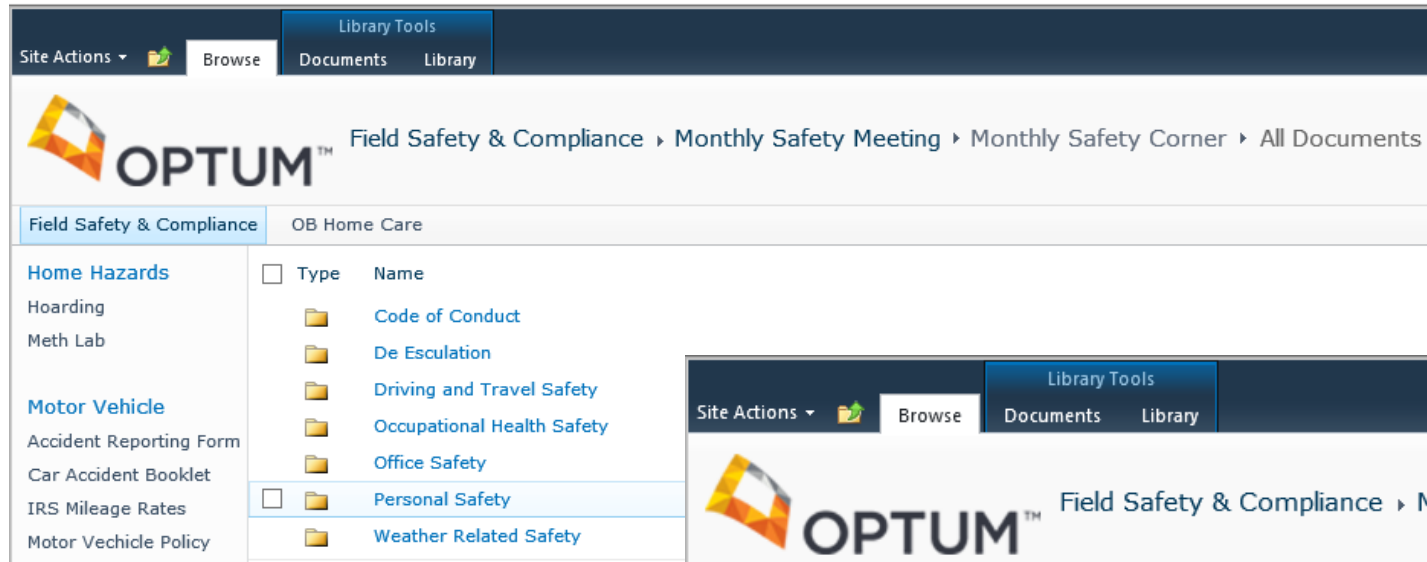
*Please check your phone's manual for specific requirements or capability*



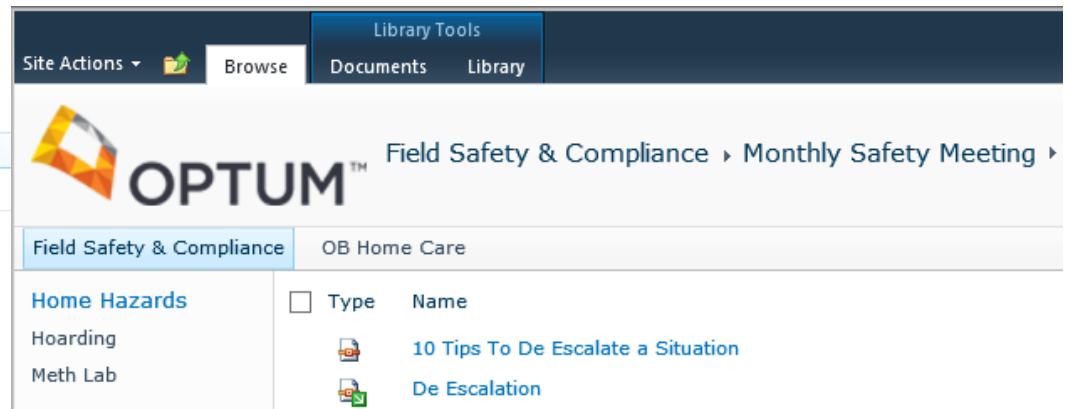
# Optum Resources #1

## Monthly Safety Corner

<http://ss.optum.com/sites/SS6/Safety/Monthly%20Safety%20Meeting/Forms/AllItems.aspx?RootFolder=%2Fsites%2FSS6%2FSafety%2FMonthly%20Safety%20Meeting%2FMonthly%20Safety%20Corner&FolderCTID=0x0120003A02F9A5221CFD49811BFE D337FFB9CD&View=%7b889E3872-A42D-4806-95D2-7D3449373E28>



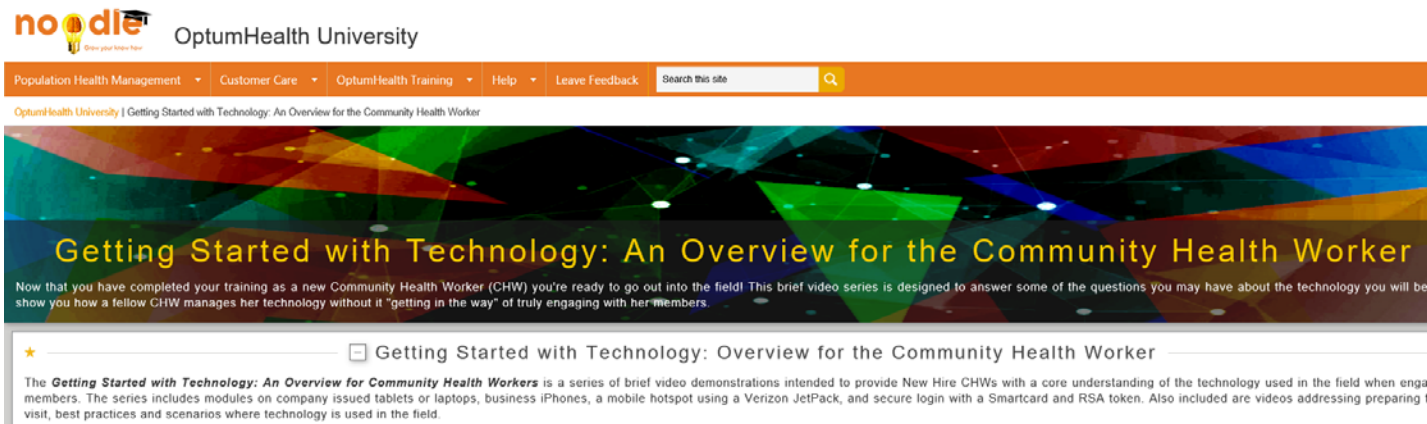
Type	Name
Code of Conduct	Code of Conduct
De Esculation	De Esculation
Driving and Travel Safety	Driving and Travel Safety
Occupational Health Safety	Occupational Health Safety
Office Safety	Office Safety
Personal Safety	Personal Safety
Weather Related Safety	Weather Related Safety



Type	Name
10 Tips To De Escalate a Situation	10 Tips To De Escalate a Situation
De Esculation	De Esculation

# Optum Resources #2

**Noodle University for Community Health Worker:** <http://noodle.uhc.com/noodleUniversity/Pages/UNIT.aspx?unit=82>



The screenshot shows the Noodle University interface. At the top, there's a navigation bar with categories like 'Population Health Management', 'Customer Care', 'OptumHealth Training', 'Help', and 'Leave Feedback'. Below this is a search bar. The main content area features a large banner with the title 'Getting Started with Technology: An Overview for the Community Health Worker' and a brief description. Below the banner, there's a star icon and the course title. A paragraph of text describes the course content, mentioning video demonstrations on technology use in the field, such as tablets, laptops, iPhones, mobile hotspots, and secure logins.


### Preparing for a Field Visit



**Preparation is Key!**  
Jodi shares her preparation steps.


 5 Minutes  Independent Learning



### Field Scenarios



**Field Based Visit Scenarios**  
Excerpts from two different scenarios - one home visit and one visit in a public place.

**In the field**



 7 Minutes  Independent Learning