



COMMUNITY PRESERVATION DIVISION TRAINING/PROCEDURE MANUAL

<u>Section Name</u>	Safety	<u>Approved</u>	July 8, 2021
<u>Procedure Number</u>	321	<u>Supersede</u>	

EMPLOYEE SAFETY

It is the responsibility of the employee to practice all safety procedures implemented by the City of Anaheim. Employee safety shall be a priority in any situation during the course of their assigned duties. Employees shall use good judgement and not place themselves in any situation that could potentially cause harm or endanger themselves or others. To assist each employee in carrying out their role in achieving safety in the Community Preservation and Licensing Division, we have established a Safety Committee and the following standards have been created:

Safety Tools/Equipment

The following list is approved safety tools/equipment available to staff based on their respective assigned duties:

1. Pepper Spray (voluntary)
2. Ballistic Vest (voluntary)
3. Kevlar gloves (voluntary)
4. Latex Gloves (voluntary)
5. Police Radio (pac-set) (mandatory for field personnel)
6. Light Bar and/or amber safety light on City Vehicles (City standard on Code trucks)
7. Flashlight (allowed for field personnel but not supplied or required)
8. Plexiglass (provided at public counters)
9. Panic Button (provided at public counter on the 5th floor and on all police radios)
10. Security Cameras (records)
11. City issued cell phones (field personnel and supervision only)
12. 24/7 City Hall Security (x4103)
13. Personal Protective Equipment (PPE) (i.e. hand sanitizer, disinfectant wipes, vehicle emergency bags, etc.)

Procedures

- Staff shall eliminate all distractions and not do anything that will preoccupy them from safely making observations and interacting with the public.
- The use of body language, choice of words, and tone shall be used to de-escalate a potentially hostile situation.
- If de-escalation is not effective, staff shall end the communication and immediately leave the area.

- Staff shall ensure they are in a safe position or have an escape route readily available.
- Staff shall be alert for warning signs of aggression from both people and animals.
- Staff are expected to know their location to be able to report it in the case of an emergency.
- If staff observes an immediate or direct threat to life, they shall immediately take steps to ensure their safety and the safety of others, which may include the use of reasonable amount of force necessary to mitigate the threat and allow for evacuation or escape from the area. As soon as it is safe to do so, such action shall be reported to law enforcement and a supervisor.
- Field staff are encouraged to work in pairs and/or collaborate with Anaheim Police Department when necessary.
- Staff are required to immediately report all safety issues to a supervisor, which may include a written report.

Environmental Awareness

Staff are encouraged to exercise environmental awareness during the course of their assigned duties.

- Electronic Distractions – Look up occasionally to rescan your surroundings when using electronic equipment.
- Peripheral Vision - Attempt to focus on something while also observing what is happening at the edges of your vision. This widens your monitoring range for detecting anything out of the ordinary.
- Scan - Practice looking for exits, barriers, suspicious objects and people, and any other unique elements that could be of importance to your personal safety.
- Protect your Back - Utilize walls and other barriers to protect your back and sides and maximize your field of vision, taking care not to back yourself into a corner. Practice this in public places, such as seating in restaurants, waiting rooms, or shopping centers.
- Visualize - Play out scenarios in your head beforehand. If you spot a situation in your immediate vicinity that could pose a threat, such as a blind corner on a sidewalk, ask yourself, “If there was a threat behind that corner, how would I react? Where could I escape?” Premeditating such responses can help them to become second nature in the event of an actual emergency, making your response more effective.
- Intuition -Trust your gut. If you get the sense that something is wrong or does not add up, do not ignore it. *Your instincts exist to protect you* – it is always better to be overcautious than to ignore warning signs that turned out to be legitimate.
- Senses - Practice engaging all your senses (sight, sound, smell, touch, and taste) fully to increase your personal safety. Regularly exercising your senses can make them keener, which can help you avoid unsafe situations, determine threats faster, and notice critical information more quickly during emergencies.

Training

- Voluntary Conflict Resolution training is available and recommended for all staff.
- Voluntary Self-defense and verbal judo training is available and recommended for all staff.
- Pepper Spray training for field staff only. (Carrying pepper spray is optional for field staff. Training is required if field staff chooses to carry)
- Mandatory Hepatitis A & B training for field staff. Optional vaccination available for field staff.
- CPR/AED training. (Training required for field staff and optional for office staff)
- Defensive Driver training. (Training required for staff driving a City vehicle)

Failure to meet these standards may result in disciplinary action, up to and including dismissal.