

**RESOLUTION ADOPTING
WORKPLACE VIOLENCE PREVENTION POLICY**

WHEREAS, the Regulating District convened a Task Force comprising management and unionized employees to conduct a security checklist assessment and document review to identify risks and suggest mitigation measures regarding workplace violence; and

WHEREAS, the Regulating District solicited and secured input from the CSEA’s expert on Workplace Violence Prevention programs; and

WHEREAS, the Regulating District has crafted a Workplace Violence Prevention program designed to identify and mitigate risks of workplace assault and/or homicide; and

WHEREAS, the Hudson River – Black River Regulating District has prepared a Policy Statement on Workplace Violence Prevention; and

WHEREAS, the Executive Director proposes to assign the responsibilities of the HRBRRD Workplace Violence Prevention Program Manager to the Black River Area Administrator;

NOW THEREFORE BE IT RESOLVED, that the Board of the Hudson River-Black River Regulating District does hereby adopt and approve the attached Policy Statement on Workplace Violence Prevention and the attached Workplace Violence Prevention Program.

Approved as to form:



Robert Leslie
General Counsel

Motion was made by Mr. Hayes and seconded by Mr. Cornell that the Resolution be approved.

Present and Voting:

<u>MEMBER</u>	<u>AYE</u>	<u>NOE</u>	<u>ABSTAIN</u>
Mr. Berkstresser	_____	_____	_____(Excused)
Mr. Cornell	<u> X </u>	_____	_____
Mr. Astafan.....	<u> X </u>	_____	_____
Mr. Stover.....	_____	_____	_____(Excused)
Mr. Hayes	<u> X </u>	_____	_____
Mr. Klein	<u> X </u>	_____	_____

Hudson River – Black River Regulating District Workplace Violence Prevention Policy

The Hudson River – Black River Regulating District is committed to the safety and security of our employees. Workplace violence presents a serious occupational safety hazard to the Regulating District’s staff and the public. Violent or disruptive behavior, threats, threatening behavior, or acts of violence against employees, visitors, guests, or other individuals by anyone on or at the Regulating District’s offices and/or facilities will not be tolerated and will be thoroughly investigated. Appropriate action will be taken, including summoning criminal justice authorities, when warranted. All employees are responsible for helping to create an environment of mutual respect for each other and the public. Employees must follow all policies, procedures and program requirements, and assist in maintaining a safe and secure work environment.

This policy is designed to meet the requirements of NY Labor Law §27-b and highlights some of the elements that are found within the Regulating District’s Workplace Violence Prevention Program. The Regulating District conducted a workplace evaluation designed to identify workplace violence hazards to which employees may be exposed at any of the Regulating District offices, dams or other facilities or during the course of their normal work day. The Regulating District has also convened a committee comprised of both management and unionized employees and invited the participation of an authorized employee representative. The committee will participate in an ongoing evaluation process to identify methods to reduce or eliminate hazards. The committee will also investigate workplace violence incidents or allegations and will present to all Regulating District employees an annual Workplace Violence Prevention Training Program.

The goal of this policy is to promote the safety and well-being of all people in Regulating District workplaces. The Regulating District hereby empowers and encourages all staff to respond immediately upon notification to all incidents of violence or threatening behavior. The Regulating District has designated the Executive Director and the CSEA union representative as designated contacts. All Regulating District personnel are responsible for notifying one or both contact persons below of any violent incident, threatening behavior etc. witnessed or received whether first hand or through account related by another.

Designated Contact Persons

Name:	Hudson River-Black River Regulating District	CSEA Region 4
Title:	Executive Director	Labor Relations Spec.
Phone:	(518) 465-3491	(518) 782-4408
Location:	350 Northern Blvd., Suite 304 Albany, New York 12204	1 Lear Jet Lane, Suite 2 Latham, New York 12110

Hudson River – Black River Regulating District Workplace Violence Prevention Program

The Hudson River – Black River Regulating District has convened a committee including representatives of management, and unionized employees to evaluate each of the office and facilities settings maintained by the Regulating District and to determine the presence of factors or situations in such workplaces that might place employees at risk of occupational assaults and homicides. Specifically, the Committee explored the frequency with which Regulating District employees work in public settings; work early or late hours; handle money; work alone or in small groups; work within workplaces with uncontrolled access or work within areas that have experienced previous security problems. The Committee also consulted the CSEA’s expert on Workplace Violence assessments. The Committee’s work suggests that the likelihood of an occupational assault or homicide is low. None-the-less, the Committee has developed this Workplace Violence Prevention Program in compliance with NY Labor Law §27-b to ensure the safety of the Regulating District’s workforce.

Methods Employed to Prevent Incidents of Occupational Assaults and Homicides

All Facilities and Offices

1.0 Responsibilities

It is up to each employee to help make a safe workplace. The expectation is that each employee will treat all other employees, as well as customers and potential customers with dignity and respect. You can and should expect management to care about your safety and to provide as safe a working environment as possible by having preventive measures in place and, if necessary, by dealing immediately with threatening or potentially violent situations which occur.

Employees can expect at some point to encounter individuals who do not share the ethic of fairness, dignity, and respect. There are appropriate and effective ways to deal with such persons to avoid or minimize the damage they seek to cause.

Supervisors and managers have the obligation to deal with inappropriate behavior by their employees and customers, to provide employees with information and training on workplace violence, and to put effective security measures in place.

The following section provides a more detailed description of the responsibilities of various persons or offices.

Responsibilities:

1.1 Employees

- Be familiar with the Regulating District’s policy regarding workplace violence.
- Be responsible for securing one’s own workplace.
- Be responsible for questioning and/or reporting strangers to supervisors.
- Be aware of any threats, physical or verbal, and/or any disruptive behavior of any individual and report such to supervisors.

- Be familiar with local procedures for dealing with workplace threats and emergencies.
- Do not confront individuals who are a threat.
- Take all threats seriously.

1.2 Managers & Supervisors

- Inform employees of workplace violence policies and procedures.
- Ensure that employees know specific procedures for dealing with workplace threats and emergencies, and how to contact police, fire, and other safety and security officials.
- Ensure that employees with special needs are aware of emergency evacuation procedures and have assistance (as necessary) regarding emergency evacuation situations.
- Respond to potential threats and escalating situations by utilizing proper resources from the following: local law enforcement and medical services, human resources staff.
- Take all threats seriously.
- Check prospective employees' backgrounds prior to hiring.

1.3 Executive Director

- Develop a policy statement that indicates the Regulating District will not tolerate violent or disruptive behavior and that all reports of incidents will be taken very seriously and dealt with appropriately.
- Ensure that a Handbook on Workplace Violence Prevention and Response as well as appropriate agency materials is available to all employees and that all employees are aware of the procedures and instructions in them.
- Ensure that appropriate staff has completed an on-site review of safety and security of dam structures, buildings, offices and other facilities.
- Provide adequate resources for employee training and awareness.
- Include workplace violence training in all employee orientation and supervisory training sessions.
- Provide funding for appropriate safety and security of employees.
- Ensure that performance standards of appropriate staff reflect the importance of workplace safety and security.
- Provide for briefings on workplace violence at staff meetings.
- Support the Regulating District's Health and Safety Officer's participation on Workplace Violence Prevention Task Force issues when appropriate.

1.4 HRBRRD Personnel Officer

- Provide for supervisory training which includes basic leadership skills, such as setting clear standards of conduct and performance, addressing employee problems promptly, and using the probationary period, performance counseling, discipline, Alternative Dispute Resolution (ADR), and other management tools conscientiously.
- Provide technical expertise and consultation to help supervisors determine what course of administrative action is most appropriate in specific situations.
- Determine whether sufficient evidence exists to justify taking disciplinary action once the investigation of any misconduct is complete.
- Help supervisors determine proper reasonable accommodation.

1.5 Unions/ Employee Organizations

- Be familiar with and actively support policy and contract language on workplace violence prevention.
- Stay alert to security issues and potential threats.
- Stay fully abreast of procedures for addressing workplace threats and emergencies.
- Stay fully abreast of the Employee Assistance Program, including the procedures/policy regarding the ability of designated union officials to make employee referrals to EAP.
- Work closely with all levels of management to ensure that employees are up to date on workplace violence prevention policy and procedures.
- Participate fully with management in all phases of workplace violence prevention and response, including membership on threat assessment and incident response teams.

1.6 HRBRRD Workplace Violence Prevention Program Manager

- Serve as the liaison with law enforcement as well as the local expert on security matters.
- Convene periodic session of the Workplace Violence Task Force to conduct regular threat assessment surveys of the facility to determine the level of security preparedness and any gaps in the security posture.
- Serve as the facility security expert, keeping management advised of the risk of violence, the security gaps identified by threat assessments, and the means to close these gaps, including the latest technologies.
- Work with facility personnel to improve the security level of the buildings, grounds, parking lots, etc.
- Train facility personnel in security measures and violence prevention techniques. Facilities personnel should ensure buildings, areas, and grounds are safe for employees and visitors. This includes not only keeping buildings and grounds well maintained but participating in threat assessment surveys, keeping management informed of the status of the physical plant, and providing budget requests with justification for security upgrades.
- Identify in advance the types of situations that may occur and when and how law enforcement should be notified of an incident.
- Indicate whether law enforcement officers have jurisdictional restrictions and identify alternative law enforcement agencies that may be able to provide assistance.
- Indicate whether law enforcement officers have arrest authority.
- Suggest safety and security measures that need to be implemented.
- Arrange for all-employee briefings or training on specific workplace violence issues.
- Provide mediation and other Alternative Dispute Resolution (ADR) services to assist employees in resolving disputes.
- Provide training in conflict resolution, communication, and negotiation skills.

2.0 Prevention of Workplace Violence

A sound prevention plan is the most important aspect of a workplace violence program. The Regulating District shall maintain the following programs in place to help prevent workplace violence:

- Pre-Employment Screening – Determine, with the assistance of its servicing personnel and legal offices, the pre-employment screening techniques which should be utilized,

such as interview questions, background and reference checks, and drug testing if it is appropriate for the position under consideration and consistent with Federal laws and regulations.

- Security – Maintaining a safe work place is part of any good prevention program. There are a variety of ways to help ensure safety, such as employee photo identification badges, guard services, and individual coded key cards for access to buildings and grounds. Different measures may be appropriate for different locations and work settings.
- Alternative Dispute Resolution (ADR) – This program is most effective in resolving disputes when a conflict has been identified early and one of the following techniques is used: ombudspersons, facilitation, mediation, interest-based problem solving, and peer review.
- Workplace Violence Task Force – This interdisciplinary team will work with management to assess the potential for workplace violence and, as appropriate, develop and execute a plan to address it. Lead by the Regulating District’s Workplace Violence Prevention Program Manager, this team should include employees from each office/facility maintained by the District.

Components of the Prevention of Workplace Violence program include:

2.1 Training/Awareness

Training is one of the most critical components of the prevention program. Training is necessary for employees and supervisors, as well as for the staff in offices that may be involved in responding to an incident of workplace violence.

All employees should know how to recognize and report incidents of violent, intimidating, threatening, and disruptive behavior. All employees should have phone numbers for quick reference during a crisis or an emergency. The Regulating District’s workplace violence prevention training for employees shall include the following topics:

- The Regulating District’s workplace violence policy statement.
- Encouragement to report incidents and the procedures to do so.
- Ways of preventing or defusing volatile situations or aggressive behavior.
- Ways to deal with hostile persons.
- Managing anger.
- Techniques and skills to resolve conflicts.
- Stress management, relaxation techniques, wellness training.
- Security procedures, e.g., the location and operation of safety devices such as alarm systems.
- Personal security measures.
- Programs operated by the Regulating District that can assist employees in resolving conflicts, e.g., the Employee Assistance Program, ombudspersons, Alternative Dispute Resolution, and mediation.

In addition to the training suggested above for employees, special attention should be given to general supervisory training. The same approaches that create a healthy, productive workplace can also help prevent potentially violent situations. It is important that supervisory training include basic leadership skills such as setting clear standards, addressing employee problems promptly, and using the probationary period, performance counseling, discipline, and other management tools conscientiously. These interventions can keep difficult situations from turning into major problems. Supervisors do not need to be experts in dealing with violent behavior but need to know which experts to call, and be committed and willing to seek advice and assistance from those experts.

The following topics shall be included in supervisory training:

- Ways to encourage employees to report incidents in which they feel threatened for any reason by anyone inside or outside the organization.
- Skills in behaving compassionately and supportively towards employees who report incidents.
- Skills in taking disciplinary actions.
- Basic skills in handling crisis situations.
- Basic emergency procedures, including who to call and what support resources and services are available.
- Appropriate screening of pre-employment references.
- Basic skills in conflict resolution.

2.2 Threat Assessment

Determining the seriousness of a potentially violent or stressful situation and how to best intervene is the basis of a threat assessment. Since it is impossible to know with any certainty whether a threat is going to be carried out, all threats should be treated in a serious manner and responded to as though the threat will be carried out.

All personnel shall understand who specifically to contact when you sense a potentially violent situation. That contact will take whatever action is necessary and appropriate to activate a threat assessment team.

The Program Manager will evaluate the risks persons under suspicion may pose to particular targets. The approach and the timing for these evaluations will be specific to the circumstances of the potentially violent situation. Threats from sources outside the Regulating District may require different actions.

Once a threat assessment is completed, management will decide what additional measures are needed to close any security gaps. Where appropriate and not a security breach, management will explain to employees and customers alike what new steps are being taken and why, to alleviate misunderstandings and confusion.

2.3 Long-Term Security

In addition to dealing with immediate situations, agencies also have a responsibility for continuous threat assessment. There are a number of basic security measures that may already be

in place. In addition, there are ways to create physical barriers between the employee and the hazard, and administrative procedures which can reduce the likelihood for violence. The Regulating District's senior staff is responsible for putting such measures into place.

Special Measures for Employees Who Work in the Field - Field employees are not immune to crime perpetrated against them while on the job, whether the crime is job related or not. Employees will be provided with specific safety guidelines appropriate to situations likely to be encountered by its employees.

In general, employees working alone and away from the office should prepare daily work plans and keep a contact person informed of their locations throughout their tour of duty. When necessary and feasible, management can implement a "buddy system" policy or provide for back-up, such as police assistance, so that workers do not enter a potentially dangerous situation alone.

Emergency Plans - Emergency plans shall be developed (also called crisis response plans) that describe procedures to follow during a fire or other emergency and shall include workplace violence emergencies, assault and bomb threats. The plan should be specific to the type of facility, building, and the workers it covers, and should describe:

- Procedures for calling for help;
- Procedures for calling for medical assistance;
- Procedures for notifying the proper authorities or whoever is acting in their place, security personnel and the police;
- Emergency escape procedures and routes;
- Safe places to escape inside and outside of the facility;
- Procedures to secure the work area where the incident took place;
- Procedures for accounting for all employees if a facility is evacuated;
- Procedures for identifying personnel who may be called upon to perform medical or rescue duties;
- Training and educating employees in workplace violence issues and the emergency action plan;
- Procedures for regularly evaluating and updating the plan; and
- Procedures for debriefing participants to identify lessons learned.
- Outside groups that use the Regulating District's facilities should be made aware of the Regulating District's policy on workplace violence and the procedures for dealing with violent incidents.

2.4 Alternative Dispute Resolution (ADR)

ADR processes are designed to help parties resolve conflicts with the assistance of neutral third parties. ADR can be used as an alternative to court litigation or agency adjudications, or to help disputing parties resolve a problem that they cannot resolve on their own. Some ADR processes include facilitation, conciliation, mediation, and ombudsperson programs.

ADR can help prevent the escalation of conflict into violent or potentially violent situations. The key is using ADR early, before emotions or conduct make discussion a non- option. Here are two examples of how ADR can work:

A mediator trained in listening and communicating can defuse tensions, clear up misunderstandings, and open the door to productive dialogue. By helping uncover misunderstandings or enabling an individual to get something off his/her chest in a safe setting, the result may be not only immediate resolution of an issue, but improved relations and communications for the future.

An ombudsperson is the “eyes and ears” of the highest level of an organization. Individuals having complaints or grievances about the organization can bring them confidentially to the ombudsperson, who can listen, investigate, and recommend solutions to problems.

ADR can be an appropriate vehicle for resolving many kinds of disputes. This is true whether the conflict is among employees, or involves individuals who are not employees. ADR may be an option for your problem if:

- Parties are so committed to their views that progress is stuck.
- Communication styles between disputing parties require third-party assistance.
- You want to resolve a dispute but don’t want to file a formal complaint.
- You want to resolve your conflict quickly.
- ADR may not be appropriate when the parties are so hostile toward each other that sitting down together might be unsafe.

For an ADR program to be successful, it must be one that is trusted by those who use it. Trust can be created by:

- Having the users of the program involved in designing it.
- Selecting neutral third parties who are competent and truly neutral.
- Making it voluntary rather than mandatory.
- Having the program operated by a trusted and respected officer/individual.

2.5 Initiating an ADR Process

Conflict Between Employees: The program will attempt to achieve early resolution of conflict in the workplace and offer mediation. ADR can generally be initiated by supervisory or non-supervisory employees for workplace disputes of any kind.

Conflict With Customers: Certified Mediation Programs can provide mediation for disputes between Regulating District employees and its clients. In addition, the Regulating District Regulations provide for a robust access permit appeals process through which the Regulating District’s clients can air complaints.

3.0 Reporting of Workplace Violence

A sound process for identifying potential threats to employee safety includes the assimilation and analysis of information. To wit:

- Employees should report assault, threats of assault or homicide incidents directly and immediately to the proper law enforcement authority, and **within the hour** to relevant Regulating District and, if appropriate, Union contact listed below.

Designated Contact Persons

Name:	Hudson River-Black River Regulating District	CSEA Region 4
Title:	Executive Director	Labor Relations Spec.
Phone:	(518) 465-3491	(518) 782-4408
Location:	350 Northern Blvd., Suite 304 Albany, New York 12204	1 Lear Jet Lane, Suite 2 Latham, New York 12110

- Any employee or representative who believes a serious violation of this workplace prevention program exists, or that an imminent danger exists, shall bring such matter to the attention of a supervisor in the form of a written notice and shall afford a reasonable opportunity to correct such activity, policy or practice. This referral shall not apply where imminent danger or threat exists to the safety of a specific employee and the employee reasonably believes in good faith that reporting to a supervisor would not result in corrective action.
- If following a referral of such matter to the employee's supervisor's attention and after a reasonable opportunity to correct such activity, policy, or practice, the matter has not been resolved and the employee or representative of employees still believes that a violation of this workplace violence prevention program remains, or that an imminent danger exists, such employee or representative of employees may request an inspection by giving notice to the NYS Commissioner of Labor of such violation or danger. Such notice and request shall be in writing, shall set forth with reasonable particularity the grounds for the notice, shall be signed by such employee or representative of employees, and a copy shall be provided by the Commissioner to the employer or the person in charge no later than the time of inspection, except that on the request of the person giving such notice, such person's name and the names of the individual employees or representatives of employees shall be withheld. Responsibility to conduct such inspection forthwith shall remain with the Commissioner or Labor.

4.0 Response to Incidents of Workplace Violence

- A representative of the employer and an authorized employee representative shall be given the opportunity to accompany the NYS Commissioner of Labor during an inspection for the purpose of aiding such inspection. Where there is no authorized employee representative, the Commissioner shall consult with a reasonable number of employees concerning matters of safety in the workplace.
- The authority of the Commissioner to inspect any premises pursuant to such an employee complaint shall not be limited to the alleged violation contained in such complaint. The Commissioner may inspect any other area of the premise in which he

or she has reason to believe that a serious violation of NY Labor Law section 27-b exists.

- No employer shall take retaliatory action against any employee because the employee does any of the following:
 - a. Provides notice that a serious violation of the Workplace Violence Prevention Program or a threat of imminent danger exists, or;
 - b. Makes a request for an inspection by the Commissioner of Labor, or;
 - c. Accompanies the Commissioner of Labor on such inspection.

- The Commissioner of Labor may, upon his or her own initiative, conduct an inspection of any premises occupied by an employer if he or she has reason to believe that a violation of this section has occurred or if he or she has a general administrative plan for the enforcement of NY Labor Law section 27-b, including a general schedule of inspections, which provide a rationale administrative basis for such inspecting.

- The Regulating District utilizes the attached Workplace Violence Incident Reporting form to ensure accurate and timely accumulation of relevant information for ready analysis at a later date.

- Relevant Emergency Responder contact information shall be posted at each facility.

- This Workplace Violence Prevention Program is subject to annual review and update.

Additional Considerations for Individual Offices and Facilities

HUDSON RIVER AREA OFFICE

Risk Factors Identified	Control Measures in Place
The unpredictable public	<ul style="list-style-type: none"> • Office has been configured with a single public entrance. • Counter and an appropriately sized waiting area separate the workplace from the public. • Secondary entrance is locked at all times. • All visitors are escorted when within the workplace. • Employees are trained in how to call 911 via office or cell phone. • Installation of a door chime at the main entrance is recommended

SACANDAGA FIELD OFFICE

Risk Factors Identified	Control Measures in Place
Access permit administration involves the exchange of money	<ul style="list-style-type: none"> • External entrances to maintenance facilities are well illuminated. • The Intrusion Panel at SFO is linked to the Fulton County 911 Dispatch • The workers work in a locked secured area. • Protective counter barrier between the worker and clients. • Secondary entrance is locked at all times. • All visitors are escorted when within the workplace. • Employees are trained in how to call 911 via office or cell phone. • Installation of a door chime at the main entrance is recommended
Routine Maintenance and inspection activities periodically leave a single employee in the office	The office has been configured with a single public entrance, counter separating the workplace from the public and an appropriately sized waiting area.
Field work requires employees to interact with permit holders and general public on controversial issues in remote locations beyond	Employees assigned field duties are to report destinations and estimated times of arrival and return. See attached list of facility/travel safety

cell phone coverage area.	tips
The unpredictable public	See controls for money exchange above
Chemicals and tools in rear entrance area that can be used as weapons.	Ensure all chemicals and tools that could be used as weapons or to cause harm are secured. Store chemical in accordance to Hazardous Communication Standards.

BLACK RIVER AREA OFFICE

Risk Factors Identified	Control Measures in Place
The unpredictable public	A door chime has been installed at the main entrance.
	Installation of a door chime at the secondary (back) entrance in Executive Director's office is recommended
	Entranceway and Parking/Driveway are well illuminated

BLACK RIVER FIELD OFFICE

Risk Factors Identified	Control Measures in Place
The unpredictable public	<ul style="list-style-type: none"> • External entrances to maintenance facilities are well illuminated. • The workers work in a locked secured area. • Protective counter barrier between the worker and clients. • Secondary entrance is locked at all times. • All visitors are escorted when within the workplace. • Employees are trained in how to call 911 via office or cell phone. • Installation of a door chime at the main entrance is recommended

REMOTE STRUCTURES: Indian Lake, Conklingville, Sixth Lake, Stillwater Reservoir, Old Forge

Risk Factors Identified	Control Measures in Place
On- call activities can require work during very early or late hours	<ul style="list-style-type: none"> • Major facilities, such as the Conklingville dam, are under video surveillance. • Indian Lake and Conklingville Security and Vulnerability Assessment coordinate with local law enforcement

<p>Routine maintenance and inspection activities periodically leave a single employee at the facility</p>	<ul style="list-style-type: none">• The entrance to the gate house on each dam structure is located within view of public highways/spaces.• Special health & safety procedures in place for special situations, such as confined space entry, also ensure multiple employees are on site.
---	--

FACILITY/AGENCY EMPLOYEES SAFETY TIPS

Automobile/Travel

1. Carry your keys on their own ring. Have these in your hand when walking to or from your vehicle.
2. Secure valuables, purses, briefcases, etc., **out of sight**.
3. If you're not familiar with the areas to which you travel, carry a map.
4. Use Trip-Tickets or MapQuest directions.
5. **LOCK** your car when parked and when you are in it.
6. Ensure you have adequate fuel, refuel **before** you need it.
7. Travel routes you're familiar with when possible.
8. Park in a well lighted area near your destination. Avoid parking near vans, buses, 4x4 trucks, or other large vehicles as they can hide assailants.
9. If your vehicle breaks down, call for help from the car if possible. Wait in your car until help arrives. Don't accept help from strangers.
10. Ensure your vehicle is properly equipped. You should carry an ice scraper/snow brush, spare windshield washing fluid, spare tire, jack& wrench and a means to summon assistance.
11. Properly maintain your vehicle to minimize the potential for breakdowns.

Personal Field Safety

1. Dress for the weather, avoid billowing clothes.
2. Minimize wardrobe accents. Leave scarves, necklaces, and jewelry for social occasions.
3. Carry only essential supplies.
4. **DO NOT** carry large sums of money or numerous credit cards.
5. Wear shoes you can run in if you need to.
6. Carry your car keys in one hand, everything else in the other.
7. Stay alert to your environment.
8. Discuss concerns with your supervisor.
9. When assigned to a new area, obtain a briefing on the locations you will visit from your supervisor or co-workers.
10. Trust your instincts.

Enforcement Visits

1. File an itinerary with your office.
2. Call in to the office at regular intervals.
3. For visits with a greater potential for hostility, consider a call in to the office on arrival, call in again at the intended departure time for that visit.
4. For visits with high potential for hostility, consider involvement of law enforcement.
5. Remember, site visits make the site "your" work place. Document unusual incidents as you would have they occurred in your office.

Overnight Travel Tips

1. Make reservations for lodging, include that information on itineraries.
2. Avoid facilities with room doors directly to the exterior.
3. Avoid ground level rooms.
4. Use deadbolts and other door security devices.