

Fieldwork includes any offsite activities and services delivered by staff members (e.g., a Patient Navigator conducting home visits or accompanying a client to a medical appointment) where the agency is responsible for staff and client safety.

General Field Safety Principles

- » If you are in danger or an emergency is present, call 911.
- » All Care Coordinators should have emergency contact information for each Patient Navigator working in the field.
- » All STEPS staff should carry an agency identification card and (if given) an agency cell phone while out in the field.
- » Use your intuition and senses to assess a situation. If something doesn't feel right, ask for assistance from a co-worker or security person or leave quickly in a calm manner.
- » Supervisors should train newly hired staff in agency field safety procedures.

Preparation

- » Check in with co-workers and supervisors daily to share field itineraries for the day, which includes location, address, and times for each appointment.
- » Always have the route you are taking prepared beforehand, especially in unfamiliar or new neighborhoods.
- » Research and discuss with your co-workers to see if there have been recent dangerous activities in the areas you are traveling to.
- » Encourage staff members to help each other stay aware of possible dangerous situations out in the field, such as recent activity within a certain neighborhood.

Traveling

- » Always carry your agency phone and agency identification card in an accessible pocket.
- » Always be aware of your surroundings and practice common sense.
- » Do not wear clothes, accessories, or makeup that attract attention or look expensive.
- » Wear flat-heeled, comfortable shoes.
- » If you become lost or disoriented, stay where you are. Find a comfortable and safe place to rest and call your supervisor or agency staff for help.
- » Limit traveling at night. If staff must travel at night, staff should obtain supervisor approval first.
- » Do not use your private vehicle to transport clients.
- » Notify your supervisor of any changes to your schedule and/or location.

Emergency Plan

- » Establish a code word to use to communicate to someone at the agency if you are in a bad situation.
- » When you encounter a hazardous situation, remove yourself from the situation as quickly as possible and notify your supervisor or call 911.