

APPROVED Ralph J. Malone Jr FNSB NO.
DATE:

55.03
Aug 9, 1996

USE OF DEFENSIVE STRATEGIES & EQUIPMENT

POLICY

Employees who may encounter aggressive or assaultive animals or people in the course of their work will be provided training in Defensive Strategies, and provided equipment appropriate to their job duties.

PROCEDURE

The goal of Defensive Strategies when dealing with animals is to protect the employee and others from harm, and effect control of the situation and the animal.

The goal of Defensive Strategies when dealing with people is not to control the situation but rather to reduce the tension and seek resolution of the conflict. If we are unable to accomplish this, our goal is to safely remove ourselves from the encounter and seek assistance.

VERBAL AND NON-VERBAL TECHNIQUES

The words we use, our tone of voice and our body position is our first and most effective Defensive Strategy. By verbal and body language, our approach to all potentially confrontational situations, shall be calm, reasoned and non-threatening. If such an approach proves ineffective, and the tenor of the situation becomes threatening, the employees will seek to withdraw themselves from the scene, and request assistance.

CHEMICAL SPRAY

Only employees trained and certified will be provided with chemical spray. It may only be used when verbal and non verbal strategies have failed, and it is necessary to defend yourself or others from harm, and to effectively escape from the situation.

BITE STICK (Baton)

Only employees trained and certified will be provided with a Bite Stick (Baton). It may only be used when all other strategies have failed, and it is necessary to defend yourself or others from harm, and to effectively escape from the situation.

USE OF DEFENSIVE EQUIPMENT

Whenever it has been necessary to use defensive equipment in responding to a situation, a "Use of Defensive Equipment" form must be filled out and submitted to the Chief of Staff through the employee's Directors office within 24 hours or the next working day.

SUPERCEEDS:
PRIMARY RESPONSIBILITY:

NONE
DIRECT SVCS.

MEMORANDUM

To: Ralph Malone, Chief of Staff
Through: Rick Navin, Director
From:
Date: July 22, 1996
Subject: USE OF DEFENSIVE EQUIPMENT

DATE: _____ TIME: _____

EMPLOYEE NAME: _____

PLACE: _____

EQUIPMENT USED: _____

PERSON OR PERSONS INVOLVED:

DESCRIBE INCIDENT: *(List all Defensive Strategies used and their effectiveness)*

cc: Dept. File and Risk Management