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Workplace Conflict Prevention

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The workplace can be an environment of harmony, exciting business prospects, and unfortunately problems. No one likes going to work and being miserable knowing that someone they are not happy with is sitting right across from them, or that a "problem" customer will be back today to stir up more trouble.

But we can't always avoid these problems because the control is not solely in our hands. However, there are steps that we can take to minimize these issues and in some cases even deflect them so the little issues don't become BIG problems.

When you have the flexibility to do so, you should try to avoid run-ins with coworkers or customers that you have issues with. If appropriate, talk with your employer about assigning a different staff member to deal with that particular customer or coworker.

Be careful of the word "NO." There are times where this statement is necessary, but to an agitated person it only inflames the situation. Instead, try being sympathetic or even empathetic to their concerns, without promising something you can't deliver. If it is an overly upset customer it's best to get them out of the business as soon as possible so that their anger does not spill over into violence. One tactic to use is to show concern over their complaints, to say that you will talk to a manager and that you WILL call them back at home. This way you've got them out of the business and you've bought some time to talk to your supervisor and get their advice.



The **red flags** of concern should not be ignored! Occasionally, situations advance beyond a casual disagreement and put employees, customers or visitors in dangerous situations. If you have situations where the person is making threats, talking about acts of violence or making any comments that you believe are a precursor to an aggressive or violent outburst, it's more than time to talk to your supervisor. Addressing these issues early on will many times help to reduce the chances of more significant issues in the future.

Workplace violence prevention begins with awareness and taking appropriate notification steps. Whether it's a caring conversation with a friend or passing the information on to a superior, everyone has a responsibility to do their part in looking out of the safety of the workplace. If in doubt about anything you have heard, seen or witness, report it to your superior and let them know what's occurring.



Red Flags of Concern

New or increased talk of violence against others or new fascination in weapons, inappropriate and racially or religiously charged comments being made about others, acts of theft or dishonesty, use of drugs or unauthorized/excess use of alcohol, bringing weapons to work or newly self-imposed isolation from others. There are countless other "red flags" and it's impossible to list all of them here, but what it comes down to is taking action by reporting issues of concern to your supervisors.

DO NOT HESITATE TO CALL 9-1-1 IF YOU FEEL VIOLENCE MAY OCCUR BY A COWORKER OR CUSTOMER.

Thanksgiving Travels

Whether you are driving down the street for some turkey at grandma's or flying across the country, it's time to think about holiday travel safety during this heavy travel period. Travel includes not only getting to and from your destination safely, but leaving your home secure and being safety conscious while on your trip.

Make your home secure by closing and securing all your doors and windows. Put a light or two on a timer, to make it look and sound like you're home. Don't forget to have a trusted neighbor collect your mail and newspapers and keep an eye out for suspicious activity.

Pack wisely by taking only what you need and leaving the small, valuable items at home. Follow the luggage guidelines set by the airport, airlines and the Transportation Security Administration (TSA) and have an identification tag on each piece of luggage (including carry-ons).

If driving, plan ahead and allow extra time for the drive as there may be traffic delays. If alcohol will be part of the holiday activities be sure you have a designated driver who will not be consuming ANY alcohol and watch out for other family members and friends who may need a ride home who are under the influence of alcohol.

Exploring somewhere for the first time? Do your research and find out what the area is like. Your lodging option, the internet or even the local police department may be able to assist you with advice on where to go and not to go.

Wishing you safe travels this holiday season!

Travel Checklist

At Home

- ☐ Secure doors and windows
- ☐ Lights and radio on timer
- ☐ Mail and papers to be picked up
- ☐ Notify neighbors of absence and provide numbers you can be reached at

Before the Trip

- ☐ Valuables left at home
- ☐ Luggage tags affixed to every piece of luggage (including purses and carry-ons)
- ☐ Luggage complies with TSA regulations
- ☐ Check for any safety concerns for where I'm staying or traveling

During the Trip

- ☐ Carry minimal cash and keep wallet/purse in safe location
- ☐ Be aware, of surroundings and be prepared to react
- ☐ Use in-room or lodging facility safe for valuables
- ☐ Close and secure windows and doors in lodging facility



Home Security 101 - Are you a Door Opener or Silencer?

While burglars do at times target and "scope out" a specific home, in most cases they are simply looking for the easiest target. Let's face it, burglars can be very lazy and would rather walk in through an open door than jump over fences, break windows or pick locks.

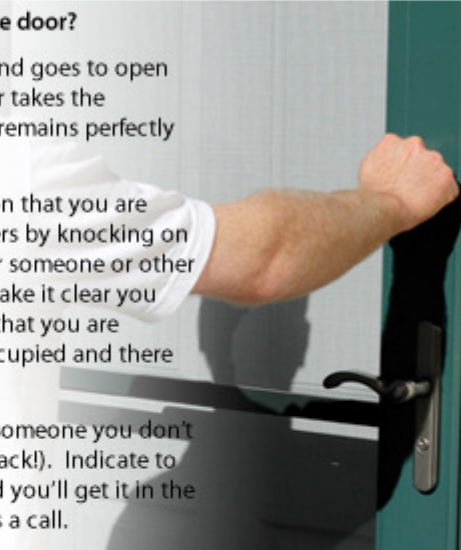
Most burglars are not only looking for easy access, but they are also searching for an unoccupied home. Their goal is to make their move without being seen and certainly without running into you!

What happens when you are home alone and there's a late-night knock at the door?

Are you a Door Opener or a Silencer? A Door Opener is bold and confident and goes to open the door no matter who is there and whatever risks they may pose. A Silencer takes the extremely cautious approach and shuts down the TV, turns off the lights and remains perfectly quiet hoping the late-night visitor will just go away.

The correct response is a little bit of both! You don't want to create the illusion that you are NOT home, because that can be inviting for burglars who are testing the waters by knocking on doors pretending to be someone they aren't (e.g., solicitor, person looking for someone or other play). Once burglars find an unoccupied home, they make their move. So make it clear you ARE home and even if you are home alone, announce out loud in the house that you are "getting the door." You've now told any potential burglar that the house is occupied and there is more than one person inside. Both are excellent deterrents to crime.

Next, view the person at the front door through your door's peephole. If it's someone you don't recognize, talk to them THROUGH the door, without opening it (not even a crack!). Indicate to them that you would like them to leave their information on the doorstep and you'll get it in the morning. If you are concerned about the late night or unusual visitor, give us a call.



Monthly 2do List – Time to Clean Out Our Wallet

The expression "cleaning out our wallet" would make most of think about bills, our children and everyone else that may have interest in getting their hands on the green stuff in our wallets. However, this cleaning won't cost you a cent and it could save you a small fortune!

Our wallets (and purses) can be the collection point for just about every credit card, gift card, ID card or anything else that will fit. Unfortunately, when we lose that wallet or purse, all those items go right along with it. Credit cards and bank cards can be cancelled, but with gift cards you are probably out of luck. Likewise, items of identification (such as social security cards) can be a pathway to a much greater theft. With detailed personal information such as your full name, date of birth and social security number, a thief can make the pain of a missing card or two, much more long-lasting and more time consuming to fix.

Today is the day...

Remove items from your wallet or purse that are not needed except on rare occasions (when you can plan ahead to take them with you):

- ✓ Social Security cards
- ✓ Gift cards
- ✓ Excessive credit cards (take only what you need)
- ✓ Excessive cash
- ✓ PIN (personal identification numbers) and computer login information should NEVER be stored in your wallet or purse!



**THE CRIME PREVENTION CONNECTION
SERVICE TO UTAH POLICE DEPARTMENTS
IS THROUGH A GRANT PROVIDED TO THE
UCOPA BY THE UTAH COMMISSION ON
CRIMINAL AND JUVENILE JUSTICE.**

