

Toolbox Talks

Weekly Tailgate Topic

12-12

DISCUSS WITH CREWS ON [INSERT DATE]

Dealing with Irate and Frustrated Motorists

WORKER

1. Focus on emotions first. Try to remain calm, and try to calm the other person.
2. Try to avoid escalating the situation. Do not argue with motorists. Chances are they will only say one or two words and carry on. Do not return remarks or gestures in retaliation. This will only increase their frustration and anger, and could jeopardize your safety.
3. Try to reason. Find ways to help the irate motorist save face.
4. Listen carefully. Perhaps the motorist has a legitimate complaint or concern. Perhaps together a solution can be arranged.
5. If you cannot calm the person, call the site foreman or superintendent for assistance using the on site communication device.
6. IF AT ANY TIME YOU FEEL THE SITUATION HAS ESCALATED TO THE POINT THAT YOU SENSE YOURSELF OR ANYONE ELSE IS IN IMMINENT DANGER, CALL 911 REQUESTING POLICE ATTENDANCE.
7. File an occurrence report if the situation requires.

SUPERVISOR

1. Assess the scene.
2. Approach in a non threatening way.
3. Listen carefully. Perhaps the motorist has a legitimate complaint or concern. Perhaps together a solution can be arranged.
4. Try to reason. Find ways to help the irate motorist save face.
5. If you cannot resolve the situation, remove your employee and yourself from the area and call the authorities.
6. IF AT ANY TIME YOU FEEL THE SITUATION HAS ESCALATED TO THE POINT THAT YOU SENSE YOURSELF OR ANYONE ELSE IS IN IMMINENT DANGER, CALL 911 REQUESTING POLICE ATTENDANCE.

VANDALISM/THEFT IN PROGRESS IN PROGRESS UPON ARRIVAL

If you interrupt someone vandalizing or stealing equipment, machinery or tools, the following procedure should be followed to prevent personal injury from occurring.

1. If alone, do not attempt to pursue, apprehend, or contain the individual or individuals. Commonly vandals do not work alone as they are in the process of showing off to others. Although you may only see one



person, there may be others close by or hiding.

2. Call for help. Use radio or cell phone to call police. Ultimately this is a crime in process and therefore a police issue. If using a radio to call, instruct other user (i.e. office) you are calling to call police.
3. If not safe, LEAVE. If safe to do so, quickly take note of vehicle (plate #, make, model, colour) and persons (age, sex, height) and leave. Do not stay.
4. File an incident investigation.

CREWMEMBER SAFETY TOPICS