

Safety & Staff Meeting Minutes
October 26, 2023

SAFETY IS A PERSONAL RESPONSIBILITY

MEMBERS PRESENT: Daniel Cunningham, Dylan Beckham, Sandi Clark, Jason Horton, Scott O'Neal, Roy Freeman, Kevin Sublett, Wyatt Rice, Wendy Wiegiers

MEMBERS ABSENT: Tom Ratermann, Virgil Farnen, Roy Freeman, Russ Palmer, Meg Petrillose, Scott O'Neal

FACILITATORS: Daniel Cunningham

De-Escalation while Working with the Public: Cunningham presented several ways to de-escalate tense interactions in the field. Effective methods of de-escalation for crew members include: staying calm and in control of emotions; keeping the lines of communication open using verbal and non-verbal cues (body language, facial expressions); eliminating non-verbal offenses (mindful of body language and expressions); influencing the customer in positive ways by redirecting the conversation; listening to customer concerns and engaging in empathy; and referring customers to contact the office with questions, concerns or complaints.

Equipment Safety: Cunningham reminded the group to perform safety checks on equipment and service trucks before operating them. Kevin Sublett requested a step bar on his service truck.

Accidents or Near Misses: There were no accidents or near misses.

Status of Work-In-Progress

- Repaving parking lot is scheduled for 2024.
- The driver's license review is in-progress.
- The 911 WWTO Address Posting – Brookfield signage was re-posted.

Other Business: Office Announcements and Project Status Updates

- Cunningham reviewed the status of construction progress at Oak Hill and Trade Winds Parkway.
- Sandi Clark reviewed the deployment of DUO Authentication for employees. Any passwords changed can be stored by the BCRSD Custodian.
- Clark advised Ameren MO would be working on meter installations in some areas, creating a temporary but scheduled power outage within the BCRSD service territory.

Old Business: There was no old business.

New Business: The group discussed the Rocky Fork computer tower upgrade. The tower ordered and the negotiation for an installation agreement with the vendor was underway.

Meeting Adjourned at 3:25 p.m.