

Safety & Staff Meeting Minutes
March 28, 2024

SAFETY IS A PERSONAL RESPONSIBILITY

MEMBERS PRESENT: Tom Ratermann, Dylan Beckham, Sandi Clark, Meg Petrillose, Scott O'Neal, Roy Freeman, Virgil Farnen, Daniel Cunningham, Wyatt Rice, Jason Horton, Joe Foster, Wendy Wieggers

MEMBERS ABSENT: Kevin Sublett

De-escalation: Daniel Cunningham reviewed dealing with members of the public and advised that crew should approach customer interactions with care in order to manage conflict resolution. He noted that there is no standard response to customer complaints, as people may be emotional when dealing with infrastructure and property issues.

He recommended crew members use a 3-step method when approaching conflict resolution: 1) control your behavior; 2) try to redirect the customer's emotion; and 3) try to influence the person in a positive way. He recommended staff try to understand what is bothering the customer they can help de-escalate the situation. Customers should have a chance to tell crew their side of the story. He also noted that field crew can redirect complaints to the office. If the situation escalates, call 911 or just leave.

Virgil Farnen added that simply expressing, "I understand," allowing the customer to vent, and then explaining why crew is there has been a helpful approach in the past. He advised that if the complaint is regarding water escaping through the toilet due to the sewer jetting, then explain the customer will be added to the map for advanced notice at the next line maintenance.

Cyber-Security Training from Ninjio Dojo – "Clouded Judgement": The cybersecurity video reviewed cloud drive safety and the importance of not sharing or sending company files to personal cloud accounts for any reason. The District does not currently use a cloud.

Equipment Safety: A layer for sewer jetting concerns (air escaping through toilets) has been requested by Virgil to add to the online maintenance maps, and the Board has approved the proposal. Bartlett & West may distribute updated hard copies of maps after significant updates have been made.

Accidents or Near Misses: There were no accidents or near misses. The group discussed the protocol for "overreach", or reaching far into the pump to get to equipment, especially when working with duplex pump stations. Tom Ratermann reminded crew to ask for help when it is needed.

Status of Work-In-Progress

- ACC Security & Alarm Sensor Cleaning – Completed 8/28/2023
- The driver's license review was completed December 2023.
- The 911 WWTO Address Posting – Brookfield signage was re-posted.

Other Business: Office Announcements and Project Status Updates

- Daniel discussed the Estates and other works-in-progress
- Wendy Wieggers discussed Anthem and the Sydney app that has insurance cards and benefits available online. She noted Principal offers assistance with wills and other benefits, and she will send that information to staff.

Old Business: Virgil noted that the District took down the entry level operation position because of the number of candidates. The Lead Operator position was posted on Indeed.com and a copy is posted in the shop.

New Business: There was no new business.

Meeting Adjourned at 2:55 p.m.