

Team Topics - February 2021

SERVICE EXCELLENCE - PROFESSIONALISM

Here are some past MVPs dealing with the first PROACTIVE principle.



Deputy Chief James Miller did an outstanding job assisting Haywood County and the Jonathan Creek Fire Department as they mourned the loss of Captain Claud Messer. D/C Miller responded to Haywood County several times as a peer support specialist and as part of the Henderson County Incident Management Team. He assisted with the funeral services and never hesitated to assist wherever needed.

A citizen wrote in to thank Officer Garret Gardin for helping with her middle school daughter and motivating her to attend school. She said he always approached the situation with patience telling her to 'treat school like a job, show up and give it all you have' and reminded her of accountability and being responsible. "Thank you Officer Gardin! We never had the opportunity to tell you that your advice and ability to control the situation with professionalism truly helped us!!!"

Due to snow and such, the Water Operations office needed help answering phones. Austin Williams and Brentley Orr changed their lunch schedule, came in to handle phones and create work orders. Brentley also stayed an hour and a half later than his normal schedule to answer phones.

Mike Cantrell, Public Works, noticed one of the trash trucks was short a man and decided to pull off his route and jump on the truck to help the guys out and relieve them. Then jumped back on his truck to complete his route in a timely manner.

SAFETY - BLOODBORNE PATHOGENS (BBP)



Through job hazards, many of our employees can be exposed to bloodborne pathogens such as Hepatitis B, HIV, and others. The City's nine-page policy and exposure plan are located on the City's HUB under Safety, OSHA Policies. Police, Fire, Water/Sewer and Public Works employees can come into contact with these organisms through human encounters (bites, spit), needles, trash pick-up, cleaning city facilities, contaminated water, sewage processing and such. While HIV cannot live long outside, the Hepatitis B virus can live up to two weeks on a surface.

Anyone who has exposure must report this to their immediate supervisor and initiate an incident report. If not life threatening, encourage cuts or needle sticks to bleed freely, then flush exposures with water. Visit the Urgent or ER if the injury is more serious. If needed to clean an area of potential BBP, wear gloves and use one part bleach to ten parts water.

All employees should treat unknown substances as if they could be contaminated. This is called using Universal Precautions. The City supplies Personal Protective Equipment (PPE) to keep employees safe. Ask for new if damaged.

OSHA requires that all employees listed as having the potential for BBP exposure have the Hepatitis B vaccination made available to them. The Heb B vaccination is a series of three shots and should start within ten days of initial assignment. Employees not wishing to receive the Heb B series may sign a waiver.

