

U.S. Department of Agriculture Forest Service	1. Work Project / Activity Making Public Contacts	2. Location George Washington & Jefferson National Forests	3. Unit All Units of the George Washington and Jefferson National Forests
JOB HAZARD ANALYSIS (JHA)	4. Name of Analyst Gwendolyn Mason, Megan Cirullo, Plinio Beres, & Matthew Helt	5. Job Title Public Affairs, Volunteer, & Recreation Program	6. Date Prepared 2024-03-11
Required Standards and General Notes	Neat appearance and professional demeanor with an identifiable uniform are good foundations of making positive public encounters. Depending on the role, having a familiarity with Authority of the Resource Technique or conflict resolution training may be beneficial. Use active listening.		
Required Personal Protective Equipment	Carrying tools which can be used to diffuse and deflect – Generally the public is not intimidated by an employee picking up trash or doing trail work. Carry trash grabbers with a bucket OR a long handle trail tool. Both are good to deflect dogs and aggressive people.		
Tools and Equipment	Cell phone, radio, and/or SPOT device		
Available Training	USFS TD – Keeping Frontliners Safe and Secure		
7. Tasks/Procedures	8. Hazards	9. Abatement Actions Engineering Controls*Substitution*Administrative Controls*PPE	
General Public Contact/Information Dissemination	Complacency	<ul style="list-style-type: none"> ● Ensure vehicles are operating properly and equipped for the day. ● Do NOT share your itinerary with forest visitors. ● Be aware of your immediate surroundings and circumstances. ● Maintain a safe distance from the forest visitor and maintain an escape route. ● Adhere to check-in/checkout procedures and/or notify supervisor of destination and expected return time. <ul style="list-style-type: none"> ○ Notify supervisor of destination and itinerary changes. ○ When communicating with the Virginia Interagency Contact Center (Dispatch), request a Status Check (“I am going to approach a forest visitor to provide <i>Leave No Trace</i> camping information. I will check back within 10 minutes”). ● Ensure that communications equipment is operating properly, and that contact can be made with radio, cell phone or satellite phone. Batteries should be charged. Carry-back up supplies. ● Review District and/or Forest Office Security Plan ● Before returning to your vehicle, observe the area for any disturbance, or suspicious individuals. 	
	Violent, intoxicated, armed individuals	<ul style="list-style-type: none"> ● DO NOT engage individuals or groups when the following situations are present: <ul style="list-style-type: none"> ○ Firearms are involved and presented in a threatening manner ○ Alcohol or drugs are involved ○ Suspicious or strange behavior is observed 	

		<ul style="list-style-type: none"> ○ Verbally abusive language or threats are involved ● Or you are uncomfortable with the contact based on experience, training, or gut instinct
	<p>Speaking with forest visitors who are nervous speaking with you.</p>	<ul style="list-style-type: none"> ● Size up the situation before approaching to determine if it's safe to engage ● Do not engage individuals who appear to be under the influence of drugs or alcohol. ● Be identifiable as a volunteer, employee or partner in an official capacity. Your clothing should be clean and neat. Even after clearing trails, a dirty shirt can be tucked in and made presentable. Or keep a clean uniform shirt in the truck. Wear the uniform correctly. ● Introduce yourself in your official capacity. ● Greet them with friendly chatter - "hello" or "Are the fish biting today?" ● FPO's must be in full dress uniform when issuing a Written Warning or Violation Notice. Non-FPOs, be aware that forest visitors will not be as compliant when you are wearing casual clothes. You may only be able to provide information to a forest visitor. ● Carry identification, such as a business card. Ranger District business cards are a GREAT tool to carry with you. They should include the main office phone number and the forest website. Give these out to visitors with questions or concerns which you cannot address, or if they would like more information. ● Be respectful of occupied campsites. Ask permission to enter and identify yourself as "<i>US Forest Service, May I enter your camp?</i>" If a campsite is empty despite presence of equipment, identify yourself <i>out loud</i>, prior to entering an empty campsite.
	<p>Encountering Frustrated and/or Agitated Visitors</p>	<ul style="list-style-type: none"> ● <i>Maintain your personal space. Have an escape route.</i> ● If you perceive a risk, do not engage with visitors. ● Do not turn your back on an angry visitor until you feel safe to leave. ● If an individual appears to be under the influence of drugs or other intoxicants, do not make contact. Leave the area. ● If you have a radio, cell phone, or other communication device, transmit your location. Even if you don't have signal, give the impression that you're in contact with others. ● If you feel safe, listen to their concerns. Be courteous and helpful. Do not argue. Educate visitors about rules; don't dictate to them. ● Non-FPO's can share rules or Leave No Trace Principles as best practices, even though they are not enforceable. ● Use language and strategies that will de-escalate the situation.

		<ul style="list-style-type: none"> ● If the visitor disagrees with policy, refer them to the District Ranger or Forest Supervisor. As time allows, follow up with your District Ranger or Forest Supervisor to give them a heads up about a potential for angry phone call. ● After disengaging, write down information about the encounter and provide to your supervisor and/or Law Enforcement. ● When encountering a group of visitors, be aware of the number of people present, their location and their demeanor. ● If you are alone and you observe intimidating behavior, do not make contact with a group. Leave the area. ● If you feel safe addressing the group, request to speak to just one individual. Have that one person come to you. <i>“Good afternoon folks. Which one of you made the reservation for this campsite? May I speak with you for a moment?” ...”</i> <i>Who is the driver of this vehicle? May I speak with you for a moment?”</i>
	Physical Assault and Random Acts of Violence	<ul style="list-style-type: none"> ● Violence occurs at different levels of intensity, and usually increases over time. To prevent violence from happening, pay attention to the work environment, recognize the signs of possible violence early, and take all necessary actions to reduce the risk to life and property. ● Violent people may come from inside or outside your organization. ● You symbolically represent the Federal Government. As a result, you may be targeted by someone angry with unrelated federal agencies, the President or government in general. ● Travel in groups of two or more whenever possible. ● Avoid areas of known conflict. ● Take precautions to address special situations such as protest days or employee terminations. ● If a situation becomes dangerous or threatening, leave the area. <ul style="list-style-type: none"> ○ Once you have left to a safe distance, write down the significant details of the incident as soon as possible. ○ Notify law enforcement or emergency personnel. ● Be intentional with your actions. You may feel intimidated, but act in control. ● Never get into a private vehicle. If you are stranded, radio for help, stay in your vehicle until help arrives. ● If you meet individuals on isolated roads, stay in your vehicle, let them approach you.
	Uncontrolled Pets (Usually Dogs) or Livestock	<ul style="list-style-type: none"> ● Ask owner to restrain animal or livestock before beginning conversation. ● Do not reach your hand out to pet an animal. ● Do not stand behind livestock.

		<ul style="list-style-type: none"> ● If you are attacked by a pet and the owner is not present (or not taking action), defend yourself. Use your tool or boot to kick the dog in the nose or crotch. As a last resort, offer your non-dominant arm to a dog which is actively biting you. Use your dominant arm to continue defending yourself. 	
Forest Visitor Reporting an Incident	Lack of Information	<ul style="list-style-type: none"> ● If possible, have the person stay on scene until Law Enforcement arrives. ● Record questions (Who, What, Where, When, Why & How,). ● Ask for multiple ways to contact the forest visitor (phone, email, physical address). FPOs should use an Incident Report form to document incident details. 	
Forest Protection Officer making public contact – Non FPOs should follow these guidelines as well as attending additional training	FPO requirements	<ul style="list-style-type: none"> ● FPOs must attend FPO refreshers each year. ● DO NOT make enforcement contacts after dark unless accompanied by a Forest LEO or other commissioned officer. ● Never attempt vehicle stops for any type of vehicles. ● Thoroughly size up any situation prior to moving in to make contact. ● When leaving the vehicle, notify dispatch (or local unit) with location and nature of contact. When done with contact, clear with dispatch. ● If you feel threatened or unsafe during any contact, retreat to a safe position first; then request Law Enforcement assistance by calling 911. 	
10. Line Officer Signature		11. Title	12. Date

JHA Instructions (Reference-FSH 6709.11and.12)

The JHA shall identify the location of the work project or activity, the name of employee(s) writing the JHA, the date(s) of development, and the name of the appropriate line officer approving it. The supervisor acknowledges that employees have read and understand the contents, have received required training, and are qualified to perform the work project or activity.

Blocks 1,2,3,4,5, and 6: Self-explanatory.

Block 7: Identify all tasks and procedures associated with the work project or activity that have potential to cause injury or illness to personnel and damage to property or material. Include emergency evacuation procedures (EEP).

Block 8: Identify all known or suspect hazards associated with each respective task/procedure listed in Block 7. For example:

- a. Research past accidents/incidents
- b. Research the Health and Safety Code, FSH 6709.11 or other appropriate literature.
- c. Discuss the work project/activity with participants
- d. Observe the work project/activity
- e. A combination of the above

Block 9: Identify appropriate actions to reduce or eliminate the hazards identified in block 8. Abatement measures listed below are in the order of the preferred abatement method:

- a. Engineering Controls (the most desirable method of abatement). For example: ergonomically designed tools, equipment, and furniture.
- b. Substitution. For example: switching to high flash point, non-toxic solvents.
- c. Administrative Controls. For example: limiting exposure by reducing the work schedule, establishing appropriate procedures and practices.
- d. PPE (least desirable method of abatement). For example: using hearing protection when working with or close to portable machines (chain saws, rock drills, portable water pumps)
- e. A combination of the above.

Block 10: The JHA must be reviewed and approved by a line officer. Attach a copy of the JHA as justification for purchase orders when procuring PPE.

Block 11and12: Self-explanatory

Emergency Evacuation Instructions (Reference FSH 6709.11)

Work supervisors and crewmembers are responsible for developing and discussing field emergency evacuation procedures (EEP) and alternatives in the event a person(s) becomes seriously ill or injured at the worksite.

Be prepared to provide the following information:

- a. Nature of the accident or injury (avoid using victim's name).
- b. Type of assistance needed, if any (ground, air or water evacuation).
- c. Location of accident or injury, best access route into the worksite (road name/number)
- d. Radio frequency(s)
- e. Contact person
- f. Local hazards to ground vehicles or aviation
- g. Weather conditions (wind speed & direction, visibility, temp)
- h. Topography
- i. Number of person(s) to be transported
- j. Estimated weight of passengers for air/water evacuation

The items listed above serve only as guidelines for the development of emergency evacuation procedures.

JHA and Emergency Evacuation Procedures Acknowledgement

We, the undersigned work leader and crewmembers, acknowledge participation in the development of this JHA (as applicable) and accompanying emergency evacuation procedures. We have thoroughly discussed and understand the provisions of each of these documents.

Signature Date

Signature Date

Work Leader	

