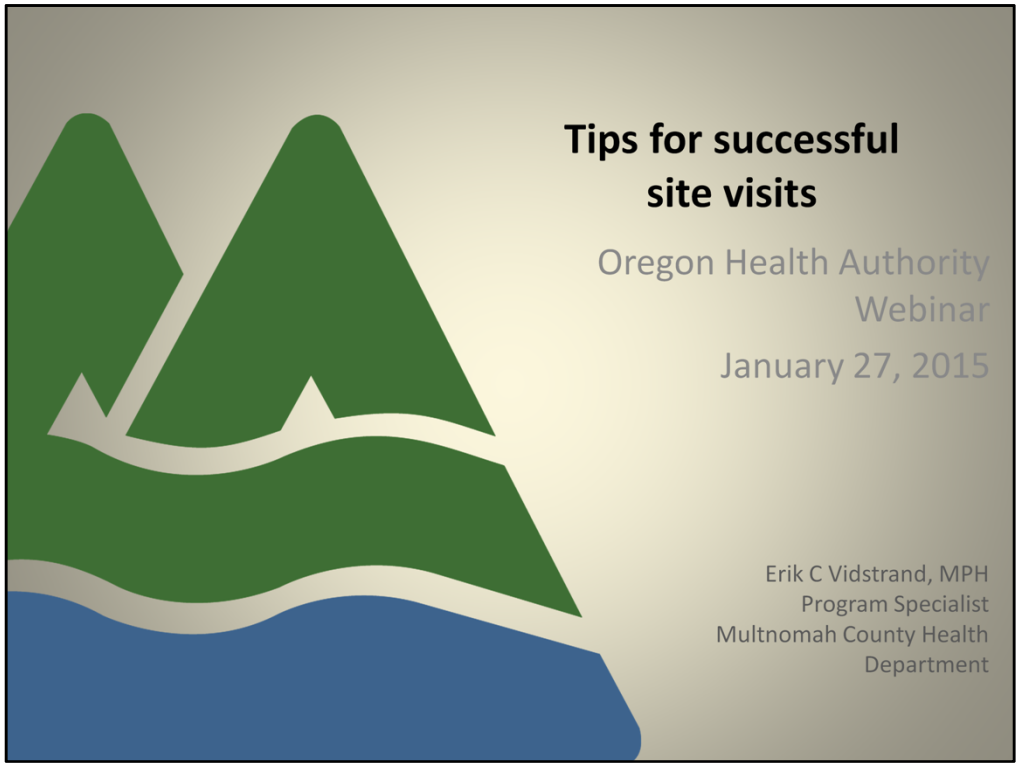
Tips for successful site visits
Oregon Health Authority Webinar
January 27, 2015
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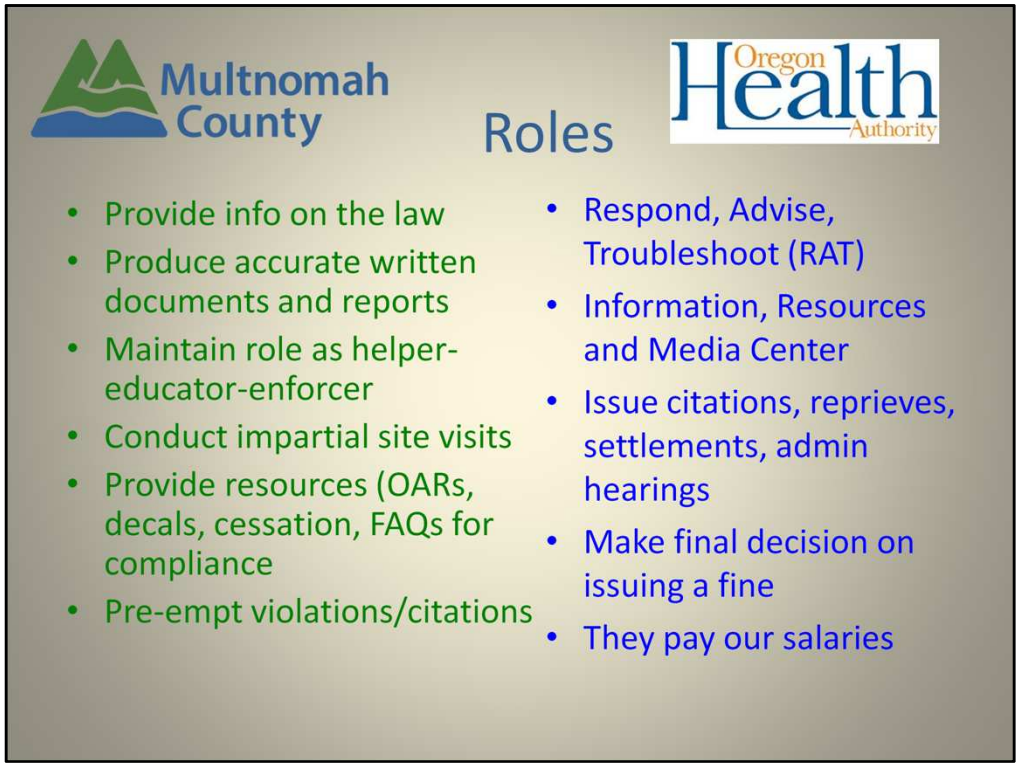
Multnomah County Health Department

Desired Outcomes

The participant will have a clearer understanding of…

- Protocols for completing successful site visits
- Support needed for successful site visits
- Laughter


Multnomah County
Roles
Oregon Health Authority
• Provide info on the law
• Produce accurate written documents and reports
• Maintain role as helper-educator-enforcer
• Conduct impartial site visits
• Provide resources (OARs, decals, cessation, FAQs for compliance
• Pre-empt violations/citations
• Respond, Advise, Troubleshoot (RAT)
• Information, Resources and Media Center
• Issue citations, reprieves, settlements, admin hearings
• Make final decision on issuing a fine
• They pay our salaries

Before the Visit

- Research
- Days and Hours of Operation
- Complaint Information
- Timing
- Google map it
- Co-Pilot

I bring a copy of the IRL if this is the first visit.
(e.g., happy hour, almost closing, etc.
(make sure you're in the right county ☺

Verifying complaint

"Why are you here?"

- Hallway was full of smoke coming out of a cigar bar.
- A bar has erected a canopied smoking tent 3 feet from our daughter's bedroom window.
- The airport construction crew smokes "here and there" on the job.
- This morning we came in to open our grocery and notice the stench of cigarette smell in our office and food storage

Site Visit Checklist

Tape Measure	Appropriately dressed	Phone
I.D.	Business Cards	Notebook Ballpoint pen
Sense of Humor	Updated file on case	Brochures Decals Posters
Educational Material	Map GPS	Camera

Safety (Act and Aid)

- Awareness
- Common Sense
- Taking a partner
- Assess Situation
- In/Out Board
- Diffusing Hostility

Observations

- Look
  - Outside
  - Inside
  - Employees Only
  - Private Offices
  - *Basements*
- Inquire
- Listen
- *Collaborate* on remedial Plan
- Documentation

Violations

No smoking
within 10 feet
Under Oregon's Smokefree Workplace Law this business is smokefree (ORS 433.835-870, effective January 1, 2009). Smoking is not allowed within 10 feet of building entrances, exits, windows and air intake vents.
For information and complaints:
1-866-621-6107 or www.healthoregon.org/smokefree
Want to quit smoking?
1-800-QUIT-NOW (784-8669) or 1-877-2NO-FUME (Español)
SMOKEFREE
oregon

Signage

NO SMOKING
OREGON'S SMOKEFREE WORKPLACE LAW

NO SMOKING

NO
SMOKING
Section 1. ORS 433.845:
"No person shall smoke or carry any lighted smoking instrument in a public place (+, or within 100 feet of the entrance to a public place.)"

No Smoking
When windows and doors are open

Ashtray receptacles
NO SMOKING

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Enclosed Areas

Legal or

Illegal?

Legal
APR 16 2009

Encounters

- Friendly
- Cynical
- Hostile
- Defiant
- Ignorant

•Park safely
• Ask for person-in-charge (PIC)
• Introduce yourself while showing county ID.
• Role and reason for visit. *"You guys were in here yesterday!"*
• Tone (professionalism, calm, assertive, good listener).
• Use neutral body language (visible hands, arms uncrossed, smile)

Situations*

** Real Quotes*

- **Lack of Importance**
  - "Go arrest drug dealers!"
  - "Get a real job!"
- **Misinformation**
  - "My OLCC agent said we were certified."
  - "The state said my place was legal."
  - "You guys were in here yesterday!"
- **Testing the system**
  - "You're going to need a search warrant."
  - "Go ahead and fine me."
- **Intimidation**
  - "Who pays you?"
  - "Hey, everyone; the Health Nazi is here!"
  - "You'll be hearing from my lawyer."
  - "Just get out!"
- **Above the law**
  - "This is my private office ."
  - "The state said my place was legal."
- **Your story here!**

Add Smoking police. When I said I was a health educator, not a cop, the owner said, "Hey everyone the professor is here."

You could even be on TV!!

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Remedial Plans

- “Just the Facts, Ma’am.”
- Paperwork needs to match WEMS
- Collaboration
- The spiel
- Failure to sign or cooperate

Site visit checklist (go over with PIC)

- Do you understand all items needed to complete a successful remediation plan (if violations) and by when?
- Do you want a copy of OARs or where to find it online?
- Further resources needed?
- Next steps (follow-up after 15 days – up to a month after that); case could go to state if violations have not been corrected, etc.)
- Discuss money (not bribes), potential citations.
- Confirm *exact mailing addresses* of business and owner.
- List questions PIC may have and determine timeline to get answers if unable to do so at visit.
- Leave a business card, and if needed, phone number of supervisor.
- Other_____

(decals, table tents, copy of IRL).

May have to go at a different time, (weekend, closing), send some one else in

Citations
“Oh no; now what!!?

- Possible meetings with….
- Supervisor (for sure)
- Enforcement Team (we have one)
- Director (cc’d on notification)
- County Counsel

…and finally

- Each case is different
- Each owner, manager, business is different
- It gets easier
- Support team
- OHA
- There's always an opening in accounting
- Retirement is not too far away!

Interesting site visits (if time)

- Big Dig
- Shipyard
- Airport
- Adult Entertainment Center
- Ma & Pa businesses
- Night club

Good Luck!

I am here!