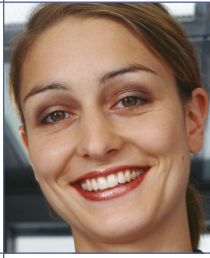


# REALTOR® Safety at Work, at Home, on the Road Presentation



The following safety presentation can be used during REALTOR® Safety Week, new-member orientation or any time you find it appropriate to refresh awareness about safety and your Association's policies and procedures.

Of course, for brokers, prior to holding a safety presentation, every agency should have policies in place that will enable the safety behaviors to be easily adopted by the agents. Office Safety Tools are included on the CD-ROM in this kit to help facilitate the implementation of sound policies and procedures.

The presentation's two-column format provides step-by-step instructions, along with suggested talking points. Handouts (also in this section) will help guide discussion and provide ongoing reference tools for attendees.

## Section 1: Introduction

Instructions	Talking Points
<p><i>Review objectives that you wrote on flip board or chalk/dry-erase board.</i></p>	<p>Welcome to this special presentation promoting REALTOR® safety. By the end of this meeting, we should all have a better understanding of:</p> <ul style="list-style-type: none"> <li>• Safety concerns that are unique to our profession.</li> <li>• REALTOR® safety at work, at home, on the road.</li> <li>• Actions we can take to incorporate safety awareness into our lives.</li> </ul>
<p><i>Introduce safety theme.</i></p> <p><i>Distribute "Learn From Others' Experiences" handout.</i></p>	<p>As you know, every year REALTORS® nationwide are threatened, robbed, or physically or sexually assaulted while fulfilling the everyday requirements of their jobs. Some even lose their lives. This handout, "Learn From Others' Experiences," contains real-life examples; by learning from these unfortunate and sometimes tragic incidents, we can make adjustments to the way we do business as REALTORS® and avoid violent crimes. And remember that attacks can happen regardless of gender; we all need to follow precautions.</p>

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## Activities to help raise awareness.

## Section 2: Safety at Work

Instructions	Talking Points
<p>Show “Don’t Be a Victim: Personal Safety for REALTORS®” video.</p> <p>You received a copy as part of last year’s REALTOR® Safety Week Kit, and again this spring as part of the 2004 Member Orientation Kit.</p> <p>Additional copies of the video can be ordered for \$12 through Newcomb Marketing Solutions at 1-800-921-1221 (Item #V150-50).</p>	<p>Let’s watch a short video on REALTOR® safety produced by the NATIONAL ASSOCIATION OF REALTORS®.</p>
<p>Write responses on flip board or chalk/dry-erase board. These might include:</p> <ul style="list-style-type: none"> <li>• Working alone in the office, sometimes early in the morning or late at night</li> <li>• Entering or exiting the office on your own</li> <li>• Meeting unknown individuals for the first time</li> </ul>	<p><b>SAFETY AT WORK—AT THE OFFICE</b></p> <p>Today we’ll be discussing safety at work, at home and on the road. Let’s begin by discussing your safety on the job.</p> <p>What are the some of the safety concerns you might encounter when you are working at the office?</p>
<p>Distribute “Safety Scenarios” handout.</p>	<p>Now we’re going to discuss some possible high-risk situations and how to deal with them or avoid them altogether. Let’s review Safety Scenario 1. [Attendee], would you please read that paragraph?</p> <p><i>“Marcos stopped by the office one night to prepare materials for the following day’s appointments. The office was dark and locked when he arrived. After letting himself in, he went to the back room to make photocopies. Suddenly he heard the front door open. Thinking it might be another agent, he called out, ‘Hello?’ No one answered.”</i></p>
<p>Write responses, which might include:</p> <ul style="list-style-type: none"> <li>• Go quickly to a room with a door and lock it</li> <li>• Say in a loud voice “Frank or John, see who’s at the door and tell them to come back in the morning,” then escape</li> <li>• Escape through a back door</li> <li>• Call 911 or local emergency number</li> </ul> <hr/> <ul style="list-style-type: none"> <li>• Arrange schedule to be at office during times when others will be there</li> <li>• Take a companion with him or let someone know his plans</li> <li>• Drive around the parking lot to make sure no strangers are around</li> <li>• Keep a charged mobile phone, programmed with emergency numbers, with him at all times.</li> <li>• Lock the front door behind him</li> </ul>	<p>If you were Marcos, how would you respond in his situation?</p> <p>What steps could Marcos have taken to prevent this type of situation?</p>

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## Section 2: Safety at Work (continued)

Instructions	Talking Points
Distribute "Fight or Flight?" handout.	As you read through this handout, what suggestions do you think might have been applicable to the story we just read?
Write down responses. <ul style="list-style-type: none"> <li>• Working alone</li> <li>• High-publicity event</li> <li>• Unknown prospects, multiple prospects in the house at one time</li> </ul>	<b>SAFETY AT WORK—OPEN HOUSES</b> Before we move on to safety at home, let's talk about your open house safety concerns. What are they?
Hand out "Safety at Open Houses" flyer. Ask different attendees to read the suggestions.	Let's review these suggestions for "Safety at Open Houses."  What other suggestions do you have for making open houses safer?
	What other questions or comments do you have on safety at work?  Let's take a 10-minute break now. When we come back, we'll discuss REALTOR® safety at home and on the road.

### 10-MINUTE BREAK

## Section 3: Safety at Home

Instructions	Talking Points
Write down responses. These might include: <ul style="list-style-type: none"> <li>• Working alone or coming home to an empty house</li> <li>• Fire</li> <li>• Burglary</li> </ul>	<b>SAFETY AT HOME</b> Welcome back. Let's shift gears here and talk about safety at home.  How many of you have offices in your home? How many of you do a lot of your work at home?  Nearly all of you! What are some of the safety challenges associated with your home office?
Write down responses. These might include: <ul style="list-style-type: none"> <li>• Call the police</li> <li>• Don't enter the house until after the police arrive, since the intruder may still be there</li> </ul> <hr/> Write down responses. These might include: <ul style="list-style-type: none"> <li>• Make sure all doors and windows are locked whenever leaving the house</li> <li>• Turn on alarm system</li> </ul>	Please turn to Safety Scenario 3. Who would like to read that for us?  <i>"Husband and wife REALTORS® LaMont and Denise returned home one afternoon after attending an open house. As they came around the corner, they noticed that the back door to their home was open."</i>  If you were LaMont and Denise, what would you do in this situation?  Are there steps they could have taken to avoid this situation?
Distribute "Safety at Home" handout.	As you read through these "Safety at Home" guidelines, which ones would have been helpful in the last example?  What additional tips would you add?

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## Section 4: Safety on the Road

Instructions	Talking Points
<p>Write down responses. These might include:</p> <ul style="list-style-type: none"> <li>• Weather-related challenges</li> <li>• Road rage</li> <li>• Mobile phone distractions</li> <li>• Getting lost</li> </ul>	<p><b>SAFETY ON THE ROAD</b></p> <p>Our final area of discussion will focus on safety on the road.</p> <p>Does it feel sometimes like you live in your car? As REALTORS®, you spend a lot of time driving. What are some of the safety issues you face each day as you travel?</p> <p>Have you ever had any out-of-the-ordinary experiences on the road? Or felt uneasy about transporting a client in your car? How did you handle the situation?</p>
<p>Write down responses. These might include:</p> <ul style="list-style-type: none"> <li>• Is this a new client or an unknown one?</li> <li>• What time of day is it?</li> <li>• What does your gut tell you?</li> <li>• Before letting him in the car, call the office in front of him</li> <li>• Tell the office what you're doing, who you're taking, where you're going</li> <li>• If you don't feel comfortable, say you're heading the opposite direction for another appointment</li> <li>• Offer to wait outside with him until a cab comes</li> </ul>	<p>Let's read Scenario 4 and discuss it. [Attendee], would you read for us?</p> <p><i>"While you're on the way to a showing, a client calls to report that he has car trouble and will be late for the scheduled appointment. After securing his car and hailing a cab, he arrives within 15 minutes, and you have an enjoyable conversation while showing him the property. In the course of the conversation he learns that you live on the same side of town. As you are walking out he casually asks you for a ride home."</i></p> <p>What would you do?</p>
<p>Distribute "Safety on the Road" handout.</p> <p>Read and discuss the suggestions.</p>	<p>Although it is rare, REALTORS® have sometimes found themselves in serious danger while driving. For some ideas on how to handle potentially high-risk situations, let's review these "Safety on the Road" guidelines.</p>
<p>Show "Smart Drivers Talk Safely<sup>SM</sup>" video by NAR REALTOR VIP® Alliance Program partner Nextel and their vendor partner Televigation, Inc.</p>	<p>Our mobile phones are as much a part of our lives as our cars. Unfortunately, many people use "drive time" as "phone time"—often not the safest combination.</p> <p>NAR REALTOR VIP® Alliance Program partner Nextel and their vendor partner Televigation, Inc. have sponsored a new video on mobile phone safety. Let's watch it together now.</p>
<p>Give attendees a chance to share ideas.</p>	<p>What changes do you plan on making as a result of seeing that video?</p>
<p>Distribute "10-Second Rule" handout.</p>	<p>Before we close, let's review the last handout: "10-Second Rule."</p>
<p>Respond to attendees' questions.</p>	<p>What final comments or questions do you have on safety at work, at home, or on the road?</p>
	<p>I appreciate your attendance and participation here today. Review these materials from time to time. Your continued safety is a top concern for this Association. We hope you'll continue to look for ways to stay safe at work, at home and on the road. Thank you.</p>

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