

Levels of Customer Care and Privacy

Every situation a Crime Scene Cleaner comes across is unique. Although there are tried and true procedures that remain the same throughout the remediation process, there isn't a one-size-fits-all approach for the level of care needed in customer service interactions on scene.

Often, the presence of any first or last responders in somebody's home can be nerve-wracking despite best efforts towards comfortability. Whether welcomed with open arms or merely tolerated, Crime Scene Cleaners have the task of remaining both compassionate and professional towards customers in the midst of a traumatic incident. Setting boundaries early is key, and remaining observant as well as respectful toward others on scene will help pave the best approach for customer service.

Every person connected to the situation will manage their grief or stress differently, and being able to gauge customers in crisis is a skillset Crime Scene Cleaners are constantly honing. It is common for people on-site to shed tears, become angry, and even make jokes or share personal stories. A family member on-site or a customer may even speak ill of the deceased or make inappropriate comments as a coping mechanism. This is okay for the family to do; however, a technician should never make jokes with the customer (or anyone else) about the situation as a means to relate to them. Emotions often change, and technicians are professionals, not family—and it is okay to set this boundary openly. Being able to empathize with and recognize customer behavior related to the situation and the five phases of grief often helps to create the framework for customer and technician interactions.

Some customers will want to leave while technicians are working, while others will want to stay inside the home or nearby. Some may even try to help. It is not uncommon for technicians to give small tasks to customers who insist on helping to empower them while also keeping them out of harm's way. There are also customers who may not want to interact with technicians outside of necessity, while others will want to talk throughout the entire process. None of these instances are wrong or judged by technicians. In cases where the conversation is impeding the ability to work, a team member will redirect the customer away from the other technicians and create a boundary or offer more appropriate times to talk, such as on breaks or during a walk-through.

Families in need of extra privacy can often be accommodated. Biohazard professionals can offer to show up in unmarked vehicles without business information or logos available to the public. Technicians can carry their supplies and equipment into backyard areas or private patios and work directly with the customer about access to the space. Curious neighbors or journalists will always be redirected to the homeowner or management and asked to leave. There are also other creative ways to maintain privacy, such as performing work during daytime hours when most people are at work, utilizing large storage bins to disguise the removal of waste, and self-hauling non-hazardous trash or furniture to the dump instead of using a dumpster placement out-front.

Reaper Clean, Fresno's local biohazard remediation service in the Central Valley, is made up of a team of Crime Scene Cleaners who want to be open and honest with the public about biohazard situations and the multiple issues they come across in their line of work. However, first and foremost, they are dedicated to providing a biohazard service suited specifically to the families that they are serving. Reaper Clean's advocacy between jobs and story-telling through the profession of Crime Scene Cleaning will never supersede the needs of a customer in crisis on scene.

For more information about Reaper Clean, go to www.reaperclean.com, email

The Fresno Flyer – ON THE SCENE – February 2024

onthescene@reaperclean.com, or follow on Facebook, Instagram, or Tiktok @reaper_clean.