

QUALIFICATIONS	SPECIFIC TRAINING	REFERENCES
Knowledge and understanding of this work instruction.	Staff training Days- awareness training	

TASK	METHOD	HAZARD	CONTROL MEASURES
Worker to be aware	Always be aware of your surroundings and where the exits are in the client's home. Do not park in the driveway.		
Worker to carry phone and keys	Always ensure your phone and keys are on your person in case you need to depart urgently.	Inability to depart or call for assistance	Staff awareness
Worker to have the office number in your phone	Enter the office number as "Dr Green". That way if the aggressor looks at your phone it will come up as Dr Green, not Westmont.		
If the worker is trapped in the home or feeling unsafe	Advise care recipient you need to call your Doctor to cancel an appointment. When answered, ask " Is this Dr Greens surgery? ". This will prompt action from the office staff.		
Office procedure	Whoever answers the phone, needs to place hand over mouthpiece and call out " Dr Green " to warn other staff in the office. In a quiet voice, ask questions that require a yes or no answer to determine urgency, such as: <ul style="list-style-type: none"> • Do we need to call Police? • How many people present? • Do they have a weapon? • Is it a knife? • Is it a gun? • Can you get out of the house? • Can you get into a safe room and lock the door? 	If aggressive person is listening they may hear the office asking questions, thus use a quiet voice	Staff awareness
Office staff to call Police	As soon as worker calls Dr Green another office staff member must locate where the worker is and the address, and call the Police whilst the worker is on the phone.		
Worker safety	If you cannot leave the home safely, lock yourself in a room or try to ensure there is an item of furniture between you and the aggressor until the Police arrive.	Risk of injury to worker	
Worker to document	Complete an Adverse Event Report Form.		
Follow up	Follow up with counselling to deal with any potential health issues resulting from the experience.	Could be Post Traumatic Stress	