

Home Visiting Emergencies and incidents



Violent or threatening situations

If during a home visit you feel at all threatened the following may help to defuse the situation.

- Stay calm. Speak slowly, clearly and gently.
- Avoid direct eye contact.
- Remind the person who you are and that you are there to support them.
- Don't contradict or try to touch an angry person.
- Position yourself near an exit.
- Suggest a visit later.
- Keep distance and/or furniture between you and the other person.
- Avoid aggressive body language, e.g. crossed arms, hands on hips, pointing your finger at anyone.

Leaving the situation

- If you are at risk of harm you should leave as soon as possible. Step back to create space, and then back away quietly.
- If you have concerns for your safety and are unable to leave, contact the police or a colleague. If possible, state your concerns or the agreed organisational code words that indicate an emergency.

If a call is received from a staff member at risk:

- Check the address
- Ask the nature of the crisis
- Ask what is needed or expected
- **If you hear the code words, call Emergency on 000**

After an incident

- Ensure there is no longer any danger present. If there is still concern, then immediately contact the police and/or ambulance and your manager.
- Seek medical treatment for yourself if required.
- Request debriefing, support and/or ongoing counselling for self if required.
- Ensure that an incident report is completed within 24 hours and assessed by management.
- Management should provide support to the consumer as required.
- Conduct organisational review in order to learn better ways to prevent and manage incidents in the future.
- Ensure findings of reviews are incorporated into training.

Medical emergencies

- Check that the vehicle contains a first aid kit before leaving the office.
- If a medical emergency arises while you are on a home visit call 000 and wait for help.