

## HOME VISIT PROTOCOL SCHOOL OF PSYCHOLOGY

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<b>AUTHORISED BY:</b>	Head of School School of Psychology
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<b>RELATED DOCUMENTS:</b>	Work Health and Safety Act 2012 (SA) Work Health and Safety Regulations 2012 (SA)
	These documents can be viewed at <a href="http://www.legislation.sa.gov.au">http://www.legislation.sa.gov.au</a>
<b>IMPLEMENTATION &amp; REVIEW:</b>	School of Psychology HSW Committee

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### 1. INTRODUCTION

The School of Psychology has a duty of care to provide a safe working environment and safe systems of work for all personnel within the workplace as required by Work Health and Safety Act 2012 (SA). This protocol is designed to provide a clear and simple process for all aspects of Home visits.

This protocol is applicable to research activities undertaken by School of Psychology staff and students involving visits, interviews or clinical assessments in private homes (Home visits). The protocol provides a documented procedure to ensure all hazards are identified and that appropriate precautions have been taken to ensure all foreseeable risks have been controlled.

### 2. RESPONSIBILITIES

#### 2.1 Head of School

Ensure Home Visit Forms (HVF - Appendix 1) is completed for all research requiring Home visits by the staff members/students in conjunction with the Supervisor and they are approved by the School Health & Safety Officer (HSO) prior to the commencement of the activity.

#### 2.2 Supervisor (Chief Investigator/Responsible Academic/Student Project Supervisor)

- The Supervisor is responsible for the health and safety of all staff/students for the duration of the activity, and for ensuring that the personnel have received any necessary induction and training prior to the work commencing.
- Ensure all incidents and hazard notifications are reported by completing the University of Adelaide [Incident/Property Damage/Hazard Report Form](#).
- Responsible for the regular supervision of how Home visits are being conducted and kept informed of research progress and if any problems arise.

#### 2.3 Staff/Students carrying out Home Visits

- Complete the HVF form for all research/student activities involving Home visits.
- Ensure the completed HVF has been approved by the Supervisor and School HSO prior to the proposed start date for the activity.
- Received information on Managing Aggressive Behaviour from HSO
- All personnel carrying out Home visits are under the obligation to work and behave safely in the field, and to protect their own health and safety.
- Report all incidents and hazard notifications by completing the University of Adelaide Incident/Property Damage/Hazard Report Form.

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# SCHOOL OF PSYCHOLOGY HOME VISIT PROTOCOL

## 3. PROCEDURES

### 3.1 Preliminary Planning

#### 3.1.1 Venue for Appointment

When a research project is in the initial planning stage, consideration should be given to asking participants to come to the University rather than receiving a visit. This is a safer option but may not be appropriate or workable for many projects for a variety of reasons.

#### 3.1.2 Scheduling Home Visit Appointments

Complete the initial Home Visit Checklist section of the HVF (Appendix 1) when contacting the participants to schedule the home visit in order to conduct a preliminary risk assessment.

#### 3.1.3 Transport

If a private vehicle is used, note that it is not covered by University insurance.

#### 3.1.4 University Photo Identification

It is recommended that staff members and students use their photo ID card to provide identification to home visit participants.

#### 3.1.5 Communications System

All staff/students undertaking Home visits must have a Mobile phone with them at all times and the number must be included on the HVF. If a School phone is available it should be used, otherwise a private phone is acceptable.

NOTE: If using a private phone do not take or make any personal calls or SMS during a visit.

If possible always check participant addresses in advance to see if they are in a mobile phone black-spot area. If they are, two people must carry out the home visit.

#### 3.1.6 Personal Safety

The safest method to conduct home visits is to work in pairs but this may not always be possible however where studies involving participants with a history of aggression are undertaken two people must be present. NOTE: No home visits are to be conducted if a participant has a history of violence or sexual harassment, or if you believe you will be at risk.

A GPS duress alarm must be provided to anyone undertaking home visits on their own (see Appendix 3 for instructions on how to use GPS device).

A 'Managing Aggressive Behaviour' training course, prepared by the University of Adelaide's Employee Assistance Provider, is provided by the School HSO and must be undertaken prior to home visit for any personnel who are not fully qualified and registered Psychologists.

#### 3.1.7 Other Considerations

Participants who are minors (under the age of 18) must have a parent or guardian present during a home visit.

### 3.2 Home Visit/Interview Procedures

#### 3.2.1 Preparation for the visit

A nominated contact must be used for home visits and their details included on the HVF. For students this should be their supervisor or School HSO and for staff members a co-investigator, supervisor or the School HSO. It should be noted that a third party, unconnected with the project or School, acting as a nominated contact could breach the assurance of confidentiality given to participants.

The nominated contacts duties include:

- Being available for the duration of the home visit
- Logging calls
- Ability to use the Nominated Contact Protocol in the event of an emergency call, use of the nominated code word identifying a hazardous situation or a missed scheduled call-in.

**The Home visit itinerary section of the HVF must be completed and a copy provided to the nominated contact, School HSO and supervisor.**

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## 3.2.2 Communication

Ensure the mobile phone is in working order and fully charged prior to leaving. Program in your contact and emergency numbers listed in the Emergency Contacts section of the HVF. Ensure a street directory and any required maps are taken.

Have your mobile switched on and with you at times. Adhere to the call-in schedule organised with the nominated contact. If you encounter any problems, delays or issues ring and inform the nominated contact so it can be duly noted.

## 3.2.3 On-Site Safety

- Park on the street in a spot where the vehicle cannot be blocked or obstructed from leaving.
- Watch out for slip/trip/fall hazards both outside and inside the premises.
- Check to see that any pets, which may pose a risk, have been restrained or are kept separate during the visit.
- Introduce yourself and show ID and check that they still consent to the home visit before entering the premises.
- Ask the participant if any additional people (other than previously advised) are present on the premises (reschedule the appointment if there is any reason to be concerned).
- Note the surroundings on entry into the premises and the pathway back to the exit/entrance.
- If possible select a seat that does not back onto a doorway and where all other doorways are visible.
- Keys must be kept on your person at all times.
- If possible sit opposite the participant with a table or similar object between you (if not possible sit next to the person side on).
- Keep all personal documents, mobile phone, wallet, etc. secure at all times.
- Keep to the appointment times and do not linger at any premises longer than is needed.

## 3.3 Emergency Procedures

### 3.3.1 Violent/Threatening Situation

If during a home visit the situation becomes threatening:

- Monitor for signs of impending violence such as facial expression, verbal threats and increase in breathing rate
- Try to appear calm, speak slowly, clearly and softly and use simple language
- Do not attempt to contradict the person if they are angry
- Do not move closer to, or touch them
- If possible, keep an object such as a table between you.
- Avoid body language such as crossed arms, hands on hips or shaking fingers
- Avoid direct eye contact
- If you can withdraw, step back slowly and retreat out of the premises and if available activate the GPS duress alarm or if possible use your mobile phone to initiate the keyword response to your nominated contact.
- If you cannot withdraw, if available activate the GPS duress alarm or if possible use your mobile phone to initiate the keyword response to your nominated contact – NOTE: you are entitled to use reasonable force to protect yourself.
- If you are injured seek medical assistance, notify your supervisor and contact the police. Report the incident using the University of Adelaide [Incident/Property Damage/Hazard Report Form](#) as soon as possible.

### 3.3.2 Nominated Contact - Loss of contact

Provide procedures in HVF Appendix 2 to your Nominated Contact Person

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## APPENDIX 1 – HOME VISIT FORM & TRAINING RECORD

NAME	CONTACT NUMBERS	SUPERVISOR
Name: _____	Home: _____	Name: _____
Status: _____	Mobile: _____	Contact: _____

### Recommended Equipment

First Aid Kit, Communications Equipment (Mobile phone, Duress alarm), Maps, Basic vehicle toolkit, Torch.

### Home Visit Checklist

The following items are to be assessed prior to departure – Personnel have:

Assessed the overall structure of the visit and considered all equipment required (e.g. first aid kit, torch, maps)	(Y \ N \ NA)
Considered terrain, weather conditions, fire bans and risk assessed the activity	(Y \ N \ NA)
Developed strategies for dealing with any problems or emergencies	(Y \ N \ NA)
Determined the type of communications equipment necessary (e.g. mobile phone, duress alarm)	(Y \ N \ NA)
Had training in the use of the communications equipment (duress alarm testing and activation)	(Y \ N \ NA)
Had experience/training with the type of vehicle under the expected conditions	(Y \ N \ NA)
Considered all the vehicle tools required (jack, pump, wheel brace, spare) - check before departure.	(Y \ N \ NA)
If taking a private vehicle, ensured it is suitable for the tasks required	(Y \ N \ NA)
Arranged suitable storage and safeguards for chemical transportation (e.g. MSDS\controlled substances secured)	(Y \ N \ NA)
Organised a roadside assistance scheme (e.g. RAA) and checked fuel levels\tyre pressure	(Y \ N \ NA)
Planned the visits to minimise the risk of driver fatigue (e.g. Scheduled rest breaks)	(Y \ N \ NA)
Arranged scheduled call-ins with the nominated contact and will provide them with a copy of this form	(Y \ N \ NA)
Received information on Managing Aggressive Behaviour from HSO	(Y \ N \ NA)

Home Visit Details (Please attach a schedule for multiple dates and/or locations if not included in itinerary section)

PROJECT:	DRIVERS LICENCE:
DURESS MOBILE NUMBER:	VEHICLE REGISTRATION:
DURESS D NUMBER:	TYPE: COLOUR:

\*A copy of this form must be emailed to the nominated contact.

### Personnel Details

NOMINATED CONTACT PERSON (NCP)	NCP PHONE NUMBER

If no contact has been received within 2 hours after a missed scheduled call, emergency procedures will be put into place by the above Nominated Contact(s)

Destination and Itinerary (Any itinerary changes must be phoned/emailed through to the nominated contact if changed after departure)

DATE	DESTINATION ADDRESS	PARTICIPANT	PARTICIPANT CONTACT No.	TIMES AT LOCATION Interview start & approx finish

### Emergency Management Plan

Nearest Medical Facility/Police Station	Location	Contact number

Training Attendance Record - Note: Both training sessions must be completed prior to approval

Training Session	Date	Name	Signature
Managing Aggressive Behaviour			
Duress Alarm Operation			

HSO APPROVED: \_\_\_\_\_ DATE: \_\_\_\_\_ SUPERVISOR APPROVED \_\_\_\_\_ DATE \_\_\_\_\_

## APPENDIX 2 - NOMINATED CONTACT - LOSS OF CONTACT PROCEDURES

If the staff/student conducting the Home visit fails to ring their contact at a scheduled time, the nominated contact shall:

- Ring the mobile (they may have forgotten to ring in, be in a mobile black-spot or have a flat battery)
- **Ring the last participant to ensure they have left**
- Ring the next participant to see if they have arrived, ask the participant to get them to ring if/when they do arrive
- Ring the next participant on the list (they may have accidentally missed an appointment)
- Notify their supervisor of the situation
- Ring the police station closest and provide the HVF which includes their schedule highlighting the area where they last rang in

Emergency of Contacts: In the event of an emergency the following contacts may be used:

### ALL EMERGENCIES

PHONE (000) or

South Australian Police

Phone: 13 1444

Note: You can still attempt a normal '000' emergency call from a GSM or Next G™ mobile but if you do not have reception with your own carrier, you can dial '112' and your call will be carried by any available GSM network if it is available.

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**APPENDIX 3**

When receiving your GPS duress device, ensure the unit is fully charge before you use the device. Only use the provided charger to recharge the battery

Once you have signed out the unit to your care you need to contact the Security Alarm Monitoring Control room on 1300 365 151.

Please give the operator you speak to the following information.

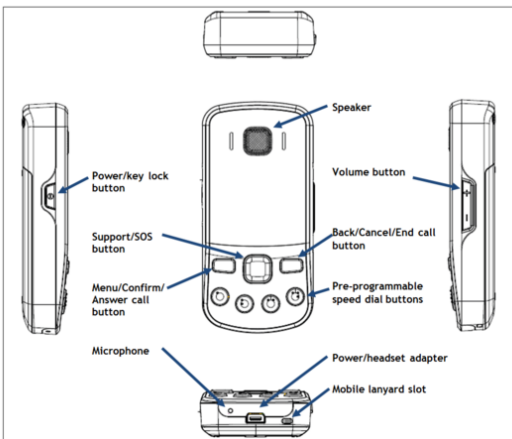
First of all tell them you are from the Adelaide University and you have been issued with a Pearl+ portable duress device and quote the D number on the back of the unit. There are two numbers on the back, one is the phone number for the unit and the other is the line number e.g. **D 8490 the unit number listed on the back of the unit**

	<b>Example</b>
Your name	Todd Shone
Your Mobile	0412602025
Vehicle you will be using	
Rego	SSPS01
Make	Holden
Model	Commodore
Colour	Black

This information will assist our mobile patrol in locating you if you have a duress situation. Please park your car out the front of the house or building you are entering.

Before you hand back the device, contact Security Alarm Monitoring Control room to say you have finished and won't be using device again.

**Technical Specifications**



Satellite connection  
(icon static means device signal has connected to satellite)

Signal strength



**Switching on device**

PRESS and HOLD on phone button (located on side of device) for 3 seconds. GPS satellite will flash continuously while it locates a satellite. This may take between 1 to 3 minutes. Once a satellite is detected it will remain static. If it loses signal, it will flash until it reconnects.

**What to do when you arrive on-site for your visit.**

*Device User is on site and in clear view of the sky for GPS lock.*

[Button 1] [PRESS & HOLD] then confirm you want to send your position. Press green circle to confirm. (you will get a confirmation txt message, you can ignore this)

*Satellite icon will flash then will go static within a minute or two. This now indicates the unit has a successful GPS lock and you are now be monitored. you must wait for the icon to stay static or there is no lock*

*The Security Monitoring Station will now start a 'SafetyWatch' timer function for sixty (60) minutes.*



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*Device User now moves inside the building to carry out consultation as required.*

**Note:** If you are going to go over the **60 minute window** of time you will need to press the button (2) in the clear sky to stop the timer. Let the satellite icon flicker until it goes static. Press button (1) again to reactivate the monitoring.

*If you go over time you will receive a call on device from the Security Monitoring Station asking if you are ok. **YOU MUST QUOTE the D and number** on the back of the unit, or police and Security will be dispatched.*

*Device User now completes consultation within **for sixty (60) minutes** and is standing outside the premises and in clear view of the sky for GPS lock.*

[Button 2] [PRESS & HOLD] wait for confirmation

*Satellite icon will flash then go static within a minute or two. This now indicates the unit has stopped being monitored.*

*The Security Monitoring Station will now automatically silence the 'SafetyWatch' timer function. No further action is required.*

**Note:** *You must deactivate device in the same location you activated.  
If device rings, you must answer it and identify the device by quoting the D number on back on unit.*

**Switching device off**

If you have finished with device for the day please switch off. **PRESS** and **HOLD** button on side of phone to switch off.

**FOR EMERGENCY USE ONLY – SOS/DURESS**

*Device User is inside the client's premises and is assaulted / threatened.*

[SOS] [PRESS AND HOLD BLUE BUTTON FOR 3 SECONDS]



SOS alarm event will be sent via GSM network to Security Monitoring Station and a silent voice call will be made by the device unit to Security Monitoring Station phone. The Control room can now listen in to the live situation (Microphone & Speaker on the device are active) and have a two-way voice conversation. And message will also be sent to the mobile phone of a designated HSW administrator.

If the Security Monitoring Station operator can hear the person is in duress they will send a police patrol and Security to the last known address.

If the operator hears that it appears ok the operator will hang up and call the person back on the activated unit. The **Device User** will hear the device ringing and **must** answer the call. The Security Monitoring Station Operator will ask the operator if everything is ok, do they require assistance. If the **Device User** response is no "All is OK" **without providing** the line number on the back of the **unit eg D 8490** a State Security Mobile Patrol will be sent at the cost of \$55.00 for metro areas. Higher cost applies for Country and regional areas.

*If everything is OK, you must quote the D and number on the back of the unit or a Security Patrol and Police will be sent.*

**Device Buttons**

**BUTTON (1)**

[PRESS & HOLD then confirm you want to send your position. Press green circle to confirm. (You will get a confirmation txt message, you can ignore this)

**BUTTON (2)**

PRESS AND HOLD. This will cancel the monitoring and satellite tracking.

**BUTTON (3)**

This button will call designated HSW administrator and is only to be used if your own phone is not able to be used as an emergency contact.

To place the call you press button (3) then the green dial button

**BUTTON (4)**

This button is a preset button to call the Security Monitoring Station, this button is only to be used if the unit will not get a lock on the satellites to start and stop the timer. If you call the control room you will need to quote the **D number** on the back of the unit and give the operator the address of the visit and the time you are expected off site. All other procedures are the same.

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