

Healthy Ageing Studies
Safety and call back protocol

1. All personnel undertaking visits should carry a mobile phone. This should remain switched on for the duration of the visit but with the ring tone off to avoid disruption to the interview.

2. All personnel should complete:
 - 1) the Guardian 24 registration
 - 2) Confidential staff record form
 - 3) Sign a copy of the department safety protocol.

3. It is the responsibility of the person making the visits to ensure visits are logged with Guardian 24.

4. All personnel who undertake study visits require a breakdown sign and personal alarms.

Healthy Ageing Studies
Confidential Staff Record Form

Name:

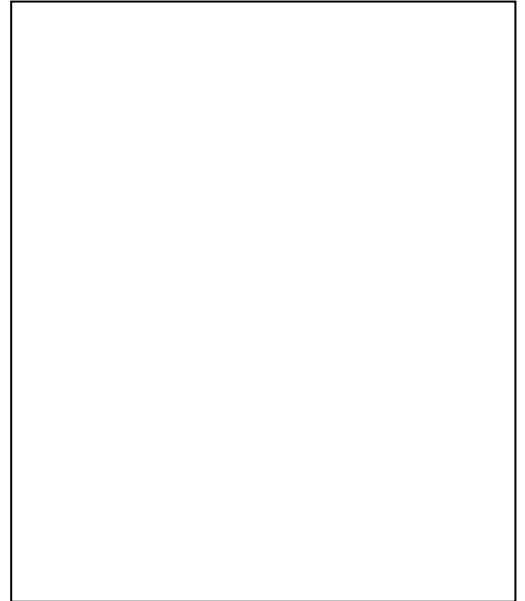
Address:

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Mobile Phone No.....

Home telephone No.....



Car/ Scooter details:-

Make/ Type:

Colour:

Registration No:

First person to call to check whereabouts:

Name:

Telephone No:

Next of Kin:-

Name:

Telephone No:

Personal Description:- Height:

Weight:.....

Any distinguishing features:.....

.....

Healthy Ageing Studies

Safety Protocol for Staff Undertaking Visits in the Community

Any member of staff working on the 85+ study who undertakes visits in the community MUST read and abide by the following safety protocol. Please retain 1 copy for your records and sign and return the other copy to Karen Davies.

Threats to interviewer safety and actual incidents of harm to interviewers are very rare indeed. Nonetheless, it is sensible for interviewers to be aware of the risks and to take appropriate precautions.

In general

- Do act on instincts - if you feel 'uneasy' don't ignore what your instincts are telling you.
- Do act positively - walking and acting positively reduces the risk of being a victim. However if confronted with aggression, avoid responding in kind- aggressive postures may be seen as a challenge by a would-be assailant.
- Do be aware of your surroundings.
- Plan your route carefully; have maps and instructions readily to hand.
- Do carry official identification badges.
- Do carry your mobile phone and keep it well charged and with sufficient credit on it. Also keep some loose change and a phone card so you can use a public phone if your mobile is not working.
- Do carry and be aware of how to operate your personal alarm.
- Keep your house and car keys in your pocket and have your car keys ready to hand before you reach the car.
- If you feel you are being followed, walk briskly to a place of safety, preferably a well lit location where there are other people e.g. shop or petrol station.
- Always let someone know where you are going and when you are expected back.
- Don't carry information relating to your address - particularly with keys.
- Don't wear a lot of jewellery or carry obvious valuables. If using a lap top computer, carry it in an unobtrusive bag rather than an obvious computer bag.
- Don't carry credit cards or a lot of cash unless essential. If someone tries to snatch your bag, let it go; money, equipment and cards can be replaced- don't risk injury trying to save them.
- Don't carry driving licence - it is not necessary by law to carry this with you.
- Avoid taking short cuts through parks, waste ground or alley ways.

In the car

- Keep valuables including hand bags, lap tops and mobile phones out of sight while driving- don't leave any bags on the passenger seat where they are a target for "pop and grab" [passenger window broken while waiting at lights etc.].
- Keep your vehicle well maintained to reduce the chance of breakdown.
- Consider joining a breakdown association.
- Make sure you have enough fuel.
- Keep loose change and a phone card in the car.
- Be very cautious about stopping if flagged down, or if you observe an incident or accident- it may be safer or better to phone or go for help. If you are forced to

stop, keep the engine running and the doors and windows locked. If someone attempts to open the door, sound the horn and yell for help.

- Try to park in a well lit area. Make a note of the street name and look out for landmarks to help you locate your car on your return.

In case of breakdown

- Use a fluorescent 'Help call police' sign.
- If you are offered help, request that the police or breakdown recovery is called. Do not accept help unless you are comfortable in doing so.
- Breakdown on motorway: Where possible stop near motorway phone. Pull onto hard shoulder and pull nearside wheels off the hard shoulder on to roadside (verge). Telephone for help. **Get out of the car and away from roadside (exiting via passenger door)** or if you feel it is a really unsafe area move over and sit in passenger seat.

In car parks

- Multi-storey car parks more likely problem of car theft while personal attacks more a problem in open car parks.
- Check back of car before getting in - check no-one is on back seat of car.

In the home

- Try to arrange all visits to take place during daylight hours.
- Take care about using lifts in blocks of flats; if they don't appear to be well maintained, or seem otherwise unsafe, use the stairs instead.
- In blocks of flats, hospitals, residential homes and other communal buildings, make a note of where the fire exits are.
- If, when making an appointment to interview, you have concerns about entering the house alone, arrange to take a colleague with you.
- Observe how the front door operates, so you could let yourself out if necessary.
- Sit so that you are closer to the door than the respondent.
- If possible be open and non-defensive with your body language.
- If there is an unfriendly dog, or you are frightened of dogs in general, ask politely for the dog to be put in another room.
- If the respondent shows any signs of aggression, or you don't feel safe for any other reason, make your excuses and leave immediately- but without arousing suspicion. A useful ploy is to take your mobile phone out and say you have been called back to the office immediately.
- Report any threats or incidents of aggression or harassment to Karen Barrass and to the police, if appropriate.

Call back system

A system for call back is in operation. Always record the details of the participants you are visiting and time you are expected to leave the visit address.

I have read the safety protocol for staff undertaking visits in the community and I understand the safety systems in place.

Name:

Signature:

Date: