

Emergency Procedures

If you have a problem during a bailiff visit

The following table shows procedures to follow if you have a problem during a bailiff visit.

Procedure	Description
Leave the property	<p>If you think you are at risk, leave the property. Your training and good judgement will guide you on the right time to leave. Activate your MDA if you feel threatened.</p> <p>Never put yourself in harm's way. For example, do not enter a home unless absolutely necessary, do not prevent someone getting away in a car, and do not block doors.</p> <p>Do not deal with high-risk situations if your health and safety is at risk. If you feel you are in danger leave immediately</p> <p>Do not allow a situation to escalate, leave immediately and reassess once you are safe.</p> <p>If you are unable to leave the property for whatever reason and an incident occurs and you require assistance, always activate your MDA. As soon as you are in a safe position, call the monitoring company (if you miss their call) and update them as to the situation. You may also call 111.</p>
Post visit	<p>Once you are safe follow the post visit requirements including a post-visit risk assessment and any other post visit actions.</p>
Make a complaint to Police	<p>If you make a complaint to police after an incident or witnessing an incident you may need to:</p> <ul style="list-style-type: none">• provide the Police with a copy of a doctor's certificate• file a claim for reparation• testify in court• give an official statement. <p>Notify your Team Manager as soon as possible.</p> <p>Record that you have made a complaint in your incident reporting.</p> <p>Enter any alerts or notes into HASARD. See HASARD user guide for more information.</p> <p>If you can, record QID or officer in charge and job number on your Incident Report.</p>