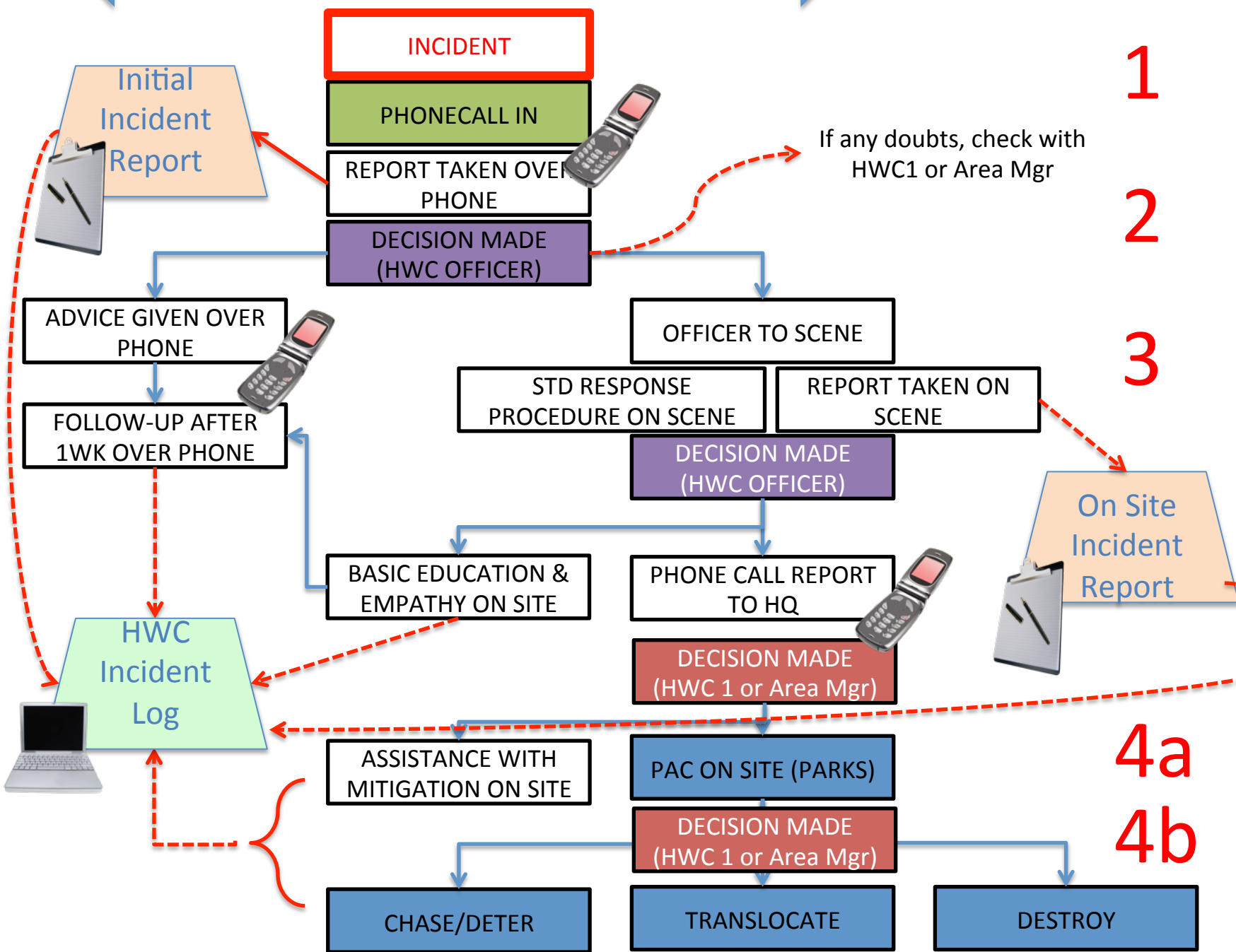


MINOR

SERIOUS

HWC response protocol V2



1

2

3

4a

4b

If any doubts, check with HWC1 or Area Mgr

Initial Incident Report

INCIDENT

PHONECALL IN

REPORT TAKEN OVER PHONE

DECISION MADE HWC OFFICER

ADVICE GIVEN OVER PHONE

FOLLOW-UP AFTER 1WK OVER PHONE

OFFICER TO SCENE

STD RESPONSE PROCEDURE ON SCENE

REPORT TAKEN ON SCENE

DECISION MADE HWC OFFICER

BASIC EDUCATION & EMPATHY ON SITE

PHONE CALL REPORT TO HQ

DECISION MADE HWC 1 or Area Mgr

On Site Incident Report

HWC Incident Log

ASSISTANCE WITH MITIGATION ON SITE

PAC ON SITE PARKS

DECISION MADE HWC 1 or Area Mgr

CHASE/DETER

TRANSLOCATE

DESTROY