



Sunrise

Serving others, gladly.



Safeguarding of Volunteers policy.

Introduction.

By its nature, serving breakfasts and talking to homeless people brings those wishing to help into contact with vulnerable adults. The nature of any conversation is widely expected to be of an easy going and friendly nature because the guests want a nice breakfast, and it is being provided for them.

It is considered extremely unlikely, but situations might arise in which a vulnerable person may:
admit to an emotional circumstance, become very upset about something,
be obviously ill, be obviously under the influence of a substance or other,
become unreasonably assertive or aggressive, other.

Statement

The safety of the Volunteer Team is paramount in all situations.

Action

1. If a vulnerable person requests a 1:1 conversation sitting at a table in the hall that is acceptable under this policy but the Volunteer may assess whether to ask for the Team Leader or another person to substitute in. On no occasion should a Volunteer be in a 1: 1 other than in the main body of the hall in the context of serving breakfasts.
2. In the event of a Volunteer experiencing any anxiety about the nature of a conversation or a developing situation, or not knowing what to do, the first point of reference is the Team Leader, who can be summoned to assist.
3. The Team Leader will join the group and help as the situation demands.
4. In very unlikely extreme cases where a Volunteer may become frightened or feel threatened or anything similar, the Volunteer should withdraw immediately and walk calmly away straight towards the next nearest Volunteer and then two together go towards the Team Leader. In extremis the team should vacate the premises and call the police.
5. The Team Leader will assess the situation according to the priorities:
 - i) is the Volunteer safe? If not, mitigate, assisted if need be by any others. The Volunteer may be removed in to the kitchen temporarily.
 - ii) is the vulnerable adult safe? If not, respond and mitigate, assisted by any others.
6.
 - i) A list of emergency services contacts is on the next page.
 - ii) personal emergency contact details for each Volunteer are kept in the locked red container in the Sunrise locker in case the Team leader may need to ring for help for a Volunteer.
7. Any Volunteer adversely affected by a conversation or situation should be offered the chance to withdraw for the rest of service, or to work on a job in the kitchen, or to wait until service has finished and then carry on. It should be recognised that the normality of working together and conversation with other Volunteers can often help. The Samaritans have indicated a willingness to listen should a memory be troubling; they can be phoned at any time.
8. Steve Jones (Street Pastors) and Philip Lapage (co-ordinator, Sunrise) should be informed by the Team Leader as soon as is practicable if there is any indication that a Volunteer is in need of any follow up. The permission of the Volunteer should normally be obtained before getting in touch.

Sunrise

General List of Contact Numbers for use in Emergency

Police, ambulance, fire, for life threatening emergency.
999

Urgent medical advice
111

Samaritans
116 123 or 0330 094 5717

Steve Jones, Street Pastors
07890 728354
director.shrewsbury.streetpastors.org.uk

Philip Lapage, Sunrise.
07817 335689 philiplapage@gmail.com