

BATTLE SCARS CIO PERSONAL SAFETY & BOUNDARIES POLICY

Policy information	
Organisation	Battle Scars
Scope of policy	Applies to all volunteers, trustees, staff, services, activities, training and general running of the organisation.
Policy operational date (original)	06/02/18
Policy prepared by	Jenny Groves – CEO Debbie Riley – trustee
Date approved by Board	06/02/18
Reviewed	04/01/20
Amended	No
Policy review date	04/01/22 Every 2 years
Distributing	This policy will be available on the Battle Scars website and staff shared drive. It will be a requirement for all trustees and staff to read the policy after appointment or after its review. A summary of all relevant policies will be included in the volunteer handbook with clear signposting to the full text. Volunteers will be kept up to date with any changes that might affect their role.
Responsibilities	
Overall	The CEO, volunteer manager and trustees have overall responsibility to ensure volunteers and employees have received appropriate induction and training relating to health and safety as well as personal safety and are aware how to set and maintain healthy professional boundaries.
Specific	Each trustee, volunteer and employee is responsible for their own personal safety and required to take all precautions to preserve it. Boundaries must be in place to ensure safety and wellbeing.
Policy	
Aims	The aim of this policy is to raise awareness regarding personal safety and boundaries and state volunteer and employee responsibilities.
Policy implementation – Personal Safety	
Support groups and other services that include direct contact with service users	<ul style="list-style-type: none"> Support groups should always be run by two trained group facilitators. If a co-facilitator is not available due to unforeseen circumstances, another Battle Scars volunteer must be present. In case of last-minute cancellation, the CEO or volunteer manager must be notified as soon as possible. If no cover is available the support group will have to be cancelled. If it's a daytime group or there is enough notice, the venue reception needs to be notified and a sign put up. Otherwise a Battle Scars representative will have to

	<p>attend the venue to put a sign up and turn service users away. The sign must clearly state the group is cancelled and include the date of the next meeting. The above procedure will apply if the co-facilitator does not turn up without notice and no other registered volunteer is present.</p> <ul style="list-style-type: none"> • Both facilitators or a facilitator and a volunteer or a trusted person must be present during locking and unlocking of buildings. • If the group takes place during office hours a member of staff of the hosting organisation can step in as a temporary volunteer in order for the group to take place provided there is service user agreement. • In cases of 1-2-1 with service users during support groups the co-facilitator or helping volunteer must be notified that the facilitator is engaged and where the 1-2-1 session is taking place. • Facilitators must have each other's mobile numbers to notify in case of delay. • Volunteers and staff are discouraged from attending support groups and events that include direct contact with service users or the public if ill and contagious. If unable to attend due to illness or any other reason the designated Battle Scars staff member, CEO or volunteer manager must be notified as soon as possible. • Facilitators and volunteers must be aware where the emergency exits of the venue are as well as the meeting point and inform all service users using the venue for the first time. In case of a fire group facilitators should try to take the sign in sheet with them unless it's not safe to do so. Group facilitators and volunteers should not attempt to put out a fire unless they have received specific training and feel capable to tackle it. They are not responsible for the safety of the service users. • Battle Scars is not a crisis service but if a volunteer or employee is involved in a crisis situation or in a medical emergency, supervision will be offered as soon as possible after the event to ensure the volunteer / employee's wellbeing. • In cases of having to deal with a crisis the Battle Scars representative (preferably an employee or the most senior and experienced volunteer) will need to contact the Crisis team (or equivalent) or emergency services depending on the situation. Volunteers are discouraged from dealing with situations they are uncomfortable with. • If a volunteer is uncertain about dealing with a particular situation or has had a difficult experience, they are advised to seek help from the volunteer leader / manager, the CEO or a trustee. If the group facilitator is the CEO, assistance from the clinical supervisor should be sought or by using the contacts on the Protecting Vulnerable Adults and Safeguarding Children policies. • Volunteers and staff are expected to keep themselves safe while on Battle Scars business involving others (i.e. events,
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	<p>presentations, groups). If the need to self-harm is beyond managing the designated Battle Scars staff member, CEO or volunteer manager must be contacted immediately to arrange cover or at least be aware that there is no Battle Scars representation at the event. Same applies in cases of illness while working.</p> <ul style="list-style-type: none"> • Open wounds need to be dressed appropriately for hygiene reasons. • Lifting of heavy objects by the Battle Scars representatives and service users is discouraged. All tables at venues are either lightweight or on castors. Moving heavier objects, such as armchairs, must be done with care, preferably by those who have had manual handling training. • Always wash hands thoroughly before and after handling food. • Volunteers and staff must carry a charged mobile phone while carrying out non-home-based Battle Scars work and be contactable. We recommend they store in their phone the telephone numbers for Battle Scars and for the volunteer leader / manager, line manager or CEO (whoever is their man point of contact within the organisation).
Home-based work	<p>When carrying out Battle Scars work from home volunteers and staff must be contactable by phone, email or Messenger (or similar). We recommend they store in their phone the telephone numbers for Battle Scars HQ and for the volunteer leader, line manager or CEO (whoever is their man point of contact within the organisation).</p>
Policy implementation – Boundaries	
Professional Boundaries	<ul style="list-style-type: none"> • Volunteers, trustees and employees are acting as representatives of Battle Scars and thus there is an expectation by Battle Scars that they follow a professional code of conduct. • Do not use the internet (including social media) for criticism of service users, volunteers, trustees, employees, Battle Scars the organisation or any stakeholders associated with Battle Scars. • Please carefully consider internet conduct (including social media) as anything identifying you as a volunteer or employee of Battle Scars which could potentially bring the organisation into disrepute. • Social media shows personal and private areas of people's lives. It is advised that volunteers, employees and trustees seriously consider their privacy and security settings for their own protection and the protection of others including Battle Scars. • Friendships between service users, volunteers and staff are not discouraged as long as all parties are over the age of 18 and mutual consent is present. We advise that in forming such friendships extra caution is used if either party is a vulnerable adult. The responsibility of evaluating this lies with the volunteer / staff. If a safeguarding issue is suspected then Battle Scars will follow the relevant policies

	<p>and procedures. As a result of such a friendship an exchange of email addresses or phone numbers may take place or they may become 'friends' on Facebook and other social media. Battle Scars holds no further responsibility than recommending caution.</p> <ul style="list-style-type: none"> • Friendships between adult volunteers / trustees / staff and service users / volunteers under the age of 18 are not allowed for everyone's protection. • Social media 'friendships' must be considered carefully due to age not being safely determined. Administrators of the Facebook group may accept friend requests from members of this group based on concerns for the member's safety and wellbeing. Administrators must always be aware of the possibility that the friend request may have originated from an under-age member. Such friendships must remain professional and care must be practiced at all times.
<p>Gifts and preferential treatment</p>	<ul style="list-style-type: none"> • If a volunteer or member of staff is being offered a gift or favour they must consider these questions: <ul style="list-style-type: none"> ○ is anything expected of them in return; ○ is this a sign of appreciation; ○ is it a personal gift or a gift to the organisation? • If something is expected in return, we recommend that the gift is kindly refused and the reasons are explained. • Preferential or advantageous treatment, doing or not doing anything, showing favour or disfavour to any person or organisation in return for gifts and favours is unacceptable under any circumstances. • It may be more appropriate to accept the gift on behalf of the organisation. Any gifts of significant value (for example, more than a large box of chocolates) must be reported to the volunteer leader or line manager. Small amounts of consumables may remain with the receiving team but financial gifts of any size must be returned to Battle Scars HQ to be banked as donations. • Small personal gifts with 'no strings attached' such as Christmas presents do not need to be declared.
<p>Loaning money</p>	<p>Volunteers and staff must not under any circumstances loan money to service users.</p> <p>Small loans to each other are acceptable (for example, a small loan of a few pounds for lunch) but should be preferably avoided.</p>
<p>Personal Boundaries</p>	<ul style="list-style-type: none"> • Employees must not share personal data and contact information with service users. Befriending via social media and personal messaging (or similar) is seriously discouraged. Offering support in specific on line groups is acceptable but care must be used. This is for everyone's safety. • It is advised that service users especially, but also volunteers and trustees only share their personal data and contact information with others, including personal messaging / chatting on social medial under careful consideration. This is for everyone's safety.

	<ul style="list-style-type: none"> • It is advised that services users, volunteers, trustees and employees take great care and consideration when meeting outside of formal Battle Scars activities and events. • Volunteers and staff need to be aware that friendships amongst service users under the age of 18 may form. Such friendships are out of Battle Scars' control even though service users are advised to use caution and make sure that mutual consent is present. Support is available to the service users if required. If a safeguarding issue is suspected then Battle Scars will follow the relevant policies and procedures.
Policy review	
Responsibility	It is the responsibility of the CEO to review this policy unless the task has been delegated to an appropriate volunteer or employee before the policy review date.
Procedure	All volunteers and employees can have input in this policy's review via their supervision.
Timing	The review must be completed within a month of the review date.