



**A HANDBOOK FOR
DROP-IN VOLUNTEERS**

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DROP-IN VOLUNTEER HANDBOOK

1. MISSION STATEMENT

To provide a safe and welcoming place for homeless and disadvantaged people in Reigate & Banstead Borough and Tandridge District Council areas. To provide a non-judgemental environment, food and signposting to specialist services, showing through actions the love of Christ and seeking to bring new hope and new opportunity to rebuild damaged lives.

We work in professional partnership with relevant voluntary and statutory agencies while giving the maximum opportunity for volunteers to serve in the varied activities of the charity.

We are inspired by Matthew Chapter 25:40 that 'whatever you did for one of the least of these brothers of mine, you did for me' and encouraged by Isaiah 58 to 'feed the hungry and shelter the homeless'.

*"If the hunger of others is not my own,
If the anguish of my neighbour in all its forms touches me not,
If the nakedness of my brother does not torment me,
Then I have no reason to go to church and to live.*

*Life is this: to love one's neighbour as oneself;
This is the commandment of God.
Love means deeds, not good wishes.
For this reason, I commit myself to working for the necessities of others."*

Javier Torres, Nicaragua

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2. DROP-IN RULES

1. Everyone is welcome. Drop-Inners, whether they perceive themselves as a Helper or Service User, are expected to treat the Drop-In, those who use it, and those who work there, in the manner in which they would like to be treated.
2. The Drop-In opens at 11.00 – 15.00 Monday – Friday.
3. Volunteer Drop-Inners on the first shift should plan to be on site by 10.50am.
4. No drinking of alcohol, taking drugs or aggressive behaviour is allowed on or around the premises. No person may bring unlawful drugs or weapons on to the premises, and no violence or abuse of any kind will be tolerated.
5. Anybody suspected of bringing unlawful drugs onto the premises will face exclusion and the matter may be reported to the police.
6. Any person found using illegal drugs or whom the staff have a reasonable suspicion is using illegal drugs, on or near the premises will be asked to leave. Any person found dealing in drugs will be reported to the police.
7. Any violence, harassment, sexual or racial abuse, at the discretion of the Drop-In Leader or after discussion with a Trustee/member of staff of RHT or of Three Central, may be reported to the police.
8. There is no smoking inside the building. Smoking is limited to the designated outside area.
9. **IN SHORT: NO DRUGS, NO ALCOHOL, NO AGGRESSIVE, RACIST OR SEXIST BEHAVIOUR**
10. We encourage an atmosphere of fun and respect at all times. Anything other than that is not acceptable behaviour for Drop-In

3. ADMISSION CRITERIA

Anyone over 18 and not obviously under the influence of drugs or alcohol is welcome. Anyone who manifests aggressive or violent behaviour that makes him or her disruptive or dangerous will be refused admission and may be banned from Drop-In for a period decided by the Drop-In Leader – normally a member of staff, Trustee or experienced volunteer.

Please bear in mind that the purpose of our project is to provide a safe place for many who have difficult behaviour. Consider whether there are ways in which a disruptive person may be 'talked down', or given a cup of tea (not coffee as this has a contraindication for some substances). If there is no member of staff in the Drop-In, please feel free to phone one of us, or come up to the office and ask someone to come down and speak to the 'difficult' person.

To ensure the safety of all of those in the Drop-In we wish to make it possible for the Drop-In to be available for all of those who need this place of sanctuary.

4. DROP-IN VOLUNTEER ROLES & DUTIES

It is important, just as in RHT's other Projects, that volunteers adhere by the rule of ***never being alone with a single Guest*** for the safety of you and the other Drop-Inner. Due to the nature of Drop-In – lots of people in at any one time – it is unlikely you will end up being alone with a Guest. We continue to open our doors to people who may not have the capacity to fully understand what has been said to them and may misconstrue the words or actions. It is always good to be mindful of this.

NORMALLY there will be a member of staff, a trustee or a very experienced volunteer leading Drop-In whose role resembles that of the Evening Shift Supervisor in Winter Night Shelter (for those who have experience there).

There are four roles for Drop-In Volunteers: Leader, Food Provider, Drop-In Assistant and Kitchen Assistant.

Drop-In Leader – 10.30am (Extra training is given for this role)

A staff member will meet you in the Drop-In room at 10.30am and brief you on volunteers expected and anything specific you need to know for the day.

Prior to the Drop-In Opening Drop-In Volunteers need to complete the Drop-In opening checklist. Tasks include, but are not restricted to the following:

- Take a Fridge Reading and add the data to the Blue Book.
- Tables and work surfaces wiped down
- Hot Pot/s be filled with freshly boiled water
- Fill milk jug – check and note if we will need more milk during the session
- Biscuits and sweets to be topped up

At 11.00 or when two Volunteer Drop-Inners are present unlock the door and place the Drop-In Flag in the base close to the fence.

If there are not two or more volunteers and you do not feel that it is safe to open the Drop-In, delay your opening time. You may choose to go outside to talk to the Drop-Inners who are waiting and explain what is happening.

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Recording attendance

The name of everyone who comes into Drop-In – volunteer, drop-inner, partner agency rep – needs to be logged in the Drop-In attendance book. Please follow the instructions in the book to enable us to keep an accurate log of attendees.

- Write their first name and initial, or their nickname if you know it
- Write a (V) next to it if it is a volunteer
- If a new person comes to Drop-In, please take their first and last name and write (N) next to it. In a quiet moment encourage the person to tell you at least a little of their story.
- For agencies, please write their full name and name of the agency

This book needs to be filled in either by the Drop-In leader or a General Assistant as directed by the Leader.

Regulars

There are many regular Drop-Inners some of whom have been coming for years. Although not 'leaders' they are safe and will help when asked to.

Long-term Drop-Inners come even though times are not as tough as they once were. However, they can still fall on hard times.

As soon as is reasonable, sit yourself beside each of them, and take time to find out if there are any specific needs today. If it is a serious situation please flag this up to the staff as soon as possible to ensure that we assess them. If we fail to meet a Drop-Inner's needs we should apologise at the end of the session and flag this up as a priority for the following day.

New Drop-Inners – Initial Contact form

People attending Drop-In for the first time often have a reason and it is important we record well the people we are helping. Make it a priority to call on a staff member to sit down with them after they have settled and fill in a Drop-In Client Initial Contact form.

Food vouchers

We hold food vouchers for several foodbanks in Redhill, Reigate, Merstham and Horley and each has a separate voucher and referral system. The food voucher book is the place we record all vouchers handed out. Training is given to Leaders on how and when to complete these.

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Drop-In Food Provider – meal served 12.30-1pm

In this role you can either use your own ingredients or use items we have donated here and cook on site or at home. Please just let us know your plans beforehand.

If you are preparing food at home, please do so in accordance with the Rules of Food Hygiene Safety Standards. We can pay for training (approx. £20) for that. Please provide us with a copy of your certificate if you are already trained.

Several Food Providers create what they can from what is in the Drop-In cupboards. If all else fails eggs or and beans on toast is a very acceptable meal. Sometimes we just make soup and sandwiches.

Some Food Providers just drop off the food, returning later in the day/week to collect their pots and pans. Others stay for the whole session or until lunch has been cleared away. The Food Provider is not expected to clear up!

Drop-In Kitchen Assistant (10:45am and 1pm)

The Kitchen Assistant helps with any task in the kitchen area. This could be making tea, washing up or helping the Food Provider with preparation and serving food.

Being in the kitchen doesn't mean you can't mix with the Drop-Inners if there is the opportunity to do so and you would like to. Just speak to the Drop-In leader about what is needed.

Drop-In Assistant (10:45am and 1pm)

Volunteers are encouraged initially to join those sitting at the table and when they feel comfortable join in, or engage others in conversation. For some Drop-In Volunteers this will be within minutes, other people choose to 'get to know' the regular Drop-In Volunteers and Drop-Inners, before engaging.

It may seem like you are 'just having a cup of tea' with someone, but that time means the world to them.

5. GUIDELINES FOR ALL VOLUNTEERS

CONVERSATION GUIDELINES

- 1) *Diffuse rather than fuel any contentious discussions!***
- 2) Drop-In is a safe space and that means many Drop-Inners will openly talk about their stories and struggles. Remember that the personal experience and circumstances of those present will be more radically different than the people with who you normally converse. If you are concerned about anything, please do not leave before sharing with the Drop-In Leader or staff member. We don't want you to feel burdened by their problems.
- 3) Most of the Drop-Inners hold passionate opinions on many topics. As a Drop-In Volunteer you might prefer to encourage people to listen to the opinions of others rather than expressing your own opinions. We aim to be non-judgemental, the Drop-Inners are not!
- 4) It might be unwise and certainly we would not recommend that you share your last name/address or other personal information with anyone you meet in the Drop-In.

Decision Making re who is welcome or might be excluded

It is the responsibility of the Drop-In Leader **and it is imperative that Drop-In Volunteers do not question decisions in front of the other Drop-Inners. Any complaints or concerns should be communicated to the appropriate person (a senior member of staff or the Chair of Trustees), in private.**

Potentially Threatening Situations

If at any time you feel that you are in a situation you cannot handle or someone is becoming aggressive or intrusive – back off. Although people 'kicking off' seldom happens, never under-estimate the threat and do not respond aggressively yourself. **If you are uncomfortable leave the room.**

How to handle a potentially threatening situation;

- Stay calm
- Position yourself about a metre from the person (don't crowd them)
- You may want to stand at a right angle so as not to come across as threatening
- Speak slowly and clearly with a gentle tone
- Avoid being drawn into an argument
- Remember your first duty is to yourself
- Never put a hand on anyone who is angry

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A person on the brink of physical aggression has three possible choices:

Attack
Retreat
Compromise.

You need to guide them towards retreating or compromising without 'losing face'.

If you feel the threat of violence is imminent

- keep your eye on potential escape routes
- keep yourself between the aggressor and the door
- if possible, stay behind a barrier such as a table.
- don't turn your back on the person
- be prepared to move very quickly if necessary.

If you manage to calm the situation down,
gradually try to re-establish contact
take special care with your words and actions
make a cautious approach to the person

WHEN the situation is diffused maybe offer a cup of tea or coffee for each of you, this will help to cushion the after-shock.

REMEMBER THAT A HOT DRINK IS A POTENTIAL WEAPON AND SHOULD NEVER BE OFFERED TO SOMEONE WHO IS ANGRY OR SHOWING ANY SIGNS OF THREATENING BEHAVIOUR.

Regardless as to whether you are the Drop-In Leader, Food Provider or a Drop-In Volunteer please speak to the Drop-In Leader, a senior member of staff or the Chair of Trustees to 'debrief'. Ideally we would like you to write an Incident Form to enable us to learn how the situation was managed.

6. HEALTH AND SAFETY IN THE BUILDING

The Fire Exits are obvious

From The Kitchen

White door to the yard

Glass door in the corridor to the pathway beside the building

From The Den

Glazed door to the yard

Internal door to the Warehouse then the Fire Door to the Car Park

FIRE MEETING POINT - Outside of Poundland

Volunteers

Drop-In Volunteers are able to select their shifts, training dates, etc. using Dutyman. Reminders of the duty will be sent by email to your phone.

Accident Book

Please ensure all incidents and accidents are reported. The Accident Book is in the lowest drawer by the sink. Should there be an incident, you may prefer to write or type a report. You can come up to the office and use one of our laptops or send an emailed report from your home while the incident is fresh in your mind.

Pets

Pets are not allowed in the Kitchen. They may be left in yard but remain the responsibility of the owner and are welcome so long as they are well behaved.

The Kitchen

The principles of Food Hygiene must be upheld by any volunteer working with food. You must wear an apron and wash your hands **BEFORE** and **AFTER** you touch food. Raw meat should always be chopped on a separate board, using separate utensils. Please don't serve food containing uncooked eggs. If you reheat food, make sure it's piping hot. Food should be kept secure from infestation.

First Aid/Disposal Kit

There is normally a qualified First Aider in the Three Central building. There is a First Aid kit on the window sill to the left of the door to the yard. There is a defibrillator beside the glass doors to the building.

ALWAYS WEAR GLOVES WHEN DEALING WITH ANY INJURIES WHERE THERE IS BLOOD OR OTHER BODILY FLUIDS - EVEN IF YOU THINK IT IS UNNECESSARY.

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IN SUMMARY

THE SEVEN GOLDEN RULES

The following rules are a useful summary of the advice for volunteers covered in this handbook:

1. Treat guests as guests
2. Don't give out personal details, including your last name
3. Don't give away money or gifts, including clothes, food, toiletries. Come via the RHT office
4. Don't contradict what your WNS Venue Coordinator or Shift Supervisor says in front of guests
5. Don't be alone with guests - remember the rule of staying in 2s and do not form relationships with guests
6. Don't search guests, bags or clothing
7. Don't give advice or make promises you can't keep

APPENDIX

RENEWED HOPE TRUST VOLUNTEER GUIDANCE

The guidelines outlined in the next few pages apply across all our projects – Drop-In, Real Meal and the East Surrey Winter Night Shelter.

1. GUIDANCE NOTES FOR SUBSTANCE MISUSE

This information is meant as a starting point and a guide. If you find yourself in any situation that you are not sure how to deal with, withdraw and speak to the Shift Supervisor.

Some of our guests at our projects misuse substances. Alcohol and heroin are the two that you are most likely to come across, although there may be others. Taking any drug, unless prescribed, or drinking alcohol is against the rules of the Winter Night Shelter and by accepting a place, Guests have agreed to abide by this.

IF YOU SUSPECT THAT A GUEST IS USING ANY ILLEGAL SUBSTANCES WHILST ON THE PREMISES YOU SHOULD INFORM THE SHIFT SUPERVISOR IMMEDIATELY.

Alcohol

Alcohol is a depressant drug. It slows down the heart, breathing and reactions. Too much in one go can slow the body down so much that it stops working altogether.

Alcohol also affects judgement and causes people to become uninhibited. This makes them more likely to behave in a way that they wouldn't normally. This can lead to people being overly friendly or, at the other extreme, aggressive.

Alcohol is physically addictive. A person's tolerance to alcohol increases and so more is required to achieve the same effect. It is life threatening for a heavy drinker completely to stop drinking alcohol without medical supervision.

Drinking alcohol on the Project's premises is against the rules (unless with prior agreement as outlined in the 'Guidelines for Reception'. If you know someone is drinking alcohol, you must inform the Shift Supervisor immediately.

Heroin

Heroin is a depressant drug. It is the same as diamorphine, the very strong painkiller given in hospitals. It reduces reactions to pain and slows down breathing and heart rate. It gives people a feeling of warmth and a sense of wellbeing. It relieves feelings

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of anxiety and fear. Heroin bought on the street is often mixed with other things. That is why it is difficult to tell how big a dose has been taken. Overdose is a real risk, which can result in coma and death.

Heroin can be smoked on tin foil, swallowed in a bag or injected.

Tolerance to heroin does develop so more is required to have the same effect. Although coming off heroin is unpleasant, it is not usually life threatening. It is difficult to stay off. Medical supervision and detox usually involves the use of methadone. Methadone is a similar drug to heroin but the doctor prescribes it. It is green syrup that is swallowed. Selling and even sharing methadone is illegal.

Using heroin at the on site is against the rules. If you know someone is using heroin at the venue or if you find any needles, syringes or foils, inform the Shift Supervisor IMMEDIATELY.

First Aid

Both alcohol and heroin can cause a person to become drowsy and/or lose consciousness. They can also both cause people to vomit.

If someone becomes drowsy or unconscious in the Drop-In, Real Meal or Winter Night Shelter:

1. Inform the Session Leader/Shift Supervisor who can assess if medical assistance is required. Call 999 if in doubt.
2. Put them in the recovery position.
3. Loosen tight clothing.
4. Keep warm with a blanket.

Never give black coffee to try to “sober up” a person. It makes the drugs work faster.

2. GUIDANCE NOTES FOR DEALING WITH MENTAL HEALTH PROBLEMS

What is mental illness?

Mental health problems can affect us all at some point in our lives. We all have times when we feel stress, depression and emotional distress. Usually these periods are short and we recover without outside help. But sometimes these reactions can become prolonged and unusually intense, which may affect our ability to cope with the demands of everyday life. Our thinking, our perceptions and mood may be affected and we may temporarily lose touch with reality.

Mental illness is not well understood and it may frighten people. All too often it carries a stigma. People who suffer from mental illness are vulnerable and most present no threat to anyone but themselves.

Not all mental health problems fit into these more common descriptions. It is simply meant as a summary of mental illnesses which may affect our guests.

Some common mental health problems:

- **CLINICAL or SEVERE DEPRESSION**

This involves a constant feeling of despair, with very low self-esteem and the feeling this mood will never lift. The patient finds it hard to care about anything, for example your personal hygiene or physical surroundings. They may, at times, have thoughts that involve harming themselves.

- **MANIC DEPRESSION or BI-POLAR REACTIVE DISORDER**

This involves extreme mood swings from intense elation to severe depression, with periods of ordinary functioning in between. Whilst feeling “high” they may have immense drive and energy but it can accelerate into a more chaotic state, causing disruption in their relationships, in managing your affairs and intense turmoil in their life. When feeling “low”, they suffer the same symptoms as depression.

- **ANXIETY**

Anxiety involves feelings like worry, fear, apprehension or dread. They may find it hard to make simple decisions about daily life. They may have sleepless nights; experience panic attacks or physical sensations of nausea, palpitation and difficulty in breathing.

- **OBSESSIVE COMPULSIVE DISORDER**

This involves an irresistible compulsion to carry out certain actions many times, such as checking that things are in their place, washing hands or counting. The person

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may feel extremely anxious if the routines of checking, washing and so on are not carried out, or are interrupted. They may feel distressed they are unable to control these compulsions.

- **SCHIZOPHRENIA**

This involves a wide range of experiences and symptoms. The most common are:

- Hallucinations, such as hearing voices
- Delusions about themselves, others or something controlling them
- Paranoia: believing someone is trying to harm them

- **PHOBIAS**

This involves fear of a particular situation or of things such as enclosed spaces, heights, spiders or snakes. This can be so severe that it may lead to panic attacks. The person's life may become ruled by fear and trying to avoid these situations may make it almost impossible to carry on daily life.

- **EATING DISORDERS**

Anorexia involves a person depriving themselves of food, sometimes to the point of starvation. They tend not to recognise how thin they are becoming, concentrating instead on feeling in control of themselves and their body.

Bulimia involves bingeing on large quantities of food and then making themselves vomit or taking laxatives to regain a sense of control.

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3. GUIDELINES ON BOUNDARIES

The following information gives background on some of the points in the RHT Volunteer Agreement, which every volunteer is required to sign on their first shift.

The aim of these guidelines is to make explicit to staff and volunteers what is expected of them in respect of their relationship to guests and to highlight that which is specifically not allowed.

To ensure the smooth running of the Drop-In, Real Meal and Winter Night Shelter and the safety of volunteers, Drop-Inners and guests, we need to establish a framework of boundaries. Service Users need to know where they stand and volunteers must not do something that jeopardises their own or a colleague's ability to deal appropriately with a person in any circumstances. For example, **if we are too friendly, we may have trouble when an unpleasant action has to be taken such as giving a warning.** Conversely, if we are angry or authoritarian, we will not gain the trust of our service users and will not have the goodwill needed to calm down a challenging situation.

Consistency

To the best of our abilities we must be consistent in our approach to guests and work as a team. It is important not to forget that our project operates over a large number of venues and has many volunteers.

Consistency also means that all involved need to adhere to the guidance of this handbook and of any training you have received from Renewed Hope Trust, even if you disagree as an individual.

Respect

Everyone engaging with any of our Projects should be treated with respect; to show disrespect can have far reaching consequences. If we don't treat them with respect, there is no reason for him/her to show any respect for us or to pay any attention to what we have to say.

In all our dealings with them, it is important that we are aware of our own attitude, the use of language and endeavour not to be abusive, contemptuous, flippant, authoritarian, judgemental or critical.

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Expectations

Our expectations of guests and Drop-Inners need to be realistic. Many guests are extremely vulnerable and we don't wish to make them more vulnerable through our actions. We also need to be aware of guests' expectations and take care not to raise their expectations of us unless these can be reasonably met.

Please don't make promises that you cannot keep. It may be more sensible not to make any promises at all.

Money, goods and services

It is imperative that you stick to the basic principle of not loaning or giving money to any Guest or Drop-Inner of RHT. There are NO exceptions to this. Neither should you become involved in any monetary dealings.

Aside from it being against RHT Volunteer rules, it can have unintentional consequences. Other guests may get jealous, the transaction may go wrong or the relationship with the guest might change and the guest may present difficult behaviour.

If the person needs help with budgeting or finance suggest that they book an appointment with Community Debt Advice and they can find out more information about this from the office.

Self-disclosure

A good rule of thumb is *"do not tell anyone anything that you would not be prepared to announce to the church hall or staff room"*. This can include volunteers as well as clients. If someone persists in asking for your personal information, leave the situation and decide whether you want to inform whoever is supervising the session. It is inappropriate to give any person your address or phone number.

Gifts

From time to time guests will want to give gifts to staff or volunteers. Small gifts may be accepted particularly if they can be shared. As a rule all gifts should be shared with the rest of the team. Gifts must be reported to your session leader or supervisor and recorded in the Incident Form. Any gift deemed to be too expensive or in some other way inappropriate should be gently returned to the guest. No member volunteer should encourage a guest to give gifts.

Collusion with guests

The lifestyle of street homeless and other vulnerable people means that we may suspect that a guest or guests have done something that is illegal, or that we disapprove of in some way. It is not necessarily the case that we should inform the police every time this happens or that we should lecture guests on their morals.

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However, we should not help guests in what they have done nor should we turn a blind eye. You should inform your Shift Supervisor/session Leader of such an instance and they should inform the RHT office. For Drop-In and Real Meal this should be by email or in person and for Winter Night Shelter the Tablet can be used.

Collusion with volunteers

We should not collude with a colleague in doing something that is unethical or unprofessional. Such instances are difficult to deal with and you may feel you have to be loyal to your colleague; however, turning a blind eye will not help the situation and will put the rest of the team in a difficult situation. You should speak to your Shift Supervisor/Session Leader about any such concerns. If your concern regards their conduct please the RHT Project Co-ordinator directly at the earliest opportunity.

Physical contact & relationships

As part of our work we will get to know people at meaningful levels and may build affections for certain guests in all our Projects. Intimate relationships and contact with guests outside of the Projects inevitably create difficulties for everyone and are in conflict with the Volunteer Agreement. **Your safety and theirs is of paramount importance.**

However, some physical contact is reasonable and inevitable. For instance, a guest may reach to shake your hand. An arm on a shoulder or hand on an arm could be read by another as an intimate gesture so be aware of your body language and be careful not to initiate such contact. **Remember to never be alone with a Guest or Volunteer.**

Volunteer support

If you have any concerns about relationships or boundaries within the Drop-In, Real Meal or Winter Night Shelter, please speak in the first instance to the session Leader or Shift Supervisor. If you are still unsure, don't hesitate to contact a staff member via the office on 07943 685660 or email info@rhtes.org.

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4. CONFIDENTIALITY

Confidentiality is important in order to build trust with persons using the Drop-In, Real Meal or Winter Night Shelter. **However, it is not about keeping secrets.** In your discussions with guests and Drop-Inners this should be made clear. You should never promise to keep secrets.

It will seem obvious that we should not breach confidences, but there are some exceptions for the following reasons:

- a) To protect Volunteers.
- b) To protect Guests.
- c) To ensure consistent good practice in the different places in which we work.

Guests and Confidentiality

Before sharing any information given to you by anyone, you should consider whether you would want other people sharing your private information. If you learn anything from a guest that concerns you, please immediately share it with whoever is in charge.

The **RULE** is that:

Personal information given to you by a guest may be shared only with people with specific areas of responsibility: your Shift Supervisor/Drop-In Leader/Real Meal Leader, WNS Venue Co-ordinator and RHT staff member. It should not be shared other guests or other outside agencies.

Guests can have access any information that RHT holds that relates to them personally by contacting the office staff directly. As a volunteer you do not have to disclose this information there and then. They have no right to read any information that does not relate to them.

All entries made in an incident book, WNS Tablet or on the guest list should be factual and not based on personal opinion.

The **EXCEPTIONS TO THE RULE** are:

- 1) On occasions when you have a concern for the safety of a guest, for the safety of another guest or the safety of yourself or a colleague.

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- 2) Where you feel that the integrity or safety of the Renewed Hope Trust and its projects are at risk. For example, this may be where you discover that a guest is dealing in drugs or that a guest has stolen from the Winter Night Shelter. In such circumstances always inform the RHT Project Coordinator or other staff member in the office the next working day. For Night Shelter, inform the Trustee on Call.

In each of these cases, which are not exhaustive, always inform the session Leader/Shift Supervisor.

Volunteers and Confidentiality

The **RULE**:

Volunteers should not give personal information regarding themselves or others to guests. This includes surname, telephone number, address, email address and any online social media details.

Under no circumstances should any volunteer share personal information of another volunteer with a guest.

Volunteers should also not share personal information of another volunteer with another volunteer. This is for the person concerned to share themselves.

VOLUNTEERS WILL BE KNOWN BY THEIR FIRST NAMES ONLY.

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5. HEALTH AND SAFETY

This information has been drawn up to assist volunteers to operate in safety within the Shelter. It is designed to complement common sense rather than replace it.

Awareness of the environment

Be aware of the potential hazards.

Become familiar with the premises and its hidden areas.

Become familiar with your team. Does somebody know where you are? Do you know where your colleagues are?

Take time to think about what you are going to do rather than react hastily.

Your Health

Are you in good health? If not, you may be susceptible to illnesses that others bring in or you may infect others.

If you have been suffering from sickness or diarrhoea in the last 48 hours, you are kindly asked not to come to your shift, but please let us know by calling 07943 685660 or email info@rhtes.org so we can enlist the help of others.

The risk of catching or passing on a mild infection whilst volunteering can be minimised by the provision by RHT of appropriate first aid equipment including wash proof/water proof plasters, gloves and a resuscitation face shield, and the application of some common sense rules as follows:

- If you have a cut, sore or open eczema you should cover it with a wash proof or water proof plaster.
- Washing your hands with warm water and soap, if time available before giving assistance, but certainly afterwards
- Using the alcohol hand gel provided.
- Always wearing the gloves provided when dealing with blood, vomit, spit, urine or any other body fluid.

The first aid bag is fully equipped and regularly checked and each venue will have alcohol hand gel available.

General Cleanliness

Kitchen and toilets should be kept clean and disinfected as necessary. Unnecessary clutter can be a hazard to mobility, a fire hazard or a place where vermin can congregate. Food should be kept secure from infestation.

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First Aid/Disposal Kit

All Project venues, including the Winter Night Shelter venues, should have a First Aid kit and there is also a first aid kit in the WNS Venue Box. It is ideal that a qualified First Aider administers anything that is needed. There is, however, a booklet on basic First Aid with the kit.

ALWAYS WEAR GLOVES WHEN DEALING WITH INJURIES - EVEN IF YOU THINK IT MAY BE UNNECESSARY.

Sharps

Do not expose yourself to harm, which can come from hidden 'sharps' (syringes, razors etc.) by putting your hand in bags, bins or sleeping bags. Where sharps are found they should be disposed of in the Sharps Box. **Do not pick up a sharp using only rubber gloves, as you will not be protected.**

The Session Leader/Shift Supervisor should record the incident as stipulated by the Project in hand – Shift Summary on the Tablet for Night Shelter, briefing in Drop-In and feedback on the Real Meal Google sheet. **This includes if any needles or drugs are found.**

DROP-IN VOLUNTEER HANDBOOK

6. GUIDELINES ON VIOLENCE, AGGRESSION and HARRASSMENT

Renewed Hope Trust aims to ensure a all its projects offer a non-threatening environment for the safety and security of guests, volunteers and staff.

On entry to the Project all guests and volunteers are reminded that no violence or aggressive behaviour will be tolerated in the Winter Night Shelter and/or Drop-In and/or Real Meal, and will be a cause for exclusion from the Project, with the right reserved to call the police. All are also reminded no objects that could be considered of use as weapons may be brought onto the premises.

Renewed Hope Trust opposes harassment and will take action against any guest or volunteer, who harasses another on any grounds, including race, gender, disability, colour, ethnic and national origin, sexuality or religion.

Any rules, warnings and expulsions below apply to both guests and volunteers.

Violence towards persons

Two strict rules apply with regard to the response to violence.

- 1) Automatic dismissal follows any incident of physical violence. This applies to the person who intimidates and the person who retaliates.
- 2) Anyone who sees any violence is required to report it to the Session Leader/Shift Supervisor immediately, thus preventing secrecy and collusion.

The police may be called by staff if there is a risk of subsequent violence in the neighbourhood or to any person at a later time, or if immediate assistance is required.

The Session Leader/Shift Supervisor should record the incident as stipulated by the Project in hand – Shift Summary on the Tablet for Night Shelter, briefing in Drop-In and feedback on the Real Meal Google sheet. For Night Shelter, be aware the Venue may have its own incident reporting procedure.

Aggressive behaviour

It is the judgement of the Shift Supervisor or session Leader as to their suitability to be allowed onto the premises and whether their behaviour is severe enough that they should be asked to leave.

DROP-IN VOLUNTEER HANDBOOK

In the event of aggressive behaviour from a person then they shall be reminded of their obligations as guests and given the opportunity to modify their behaviour (see pages 9-10).

All incidents shall be recorded to by actioned by RHT staff in accordance for the specific projects reporting procedure.

Violence against property

Respect for property is required of everyone in the Winter Night Shelter; again the above procedures apply. All incidents should be recorded.

Harassment

Renewed Hope Trust opposes harassment and will take action against any person, whether volunteer or guest, who harasses another (on the basis of race, gender, disability, colour, ethnic and national origin, sexuality or religion). Harassment offends human dignity and constitutes a violation of the basic human rights of respect and privacy.

Harassment is talking and/or acting in a bullying, intimidating, invasive, tormenting or taunting manner to someone relating to the above categories.

Procedure for harassment

- Tell the harasser to stop
- Walk away
- Report the incident immediately to the Shift Supervisor/session Leader.

Harassment by a guest/drop-inner

If such an allegation is proved, then a warning will be given to the harasser. If the harassment continues then the harasser can be asked to leave by the Shift Supervisor/session Leader. Incidents must be logged for office information.

A member of staff will tell them that if their behaviour remains unchanged they risk being excluded from all RHT Projects.

In the case of harassment by a volunteer, the above procedure applies. If the case can be proven, the Project Coordinator and Trustees may ban the volunteer from all RHT Projects.

Guests & Volunteers are reminded of their right make a complaint. Any incident of harassment is to be reported in the incidents book along with the action taken.

Christian concern for the homeless, disadvantaged and marginalised in East Surrey

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7. COMPLAINT AND GRIEVANCE PROCEDURE

This information is intended for any person involved any of RHT's Projects whether they are a guest, or a volunteer.

The following actions may be adopted in the event of a grievance or complaint arising during the course of the normal operation of the Project, which does not fall into the categories of normal discipline outline in details above. It may relate to how the rules and guidelines outlined are implemented or exercised or a grievance reported concerning working conditions.

- The complaint should first be raised with the relevant Shift Supervisor/session Leader for them to recorded and to be passed on to the RHT Project Coordinator.
- If it is inappropriate to write the nature of the complaint on an incident form, any complainant should make their complaint in writing separately and pass this to the Shift Supervisor/session Leader to pass on to the RHT Project Co-ordinator.
- If the complaint concerns the conduct of the Shift Supervisor/session Leader, then the complaint should be raised directly to the RHT Project Co-ordinator.

The RHT Project Co-ordinator and Trustees will seek to resolve the matter informally with those concerned. If the matter cannot be resolved informally, then the complainant will be invited to make a formal complaint in line with Renewed Hope Trust's Complaints Policy.

8. EMERGENCY PROCEDURE

In the event of an emergency involving police, fire or ambulance, the priority must be to deal with the incident on site. In the rare event of an incident making the venue unsafe for sleeping, then call the Trustee on Call who will advise of further action to take.

If a volunteer has to leave the premises and there are not enough people to cover (this is more likely to be with the overnight shift), let the Trustee on Call know.