

NORWICH QUAKER MEETING: GUIDANCE FOR LONE WORKING STAFF & VOLUNTEER WARDENS

1. All staff and volunteers should ensure that they are aware of the layout of the premises, especially entrances/exits and how these are secured.
2. The location of all fire extinguishers and how they work (Plan on Office wall).
3. The location of the First Aid boxes and their contents (Office, Kitchen & Committee Room).
4. The cordless office phone can be carried around. A personal alarm and mobile phone will be provided in office desk top drawer with pre-loaded emergency contacts
5. There is a list of emergency telephone numbers on the Office wall behind the desk.
6. If you have a medical condition, consider wearing a bracelet or pendant which shows brief details and inform the Wardenship Group.

7. Responding to unexpected callers

Consider locking yourself into the building when alone, or when the members of expected groups have arrived. Put up sign for visitors to ring the bell. If you are not expecting anyone you do not need to respond. If you do choose to respond, please do so with caution. Always ask for the caller's identification before allowing them onto the premises. **Your security is important.**

8. Checking the building before you leave

If you are anxious about doing this on your own, ask the leader of the group leaving to accompany you. (To be included in the 2017 Terms & Conditions.) Check the doors are locked and the rooms and toilets are empty, windows closed and lights switched off.

9. Rough sleepers and drug users in the Bike Shed and Garden

The notice on the Bike shed wall says: 'Rough sleeping is not permitted on these premises. The police have been authorised to move you on.' At present the garden is open to the public, but this may be changed. We do not give money, food or drinks to callers.

If you find people in the bike shed, you can ask them to leave if you feel comfortable doing so, or, if concerned, phone the Police non-emergency number and ask for them to send someone. This ongoing problem is under review.

10. The risk of becoming ill or injured

It is often possible to let a family member or a friend know where you are and what time to expect to see you. A quick call/text message helps to keep contact and gives an added security should you find yourself not feeling well or hurt. In emergency, contact Martin Lacey on 07775746287

11. The risk of a person or persons being on the premises illegally

When arriving at the Meeting House you should be aware of the first impressions of how the premises seem. If you believe that there is an immediate indication of a disturbance, do not enter the premises. Immediately telephone the police and wait for them to arrive. Remember it is better to be safe and do not take risks. Always avoid getting into a confrontation or becoming involved in any sort of disturbance. You should leave the premises and wait for help to arrive.

12. **RECOMMENDED ACTION TO TAKE**

If a violent incident occurs which affects your personal safety then the following action is recommended in the first instance:-

- Use your common sense.
- Ensure your safety and that of others.
- Defuse the situation if you are able.
- Get immediate help if possible.
- Use your safety equipment
- Summoning the police immediately after an incident promotes effective enquiries and enables the relevant persons to be interviewed. Everyone should support a police investigation when it proves necessary. Any person who assaults a member of staff or volunteer during the course of their duties renders themselves liable to prosecution.
- If you need to go to the police station, ask a member of the Meeting or family member or friend to accompany you and remain with you during questioning and while statements are taken.
- Any person who sustains shock or injury is encouraged to consult a doctor as soon as practicable.

If you are contacted by a colleague who is lone working and feels concerned for their safety the following procedure should be adopted.

- Try to remain calm whilst going through this procedure.
- If necessary use another phone or get someone else to call the emergency services while you keep talking to your colleague.

ALWAYS USE DIRECT QUESTIONS SO THE PERSON YOU ARE TALKING TO ONLY HAS TO ANSWER YES OR NO.

	YES	NO
Are you O.K.?		
Do you need me to call 999?		
Do you need the police?		
Do you need an ambulance?		
Do you need the fire brigade?		
Do you want another colleague to come to you?		
Tell your colleague to phone and confirm that they are safe after leaving.		

RECORDING VIOLENT AND UNTOWARD INCIDENTS

All incidents should be logged LEGIBLY in the Incident Book and treated seriously. However, a distinction needs to be drawn between serious incidents which may give rise to a legal action and less serious incidents which may only need to be monitored.

Wardenship Group will ensure that all incidents are recorded and any trends noticed so that any potential risks can be minimized and reduced.

A report of incidents is sent to Trustees annually.