

**ABOVE & BEYOND**  
cancer foundation



**SYSTEMS AND PROCEDURES  
TO PROMOTE SAFE WORKING  
PRACTICE**

**Approved by:** Trustees

**Date:** July 2020

**Last reviewed on:** July 2016

**Next review due by:** July 2024

## Contents

|  |                                     |
|--|-------------------------------------|
| 1. Records & Paperwork.....                      | <b>Error! Bookmark not defined.</b> |
| 2. Verbal Communication .....                    | <b>Error! Bookmark not defined.</b> |
| 3. Client Meetings.....                          | 3                                   |
| 4. Professional Challenge & Whistleblowing ..... | <b>Error! Bookmark not defined.</b> |
| 5. Acceptance & Guidance .....                   | <b>Error!</b>                       |

**Bookmark not defined.**

In order to protect ourselves and the people we support, it is imperative that we adhere to the guidelines set out below. These guidelines are designed to enable Above & Beyond volunteers to carry out their good work in a safe, confidential and responsible way.

## **RECORDS AND PAPERWORK**

In order to protect the confidentiality of those supported by Above & Beyond, and to respect their privacy, volunteers will:

- Ensure that all electronic information is stored on a PC/laptop/tablet only accessed by themselves.
- Ensure that all printed paperwork uses first name only.
- Ensure that all shared paperwork, paper or electronic, refers to clients by first name only.
- Ensure that consent is given for the use of any names and personal stories in any publicity or promotional materials.

## **VERBAL COMMUNICATION:**

### *Between Volunteers:*

At all times during discussions, clients will be referred to by first name only and any information shared will be essential to the discussion.

### *Between Volunteers and Clients:*

At all times during discussions, the confidentiality of other clients will be paramount; where reference is made to other situations in order to support the current client, those being referred to will be simply known as 'another client I see' or 'someone else I support'...

## **CLIENT MEETINGS**

In order to safeguard our volunteers and the clients we support, it is important that the procedures and advice outlined below are followed:

- Notify another adult of location prior to meeting a client.
- Ensure that safe and easy exit is considered when parking.
- Ensure that safe and easy exit is considered at the venue.
- Call 999 if unsafe conditions ensue which affect volunteer or client safety.

- Notify identified adult when leaving a private dwelling at the end of appointment.
- Ensure that conversations offer emotional and practical support only; for any medical advice always refer to GP; for any financial/housing advice always refer to Citizen's Advice or any other relevant agency.

## **PROFESSIONAL CHALLENGE & WHISTLEBLOWING**

Should any volunteer have cause for concern regarding the above safe practices and feel that the above practices are not being adhered to by another volunteer, and therefore the wellbeing/confidentiality of volunteers/clients is at risk, it is imperative that these concerns are raised respectfully and dealt with as a matter of urgency. An impartial trustee must be present for the conversation, and all challenges must be dealt with in accordance with our Constitution (Clause 27). Where disputes cannot be resolved through internal challenge, whistleblowing procedures must be followed via the Charities Commission.

## **ACCEPTANCE OF THE GUIDELINES OUTLINED ABOVE.**

Although not all volunteers meet with clients, all volunteers need to support the safe working practices outlined above and follow the guidelines relevant to their role.