



## ***SAFEGUARDING GUIDELINES FOR VOLUNTEERS***

*As well as the HUBB Meeting Guidelines (attached) it is important to be aware of appropriate 'boundaries' of behaviour between HUBB Members & Volunteers, & how to maintain them without causing offence.*

We want our Volunteers to show empathy & to be encouraging, warm & helpful. However -

Do not accept personal gifts from Members, but you may gratefully receive & hand to a Trustee any donation for the HUBB raffle or HUBB running costs.

Do not accept or lend money to Members.

Do not supply or use alcohol, drugs or any illegal substances during work hours. Avoid smoking in front of Members, & lending or buying cigarettes for them. Encourage healthy lifestyles!

Do not accept or lend money to Members.

If you drive & give a Member a lift bear in mind the potential misunderstanding about your relationship that this may imply. Do not let Members drive your own motor vehicle

Do not give advice outside your own skills and expertise - e.g. financial, marital, relationship, medical - refer on to qualified professionals for any support needed

Respect everyone's confidentiality and privacy. Do not disclose personal information (your own or other colleagues or Members) e.g. phone number, address, financial or marital news, *except when necessary in an emergency.*

Do not criticize, complain about or discuss issues relating to colleagues with Members or their family. Talk to colleagues and use peer supervision instead.

Do not socialise with individual or groups of Members outside work hours, excepting *occasional* group gatherings after meetings, eg at a local pub or cafe, preferably when Trustees are present. Your work finishes at the end of your shift, but not your discretion

Similarly, do not introduce Members to your own family or friends, e.g. don't invite them home for family gatherings etc. & avoid intimate personal relationships with them.

If you feel that a Member is being unkind or alternatively, overly attentive to you or another person, tell them firmly that you do not accept this sort of behaviour. If the behaviour causes distress or if it continues, this is *harassment* & is a disciplinary offence, so you or the person being harassed must move away &- with help if necessary- urgently inform one of the Trustees, who will intervene. *(If this happens outside a meeting, threaten to -& if serious- actually call the Police on 999. This is advice from the Met. Police).*