



CRISIS POLICY

Updated Jan 21

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1. POLICY CONTROL

Version	Description	Date
1.0	Crisis Policy	20 Jan 21
Board Approved		07 May 21
For Review:		20 Feb 22
Safeguarding Officer (21/22)		Clare Rooks

2. INTRODUCTION

- 1.1. This Policy has been created to provide guidance to individuals who are involved with the Newquay Foodbank in both a Volunteer and Paid capacity.
- 1.2. Throughout this policy the term staff member will be used to represent both Volunteers and paid individuals.

2. LONE WORKERS:

- 2.1. Should staff members find themselves on their own and in a situation which they you are unhappy or uncomfortable with they should try to ring 999.
- 2.2. Should the staff member feel they are unable to dial 999 they should text or phone the Safeguarding Officer and state '**THE BEANS ARE OFF**', the safeguarding officer will then ask appropriate simple questions which can be answered with simple 'yes/no' answers and make appropriate arrangements for immediate support.

3. DURING SESSION TIMES:

- 3.1. Should an event arise where a staff member needs help and is unable to call directly for help or ring 999 then they should use the following safe phrase: **IS FLO IN TODAY**
- 3.2. If another staff member hears the safe phrase they should:
 - 3.2.1. Recognise this as a request for help.
 - 3.2.2. Assess the situation and whether they can calm it down or whether to ring 999.
 - 3.2.3. Whatever the outcome not put themselves or anybody else in danger.
- 3.3. If needed all staff and clients should vacate the building to ensure everyone's safety.
- 3.4. All should assemble at the Fire Assembly Point.
- 3.5. Sign in sheets should be used to ensure all are safely out of the building.

4. IN ALL INSTANCES:

4.1. Staff members should:

- 4.1.1. keep calm.
- 4.1.2. Serve the client in a professional manner to try and defuse the situation if possible.
- 4.1.3. Not get into a lone working situation with clients, such as carrying bags out.
- 4.1.4. Report any incident to the session lead.
- 4.1.5. Leads should report any incident to the Safeguarding Officer.
- 4.1.6. The Safeguarding Officer should create a log of the incident ensuring a first hand account from those involved.
- 4.1.7. If necessary, the incident should be reported to the police.

LAST REVIEWED: Jan 21 **SAFEGUARDING OFFICER:** Claire Rooks