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**CRISIS POLICY**

**Updated May 21**

# **CRISIS POLICY**

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

1. **POLICY CONTROL**
2. **INTRODUCTION** 
   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.
   2. Throughout this policy the term staff member will be used to represent both Volunteers and paid individuals.
3. **LONE WORKERS:**
   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. 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.
4. **DURING SESSION TIMES:**
   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**
   2. If another staff member hears the safe phrase they should:
      1. Recognise this as a request for help.
      2. Assess the situation and whether they can calm it down or whether to ring 999.
      3. Whatever the outcome not put themselves or anybody else in danger.
   3. If needed all staff and clients should vacate the building to ensure everyone’s safety.
   4. All should assemble at the Fire Assembly Point.
   5. Sign in sheets should be used to ensure all are safely out of the building.
5. **IN ALL INSTANCES:**
   1. Staff members should:
      1. keep calm.
      2. Serve the client in a professional manner to try and defuse the situation if possible.
      3. Not get into a lone working situation with clients, such as carrying bags out.
      4. Report any incident to the session lead.
      5. Leads should report any incident to the Safeguarding Officer.
      6. The Safeguarding Officer should create a log of the incident ensuring a first hand account from those involved.
      7. If necessary, the incident should be reported to the police.