
Volunteer Handbook

BSAFE – WEEKEND SERVICE

MAY 2017 (3rd Edition)



VOLUNTEER HANDBOOK

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Hello & Welcome

Dear Reader

Welcome to the BSAFE Volunteers Handbook.

Hopefully everything you need to know will be in these pages, and by the end of reading it — you will want to join our wonderful team (if you haven't already).

BSAFE has been running since 2010 and has been getting stronger and stronger, thanks to all our amazing volunteers who work tirelessly to keep it all going.

THANKS GUYS! We could not do it without you!

B3 started as a small service user group in 2008 and went from strength to strength, eventually running courses, doing outreach and education, and setting up BSAFE.

It is a small charity, run mostly by service users and has a brilliantly diverse team.

Want to get involved? Please contact us as directed on the following page.

Warm regards

BSAFE
Brent Social Access For Everyone

Contact Us

You can contact B3/BSAFE by telephone on either of the numbers given below, or by email.

Address:	97 Cobbold Road Willesden London NW10 9SU	
Telephone (office):	020 8459 9510	
Email:	info@b-3.org.uk	
Website:	www.b-3.org.uk	
Twitter:	www.twitter.com/B3inBrent	
Facebook:	www.facebook.com/B3inBrent	
Weekend Service:	12pm to 5pm Saturdays 1pm to 4pm Sundays	
Service Manager:	Radha Allen	Mobile: 07919 130946 Email: radha@b-3.org.uk
B3 Support Workers:	Tracy Lynch	Mobile: 07960 862818 Email: tracy@b-3.org.uk
	Nicola Daniels	Mobile: 07960 862818 Email: nicola@b-3.org.uk
	Cristina Tigani	Mobile: 07932 958919 Email: cristina@b-3.org.uk
	Chester Roberts	Mobile: 07984 645513 Email: chester@b-3.org.uk
Board of Trustees:	Kylee Brennan, Chair tbc, Vice Chair Nick Wilson, Secretary Prakash Shah, Treasurer Atara Fridler, Trustee	

Who Are We?

BSAFE (Brent Social Access For Everyone) operates as an out of hours weekend service for individuals with substance misuse issues and/or in recovery from these problems. We aim to provide a socially based and supportive service. We are not an abstinence based programme. Service users in treatment or those seeking help with addiction are welcomed to come along. It was created because across the board weekend services are extremely rare, although this is slowly changing. We recognise that for many service users the weekend can be an extremely difficult time.

BSAFE is designed to operate on two levels. Its main purpose is to provide a friendly, supportive and relaxing environment that offers people with substance misuse issues a place where they can access activities and support services, and be guided towards other local services where they can receive help e.g. Cobbold Road Recovery and Treatment Centre, CRI, ARCC and WDP.

We also hope to offer a supportive environment for our volunteers where they can develop on both personal and professional levels. We do not offer any professional help ourselves and you are therefore not expected to offer any kind of key-work counselling. Instead a friendly and professional approach should be adopted and then we can guide people to the relevant services as necessary.

How is BSAFE run? BSAFE is run by the Service Manager and overseen by a Board of Trustees comprising of a chairman, vice chair, treasurer and company secretary as well as other trustees. By design it is supported by B3 — peer led members which enables us to address problems facing people with substance misuse issues in Brent.

How is BSAFE funded? We are funded and directly commissioned by Brent DAAT (Drug and Alcohol Action Team) who are part of Brent Council that deals with commissioning treatment and recovery services across Brent.

What is a peer led service? A service that is designed and run by service users. BSAFE was created by individuals who were accessing drug treatment services and wanted to help themselves and others facing the same struggles. From its conception through to the present day BSAFE has always been an entirely peer run service. Addicts doing it for themselves, if you like!

Do I need to have had a substance misuse issue to volunteer for BSAFE? Absolutely not! Although the majority of the volunteers have had to deal with substance misuse at one point or other, we welcome anyone with commitment and passion to our team. Diversity is our greatest strength and we're proud to run an open door policy on recruitment. If you are interested in us, we are interested in you!

If you'd like more information on volunteering at BSAFE or you want to find out about other ways to get involved, please speak to our Service Manager, Radha Allen.

What You Can Expect From Us

Travel expenses: Travel expenses will be covered for each day you volunteer. These will be paid to you by the coordinator before check-out on the day you work. We reimburse £5.00 for your travel, however the receipt must be dated within 3 days of the day you work.

Food: Although we are unable to reimburse volunteers for lunch, you are welcome to help yourself to food and drinks while you are at work.

Shadowing: In your first few weeks at BSAFE you will be shadowed by either a team leader or an experienced volunteer in order for you to feel comfortable and supported in your new role. Upon promotion to team leader you will be shadowed by an experienced team leader or Service Manager.

Respect for the individual: BSAFE is totally committed to a policy of equal opportunity and non-discriminatory practice with regard to our volunteers and BSAFE service users. We are dedicated to treating everyone equally with regard to gender, sexuality, race, age, religion, ethnicity or cultural background, disability, class or age. We will try hard to treat each person as an individual taking personal circumstances, strengths and weaknesses into account in our dealings with you.

Complaints Procedure: Should you feel that you have been unfairly treated while at work in BSAFE you are to address the matter with the coordinator on duty. If you are not able to resolve the matter then speak to the Service Manager. Should you still feel that your complaint has not been satisfactorily resolved please take the matter to the Board of Trustees. To clarify, if you have a complaint concerning Service Manager speak to the Board of Trustees.

Training: BSAFE will do its best to provide you with information on external training and services and, where possible, will try to help you access relevant courses and services as required. We would ask you to accept that while we will always do our best we do have limits and can't always guarantee success. We are committed to the ideal of supporting our volunteers in both their individual recoveries and personal journeys. Please do not hesitate to speak to the Service Manager.

Holidays: Everyone likes a holiday. While we have no policy regarding leave, we do have the weekend service to run. Please try to give us reasonable notice before disappearing to the sun!

What We Expect From You

Volunteer Handbook: We expect you to read this handbook and do your best to abide by the rules. It contains policies on confidentiality, boundaries, lapse and relapse, dealing with violence and a great many other aspects of the role you have chosen to undertake. However, don't panic! It is a lot of information to take in and we are all here to support you through your voluntary experience.

Commitment: BSAFE opens every Saturday (12pm–5pm) and Sunday (1pm–4pm). In order for BSAFE to function effectively we expect you to turn up. Volunteers are expected to

work at least 2 shifts per month. However when you work is entirely up to you. As a team we rely on volunteers turning up for work when they say they're going to.

Reliability: Please be on time! Unexpected events do happen, and there will be occasions when you are unable to come to work. Communication is of paramount importance! Please inform the staff member on duty on a BSAFE mobile at the earliest convenience if you're running late or unable to attend.

Willingness To Learn: We all have different skills strengths and weaknesses. Our team's depth and diversity are strengths. Not one of us knows everything! Be prepared to learn and change your viewpoint.

Know Your Limitations: We applaud enthusiasm, but recognise your limitations. Do not overcommit and be aware of your strengths and shortcomings. You will be working as part of a team that is dedicated to sharing its skills and knowledge. Keep your sense of humour, you're going to need it!

Appropriate Behaviour: You will be working with a difficult and vulnerable service user group. You will have to work hard to maintain your boundaries. Be sensitive to those who need company and/or help and to those who wish to be left alone. Do not lecture, moralise or talk down to service users. You are here to support people, not to try and turn them into what you think they should be. Try to grow a thick skin and not be overly sensitive to comments made by service users or on occasion other volunteers. Not everyone will like you or feel comfortable with you, don't take it personally.

Lapse & Relapse: It is important to recognise that most of us are in recovery from substance misuse and it is common sense to acknowledge that lapses and relapses happen. It is extremely important that you understand the Lapse & Relapse Policy and abide by it, for your own safety and that of your colleagues and service users.

Leaving BSAFE: The nature of voluntary roles means that volunteers often choose to move on. We encourage this. BSAFE is designed in part to act as a stepping stone for personal growth, support through the recovery process and a pathway toward working in the industry. However, to ensure the smooth running of BSAFE, please give us at least one months notice. In return we will be happy to provide you with a reference and any support we are able to offer.

Voluntary Roles Within Bsafe

We hope to offer a supportive environment for our volunteers where they can develop on both personal and professional levels. Promotional opportunities are possible. Volunteers can apply for promotion to a team leader role. While not everyone has the makings for leadership and extra responsibility if you wish to try we will do our best to support you in your ambition.

Please remember BSAFE is a new venture for most of those involved. We are in the process of learning to work alongside one another, and we ask that you kindly bear this in mind. It is a large and extremely diverse team. A little tolerance and understanding goes a long way!

The Volunteer's Role

As a volunteer you are expected to adhere to the rules and policies of BSAFE. We expect you to behave in a responsible and reasonable manner at all times.

1. **Be On Time:** Please inform the coordinator who is working on the day on the BSAFE mobile at the earliest convenience if you are running late or unable to attend. This communication is of the utmost importance! Although your personal circumstances will be taken in to account, frequent absences from work may result in your position being terminated.
2. **Breaks:** Remember to let your team leader know if you are popping out for a cigarette or quick break. It doesn't help the smooth functioning of BSAFE if everyone disappears at the same time! Remember to take off your apron and gloves before grabbing a fag or leaving the kitchen.
3. **Check-in:** You are expected to attend check-ins. They are intended to give everyone a chance to talk about where they are in their lives at that time. Misunderstandings can be avoided if we are all clear about how we feel and what is going on for each of us. It also allows the team to identify the team leader on duty as they change from week to week. It enables the whole team to be clear on what's expected on any given day, and pin-point any arising concerns beforehand.
4. **Check-out:** It is a time to reflect on the day. What went well? What could have gone better? It's also a chance to share your feelings about the day with your colleagues, to give and receive feedback. The aim is to make sure volunteers can unload and leave work feeling supported. The meetings can vary in length depending on the events of the day. Nevertheless, you are expected to stay until the end.
5. **Clear Up:** We close the kitchen and begin the clear up 30 minutes before closing times e.g. put equipment, tables and chairs away, sweep the floors and empty bins. Many hands make light work!
6. **Cobbold Road Recovery And Treatment Centre:** You have volunteered to work for BSAFE run by B3. While Cobbold Road Recovery and Treatment own and run the premises, we neither work for, nor represent it. This is important to remember! We work in a building that is situated in a residential area, and it is in our best interests to

show our neighbours respect. We kindly ask that volunteers do not congregate on the road outside the premises for any reason, and please encourage service users to behave in the same fashion. We have a car park area out front where you are welcome to smoke.

7. **Development:** BSAFE has been set up by ex and existing service users and is constantly evolving. You may discover that your role changes over time. We welcome your thoughts and feedback concerning such changes, and are willing to adapt your role to suit your own needs. The team leader and/or staff member are available for such discussions.
8. **Disclosure & Barring Service (DBS):** Volunteers will be asked to complete DBS checks (formerly CRB checks).
9. **Dress Code:** You are free to dress in whatever is comfortable for you, as long as it is clean and tidy! However we ask you not to dress in a sexually provocative manner so as not to encourage service users to speak to you in an inappropriate manner. We also request that you do not wear any clothing which might conceivably give offence i.e. inappropriate slogans.
10. **Drugs On The Premises:** We have a strict policy that says illegal drugs are not allowed on the premises. If controlled substances are found on the premises they **MUST** be handed to the team leader immediately. Then in front of a witness the team leader or coordinator will promptly destroy them. Afterwards the event will be logged on the incident/accident record form and signed.

N.B. Do not try to confiscate drugs from a service user in physical possession of them. Simply inform the team leader who will insist that the service user leave the premises immediately. The service user will then be barred for a period of time for breaking the rules of the Service User Agreement. Controlled substances found on the premises **MUST NOT** be handed back to the service user under any circumstances.
11. **Expenses:** A coordinator will pay out expenses before check-out. Up to £5.00 is paid for your travel expenses, the receipt must be dated within 3 days. Expenses such as food, newspapers and any other BSAFE items are paid out of the weekly petty cash, again receipts are required.
12. **Feedback:** The giving and receiving of feedback from colleagues can be an uncomfortable process, but one we ask you to engage in. Then we can learn from our mistakes and understand that we all need help. Equally if someone has done well, let them know in the check-out. Should it prove necessary to provide constructive feedback have a chat with your team leader before check-out and remember to challenge the behaviour and not the person! Don't worry! Even the most seasoned professional make mistakes, it is part of life and unavoidable in this field.
13. **Food Safety:** All BSAFE volunteers have the opportunity to receive food safety training.
14. **Games:** The weekend service is an interactive and social environment, therefore you are expected to take part in the games.

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15. **Honesty:** You are taking your first steps with us towards working in the substance misuse field. Self reflection and honesty are necessary for everyone working in this field if we are to do a good job. Be honest with yourself and be honest with us. We will support you every step of the way.
 16. **Kitchen:** If you are assigned to the kitchen you will be making food and drinks for the service users who attend BSAFE. Remember the basic health and safety, and food hygiene standards. Food and drinks are available for all volunteers and service users.
 17. **Media:** We kindly ask you to speak to the Service Manager before speaking to anyone or doing interviews.
 18. **Monitoring Behaviour:** Service users sign a contract agreeing to keep their behaviour with certain boundaries. Nevertheless the nature of our work means that these will likely be broken on occasions. You will need to keep your eyes open and your wits about you. You may have to remind service users of their signed contract and the rules they agreed to abide by. Most problems are easily dealt with although you will have an important part to play in ensuring that BSAFE remains a safe and supportive environment.
 19. **Needle Exchange:** We also offer a needle exchange service at the weekend. If you do not feel qualified please speak to the team leader, coordinator or an experienced volunteer for help.
 20. **Non-discrimination:** BSAFE is committed to the principles of Equal Opportunities And Non-discrimination. You are expected to uphold this commitment and help ensure that no one, service user or volunteer, receives less than favourable treatment on the grounds of gender, sexuality, race, age, religion, ethnicity or cultural background, disability or class. We also ask that you maintain a non-discriminatory attitude towards an individual's method of recovery. Many of us have strong feelings on the subject i.e. abstinence vs non-abstinence, but you are expected to show tolerance and respect in this matter. This applies to a service users' decision to continue using drugs. You may strongly disagree but it is the choice of the individual and their choice must be respected.
 21. **One-to-one Support:** BSAFE is not equipped to deal with any service user's issues with regard to recovery, drug use, legal or social problems on a therapeutic basis. However, there may be times when a service user requires privacy and a quiet space to talk with a volunteer. Please speak to the team leader or coordinator before undertaking a one-to-one support session.
 22. **Paperwork:** There's not that much paperwork to complete, especially when compared to other services! Nevertheless, make sure the Attendance Registers; Incident/Accident Report Form; food stock checklist; expenses forms have been filled in as required. Remember, if this seems difficult or confusing ask your team leader to help.
 23. **Placements:** All enquiries for volunteer placements e.g. WDP, CRI, ARCC or Addaction MUST go through the Service Manager.
 24. **Reception:** If you have not covered reception before you will be asked to shadow an experienced volunteer. In reception you will have to 'buzz' service users and

volunteers in and out of the door. Each service user who attends BSAFE is required to give you their name and postcode which is recorded in a register. If it is the service users first visit they are required to fill in a registration form.

25. **Record:** Record keeping is an important part of the job and it's important to make sure that you do not forget to complete the appropriate forms. However, they are all quite simple and self-explanatory.

- Attendance Register
- Incident/Accident Report Form
- Exclusion Record Sheet
- Service User Agreement
- Service User Registration

26. **Relationships (Service Users):** It is not appropriate to have a relationship with any service user who accesses BSAFE for reasons of confidentiality, boundaries and professionalism. Pre-existing friendships and relationships will be taken into account. The team leader or coordinator on duty must be informed of both the relationship and its nature. This is to ensure openness and trust and will not affect your position as a volunteer.

27. **Relationships (Staff Members):** To ensure B3/BSAFE provides a safe and fair environment, staff members are not permitted to have 'intimate relationships' with volunteers or service users. To do so is a serious breach of their employment contract.

28. **Relationships (Volunteers):** Many people meet their partners at work. With such a large and diverse team, it is to be expected that there will be relationships between volunteers. BSAFE is intended to be a supportive, friendly and family orientated organisation and we do not object to this. However, you are volunteering in a drop-in and certain rules are essential. Should you have a relationship with another volunteer you are expected to inform the Service Manager. This information will be treated in confidence. We reserve the right to reschedule your volunteering on different days if the relationship is impacting on your work.

BSAFE is a very friendly place in which to volunteer, and you are certain to make a number of new friends. However we would ask that you be aware of the potential dangers of gossip. A great many volunteers are in recovery from substance use and potentially vulnerable. Remember, friendship is healthy but gossip can be very damaging!

N.B. Please try to avoid getting into long conversations with your colleagues during opening hours. We are here to help the service users who access BSAFE. We have all the time in the world to socialise with colleagues either before or after work.

29. **Role Allocation:** Volunteer roles are assigned and any issues with barred service users are addressed in the check-ins. Please don't be late!

30. **Self Disclosure Around Your Own Substance Misuse:** As we are a peer run project we do not operate by the normal rules for individuals working in the drugs field with regard to disclosing your own substance misuse background. It is entirely a matter for the volunteer to decide what they choose to reveal. If you have any concerns over self-

disclosure please speak to one of the team leaders or a member of staff. We believe that at times such disclosure can be beneficial for the service user, but there several things to bear in mind before you choose to do this.

- The service user you are talking with is not bound by a confidentiality policy and they may share your information with whoever and whenever they like.
- Service users may overly identify with you. This can put you under a great deal of pressure and cause a degree of resentment within the team.
- Other volunteers who do not have a substance misuse background may see such conversations as being collusive and this may lead to challenges in the meetings.
- You are disclosing a vulnerability about yourself by making it clear that you are in recovery. Are you able to deal with the potential consequences of this i.e. someone may offer you drugs?

31. **Setting Up:** Unless there are extenuating circumstances you must be at BSAFE at 11am on Saturdays and 12pm on Sundays to help setup. If you are running late please let the coordinator on duty know. We make changes to the drop-in which require moving chairs, setting up a television, computers and so on. It's all hands on deck!

32. **Shopping:** Although the majority of the food is delivered to BSAFE on Friday at lunchtime, you may be asked to get the newspapers, milk, etc.

33. **Signposting:** If you are unable to answer peoples questions about local services, please speak to a team leader or an experienced volunteer for help.

34. **Social Evenings:** A couple of times a year B3/BSAFE host a social event. Usually by going out for dinner together to celebrate and thank you for the work you do and to have a good time.

35. **Supervision:** You will receive supervision on a regular basis from one of the supervisors. You are expected to attend these sessions when requested. Supervision is normally an hour long, one-to-one session intended to allow you time to reflect upon your experience as a volunteer. It is a safe and confidential space in which to look at your strengths and weaknesses, troubleshoot any difficulties you may be having, and examine how we can help you in your role as a volunteer for BSAFE. You can get support from a supervisor, and look at both potential promotion and any new roles you might wish to undertake in BSAFE. A problem shared is a problem halved!

36. **Support:** This is the core part of your role as a volunteer. You are expected to support and socialise with the service users as per the guidelines. Make yourself familiar with the policies and procedures!

37. **Team Work:** We work together as a team. On occasions you may object or disagree with the behaviour of another volunteer. We ask you to address this at check-out and not within BSAFE's opening hours. It's worth reminding yourself of the following:

- We all have different backgrounds, upbringing, education, qualities and skills;
- Your actions will have an effect on your team members;
- If one individual doesn't pull their weight it affects the mechanics of the team;
- Put aside personal differences and focus on the goals of BSAFE;
- Respect each other's opinions even though you may disagree with them;

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- Learn to negotiate and compromise;
 - Have one another's back;
 - Listen to your team, no one is right about everything all the time; and
 - Problems often arise not from what you say but the way you say it.

38. Training: We understand that you fulfil a difficult and demanding role which can be especially challenging for an individual in recovery. We expect all BSAFE volunteers to attend our bi-monthly training sessions. We will confirm dates in advance at the B3 Friday meetings, but training is scheduled for Tuesdays 4pm to 6pm.

We also run a bi-monthly review with B3 members as well. At this meeting we focus on the current issues facing our service users and volunteers, and endeavour to find solutions to improve the experience for everyone. We ask that you are open about your thoughts and feelings in training. This allows us to address any concerns, ensure you receive the support you require, and deal with the conflicts that inevitably arise in such an environment.

39. Use Of Language: Be aware that many people find bad language offensive and intimidating. Try to avoid slang jargon. It is always best to be clear and specific about what you are saying. Do not use terms of endearment with service users such as 'dear' or 'sweetheart'. It sends a mixed message and there is a chance that what you say will be interpreted as being something you did not mean!

Please direct any questions you have regarding the running of BSAFE to the team leader on duty at the time. They are there to support you while you are at work. If necessary, questions or concerns can be raised with the Service Manager.

The Team Leader's Role

This role is complex and demanding, and on a busy day can be quite overwhelming. You are undertaking a serious set of responsibilities. NEVER lose sight of the fact that you are responsible for the running of an extremely busy drop-in.

As you will be aware, the fact that you have been promoted to team leader does not mean that you will be working in the capacity every time you are on the rota. When you have settled into the role, you will be expected to undertake more training, in order to be able to supervise the volunteers.

SETTING UP:

1. The team leader will be present at BSAFE by 11am on Saturdays and 12pm on Sundays.
2. They will allocate duties to volunteers after check-in and ensure that BSAFE is set up and ready to run by 12pm on Saturdays and 1pm on Sundays. This includes making sure that the TV and computers are in place. Any problems must be reported to the coordinator.
3. They will check to make sure that the necessary food has been bought along with newspapers and magazines. Petty cash and reimbursements are not the team leader's responsibility.
4. They will also ensure that the forms are in place before opening i.e. Attendance Register; Incident/Accident Report Form; Exclusion Record Sheet; Service User Agreement and Service User Registration.
5. They will check with the coordinator before check-in to ensure that they are aware of all/any concerns that need to be addressed and read the handover book notes.
6. Keys are not to be given to volunteers for any reason. Personal belongings should be put in reception after check-in where only the volunteers and staff have access.

CHECK-IN:

1. The team leader will ensure that all volunteers, whatever their role are present at the meeting. Any absences will be reported to the coordinator on duty. The check-in should always begin before opening hours.
2. The team leader will identify themselves as being in charge, and will ensure that all questions from volunteers concerning the running of BSAFE are referred to the team leader and not the coordinator, unless necessary.
3. The team leader will facilitate the volunteer check in and address any concerns raised. The coordinator is present to help with this part of the meeting should it prove necessary.
4. New volunteers will be welcomed. The purpose of check-in will be explained. They will be assigned a 'buddy' for the day. Any concerns they have will be addressed. It is recommended that new volunteers are assigned to each of the duties throughout the day.

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5. Any equipment or supply problems should be addressed, and volunteers delegated to deal with said problems. This includes the collection of newspapers, etc. Again, remember to keep the receipts.
 6. Volunteer roles should be delegated for the day. This should include someone to manage the door, greet the service users and ensure that neither volunteers or service users are congregating outside on the street. Any service user and volunteer concerns should be addressed. Any issues that the team need to be aware of should be raised.
 7. During check-in the team leader will appoint the Incident Response Team (IRT) who will support them should a serious incident occur, e.g., evacuate the building and take the register. It is vital everyone understands their role should such a circumstance arise.
 8. In principle, it is the team leader's role to look after volunteers and make sure any service user issues are dealt with, as well as look after the kitchen, and keep an eye on the practicalities of running the drop in.

RUNNING BSAFE:

1. The team leader is not expected to leave the building while it is open for any reason, unless it has been discussed and agreed upon with the coordinator.
2. The team leader will ensure that all service users' names and postcodes are recorded.
3. The team leader will ensure that the Service User Registration and Service User Agreement are understood and signed by service users accessing BSAFE for the first time.
4. The team leader will also ensure that both the Incident/Accident Report Forms and Exclusion Record Sheet are completed as required.
5. They will ensure that the form for the needle exchange is filled out and left in the needle exchange room.
6. If necessary bring out the 'computer access rota' for service users to complete. This is usually only used if it's particularly busy and people are not getting fair access to the computers.
7. The team leader is required to report any incidents or problems to the coordinator at the first possible opportunity.
8. Where possible team leaders are expected to help in the training of volunteers. Please talk to the Service Manager with regard to the workshops you feel most able to facilitate. You will be supported every step of the way.
9. The team leader has a duty to supervise the volunteers in a friendly, supportive and appropriate manner. As a team leader you take personal responsibility for the running and supervision of BSAFE while you are in charge.
10. The team leader is required to ensure that volunteers mix and socialise with the service users as much as possible, and do not spend the day chatting amongst themselves. It is important that the service users receive our full attention.

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11. Any volunteers who express difficulties at the check-in may require extra support. Be aware of this and take the appropriate action, e.g., if necessary refer them to the coordinator.
 12. The team leader has a responsibility to ensure that the volunteers behave in an open, supportive and appropriate manner with both service users and their colleagues. Any concerns should be addressed immediately.
 13. As the team leader you are required to look after the service users accessing BSAFE. Make sure that EVERYONE has equal and unbiased access to all of the services we provide. Keep an eye on new service users especially. It is not uncommon for people to become isolated because they have communication difficulties. Make sure that volunteers are assigned to chat to such individuals in order to make them feel both welcome and wanted.
 14. Be aware that not all volunteers are comfortable in every area of the BSAFE operations. Try to ensure that no one is assigned to a role they feel unable to fulfil.
 15. It is part of the team leader's role to deal with any complaints that either volunteers or service users may have. Should you be unable to address the issue satisfactorily, you are to report it to the coordinator who will help you with the issue, and will take responsibility for its outcome.
 16. The team leader has a responsibility to ensure that volunteers and service users alike adhere to the rules of BSAFE. You are responsible for enforcing these rules fairly, calmly and without prejudice, if and when it is necessary to do so.
 17. The team leader is required to ensure that health and safety policies are adhered to.

CLOSING BSAFE:

1. Ensure that all service users have left the building.
2. Make sure all of the BSAFE equipment has been stored in the appropriate cupboard.
3. Ensure that tables and chairs are returned to their proper places.
4. Ensure that the kitchen equipment and remaining food is returned to the BSAFE cupboard.
5. Make certain the floors have been swept and washed where necessary.
6. Make certain that all of the rubbish bins throughout BSAFE have been emptied.
7. Before leaving, join the coordinator to ensure that the doors and windows have been locked and that the building is secure.

CHECK OUT:

1. Allow each volunteer to check-out in turn and reflect upon his or her day.
2. Make sure you address any concerns the volunteers may have, especially if they are new to the role. The coordinator is here to help you with this, should it be required.

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3. Let people know when they have done well. Positive feedback is important. Everyone wants to feel valued.
 4. Single out any particular thing you feel that they might have handled better. Encourage a group discussion around this. Do not judge, and do not allow anyone else to do so.
 5. Reflect upon how you feel the day has gone. Encourage others to share their thoughts and feelings.
 6. Address any questions that may be raised. The coordinator is available to help you with this.
 7. Take as much time as you require discussing your day with the coordinator on duty. They are here to support you — take full advantage of it.
 8. Should you feel it necessary to address a particular concern at check-out, take the time to discuss it with the coordinator before-hand.

Do not feel that you have to handle everything by yourself — the Service Manager and support workers are here to support and back you up in any way they can. If there is too much to deal with on a busy day — handover some of the load.

The Supervisor's Role

It is the role of a supervisor to support the volunteers, as an individual and in their recovery (where applicable), as well as in their role in BSAFE. As a peer-led organisation we believe that supervision plays an important role in the successful running of BSAFE.

GUIDELINES:

1. Supervisors should remember that a session should never exceed an hour. These sessions are intended to be supportive, constructive and clearly managed, rather than a general conversation. It is good practice to remind the volunteer when a session is drawing to a close, rather than end abruptly.
2. A session should never be undertaken until the volunteer has been reminded of the rules around confidentiality and has agreed to them.
3. Supervision sessions should always take place in a private space, and both parties should be as comfortable as circumstances allow.
4. A volunteer should be reminded that notes are being taken, will be typed up and stored confidentially in the B3 office. Access to these notes will be restricted to the Service Manager and whichever supervisor undertakes the session.
5. In the unlikely event that a serious duty of care issue arises with regard to a volunteer, it will be necessary to let that individual know that their supervision notes might need to be shown to a third party, should the circumstances require it.
6. The main purpose of supervision is to support a volunteer in their role with BSAFE. Because of the unique nature of our organisation and the fact that the majority of volunteers are in recovery from substance use issues, there are occasions when a supervision session may become a matter of one-to-one support. This is quite acceptable, but notes should still be taken and recorded, detailing the reasons for the one-to-one session and the nature of the support offered.
7. Before undertaking a supervision session the supervisor should speak to the Service Manager, in order to confirm any points that may need to be addressed with regard to the volunteer's role, recovery, training, behaviour or promotion. As a supervisor you may often be required to supervise a volunteer that you have had very little personal contact with.
8. In the unlikely event that there is a disagreement during a session between the supervisor and volunteer, or that the volunteer leaves the session feeling unhappy or unsupported, this must be reported to the Service Manager immediately, who will then address the issue.
9. Should it transpire that the volunteer is struggling with their recovery, this must be discussed with the Service Manager as soon as possible in order to ensure the volunteer is receiving the correct level of support, and if necessary is referred to the appropriate service for treatment. It may also be necessary to look at whether or not it is appropriate for them to continue in their role. There are occasions when a volunteer

is given a break in order to address personal issues before returning to work, and in cases of lapse and relapse, this will need to be discussed with the Service Manager.

10. If an issue arises that the supervisor feels unable to deal with, the session can be interrupted and the Service Manager could join the session in order to address the problem.
11. It is very important that the supervisor remembers they are there to help and support the volunteer, and should not stray into discussing themselves or their own lives, except if appropriate to the session e.g. giving a practical example of dealing with a problem for instance.
12. It is also important to bear in mind that your role is to supervise, and NOT to key-work or counsel your peers.
13. Ideally, you should not undertake any more than two supervision sessions on a given day.

UNDERTAKING SUPERVISION:

1. Please make sure that the Service Manager knows when and where your supervision will take place.
2. Check volunteer's previous supervision notes before undertaking the session. This must be done with the Service Manager in order to ensure consistency and confidentiality. Take a careful look at the action points. It is important to see whether or not they have been addressed before beginning the session.
3. You must always begin each session with the confidentiality statement.
4. It is neither necessary, nor possible to ask all of the questions on the supervision form. As a supervisor it is a good idea for you to discuss with the Service Manager, prior to supervision, which questions are likely to be most applicable to a given volunteer.
5. It is good practice to ask the volunteer being supervised if they have anything they would like to bring to the session.
6. Question 1 is a warm up question, stated to gauge the volunteer's enthusiasm and insight of their recent performance. Be careful of your boundaries with this question, and do not allow this answer to stray over the 5 minutes guideline, unless the answer to this question makes it apparent that a one-to-one support session might be required.
7. Questions 3–4, are mandatory. What's going well? What's not going well? Use the prompts if needed as these can help the volunteer reflect on their work. Give them time to answer, it's not unusual for people to reflect a little before speaking. Be patient and don't rush them.
8. Questions 5 relates to the volunteers' relationships with their peers and management. Asking this question is also mandatory. With such a large and diverse volunteer team conflict and disagreements are unavoidable. In order to manage the volunteer team successfully such conflicts must be addressed. Usually this can be dealt with during

the session, although there are occasions when it simply becomes necessary to ensure that volunteers do not work on the same day. Conversely, the same thing can be applicable when volunteers develop close relationships.

9. Questions 6 and 7 refer to their development in relation to the role and themselves moving forward. It's important not to overlook the practical aspects of their work, e.g., record keeping, workload productively and making themselves available to work.
10. You are required to document the session. These notes can be handed to the Service Manager at the end of the day. Remember these are strictly confidential! Develop a process for note taking that suits you. There's a balance between maintaining eye contact (as the person talks) and jotting down some key phrases (then elaborate afterwards). No one wants to stare at the top of your head for an hour!
11. Develop action points with the volunteer as a way of helping them improve and remember to record them in the supervision notes. It is also a good idea to ask the volunteer to write these down on a separate sheet of paper for themselves to follow up.
12. There is a feedback session on the supervision form. It is important that the volunteer receives appropriate feedback (both positive and constructive) from you. Discuss this with the Service Manager before beginning the session.

Policies And Procedures

Confidentiality

When working with BSAFE you are expected to maintain confidentiality with the service users under all circumstances. An organisation such as ours cannot function without trust. You will be privy to a lot of personal information, treat it with the respect you would wish others to show you!

You are also expected to keep the privacy of other volunteers, especially with regard to check-ins and check-outs. You must not talk about things disclosed or discussed at those meetings with anyone who was not present.

If you are uncertain about the confidentiality requirements around something you have been told, have a chat with your team leader. They are there for advice and support.

SERVICE USERS CONFIDENTIALITY:

Although BSAFE operates a social space for people, you will inevitably learn of service users personal details, issues and circumstances. Service users confidentiality is of paramount importance, and any breach of the rules will result in disciplinary action and could result in the termination of your role as a BSAFE volunteer.

There are certain circumstances under which it is necessary to break confidentiality.

1. If you believe that there is a risk of serious harm to yourself, the service user or to another, especially children.
2. If a service user admits to be about to commit a serious offence.
3. If a service user admits to being involved in a serious crime which has not been reported to the police.
4. If required to do so by the police or the courts, upon receipt of the appropriate paperwork from the authorities concerned.
5. When a service user requires medical attention and is not in a position to give informed consent.

It is unlikely that any of these circumstances will arise, so do not worry. Perhaps the best way to look at confidentiality is to remember this. What is said in BSAFE stays in BSAFE!

PRIVACY AMONGST YOUR PEERS:

It is extremely important to keep the confidence of all the B3 members and BSAFE volunteers. Some of the other volunteers may be service users and/or volunteers at other services. If you also work for another service provider we ask you to adhere to their confidentiality policy with regard to both our service users and volunteers and vice versa! This will help you avoid any conflict in your position with any other services. If you have any concerns in this area we ask that you address them to the Service Manager.

Boundaries

As a volunteer for BSAFE you are undertaking a professional role, and certain boundaries are necessary for your own safety and for the safety of the service users who use BAFE.

1. **Do not give your telephone number or home address to service users.**
2. **Do not arrange to meet service users outside of BSAFE.**
3. **Do not lend or borrow money, books, dvds, cds under any circumstances:** While such activities may seem harmless you are putting yourself at risk. You have no idea whether or not you are handling stolen goods for example. Were you to lend a service user money, you are putting both yourself and BSAFE at risk.
4. **What do I do if asked for a cigarette?** As per the signs around the drop-in service users are discouraged from soliciting fags. However the choice is yours. A word of advice though, if you start handing out cigarettes to everyone who asks, you will quickly discover that you go through a packet every time you work! A simple rule to use is the first service user who asks gets a cigarette, and that is it for the day! Everyone else is out of luck. Put your own boundary into place and remember, you do not have to give cigarettes to anyone if you do not want to. Be polite, be assertive and say no!
5. **Do not hug or touch service users:** We are aware that some of you may attend 12 Step Meetings and are used to hugging other service users who also attend these meetings. We would ask that you do not do this at BSAFE during opening hours. Many service users dislike being touched and can respond unpredictably if unexpectedly touched or hugged. It can send mixed messages, especially if the person is of the opposite sex and seem discriminatory as some people may feel excluded.
6. **Do not discuss people you may know with service users, especially from one service user to another:** This can be difficult to stick to, but remember, it is very easy to break confidentiality without meaning to once you get into a conversation about common acquaintances. It is impossible to avoid such conversations altogether, but be aware of what is being said and if in doubt keep your mouth shut! Sometimes people come looking to see if someone is in the drop-in. Be careful not to disclose any service user's attendance.
7. **Expressing personal opinions:** You are working for BSAFE, helping to provide a safe and supportive environment for service users, and consequently you are liable to have conversations about every subject under the sun! Take care when expressing personal views though, especially with regard to methods of recovery, politics, religion and sexual orientation. Everyone is entitled to a point of view, including you, but you are here to support service users and not to get into arguments with them! Exercise a little self control.

Policy For Dealing With Abusive, Intimidating Or Violent Behaviour

As a volunteer for BSAFE you are not expected to put up with abusive, intimidating or violent behaviour from service users or other volunteers. We feel a strong responsibility for your and service users safety and well being. After you have read through this policy, we suggest you speak to a team leader or coordinator about your feelings and thoughts on dealing with such incidents and voice any questions or concerns.

During check-in the team leader will appoint the Incident Response Team (IRT) and delegate their duties. These volunteers will help with the evacuation of the building and take the necessary precautions ensuring all health and safety procedures are followed.

If a service user threatens violence in any way or form, or become seriously abusive or intimidating, the following actions below are required.

1. In the first instance the service user(s) will be warned clearly and calmly of such behaviour. It should be pointed out to the person that if such behaviour reoccurs they will be asked to leave the premises there and then.
2. You must immediately notify the team leader on duty if you have addressed a service user about their behaviour, and the incident MUST be recorded on the Incident/Accident Report Form (see appendix).
3. Should you require support or feel unable to address the issue, explain the circumstances to the team leader on duty and ask them to speak to the person concerned.
4. If you ask a service user to leave the premises and they refuse, immediately inform the team leader. N.B. It is the team leader's responsibility to reissue the request to leave and to inform the service user that, if they continue to stay in the building, the police will be called to escort them off the premises.
5. The coordinator will return once they have called the police. Unless it's dangerous they will stay with the service user until the police arrive.

COORDINATOR'S CALL TO THE POLICE:

Dial 999 ask for an emergency response. Do not try to explain the difference between BSAFE and the Cobbold Road Treatment Centre.

"I am the staff member on duty. I need an emergency response to remove a service user from the building who is refusing to leave the premises and is potentially dangerous. I am under instructions from the Brent Drug Action Team to make this call"

6. While the coordinator calls the police. The IRT will escort all the other service users out of the building via the back door. THERE ARE NO EXCEPTIONS TO THIS RULE.

-
7. As discussed in the check-in the nominated person (IRT) will take the register and check that all the service users have left the building.

N.B. Do not stay behind with the team leader unless told to do so. This is to avoid the service user from feeling physically threatened or intimidated by being surrounded by a number of staff and volunteers.

In the extremely and unlikely event that a service user becomes physically violent, you have the right to restrain them by any reasonable means necessary. The team leader will ensure that this is done as quickly and safely as possible.

You have no legal or moral responsibility to accept violence in any form from anyone. It is also your choice as to whether or not you press charges with the police. We kindly ask that you discuss this with the Service Manager beforehand. As stated the decision (to press charges) remains yours. However, there is an exception to this. In the case of physical violence the Service Manager in consultation with the Board of Trustees will insist that charges are brought.

N.B. It is extremely rare that a service user is physically violent against a volunteer or staff.

SUMMARY POINTS:

1. Ask the service user to change their behaviour.
2. Inform the service user to leave the premises.
3. If they refuse, inform them that we will call police for assistance (then wait for 2 minutes if possible).
4. Inform the team leader and coordinator about the situation.
5. Inform the service user that we are calling the police.
6. Away from the service user the coordinator will ring the police or ambulance.
7. Inform the service user that the police has been called, then stay with them.
8. Incident Response Team will help evacuate the building through whichever exit is more suitable.
9. The volunteers should stay outside with the rest of the service users to make sure they're okay.
10. Wait for police.
11. After the police and the service user have gone everyone can come back inside.
12. Fill out the Incident/Accident Record Form and check the exclusion bans.

To sum up this policy simply. Service users who exhibit intimidating abusive or violent behaviour will receive a single warning and then immediately be asked to leave.

Exclusion Policy

Unfortunately there are occasions when it is necessary to bar service users from BSAFE because of their unacceptable behaviour towards staff, volunteers and/or service users. It is the responsibility of the team leader on duty to issue a ban to the service user and complete the paperwork (see appendix). However, it is important that everyone is aware of the details of the exclusion policy.

* Dependent upon the circumstances and a review before readmission is allowed.

Incident	Ban
DRUG OR ALCOHOL USE ON THE PREMISES	
Dealing drugs on the premises	12 month ban* Second offence is a lifetime ban
Using drugs or alcohol on the premises	3–6 month ban*
Bringing illegal drugs or alcohol onto the premises	1–3 month ban
Bringing non-prescription drugs onto the premises	First offence is a 1 month ban Second offence is a 3 month ban*
Arranging to score drugs while in BSAFE will result in a service user being asked to leave immediately.	Repeated breaches 1–3 month ban*
VERBAL OR RACIAL ABUSE	
Verbal and/or racial abuse	Warning on first offence 1 month ban on second offence 3 month ban* for repeated offences
VIOLENCE TOWARD STAFF, VOLUNTEERS OR SERVICE USERS	
Actual violence inside BSAFE (police called and charges pressed)	3–6 month ban* Second offence is a lifetime ban
Threat of violence inside BSAFE	1–6 month ban*
Actual violence outside BSAFE (police called and charges pressed)	3–6 month ban* Second offence is a lifetime ban
Threat of violence outside BSAFE	1–6 month ban*
STEALING FOOD FROM THE SERVICE	
Taking food away from the service without permission	Verbal and written warnings issued first and second times 3rd offence 1–3 month ban* (tbc)

Lapse And Relapse Policy

Since the great majority of all the volunteers for BSAFE are in recovery themselves, it is necessary for us to address the question of lapse and relapse.

Honesty: We understand that lapses/relapses occur in recovery. As a volunteer we expect you to 'own it' by being honest about where you are in terms of lapses/relapses. Speak to a team leader in private and remember that we will act in a non-judgemental manner. We may ask you to take a couple of weeks out to deal with your health. It is possible, after all circumstances have been considered, that this would not affect your position, longterm as a volunteer. However, it is important you are open and honest about your lapse/relapse.

Privacy: This matter will be treated in complete confidence by the team leader and will not be discussed with other volunteers. We hope you will understand that should this issue arise we will do our best to help and support you in an open, honest and understanding manner.

Deceitfulness: Should you lapse and not 'own' it, and it comes to our attention from another source (one of your colleagues) you will be privately challenged by the team leader. Should you 'own' it there and then, it is likely that we will be able to find a solution to the issue. However should you not 'own' it, and we believe you are not telling the truth, then your role as a volunteer becomes untenable. Reluctantly your position with B-3 and BSAFE will be terminated. No one is exempt from this policy.

Consequences: If you relapse your position as a volunteer will be suspended while you deal with your situation. It is however entirely possible that you will be able to reapply at a later date once your recovery is back on a sound footing. We are sure you can understand the reason for such a policy. We will however, do our best to support you.

Non-discrimination: As an organisation BSAFE is committed to a policy of complete non-discrimination. This extends to our lapse and relapse policy. Each lapse/relapse will be dealt with on an entirely individual basis. We therefore ask you to understand that our response to one such instance may differ from another for this reason.

Appendices

B3 & Brent DAAT'S Charter V1.2

We expect:

1. To be treated equally, with respect, individuality and fairness;
2. To be treated as a person, not a problem;
3. To be given the opportunity to get involved in the services we use and be allowed to participate in an authentic and productive way;
4. Staff to seek feedback from service users for improvement;
5. To have a voice to help improve the services;
6. To be kept informed on the changes to the services;
7. To receive the best quality service that can be provided, and for providers to be held accountable when this is not the case;
8. To understand the options available and be involved in the decision making process;
9. All service users to be told about the wide range of services available to them;
10. All service users to be told about B3 Service User Council for Brent DAAT and know how to contact it with regard to issues or complaints;
11. Service users details to be treated as confidential and only shared on a need-to-know basis for our benefit in treatment;
12. Service users to feel safe in the services, free from abuse, bullying and victimisation;
13. Every service provider to comply with agreed methods of complaining and to share this process with service users so that we know how to make suggestions or complaints;
14. Every service provider to adhere to the appropriate cleanliness and facilities for the services offered;
15. Service users to be involved in the recruitment process for all prospective employees; and
16. Services should have a service user representative that is able to meet with B3 at least once a month.

BSAFE Volunteer: Code of Conduct

Revised February 2016

1. You will treat all BSAFE volunteers, service users and Cobbold Road Recovery and Treatment Centre staff with respect.
2. You will treat the Cobbold Road Recovery and Treatment Centre premises and property with respect, being careful to not cause any intentional damage or destruction.
3. You will not act in an aggressive or discriminatory manner to any BSAFE service user, volunteer, staff or any other professional that is working with us.
4. You will maintain professional boundaries with clients adhering to POVA/SOVA Safeguarding Adults & Children guidelines.
5. You will not come in intoxicated or under the influence of drugs or alcohol or use on the premises. BSAFE operates a zero tolerance policy.
6. If suspected of using on or 24 hours before a BSAFE session you agree to be breathalysed at BSAFE or attend drug testing at Cobbold Road Treatment and Recovery centre the following Monday after BSAFE.
7. If you have any concerns regarding staff or management you will raise this with the Board of Trustees.
8. It is every member's responsibility to raise any issues or concerns immediately.
9. You will maintain service users confidentiality under all circumstances. You accept that any breach of these rules will result in the termination of your role as a BSAFE volunteer. However there are certain circumstances under which it is necessary to break confidentiality.
 - (a) If you believe that there is a risk of serious harm to yourself, the service user or to another, especially children.
 - (b) If a service user admits to be about to commit a serious offence.
 - (c) If a service user admits to being involved in a serious crime which has not been reported to the police.
 - (d) If required to do so by the police or the courts, upon receipt of the appropriate paperwork from the authorities concerned.
 - (e) When a service user requires medical attention and is not in a position to give informed consent.
10. You will keep the confidence of all the B3 members and BSAFE volunteers as some may be service users and/or volunteers at other services. If you also work for another service provider you will adhere to their confidentiality policy with regard to both our service users and volunteers and vice versa.

11. You will keep the privacy of other volunteers, especially with regard to check-ins and check-outs. You will not talk about things disclosed or discussed at those meetings with anyone who was not present.

12. You agree to do at least 2 days volunteering at BSAFE per month.

AGREEMENT: I agree to abide by this BSAFE Code Of Conduct and follow all guidelines stipulated in the volunteers handbook I have received today.

Volunteer name (print):

Volunteer signature:

Date:

Staff member name (print):

Staff member signature:

Date:

EMERGENCY CONTACT DETAILS: In the event of an emergency, I give my permission to contact the named person(s) below.

Name of Contact:

Contact no:

Relationship to Member:

B3 Member: Code Of Conduct

Revised February 2016

All members participating in the group must read and agree to the following rules to ensure the safety of all involved. Additional rules and policies may be implemented as and when required. Group members will get the opportunity to discuss existing rules and any suggested additions or changes during meetings. If changes are made, everyone will be asked to sign a new copy of the Code of Conduct.

1. It is the responsibility of everyone to behave in an appropriate manner and respond to any advice or requirements set by the group in order to maintain a safe environment.
2. Please keep phones off or on silent, unless an important call is expected, in which case let the group know. This includes text messaging in meetings, if you need to send a text do it outside the meeting.
3. If you are coming to a B3 meeting, you should not have used substances within the last 24 hours — this is for the safety of everyone in the group. If suspected of using/ drinking you will be asked by the Chair to take 'time-out' in order for the situation to be dealt with formally. Your participation will be reviewed at the next meeting; this is for the safety of all members of the group.
4. Members will not use any 'isms' — racism, sexism, homophobic behaviour.
5. Anything discussed in the group stays within the group. If something is discussed outside of the group it either needs to be agreed with the people concerned or made anonymous.
6. If you have any concerns regarding staff or management, please raise them with the Board of Trustees.
7. It is every member's responsibility to raise any issues or concern immediately.
8. Threatening or aggressive behaviour (verbal or physical) will not be tolerated and as a result individuals may be asked to leave the group and may be excluded from future activities, subject to review by the group's co-ordinating team.
9. Any behaviour or altercations deemed inappropriate by the majority will result in the participant being asked to take 'time out' before returning to the group.
10. Group participants are encouraged to listen to different points of view and contribute to meetings and events in an open and constructive manner.
11. Please be on time as it is disruptive if people turn up late — let the group know if you are running late.
12. If you are asked to represent B3 or BSAFE at an event or meeting, this should be discussed with the group beforehand if possible.

-
13. By agreeing to become a member of B3 you are making a commitment to attend at least 2 meetings per month. We are flexible, however, if you are unable to attend for any reason please inform the Service Manager or another B3 member in advance.
14. It is important that B3 is taken seriously, so be careful when making promises and commitments for the group without discussing it with them.
15. You will maintain service users confidentiality under all circumstances. You accept that any breach of these rules will result in the termination of your role as a B3 member. However, there are certain circumstances under which it is necessary to break confidentiality.
- (a) If you believe that there is a risk of serious harm to yourself, the service user or to another, especially children.
 - (b) If a service user admits to be about to commit a serious offence.
 - (c) If a service user admits to being involved in a serious crime which has not been reported to the police.
 - (d) If required to do so by the police or the courts, upon receipt of the appropriate paperwork from the authorities concerned.
 - (e) When a service user requires medical attention and is not in a position to give informed consent.
16. You will keep the confidence of all the B3 members and BSAFE volunteers as some may be service users and/or volunteers at other services. If you also work for another service provider you will adhere to their confidentiality policy with regard to both our service users and volunteers and vice versa.

AGREEMENT: I have read the above and fully agree to the conditions set out within the B3 Code of Conduct.

Volunteer name (print):

Volunteer signature:

Date:

Staff member name (print):

Staff member signature:

Date:

EMERGENCY CONTACT DETAILS: In the event of an emergency, I give my permission to contact the named person(s) below.

Name of Contact:

Contact no:

Relationship to Member:

BSAFE Service User Agreement

1. To not use any 'isms' — racism, sexism, homophobic behaviour.
2. To not be violent, sexually harass or make threats of any kind.
3. To not intentionally intimidate anyone.
4. Please turn up on time for any activities and leave when asked or when BSAFE is closing.
5. Do not use or sell drugs and/or alcohol on these premises.
6. Please do not use your phone in the social area.
7. All service users are responsible for their own personal belongings and safety. BSAFE does not accept liability for anything lost or stolen.
8. Any parents accessing BSAFE with their children will be solely responsible for their children's safety and care. Parents MUST stay with their children at all times. We will not accept another service user or volunteer looking after or watching them.
9. BSAFE will not knowingly harbour anyone wanted for a criminal offence and will cooperate with police if necessary.
10. BSAFE is not a clinic or treatment centre. We can signpost service users to local services if requested. Please ask a volunteer for more details.
11. Please treat all the people, premises and equipment with respect. We volunteer our time and rely on other organisations for their support.

Service user name (print):

Service user signature:

Date:

Volunteer name (print):

Volunteer signature:

Date:

Incident/Accident Report Form

IMPORTANT: This form MUST be completed on the day of the incident

Date:

Name of the service user(s) involved in the incident/accident:	
Name of the volunteer(s) involved in the incident/accident:	
Staff member:	

What happened?

How was it resolved on the day?

Recommended follow up action, if needed:

Service user's signature(s):

Volunteer's signature(s):

Staff member's signature:

Service User Registration

Name:

Date:

Contact details: If you want to hear about upcoming activities/events.

Telephone:

Mobile:

Email:

How did you hear about BSAFE?

Main issue(s)

- | | |
|---|--|
| <input type="checkbox"/> Alcohol | <input type="checkbox"/> LSD |
| <input type="checkbox"/> Crack/Cocaine | <input type="checkbox"/> Ecstasy/MDMA |
| <input type="checkbox"/> Heroin | <input type="checkbox"/> Khat |
| <input type="checkbox"/> Benzodiazepines (Benzos) | <input type="checkbox"/> Cannabis |
| <input type="checkbox"/> Ketamine | <input type="checkbox"/> Crystal meth |
| <input type="checkbox"/> 'Legal' highs | <input type="checkbox"/> Solvents (household products) |
| <input type="checkbox"/> Amphetamines | <input type="checkbox"/> Other (please say) |
| <input type="checkbox"/> Prescription drugs | |

This part of the form is purely for statistical purposes so that we can continue to receive funding. Please complete when first coming to BSAFE, these details will not be shared except with your consent.

Age group:

Gender:

Ethnicity:

Postcode:

Number of children:

BSAFE Exclusion Record Sheet

Service user name (print):

Reason for exclusion:

Date of exclusion:

Excluded by:

Team leader signature:

Service Manager signature:

Review needed:

Supervision Confidentiality Agreement

Volunteers MUST sign this agreement before commencing supervision. It provides volunteers and supervisors with a clear understanding of where the boundaries of confidentiality lie, so as to protect and maintain a safe, effective relationship.

CONFIDENTIALITY:

Discussions will only be shared with others by mutual consent. Unless there is a clear responsibility to share information with the Service Manager which affects the management and dynamics of the team e.g. issues relating to disciplinary, capability, grievance or sickness nature, or quality of work.

GROUND RULES:

- Confidentiality: If issues are raised in supervision which concerns the supervisor i.e. unsafe or unethical practice by the volunteer or issues which concern harm to self or others (as outlined in the confidentiality policy and Codes Of Conducts).
- Openness/honesty.
- Agree no Gossip.
- Using feedback to learn.

ARRANGEMENTS AGREED FOR SUPERVISION:

- a) Frequency: Once a month
- b) Length: 1 hour
- c) Location: Cobbold Road Recovery and Treatment Centre
- d) Agenda: As outlined in the following 'supervision notes'.
- e) Records: The supervisor will maintain the written notes and keep them in the B3 office. All notes will be signed as agreed records at the end of a session or beginning of the next. N.B. It is the volunteer's responsibility to record any agreed action points.
- f) Any areas of concern that are not satisfactorily resolved will be referred to the Service Manager.

Volunteer name (print):

Volunteer signature:

Date:

Supervisor name (print):

Supervisor signature:

Date:

Supervision Notes

The Supervision Confidentiality Agreement must be signed at the beginning of the supervisory relationship. It is a good practice to remind volunteers of their (and your) confidentiality responsibilities at the start of each session.

Volunteer:

Position:

Date:

Supervisor:

ACTIONS AGREED LAST SESSION: Last meeting you/I agreed to do ___, let's chat about the progress with this. N.B. Remember to sign and agree previous supervisions notes!

How are you feeling about your volunteering? How do you feel things are going within BSAFE?

WHAT'S GOING WELL? Is there anything you've done which you are pleased about or you have particularly enjoyed?

WHAT'S NOT GOING SO WELL? Is there anything that has happened which you are unsure about? Are there particular situations that you would like to talk through?

RELATIONSHIPS: How are you getting on with the rest of the team i.e. staff, volunteers and/or service users?

IDEAS FOR IMPROVEMENT: Explore if there are aspects of their volunteering they (or you) feel they could improve on e.g. performance, record keeping, relationships.

DEVELOPMENT: Are you happy with your present volunteer role? Are there any new areas of work you would like to explore? Address any additional information or training required.

GIVE FEEDBACK:

ASK FOR FEEDBACK:

NEW ACTIONS: Are there any actions that we should set ourselves between now and next time we meet? Is there any particular issue that you would like me to bring to the Service Manager?

Next supervision date:

Volunteer signature:

Date:

Supervisor signature:

Date:

Glossary

Terminology	As defined by our service and other local services
B3	Brent Service User Council offers peer support and advocacy to drug and alcohol service users in Brent.
Board of Trustees	Appointed members who are responsible for the overall running of BSAFE. They oversee the management and support the staff in their roles.
BSAFE	Brent Social Access For Everyone is an out of hours, weekend service, for individuals with substance misuse issues and/or in recovery from said problems. It provides a friendly and supportive environment where people can access activities and support services, and be guided towards other local services where they can receive help.
Coordinator	The staff member on duty i.e. Service Manager or support worker.
DAAT	Drug and Alcohol Action Team who are part of Brent Council that deals with commissioning treatment and recovery services across Brent.
Incident Response Team (IRT)	These people support the team leader in an emergency by evacuating service users and the rest of the volunteers from the building and checking the register to make sure everyone is accounted for. Roles are allocated by the team leader at check-in.
Peer-led	Supported by people who access (or have accessed) drug treatment services and want to help themselves and others facing the same struggles.
Premises	The building and outside up to the border of the property.
Service users	People with substance misuse issues who come to our weekend service BSAFE for support, e.g., clients.
Work	Means 'voluntary' work although it usually refers to employed or self-employed jobs.

Adapted from the SUDRG Kensington & Chelsea Drug & Alcohol Action Team's Volunteers Handbook.