



Bournemouth Council for Voluntary Service

Registered charity No. – 108381 Company Reg'd in England & Wales No. 4024662

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9A ASSISTANCE PROCEDURE

1. BCVS has installed a wireless doorbell to be used by staff to indicate that they need assistance when concerned about their personal safety when opening the front door or in the Goldfish Bowl/Interview Room.
2. One bell is on the back of the front door and the other is in a pencil case kept on the shredder.
3. If a member of staff is at the door and becomes concerned about their own personal safety then they should press the bell. At least one member of staff should respond by going to the front door to provide assistance as required. Such assistance could be:
 - Providing a visible second presence to the visitor
 - Joining in the discussion by backing up what their colleague is saying
 - Taking over the conversation
 - Terminating the conversation (e.g. by saying there is an urgent phone call and we need to deal with it and so have to end the conversation).
 - Reflecting that the caller's behaviour is unacceptable (e.g. under the influence of drugs/alcohol) and to return at a later date
4. When having meetings in the Goldfish Bowl or Interview Room staff should consider taking in the second bell push in the pencil case. This should be done if the caller is unknown to you. If the member of staff becomes concerned about the situation then they should press the bell. On hearing the bell another member of staff should respond by knocking on the door and saying there is an urgent phone call. The member of staff in the room should then come out and discuss the situation and decide with others the best way to respond (referring to a manager if appropriate) e.g.
 - Original member of staff returns as the situation may have been defused
 - Another member of staff takes over the interview/meeting
 - 2 members of staff return to the room to continue the interview
 - Make an excuse to terminate the meeting, either offering to reschedule or not as appears appropriate
 - Reflect to the caller the situation and ask them to modify their behaviour.
 - Ask them to leave because their behaviour is unacceptable
5. Each situation above will need to be assessed as to the best way of defusing the situation and/or providing support to the member of staff in need of assistance.

6. If the situation becomes more threatening then staff should not hesitate to call the police immediately.
7. In all cases BCVS find it totally unacceptable that staff should be threatened, intimidated or harassed. Therefore staff are not expected to continue with meetings where the member of staff feels under such treat.
8. The Finance Officer as part of the bi-weekly H&S check will test that the wireless doorbells are working.