

Health and Safety

The following rules are for your safety and apply to all Chaplain and Street Angels:

- **Uniform:** When on patrol the Street Angel uniform must be worn. This is to identify you to members of the public and so that we can easily see each other and be seen by CCTV and the Police. Street Angels must ensure that they take care of their uniform and do not allow anyone else to use it. Loss or theft of a uniform must be reported to the Coordinator immediately.
- **Numbers:** A Street Angel unit on patrol must consist of at least three, ideally four, people. If a group needs to split up then Street Angels should never be left on their own. There must always be at least three people left at the YMCA.
- **Communications:** At least two people in each Street Angel unit should carry a radio.
- **Alcohol:** No staff or volunteers are permitted to drink alcoholic beverages during their time on duty, and must not be under the influence of alcohol when on duty and it should not be possible to smell alcohol on their breath (as a guideline Street Angels should therefore avoid drinking alcohol on the same day they are scheduled to be on duty). Street Angels are responsible for disposing of any alcohol handed to them. They should record the fact that they have been given alcohol and the details in the incident record log in the incident record log including the details of staff or volunteers who witness the incident. They should also record how it was disposed of. This can be a very simple process, e.g. pouring down a nearby drain and throwing the container into a bin.
- **Drugs:** A protocol has been agreed with Surrey Police in respect of any that any Street Angel coming into of drugs in the course of their duties and this must be strictly adhered to. Street Angels should not destroy drugs that come into their possession but instead ensure that they record the description and quantity of drugs received in the incident record log including the details of staff or volunteers who witness the incident.

No drugs will be tolerated in the YMCA at all. The sale, distribution, use or being under the influence of alcohol, illegal drugs or any other substances that may affect the performance or behaviour of volunteers or staff is prohibited. Consumption of alcohol, illegal drugs or other

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performance-impairing substances prior to and/or during a work shift is not permitted.

- **Sharps:** Street Angels are discouraged from accepting used needles or paraphernalia such as foil. If they are forced into a position where they have to accept such items, they will be responsible for the safe disposal of these items themselves (training will be provided on safe disposal). Needles and sharp objects should be placed into the “sharps container”. Any injury, no matter how small, if caused by exposure to sharps (needles, knives, etc.) must be recorded in the Accident Report book and should be referred to a doctor as soon as possible.
- **Possible Exposure to Blood/Body Fluids:** Always wear gloves, and dispose of them securely. Any accidental exposure to be washed with Anti-bacterial/disinfectant type hand wash.
- **Incidents:** Training will be given on conflict management and responding to incidents. Street Angels are not to get involved in any violent incident. They should witness what is happening, pray if appropriate, and report it using the radio if appropriate. Do not endanger yourself; we are not Police and have no legal power – our main concern is with people who have become vulnerable or are in need. Once the emergency services arrive at an incident leave them to it - they are the experts. We can give information and offer to keep people clear, but do not interfere in any way unless asked to do so by ambulance personnel or Police. Leave First Aid procedures to qualified First Aiders. Do not put yourself in vulnerable positions – such as giving people lifts home.
- **Weapons (including firearms):** It is possible that Street Angels may be handed a number of articles or weapons by individuals in the course of their duties. A protocol has been agreed with Surrey Police in respect of any that any Street Angel coming into possession of an offensive weapon in the course of their duties and this must be strictly adhered to. Street Angels should record the fact that they have been given a weapon in the incident record log including the details of staff or volunteers who witness the incident.
- **Sex industry:** Street Angels may from time to time to come into contact with people connected with the sex industry. There is no hard and fast rule concerning these individuals but Street Angels should take great care during their encounter. In particular, there will be other individuals

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in the area protecting the sex trade and the Street Angel may find themselves vulnerable to assault if they are seen to be preventing the street sex work.

- **Access to the YMCA:** When returning to the YMCA for a rest period Street Angels should radio ahead to inform those at the base so the door can be opened quickly upon arrival. Members of the public should not be brought back to the YMCA unless it is essential to do so e.g. for the safety the individual involved while waiting for Police or other emergency services to arrive.
- **Smoking:** No Smoking is permitted in any enclosed public space or by any staff or Street Angel while in uniform.
- **Fire:** Do not prop fire doors open with anything, especially fire extinguishers. Ensure you are aware of where the Fire Alarm-points, Extinguishers, etc. are. Read the notice informing you of what to do in case of fire.
- **Records:** All incidents and Street Angel contacts must be recorded on in the incident records log (electronically or manually). This report is to protect Street Angel volunteers and ensure that any future comeback can be easily answered. To be effective pastoral workers Street Angels need to respect confidentiality. Surrey Police and the Chaplaincy also recognise that, except where required to do so by law, Street Angels are not obliged to report crimes and that it is up to the conscience of each Street Angel to decide when it is appropriate to report an incident/observation and when it might be appropriate to exercise some discretion in order to build trust with the people who they are there to serve. The record must include as much information as possible and the names of the staff or volunteers involved. All injuries to Street Angels or other volunteers must be recorded both in the incident record log and in the Accident Report Book. This is a requirement under Health and Safety Executive rules. [update with Police advice re evidence e.g. use of notebooks]
- **Support:** Pastoral care, including specialist counselling if necessary, will be available to all staff and volunteers. At the end of each night shift there will be a debriefing session for all those on duty that night.
- **Going Home:** It will be the responsibility of the Street Angels Team Leader on any particular night to ensure that arrangements are in place for

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Street Angels to return home safely. Street Angels (particularly women) should not normally walk home or to their car alone. Taxis and/or car shares should be arranged for anyone who need them. These arrangements should be agreed at the beginning of the night at the briefing.

Guildford Town Centre Chaplaincy: Street Angels Volunteer Pack

Risk assessment

Hazard	Consequence	Control measures	Likelihood	Impact
Assault	<ul style="list-style-type: none"> • Injury to staff, volunteer or contact • Damage to reputation 	<ul style="list-style-type: none"> • Training and handbook • Communications equipment • Team working - minimum 3 per unit • Personal panic alarms • CCTV • Relationships with Police and door staff • Coordinated travel arrangements for staff and volunteers 	Low	Serious
Encounters with weapons	<ul style="list-style-type: none"> • Injury to staff, volunteer or contact • Liability to prosecution 	<ul style="list-style-type: none"> • As for assault plus • Appropriate container for any weapon handed over • Police protocol 	Low	Serious
Road traffic injury	<ul style="list-style-type: none"> • Injury to staff, volunteer or contact • Damage to reputation 	<ul style="list-style-type: none"> • Training and handbook • High visibility clothing • Patrols to be carried out off road unless necessary 	Very low	Serious
Other accidental injury	<ul style="list-style-type: none"> • Injury to staff, volunteer or contact • Damage to reputation 	<ul style="list-style-type: none"> • Training and handbook • First aid kit and presence of first aiders 	Low	Moderate
Allegations of improper behaviour	<ul style="list-style-type: none"> • Damage to reputation • Legal proceedings against individual or Charity/Trustees 	<ul style="list-style-type: none"> • Training and handbook • Team working (Street Angels) • Recording of all contacts and incidents 	Low	Potentially serious

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Risk assessment

Hazard	Consequence	Control measures	Likelihood	Impact
Contact with drugs	<ul style="list-style-type: none"> • Damage to health • Liability to prosecution • Target for assault 	<ul style="list-style-type: none"> • As for assault 	Low	Moderate
Infection from bodily fluids etc	<ul style="list-style-type: none"> • Damage to health 	<ul style="list-style-type: none"> • Training and handbook • Personal Protective Equipment 	Low	Serious
Misuse of uniforms or equipment	<ul style="list-style-type: none"> • Harm to contacts • Damage to reputation 	<ul style="list-style-type: none"> • Check uniforms and equipment out at start of shift and in at end of shift • Secure storage • Vetting and selection procedure 	Low	Potentially serious
Fire on premises	<ul style="list-style-type: none"> • Harm to occupants • Damage to premises 	<ul style="list-style-type: none"> • YMCA and office host procedures and systems 	Low	Serious
Psychological distress or trauma caused to Chaplains or Street Angels	<ul style="list-style-type: none"> • Harm to staff and volunteers 	<ul style="list-style-type: none"> • Structure de-brief and supervision procedures • Availability of listening and counselling services when required 	Moderate	Moderate