



Growing Hope |  
Registered charity 1176358

Growing Hope, KXC, 237 Pentonville Road,  
London, N1 9NG | 07496 528506  
info@growinghope.org.uk

## **Growing Hope lone working policy**

Growing Hope is aware of the risks of lone working and the possibility that this will occur for therapists working within local clinics.

The following safeguards should be in place in order to protect employees and volunteers:

- Lead therapists and clinic managers should always have access to their Growing Hope mobile phone or a landline that they can use in an emergency.
- If a therapist or volunteer finds themselves on their own with a child or family they should make sure they are aware of the exits of the room in the case of an emergency.
- Employees and volunteers should be aware of the importance of active listening in order to help deescalate situations where a parent is becoming aggressive.
- Where an adult becomes aggressive and verbally or physically threatens a volunteer or employee the therapy session, group or assessment should be stopped immediately and the adult asked to leave. If a calm request is not successful and no one else is in the building the individual should call the police. Where other employees or members of the church staff team are in the building the employee/ volunteer should seek support from them. In the event of the above occurring an incident form should be completed and a debrief meeting within 2 days should be arranged with the employee/ volunteers pastoral line manager.
- Where a child displays challenging behaviour the therapist should follow the parents lead as to strategies they use to support their child. In a worst case scenario employees and volunteers may use restraint which is reasonable, proportionate and necessary to prevent significant harm to the child or others.

Date adopted: **April 2018**

This policy should be read alongside other Growing Hope policies.