



**FIRSTAID4LIFE Limited**

# **Staff Handbook**

**This Handbook is intended for all staff irrespective of their formal employment status, be it employee or non-employee. You will therefore find sections that apply and sections that do not; sections applicable to employees are annotated accordingly. Please take great care that you are reading information specific to your formal employment status.**

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## **Introduction:**

The success of any organisation and that of its staff depends very largely on the staff themselves, and so we look to you to play your part as we shall continue to play ours.

We provide equal opportunities and are committed to the principle of equality regardless of race, colour, ethnic or national origin, religious belief, political opinion or affiliation, sex, marital status, sexual orientation, gender reassignment, age or disability. We will apply policies that are fair, equitable and consistent with the skills and abilities of our staff and the needs of the business. We look to your support in implementing these policies to ensure that all staff are accorded equal opportunity for recruitment, training and promotion and, in all jobs of like work, on equal terms and conditions.

We will not condone any discriminatory act or attitude in the conduct of our business with the public or our staff. Acts of harassment or discrimination on the grounds of race, colour, ethnic or national origin, religious belief, political opinion or affiliation, sex, marital status, sexual orientation, gender reassignment, age or disability are disciplinary offences.

We welcome you and express our sincere hope that you will be happy here in our team. We ask that you study carefully the contents of this Staff Handbook as, in addition to setting out our rules and regulations, it also contains a great deal of helpful information.

## **Joining Our Organisation:**

### **PROBATIONARY PERIOD**

**Employees** join us on an initial probationary period of six months. During and at the end of this period your work performance and general suitability will be assessed and, if it is satisfactory, your employment will continue and/or be confirmed. However, if your work performance is not up to the required standard, or you are considered to be generally unsuitable, we may either take remedial action or terminate your employment without recourse to the disciplinary procedure.

### **JOB DESCRIPTION**

You may have been provided with a job description of the position to which you have been appointed but amendments may be made to your job description from time to time in relation to our changing needs and your own ability.

### **STAFF TRAINING**

At the commencement of your work you will receive Induction Training that will explain how First Aid 4 Life operate, our expectations of and from our staff and careful introduction to our policies intended to protect staff and also our customers/clients, our awarding organisation and the integrity of the qualifications we deliver. You will also receive training for your specific job, and as your work progresses your skills may be extended to encompass new job activities within the business; we encourage our staff to develop their skills within the business.

### **PERFORMANCE AND REVIEW**

Our policy is to monitor your work performance on a continuous basis so that we can maximise your strengths, and help you overcome any possible weaknesses.

### **JOB FLEXIBILITY**

It is an express condition that you are prepared, whenever necessary, to transfer to alternative departments or duties within our business. During holiday periods, etc. it may be necessary for you to take over some duties normally performed by colleagues. This flexibility is essential as the type and volume of work is always subject to change, and it allows us to operate efficiently and gain maximum potential.

## **Wages & Salaries**

### **ADMINISTRATION**

1. Payment
  - a. If you are required to complete a time sheet this should be done on a daily basis and duly signed by your Line Manager.
  - b. Wages and Salaries are paid monthly by the last working day of the current month.
  - c. You will receive a payslip showing how the total amount of your pay has been calculated. It will also show the deductions which have been made and the reasons for them, e.g. Income Tax, National Insurance, etc.

### **2. Overpayments**

If you are overpaid for any reason, the total amount of the overpayment will normally be deducted from your next payment but if this would cause hardship, arrangements may be made for the overpayment to be recovered over a longer period.

### **3. Income Tax and National Insurance**

At the end of each tax year you will be given a form P60 showing the total pay you have received from us during that year and the amount of deductions for Income Tax and National Insurance. You may also be given a form P11D showing non-salary benefits. You should keep these documents in a safe place as you may need to produce them if making enquiries with authorities such as HMRC, or if completing a self-assessment form.

### **LATENESS/ABSENTEEISM**

1. You must attend for work punctually at the specified time(s) and you are required to comply strictly with any time recording procedures relating to your work.
2. All absences must be notified in accordance with the sickness reporting procedures laid down in this Staff Handbook.
3. If you arrive for work more than one hour late without having previously notified us, other arrangements may have been made to cover your duties and you may be sent off the premises for the remainder of the shift/day without pay.
4. Lateness or absence may result in disciplinary action and/or loss of appropriate payment.

### **TEMPORARY SHORTAGE OF WORK**

**Employees:** If there is a temporary shortage of work for any reason, we will try to maintain employees' continuity of employment even if this necessitates placing them on short time or having to lay them off work without pay other than statutory guarantee pay.

### **MATERNITY/PATERNITY LEAVE AND PAY**

**Employees** are entitled to maternity/paternity leave and pay in accordance with the current statutory provisions. If you (or your partner) become pregnant you should notify your Line Manager at an early stage so that your entitlements and obligations can be explained to you.

### **PARENTAL LEAVE**

**Employees** entitled to take parental leave in respect of the current statutory provisions should discuss their needs with their Line Manager, who will identify their entitlements and look at the proposed leave periods dependent upon their child's/children's particular circumstances and the operational aspects of the business.

## TIME OFF FOR DEPENDANTS

**Employees** may be entitled to take a reasonable amount of unpaid time off during working hours to take action which is necessary to provide help to their dependants. Should this be necessary they should discuss their situation with their Line Manager, who, if appropriate, will agree the necessary time off.

## Holiday Entitlement & Conditions:

### ANNUAL HOLIDAYS

1. The holiday year begins 1 January and ends 31 December each year.
2. **Employees** annual holiday entitlement is shown in their Written Statement of Employment.
3. **Employees** holiday entitlement should be taken in the current holiday year. We do not permit holidays to be carried forward.

### CONDITIONS APPLYING TO YOUR ANNUAL HOLIDAY ENTITLEMENT

1. **Employees** should give at least four weeks notice of their intention to take holidays and one weeks notice is required for odd single days.
2. **Employees** may not normally take more than two working weeks consecutively.
3. **Employees** holiday pay will be at their normal basic pay unless shown otherwise in their Written Statement of Employment.
4. **Employees** are required to reserve up to four days of their annual entitlement to take during the Christmas/New Year period. If they have not accrued sufficient holiday entitlement to cover this period they will be given unpaid leave of absence.
5. **Employees** termination of employment: any holidays accrued but not taken will be paid for. However, in the event of **Employees** having taken holidays which have not been accrued pro-rata, then the appropriate payments will be deducted from their final wages/salary. This is an express written term of their contract of employment.

### PUBLIC/BANK HOLIDAYS

**Employees** entitlement to public/bank holidays and to any additional payment which may be made for working on a public/bank holiday is shown in their Written Statement of Employment.

## Sickness/Injury Payments & Conditions:

### NOTIFICATION OF INCAPACITY FOR WORK

**Employees** must notify us by telephone on the first day of incapacity and at the earliest possible opportunity. Notification should be made personally (or if they are unable to do so, then by a relative, neighbour or friend), to their Line Manager. They should try to give some indication of their expected return date and notify us as soon as possible if this date changes. If their incapacity extends to more than seven days they are required to notify us of their continued incapacity once a week thereafter, unless otherwise agreed.

### EVIDENCE OF INCAPACITY

1. **Employees:** Doctor's certificates are not issued for short term incapacity. In these cases of incapacity (up to seven calendar days) **Employees** must sign a self-certification absence form on their return to work.
2. **Employees** who have been sick (or who know that it will be) for longer than seven days (whether or not they are working days) should see their doctor and make sure he/she gives them a medical certificate and forward this to us without delay. Subsequently they must supply us with consecutive doctor's medical certificates to cover the whole of their absence.

## PAYMENTS

1. **Employees** are entitled to statutory sick pay (SSP) if they are absent because of sickness or injury provided they meet the criteria in the current SSP regulations. When they are absent for four or more consecutive days they will be paid SSP by us if eligible. This is treated like wages and is subject to normal deductions.
2. **Employees** qualifying days are the only days for which they are entitled to SSP. These days are normally their working days unless otherwise notified to them. The first three qualifying days of absence are waiting days for which SSP is not payable. Where a second or subsequent period of incapacity (of four days or more) occurs within 56 days of a previous period of incapacity, waiting days are not served again.
3. **Employees** due to the circumstances of their incapacity that receive or are awarded any sum by way of compensation or damages in respect of their incapacity from a third party, shall repay to us any payments which we may have made to them because of the absence (including SSP) up to an amount not exceeding the amount of the compensation or damages paid by the third party.

## RETURN TO WORK

1. Staff should notify their Line Manager as soon as they know on which day they will be returning to work, if this differs from a date of return previously notified.
2. Staff suffering from an infectious or contagious disease or illness such as rubella or hepatitis must not report for work without clearance from their own doctor.
3. Staff returning to work may be interviewed by their Line Manager for the purposes of ascertaining their well-being and any prognosis of their condition.

## GENERAL

1. Submission of a medical certificate or sickness self-certification absence form, although giving us the reason for your absence, may not always be regarded by us as sufficient justification for accepting your absence. Sickness is just one of a number of reasons for absence and although it is understandable that if you are sick you may need time off, continual or repeated absence through sickness may not be acceptable to us.
2. In deciding whether your absence is acceptable or not we will take into account the reasons and extent of all your absences, including any absence caused by sickness. We cannot operate with an excessive level of absence as all absence, for whatever reason, reduces our efficiency.
3. We will take a serious view if you take sickness/injury leave which is not genuine, and it will result in disciplinary action being taken.
4. If we consider it necessary, we may ask your permission to contact your doctor or for you to be independently medically examined.

## Safeguards:

### RIGHTS OF SEARCH

1. Although we do not have the contractual right to carry out searches of staff and their property (including vehicles) whilst they are on our premises, we would ask all staff to assist us in this matter should we feel that such a search is necessary. These searches are random and do not imply suspicion in relation to any individual concerned.
2. We reserve the right to call in the police at any stage.

## **CONFIDENTIALITY**

1. All information that:-
  - a. is or has been acquired by you during, or in the course of your work, or has otherwise been acquired by you in confidence,
  - b. relates particularly to our business, or that of other persons or bodies with whom we have dealings of any sort, and
  - c. has not been made public by, or with our authority,shall be confidential, and (save in the course of our business or as required by law) you shall not at any time, whether before or after the termination of your work, disclose such information to any person without our written consent.
2. You are to exercise reasonable care to keep safe all documentary or other material containing confidential information, and shall at the time of termination of your work with us, or at any other time upon demand, return to us any such material in your possession.

## **COPYRIGHT**

All written material, whether held on paper, electronically or magnetically which was made or acquired by you during the course of your work with us, is our property and our copyright. At the time of termination of your work with us, or at any other time upon demand, you shall return to us any such material in your possession.

## **STATEMENTS TO THE MEDIA**

Any statements to reporters from newspapers, radio, television, etc. in relation to our business will be given only by a Director.

## **INVENTIONS/DISCOVERIES**

An invention or discovery made by you will normally belong to you. However, an invention or discovery made by you will become our property if it was made:-

- a. in the course of your normal duties under such circumstances that an invention might reasonably be expected to result from those duties;
- b. outside the course of your normal duties, but during duties specifically assigned to you, when an invention might reasonably be expected to result from these;
- c. during the course of any of your duties and at the time you had a special obligation to further our interests arising from the nature of those duties and your particular responsibilities.

## **VIRUS PROTECTION PROCEDURES**

In order to prevent the introduction of virus contamination into the software system the following must be observed:-

- a. Unauthorised software including public domain software, magazine cover disks/CDs or Internet/World Wide Web downloads must not be used.
- b. All software must be virus checked using standard testing procedures before being used.

## **E-MAIL**

There are a number of legal points which arise from the use of E-Mail, both internally within the company and externally over the internet. To protect your own and the company's interest, please make sure you apply the following:-

## YOU MUST NOT

1. Respond to "Junk Mail" or give warnings to new E-mail viruses.
2. Forward or respond to chain letter- type E-mail.
3. Make comment, or statements which could in any way be contrived to be defamatory however innocent you consider them to be.
4. Include any information in your E-mail which is protected by copyright i.e. it is copied or published without the consent of the author.
5. Initiate or forward an E-mail which contains obscene or pornographic material.
6. Initiate or forward E-mail which could be considered to constitute an act of Harassment or be discriminatory. There are a number of laws which prohibit discrimination on the ground of sex, race and disability.
7. Disclose information which is protected by embargo or could in any way be considered confidential to the business and/or the staff.
8. Make any statements via E-mail which intentionally or unintentionally create a binding contract or make negligent statements.

Failure to comply with the above policy may result in disciplinary action.

## H) INTERNET

The use of the Internet is for business purposes only, failure to comply with this instruction will result in disciplinary action being taken.

## Standards:

### WASTAGE

1. We maintain a policy of "minimum waste" which is essential to the cost-effective and efficient running of all our operations.
2. You are able to promote this policy by taking extra care during your normal duties by avoiding unnecessary or extravagant use of services, time, energy, etc., and the following points are illustrations of this:-
  - a. Handle machines, equipment and stock with care.
  - b. Turn off any unnecessary lighting and heating. Keep doors closed whenever possible.
  - c. Ask for other work if your job has come to a standstill.
  - d. Start with the minimum of delay after arriving for work and after breaks.
3. The following provision is an express written term: -
  - a. Any damage to vehicles, stock or property (including non-statutory safety equipment) that is the result of your carelessness, negligence, deliberate vandalism or unsatisfactory standards of work or your failure to observe rules, procedures or instruction will render you liable to pay the full or part of the cost of repair or replacement.
  - b. Any loss to us that is the result of your carelessness, negligence, deliberate vandalism or unsatisfactory standards of work or your failure to observe rules, procedures or instruction will render you liable to reimburse to us the full or part of the cost of the loss.
  - c. In the event of an at fault accident whilst driving one of our vehicles you may be required to pay the cost of the insurance excess up to a maximum of £250.00.
4. In the event of failure to pay, we have the right to deduct such costs from your pay.



## STANDARDS OF DRESS

As you are liable to come into contact with customers and members of the public, it is important that you present a professional image with regard to appearance and standards of dress. Where staff clothing/overalls/footwear are provided, these must be worn at all times whilst at work and laundered/cleaned on a regular basis. Where staff clothing/overalls/footwear are not provided, you should wear clothes and footwear appropriate to your job responsibilities, and they should be kept clean and tidy at all times.

## HOUSEKEEPING

Both from the point of view of safety and of appearance, work areas must be kept clean and tidy at all times.

## Safety, Welfare & Hygiene:

### SAFETY

You should make yourself familiar with our **Staff Safety Handbook**, **Health and Safety Handbook** and **Risk Assessments**. You must not take any action which could threaten the health or safety of yourself, other staff, customers or members of the public.

### REFRESHMENT FACILITIES

We provide refreshment making facilities for your use, which must be kept clean and tidy at all times.

### SMOKING POLICY

You are not permitted to smoke within the confines of any of our premises.

## SAFEGUARDING & CHILD PROTECTION POLICY

### Introduction

All organisations which make provision for children and young people must ensure that:

- The welfare of the child is paramount
- All children, whatever their age, culture, disability, gender, language, racial origin, religious beliefs and/or sexual identity have the right to protection from abuse.
- All suspicions and allegations of abuse will be taken seriously and responded to swiftly and appropriately.
- All First Aid 4 Life Staff have a responsibility to report concerns to the Child Protection Officer, First Aid 4 Life.
- For the purposes of this policy 'Staff' will be used to denote Trainers, Coaches, Instructors, Assistants and Volunteers, be they freelance, employed, paid or unpaid.

**Staff are NOT trained to deal with situations of abuse NOR decide if abuse has occurred.**

### Policy Statement

First Aid 4 Life has a duty of care to safeguard all children involved in their activities from harm. All children have a right to protection and the needs of disabled children and others who may be particularly vulnerable must be taken into account. First Aid 4 Life will ensure the safety and protection of all children involved their activities through adherence to the Child Protection guidelines adopted by them. A child is defined as under 18 in The Children Act 1989.

### Policy Aims

The aim of the First Aid 4 Life Protection policy is to promote good practice:

- Providing children and young people with appropriate safety and protection whilst in their care.
- Allow all Staff to make informed and confident responses to specific child protection issues.

### Promoting Good Practice with Young People

Child Abuse, particularly sexual abuse, can arouse strong emotions in those facing such a situation. It is important to understand these feelings and not allow them to interfere with your judgement about any action to take. Abuse can occur within many situations including the home, school and the outdoor environment. Some individuals will actively seek employment or voluntary work with young people in order to harm them. A coach, instructor, teacher, official or volunteer may have regular contact with young people and be an important link in identifying cases where a young person needs protection. All suspicious cases of poor practice should be reported following the guidelines in this policy. When a child undertakes training/activities in the outdoor environment having been subjected to child abuse in a different environment, the outdoor environment can play a crucial role in improving the child's self esteem. In such instances, First Aid 4 Life must work with the appropriate agencies to ensure the child receives the required support.

### Good Practice Guidelines

All Staff should be encouraged to demonstrate exemplary behaviour in order to protect themselves from false allegations. The following are common sense examples of how to create a positive culture and climate within First Aid 4 Life. Good Practice means:

- Always working in an open environment (e.g. avoiding private or unobserved situations and encouraging an open environment i.e. no secrets).
- Treating all young people/disabled adults equally, and with respect and dignity.
- Always putting the welfare of each young person first, before achieving goals.
- Maintaining a safe and appropriate distance with Clients (e.g. it is not appropriate to have an intimate relationship with a child or to share a room with them).
- Building balanced relationships based on mutual trust which empowers children to share in the decision-making process.
- Making the outdoors safe, fun and enjoyable.
- Ensuring that if any form of manual/physical support is required, it should be provided openly and according to guidelines provided by the appropriate National Governing Bodies. Care is needed, as it is difficult to maintain hand positions when the child is constantly moving. Young people should always be consulted and their agreement gained. Some parents are becoming increasingly sensitive about manual support and their views should always be carefully considered.
- Keeping up to date with the technical skills, qualifications and insurance in training/the outdoors.
- Involving parents/carers wherever possible (e.g. for the responsibility of their children when changing). If groups have to be supervised when changing, always ensure parents/teachers/Staff work in pairs.
- Ensuring that if mixed groups are taken away, they should always be accompanied by a male and female member of Staff. (NB: however, same gender abuse can also occur).
- Ensuring that at residential events, adults should not enter children's rooms or invite children into their rooms.
- Being an excellent role model - this includes not smoking or drinking alcohol in the company of young people.
- Giving enthusiastic and constructive feedback rather than negative criticism.
- Recognising the developmental needs and capacity of young people and disabled adults - avoiding excessive strenuous activity and not pushing them against their will.
- Securing parental consent in writing to *act in loco parentis*, if the need arises to give permission for the administration of emergency first aid and/or other medical treatment.
- Keeping a written record of any injury that occurs, along with the details of any treatment given.
- Requesting written parental consent if First Aid 4 Life are required to transport young people in their cars.

### Practice to be Avoided

The following should be **avoided** except in emergencies. If cases arise where these situations are unavoidable they should only occur with the full knowledge and consent of the Managing Director First Aid 4 Life or the child's parents. For example, a child sustains an injury and needs to go to hospital, or a parent fails to arrive to pick a child up at the end of the activity:

- Avoid spending excessive amounts of time alone with children away from others.
- Avoid taking children to your home where they will be alone with you.

### Practice NEVER to be Sanctioned

The following should never be sanctioned. You should **NEVER**:

- Engage in rough, physical or sexually provocative games, including horseplay.
- Share a room with a child.
- Allow or engage in any form of inappropriate touching.
- Allow children to use inappropriate language unchallenged.
- Make sexually suggestive comments to a child, even in fun.
- Reduce a child to tears as a form of *control*.
- Allow allegations made by a child to go unchallenged, unrecorded or not acted upon.
- Do things of a personal nature for children or disabled adults, that they can do for themselves.
- Invite or allow children to stay with you at your home unsupervised.

NB. It may sometimes be necessary for Staff to do things of a personal nature for children, particularly if they are young or disabled. These tasks should only be carried out with the full understanding and consent of parents and the Clients involved. There is a need to be responsive to a person's reactions. If a person is fully dependent on you, talk with him/her about what you are doing and give choices where possible. This is particularly so if you are involved in any dressing or undressing of outer clothing, or where there is physical contact, lifting or assisting a child to carry out particular activities. Avoid taking on the responsibility for tasks for which you are not appropriately trained.

If any of the following occur you should report this immediately to another colleague and record the incident. You should also ensure the parents of the child are informed.

- If you accidentally hurt a Client.
- If he/she seems distressed in any manner.
- If a Client appears to be sexually aroused by your actions.
- If a Client misunderstands or misinterprets something you have done.

### Guidelines for uses of photographic filming equipment at Indoor/Outdoor events

There is evidence that some people have used outdoor activities as an opportunity to take inappropriate photographs or film footage of young and disabled people in vulnerable positions. It is advisable that all Staff be vigilant with any concerns to be reported to First Aid 4 Life's Child Protection Officer.

### Videoing as a training aid:

There is no intention to prevent Staff using video equipment as a legitimate training aid. However, clients and their parents/carers should be aware that this is part of the training programme and care should be taken in storing such material.

### Employing/Selecting Staff

First Aid 4 Life recognises that anyone may have the potential to abuse children in some way and that all reasonable steps are taken to ensure unsuitable people are prevented from working with children. When undertaking pre-selection checks the following should be included:

- All Staff should provide a C.V detailing information about their past and a self-disclosure about any criminal record.
- Either consent should be obtained from prospective Staff to seek information from the Disclosure and Barring Service or prospective Staff should provide DBS (formerly CRB) Disclosure.
- Two confidential references, including one regarding previous work with children will be taken up and confirmed through telephone contact.
- Evidence of identity (Passport or Driving Licence with photo).

### Responding to Suspicions or Allegations

It is **NOT** the responsibility of anyone representing First Aid 4 Life, in a paid or unpaid capacity, to take responsibility or to decide whether or not child abuse has taken place. However there is a responsibility to act on any concerns through contact with the appropriate authorities.

First Aid 4 Life will assure all Staff that it will fully protect anyone, who in good faith reports his or her concern that a colleague is or may be abusing a child.

Where there is a complaint against a member of Staff there may be three types of investigation:

- A criminal investigation.
- A child protection investigation.
- A disciplinary or misconduct investigation.

The results of the police and child protection investigation may well influence the disciplinary investigation, but not necessarily.

### Action if there are concerns

The following action should be taken if there are concerns.

#### Poor Practice

- If following consideration, the allegation is clearly about poor practice; First Aid 4 Life's Child Protection Officer will deal with it as a misconduct issue.
- If the allegation is about poor practice by First Aid 4 Life's Child Protection Officer, or if the matter has been handled inadequately and concerns remain, it should be reported to the Managing Director who will decide how to deal with the allegation and whether or not to initiate proceedings.

#### Suspected Abuse

- Any suspicion that a child has been abused by a member of Staff should be reported to First Aid 4 Life's Child Protection Officer, who will take such steps as considered necessary to ensure the safety of the child in question and any other child who may be at risk.
- First Aid 4 Life's Child Protection Officer will refer the allegation to the social services department who may involve the police, or go directly to the police if out of hours.
- The parents or carers of the child will be contacted as soon as possible following advice from the social services department.
- First Aid 4 Life's Child Protection Officer should also notify the Managing Director who will deal with any media enquiries.
- If First Aid 4 Life's Child Protection Officer is the subject of the suspicion/allegation, the report must be made to the Managing Director First Aid 4 Life who will refer the allegation to social services.

#### Confidentiality

Every effort should be made to ensure that confidentiality is maintained for all concerned.

Information should be handled and disseminated on a *need to know* basis only. This includes the following people:

- First Aid 4 Life's Child Protection Officer.
- The parents of the person who is alleged to have been abused.
- The person making the allegation.
- Social services/police.
- The alleged abuser (and parents if the alleged abuser is a child)\*.

\* Seek Social services advice on who should approach the alleged abuser.

Information should be stored in a secure place with limited access to designated people, in line with data protection laws (e.g. that information is accurate, regularly updated, relevant and secure).

#### Internal Enquiries and Suspension

- First Aid 4 Life's Child Protection Officer will make an immediate decision about whether any individual accused of abuse should be temporarily suspended pending further police and social services inquiries.
- Irrespective of the findings of social services or police inquiries, First Aid 4 Life's Managing Director will assess all individual cases to decide whether a member of Staff can be reinstated and how this can be sensitively handled. This may be a difficult decision, particularly where there is insufficient evidence to uphold any action by the police. In such cases First Aid 4 Life's Managing Director must reach a decision based upon the available information which could suggest that on a balance of probability, it is more likely than not that the allegation is true. The welfare of children should always remain paramount.

#### Support to Deal with the Aftermath

- Consideration should be given about what support may be appropriate to children, parents and Staff.
- Use of Helplines, support groups and open meetings will maintain an open culture and help the healing process.
- The British Association of Counselling Directory (available from The British Association for Counselling, 1 Regent Place, Rugby, CV21 2PJ, Tel: 01788 550899, Fax: 01788 562189, E-mail: [bac@bac.co.uk](mailto:bac@bac.co.uk), Internet: [www.bac.co.uk](http://www.bac.co.uk).) may be useful.
- Consideration should be given about what support may be appropriate to the alleged perpetrator of the abuse.

### **Allegations of Previous Abuse**

Allegations of abuse may be made some time after the event (e.g. by an adult who was abused as a child or by a member of Staff who is still currently working with children). Where such an allegation is made, First Aid 4 Life should follow the procedures as detailed above and report the matter to the social services or the police. This is because other children, either within or outside training/outdoor activities, may be at risk from this person. Anyone who has a previous criminal conviction for offences related to abuse is automatically excluded from working with children. This is reinforced by the details of the Protection of Children Act 1999.

### **Action if Bullying is Suspected**

The same procedure should be followed as set out in the Section relating to responding to suspicions or allegations, if bullying is suspected. All settings in which children are provided with services or are living away from home should have rigorously enforced anti-bullying strategies in place.

### **Action to Help the Victim and Prevent Bullying in Indoor/Outdoor Environments**

- Take all signs of bullying very seriously.
- Encourage all children to speak and share their concerns (It is believed that up to 12 children per year commit suicide as a result of bullying, so if anyone talks about or threatens suicide, seek professional help immediately). Help the victim to speak out and take action to ensure the victim is safe. Speak with the victim and the bully(ies) separately.
- Reassure the victim that you can be trusted and will help them, although you cannot promise to tell no one else.
- Keep records of what is said (what happened, by whom, when).
- Report any concerns to First Aid 4 Life's Child Protection Officer.

### **Action towards the Bully(ies):**

- Talk with the bully(ies), explain the situation and try to get the bully(ies) to understand the consequences of their behaviour. Seek an apology to the victim(s).
- Inform the bully's parents.
- Insist on the return of *borrowed* items and that the bully(ies) compensate the victim.
- Provide support for the Staff member working with the victim.
- Impose sanctions as necessary.
- Encourage and support the bully(ies) to change their behaviour.
- Hold meetings with the families to report on progress.
- Inform all organisation members of action taken.
- Keep a written record of action taken.

## **ALCOHOL & DRUGS POLICY**

Under legislation we have a duty to ensure so far as is reasonably practicable, the health and safety and welfare at work of all staff and similarly you have a responsibility to yourself and your colleagues. The use of alcohol and drugs may impair the safe and efficient running of the business and/or the health and safety of our staff.

The effects of alcohol and drugs can be numerous (these are examples only and not an exhaustive list): -

- a. absenteeism (e.g. unauthorised absence, lateness, excessive levels of sickness, etc.)
- b. higher accident levels (e.g. at work, elsewhere, driving to and from work)
- c. work performance (e.g. difficulty in concentrating, tasks taking more time, making mistakes etc.)

If your performance or attendance at work is affected as a result of alcohol or drugs, or we believe you have been involved in any drug related action/offence, you may be subject to disciplinary action.

## **HYGIENE**

1. Any exposed cut or burn must be covered with a first-aid dressing.
2. If you are suffering from an infectious or contagious disease or illness such as rubella or hepatitis you must not report for work without clearance from your own doctor.

3. Contact with any person suffering from an infectious or contagious disease must be reported before commencing work.

## **POLICY ON STRESS**

Workplace stress is an increasing problem for many organisations and their staff. It is a health problem which requires careful consideration.

This procedure is designed to increase awareness in all levels of the company of the problems of stress in the workplace in order to monitor and control it.

The 1999 Management of Health, Safety and Welfare Regulations states that all organisations must identify and safeguard against ALL risks to health and safety.

The company takes seriously its responsibility for the health, safety and welfare of all staff and the company prides itself on its health and safety provisions, attributing no small measure of its success to its staff.

The company's aim, in tackling stress in the workplace, is to reduce the sources and symptoms of an individual's stress and thereby make his/her working life more satisfying and healthier.

It is therefore, FIRST AID 4 LIFE policy to ensure that:

1. the performance of staff is monitored by effective Management.
2. an open-door policy is in operation to allow staff to discuss stress related problems with their Line Manager or a Director.
3. where appropriate, staff may attend stress awareness workshops or participate in other supportive facilities
4. appropriate procedures are in place for dealing with staff displaying characteristic stress indications.

Control of stress is as important as control of any other, less abstract, hazard. In aiming to protect the mental, as well as the physical well-being of all staff, the company will attempt to:

1. identify potential causes of stress
2. assess and where possible, alleviate such causes
3. continually monitor, evaluate and upgrade the stress policy in line with legislations and to promote staff welfare and efficiency
4. implement safeguards against stress, with continuous monitoring and evaluation of the said safeguards to check effectiveness and reliability.

Joint consultation and an 'open-door' policy will be operated to promote and sustain a healthy, productive working environment for the benefit of all.

## **General Terms, Information & Procedures:**

### **CHANGES IN PERSONAL DETAILS**

You must notify us of any change of name, address, telephone number, etc., so that we can maintain accurate information on our records and make contact with you in an emergency, if necessary, outside normal working hours.

### **OTHER WORK**

If you already have any other work or are considering any additional work you should notify us so that we can discuss any implications arising from the current working time legislation.

## **TIME OFF**

Circumstances may arise where you need time off for medical/dental appointments, or for other reasons. Where possible, such appointments should be made outside normal working hours. If this is not possible, time off required for these purposes may be granted at the discretion of your Line Manager and will normally be without pay.

## **BEREAVEMENT LEAVE**

Individuals' reactions to bereavement vary greatly and the setting of fixed rules for time off is therefore inappropriate. You should discuss your circumstances with your Line Manager and agree appropriate unpaid time off.

## **TRAVEL EXPENSES**

We will reimburse you for any reasonable expenses incurred whilst travelling on our business, details of which will be issued separately. You must provide receipts for any expenditure.

## **PERSONAL PROPERTY**

We do not accept liability for any loss of, or damage to, property which you bring onto the premises. You are requested not to bring personal items of value onto the premises and, in particular, not to leave any items overnight.

## **LOST PROPERTY**

Articles of lost property should be handed to your Line Manager who will retain them whilst attempts are made to discover the owner.

## **PARKING**

No liability is accepted for damage to private vehicles, however it may be caused.

## **MAIL**

All mail received by us will be opened, including that addressed to staff. Private mail, therefore, should not be sent care of our address. No private mail may be posted at our expense except in those cases where a formal re-charge arrangement has been made.

## **BUYING OR SELLING OF GOODS**

You are not allowed to buy or sell goods on your own behalf on our premises.

## **FRIENDS AND RELATIVES CONTACT**

You should discourage your friends and relatives from either calling on you in person or by telephone except in an emergency.

## **MAKING A PROTECTED DISCLOSURE**

Employees, in accordance with statute, will have legal protection if they make a disclosure about their employer or someone who is employed by this company.

## **Capability:**

### **INTRODUCTION**

We recognise that during your work with us your capability to carry out your duties may deteriorate. This can be for a number of reasons, the most common ones being that either the job changes over a period of time and you fail to keep pace with the changes, or you change (most commonly because of health reasons) and you can no longer cope with the work.

## **JOB CHANGES**

1. If the nature of your job changes we will make every effort to ensure that you understand the level of performance expected of you and that you receive adequate training and supervision. If we have concerns regarding your capability these will be discussed in an informal manner and you will be given time to improve.
2. If your standard of performance is still not adequate you will be warned in writing that a failure to improve and to maintain the performance required could lead to disciplinary action. We will also consider the possibility of a transfer to more suitable work if possible.
3. If there is still no improvement after a reasonable time and we cannot transfer you to more suitable work, you will be issued with a final warning that you will be dismissed unless the required standard of performance is achieved and maintained.
4. If such improvement is not forthcoming after an agreed period of time, you will be dismissed.

## **PERSONAL CIRCUMSTANCES**

1. Personal circumstances may arise which do not prevent you from attending for work but which prevent you from carrying out your normal duties (e.g. a lack of dexterity or general ill health). If such a situation arises, we will normally need to have details of your medical diagnosis and prognosis so that we have the benefit of expert advice. Under normal circumstances this can be most easily obtained by asking your own doctor for a medical report. Your permission is needed before we can obtain such a report and we will expect you to co-operate in this matter should the need arise. When we have obtained as much information as possible regarding your condition and after consultation with you, a decision will be made about your future work with us in your current role or, where circumstances permit, in a more suitable role.
2. There may also be personal circumstances which prevent you from attending work, either for a prolonged period(s) or for frequent short absences. Under these circumstances we will need to know when we can expect your attendance record to reach an acceptable level and again this can usually be most easily obtained by asking your own doctor for a medical report. When we have obtained as much information as possible regarding your condition and after consultation with you, a decision will be made about your future work with us in your current role or, where circumstances permit, in a more suitable role.

## **Disciplinary Rules & Procedures - EMPLOYEES ONLY:**

These are referred to in an individuals' Written Statement of Employment to address the following: -

1. It is necessary to have a minimum number of rules in the interests of the whole organisation.
2. The rules set standards of performance and behaviour whilst the procedures are designed to help promote fairness and order in the treatment of individuals. It is our aim that the rules and procedures should emphasise and encourage improvement in the conduct of individuals, where they are failing to meet the required standards, and not be a means of punishment.
3. Every effort will be made to ensure that any action taken under this procedure is fair, with you being given the opportunity to state your case and appeal against any decision that you consider to be unjust.
4. Rules and procedures should ensure that:-
  - a. the correct procedure is used when inviting you to a disciplinary hearing
  - b. you are fully aware of the standards of performance, action and behaviour required of you
  - c. disciplinary action, where necessary, is taken speedily and in a fair, uniform and consistent manner



- d. you will only be disciplined after careful investigation of the facts and the opportunity to present your side of the case. On some occasions temporary suspension on full pay may be necessary in order that an uninterrupted investigation can take place. This must not be regarded as disciplinary action or a penalty of any kind
- e. other than for an "off the record" informal reprimand, you have the right to be accompanied by a fellow colleague or trade union official, who may act as a witness or speak on your behalf, at all stages of the formal disciplinary and appeal procedures
- f. you will not normally be dismissed for a first breach of discipline, except in the case of gross misconduct
- g. if you are disciplined, you will receive an explanation of the penalty imposed and you will have the right to appeal against the finding and the penalty.

### **Termination:**

#### **RETIREMENT**

The normal age for retirement is 65, and it is our policy for staff to retire at the end of the week in which their 65th birthday falls. In certain circumstances consideration may be given to fresh work being offered to you after retirement. Such offers will be totally at the discretion of a Director.

#### **TERMINATION WITHOUT GIVING NOTICE**

**Employees** terminating their work without giving or working the required period of notice, as indicated in their Written Statement of Employment, will have an amount equal to any additional cost of covering their duties during the notice period not worked deducted from any termination pay due to them. This is an express written term of their contract of employment.

#### **RETURN OF OUR PROPERTY**

On the termination of your work you must return all our property which is in your possession or for which you have responsibility. Failure to return such items will result in the cost of the items being deducted from any monies outstanding to you. This is an express written term..

#### **GARDEN LEAVE**

In the event of circumstances prevailing, a period of 'garden leave' may be granted to ensure fairness to both the company and staff.