

# **A** **street** **angels**

# **Volunteer Handbook**

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## Welcome to the Chaplaincy

We are delighted you want to volunteer with us. The purpose of this handbook is to give you the information you need in your role as a volunteer Street Angel.

All Street Angels will complete the application process which consists of an application form, an interview, 2 references, a trial shift, a DBS check, and the necessary training sessions. If you have any questions about the project or your role within it, please get in touch. We are here to support you.

### Key contact details

**Ben Pitt**, Guildford Street Angels Coordinator

07717 876 853 | [ben.pitt@gtcc.org.uk](mailto:ben.pitt@gtcc.org.uk)

**Rev Noelle Coe**, Guildford Town Chaplain and GTCC Safeguarding Lead

07500 834 658 | [noelle.coe@gtcc.org.uk](mailto:noelle.coe@gtcc.org.uk)

**Office Address:** Street Angels, 23 Waterden Road, Guildford GU1 2AZ

## **Our Values**

Street Angels is one of three projects run by the Guildford Town Centre Chaplaincy (GTCC), a charity established by the Churches of Guildford to care for people in our town. The other projects are Chaplains and Community Angels.

GTCC works to promote understanding, trust and cooperation between communities of work, faith, leisure and society, and to serve people by providing pastoral care for anyone who lives in, works in or visits Guildford.

The following values underpin all the work undertaken by staff and volunteers on behalf of the GTCC:

**Selfless and non-judgmental** – Street Angels expect nothing in return for the help they provide and believe that people in need are best served by a non-judgmental approach.

**Excellence and professionalism** – We believe that people in need deserve nothing but the highest standards of service and professionalism. Street Angels receive high quality training and regular ongoing support to help them perform their role safely and to a high standard.

**Integrity and honesty** – It is imperative to the success of chaplaincy that the service is delivered with the highest ethical and legal standards. Honesty, fairness and integrity are the principles underpinning all the Street Angels activities.

**Collaboration and adding value** – The GTCC and the Street Angels project work in partnership with a wide range of statutory, voluntary, community and faith organisations across Guildford. Those we help can be from any background, faith or no faith.

All volunteers will be asked to sign the Volunteer Agreement, sent as a separate attachment, and in doing so will be agreeing to keep to the above values in their role.

## Project Overview

- Introduction to The Role
- Application Process & Training
- Commitment
- Uniform
- Teamwork & Support

### Introduction to The Role

Street Angels patrol Guildford Town Centre in pairs or threes from 10pm – 4am on Fridays and Saturdays covering the peak night time economy hours. They provide care & practical support to those who use the leisure & entertainment venues which may include helping them access other support they may need. The needs of these individuals may be the result of drunkenness, drug abuse, homelessness, or anything else that has caused personal distress or potential for physical harm.

Street Angel volunteers often interact with Police & emergency services whilst on duty and have direct contact by radio with each other, the venue door staff, and CCTV.

The Street Angels Coordinator, with the support of the Street Angels team leaders, will make sure the volunteers are equipped and prepared for each shift.

### Application Process & Training

The process of becoming a Street Angel volunteer consists of an informal interview, a complete application form, 2 completed reference requests, a DBS check, a trial shift, and the necessary training sessions.

There are 5 training sessions that Street Angels are required to complete, 2 of these sessions, **'Safeguarding'** and **'Personal Safety Awareness'**, must be completed prior to the commencement of duties. Volunteers are required to retake these 2 sessions every three years. The remaining three sessions are **'Drugs & Alcohol Awareness'**, **'Relating Effectively'**, and **'Roles & Values'**.

### Commitment

Street Angels commit to volunteer 1 night per month, and to attend ongoing training sessions where required as part of their commitment to our values of professionalism and excellence. There is also an expectation for volunteers to attend cross chaplaincy events and socials.

Good communication skills lie at the heart of chaplaincy and the art of questioning and active listening are skills that we can spend a lifetime practising. As a follow on from the initial training, you will find in the Appendix some helpful notes and prompts on how to improve both these key skills.

## **Uniform**

Volunteers must wear the provided Street Angels uniform when on duty so that the public can easily identify them. Furthermore, the wearing of the uniform contributes to the safety of volunteers. This also means that uniform can never be worn outside of a Street Angels shift. Uniform will be provided prior to the first shift and will consist of a branded polo shirt, fleece, heavy jacket, & beanie hat (if available). The volunteer will then be responsible for storing the uniform safely in their own residence.

Lightweight branded rain jackets are also available at the Street Angels base but there are not enough for each volunteer to keep their own one.

## **Teamwork & Support**

Street Angels never work alone and should consult the others in their pair or trio when making decisions to approach people in order to support & care. When patrolling, Street Angels should stay close to their assigned pair or trio. We encourage all Street Angels teams to communicate well with their team mates throughout shifts.

The Street Angels team leader is there to assist other Angels in decision making as well as assign Street Angels to their pairs & trios. The team leader is also responsible for the opening & locking up of the base for each shift, which includes making sure no team member is left to walk home at the end of a shift.

The project coordinator is available to support volunteers within office hours as well as The Town Chaplain if need be.

## **Code of Conduct**

As a Street Angel, your conduct plays a vital role in the integrity of the project and the support that can be provided to those on the streets. We therefore have high expectations of our volunteers. You are required to follow the project's policies and procedures and to do so in a friendly and professional manner while on duty. Failure to do so may result in volunteers being asked to leave.

This code of conduct outlines the policies and procedures relating to:

- General expectations of Street Angels conduct
- Reliability and commitment
- Confidentiality
- Money and gifts
- Grievance resolution
- Dual relationships
- Criminal or illegal activity

### **General expectations of volunteer conduct**

While working as a Street Angel you are expected to:

- Uphold the values of the GTCC at all times (see page 3)
- Follow the project's policies and procedures (see below)
- Protect the rights of the individuals you encounter
- Respect the individuals' rights to make decisions for themselves
- Be observant when on duty, supporting the team leader in their responsibility to gather certain statistics from shifts.
- Report any accident or incident when on duty to the office (see 'Safeguarding' and 'Accidents and Incidents' on pages 11-13)
- Engage with email correspondence from the coordinator
- Not smoke, use alcohol or illicit drugs whilst on duty. Smoking is permitted outside the base on breaks but not whilst in Street Angels uniform.

### **Reliability and commitment**

We hope that volunteers will give at least one year's service after completing the application process.

Please be reliable, keeping to agreed shifts and contacting the GTCC office and Street Angels team leader if a shift cannot be attended after it has been scheduled (e.g. due to illness). We understand that sometimes 'life gets in the way' but communication is key.

Report any concerns that you have with incidents that take place during shifts or anything that might compromise your ability to carry out your role in a competent manner immediately.



If you need to take any planned absence from your volunteering (e.g. holidays) please tell the coordinator.

## **Confidentiality**

As a Street Angel, you need to observe confidentiality:

### **Keeping your personal details confidential**

GTCC staff keep all volunteer personal details secure and do not disclose them either to a client or to another volunteer.

You should protect your own privacy and never disclose your home address or personal phone number clients. The same applies to sharing email addresses. The Street Angels email address can always be shared (this can be found on the contact cards that Street Angels are equipped with).

### **Keeping project and client information confidential**

During your time with the chaplaincy you should keep all information about clients, volunteers, or project staff and project business, confidential.

When someone gives us any confidential information, they need to be sure that we will not pass this to anyone else without their prior permission.

You should not discuss any personal details relating to your client outside of the project without their agreement. If you feel the need to discuss anything you can share it with project staff or your mentor.

Always consider your surroundings when having a confidential conversation to ensure you cannot be overheard. Also, never take photos of clients without their permission.

The only exceptions when information can be passed to a third party without the client's consent are where:

- a client or someone else is at risk
- disclosure of information is required by law

Please see the Safeguarding section below, page 14, for further details.

## **Handling money and gifts**

Street Angels should never be responsible for a client's money, ATM cards or card PIN. If a misunderstanding arises, you will risk both your own reputation and that of the project. There may however be times when a volunteer assists a client in paying for certain services, helping the client to use their own biometric method of payment through their smartphone.

The Street Angels service is provided free of charge. If a client or member of the public wishes to make a donation, encourage them to do this directly to GTCC. Cash donations can be accepted but must be reported & recorded by the team leader.

### **Grievance resolution**

A grievance is a perceived or real issue which causes resentment, suffering or distress and which may be regarded as grounds for complaint. Where a volunteer wishes to bring a grievance against an individual, or where a client wishes to bring a grievance against a volunteer or member of GTCC staff, they should direct this grievance to the project coordinator in writing.

The coordinator will inform the individual who is the subject of a grievance of the nature of the grievance at the earliest opportunity and will then investigate the allegation through discussion with the relevant parties. GTCC is committed to respond in an appropriate and timely manner, to treat everyone with dignity and respect and to provide fair and honest settlement of any grievance.

### **Dual relationships**

It is never appropriate for a Street Angel to develop a business/professional relationship or an intimate personal relationship with a client.

### **Criminal or illegal activity**

Any member of staff or a volunteer found to be engaging in criminal or illegal activity will be referred to the Police.

## Working Practices

These practices are vital for the safety of Street Angels, clients, and the integrity of our project. Please ensure that you have resolved any questions that you have before starting work.

- Boundaries
- Lone working
- Safeguarding
- Accidents and incidents
- Payment of expenses

### Boundaries

It is essential both for the well-being and safety of volunteers, clients, and the ongoing reputation of GTCC and Street Angels that boundaries are established and maintained.

**Self-disclosure:** The support that Street Angels give is one-way and the focus is always on the client. You need to find a balance between being authentic without disclosing details about yourself that lead the client to feel they have a responsibility to support you in return. If you are being asked something you do not want to share shift the focus back on the client.

Please take note of the confidentiality clause in the Code of Conduct (page 7).

**Remit:** Street Angels are not in a position of authority or enforcement, but are there to come alongside people, not judging or confronting their actions. However at times, certain individuals may need to be told how their actions are being perceived by others.

**Additional needs:** Street Angels are not an alternative to professional support such as emergency services or therapy. Instead we do all we can to make connections and referrals to more appropriate services and organisations if that is needed.

**Over dependence:** It is important that clients feel they can depend on us but not over rely on us.

**Physical contact:** At times clients may want to hug or hi-5, etc. It is acceptable to receive this if you want but should never be initiated by a Street Angel. When providing assistance, always narrate your actions if you are making physical contact with a client – in the case that they cannot support themselves or need to be moved, for example.

**Evangelism:** As Street Angels we do not evangelise in the course of volunteering, unless a client asks directly about their faith.

**Prayer:** Clients may ask to be prayed for and prayer can be offered by Street Angels if appropriate. Any prayer should be kept short.

### Lone working

Lone working is described as any time a volunteer is on a one to one basis and out of sight and contact with other volunteers or staff members. This does not apply to Street Angels as there is never a point during a Street Angels duty that a volunteer will find themselves alone with clients.

## **Safeguarding**

All Street Angels are expected to abide by the recommendations in the GTCC Safeguarding Policy Statement (Appendix) and follow the guidance and procedures below.

As a Street Angel, it is your responsibility to:

**RECOGNISE** when there is, or may be, a problem

**RESPOND** appropriately

**RECORD** it accurately

**REPORT** it promptly to the team leader & coordinator

**If you have a concern about a client you must say something to your team leader. Please make sure that you are familiar with our safeguarding procedure as described in the following pages.**

Some useful definitions:

**‘Safeguarding adults’** means protecting a person’s right to live in safety, free from abuse and neglect.

Street Angels may come in contact with children below the age of 18 and the implications are different. If there is an emergency then call 999, if they are perceived to be at risk but not an emergency, call 101 or refer to CCTV.

**‘Abuse’** is when someone does something to another that can cause harm either emotionally and or physically.

**‘Neglect’** is when someone is not being given the care and support they need to live their life. This can include self- neglect.

Safeguarding also means making sure that the individual’s wellbeing is supported and their views, wishes, feelings and beliefs are respected when agreeing on any action, thereby supporting people to maintain control of their own lives.

Many of our clients may come under one of the following categories of **‘adults at risk’**:

- Elderly or frail
- Have a learning disability
- Have an alcohol or drug addiction
- Have a long-term illness
- Are a carer looking after someone with care and support needs
- Have a physical or a sensory impairment

- Have mental health needs
- Do not have the capacity to make decisions by themselves
- May temporarily lack the capacity to make decisions by themselves due to drunkenness, drug abuse, medication, health condition, and more.

### **Recognising abuse and neglect**

It is important to be able to recognise the signs of the following types of abuse:

- Discriminatory abuse
- Domestic violence
- Physical abuse
- Psychological abuse
- Financial or material abuse
- Neglect or acts of omission
- Self-neglect
- Sexual abuse
- Organisational abuse
- Modern slavery

Abuse can happen anywhere and can be perpetrated by anyone.

You need to be aware of signs and symptoms of abuse. These might be physical (bruising or bedsores etc) or they might emerge in something your client tells you. Are they fearful of someone? Is someone showing an unusual level of interest in them?

### **Responding to a disclosure of abuse**

If you have a suspicion of abuse, or your client discloses that they are being abused:

**Do** remain calm, listen, use open questions to clarify what you are being told, show concern, explain that you will need to report what they have told you, reassure them that they have done the right thing to speak up.

**Don't** panic, promise to keep secrets, contact the suspected perpetrator or be judgemental

### **Recording a safeguarding concern**

You must make a written record of what has been said to you, or of what you have witnessed.

- Note details accurately and promptly
- Include where, when, what, date, time, setting, who, what was said
- Record fact, not your opinions or interpretations
- Date and sign report
- Make a legible electronic copy

## Reporting to GTCC

**If you see, hear about or suspect abuse, you have a duty to report the information as soon as possible.**

As a Street Angel, you should report your safeguarding concerns to the coordinator and the Town Chaplain, who is the GTCC Safeguarding Lead. All contact details are at the start of this handbook. We will contact the local authority in accordance with the Care Act 2014.

From Monday to Friday between 9am and 5pm, if you cannot reach a member of GTCC staff, you can raise a safeguarding concern with the Surrey MASH (Multi Agency Safeguarding Hub) by calling 0300 470 9100 or emailing [ascmash@surreycc.gov.uk](mailto:ascmash@surreycc.gov.uk). If you contact MASH with a concern about a client, please inform the Town chaplain as soon as possible.

Outside office hours, if you cannot reach any member of GTCC staff, and believe that your client is in immediate risk of danger, you should contact the 24-hour Adult Social Care helpline for advice on 01483 517898 or the emergency services on 999, as appropriate.

## Accidents and incidents

If there is an accident or incident involving a client when they are with you:

1. Call the emergency services on 999 if required.
2. If a medical concern does not warrant an emergency 999 call, i.e is not life threatening, call 111.
3. If the incident involves a crime, but does not need an emergency response, contact the police on 101.
4. If the situation involves a car accident, contact emergency services as necessary. Remember that as a driver you must contact the police on 101 within 24 hours if you have not given them your details at the scene of the accident, and you must contact your insurer within 24 hours even if you do not plan to make a claim.
5. Please report any accidents or incidents involving a client to the GTCC office as soon as possible.

## Payment of Expenses

If you would like to claim expenses incurred while you are volunteering as a Street Angel, we can reimburse:

**Driving costs** at 40p per mile. Please keep careful notes of mileage. If costs for any journey will exceed £10 please contact the project coordinator in advance to have this approved.

**Public transport and parking** costs against a ticket/receipt.

Expenses should be claimed on a monthly basis by completing the expenses form (see separate attachment) which should be sent to the office with receipts attached in order to ensure a full repayment. Expenses will be repaid by BACs transfer.

## Essential Protocols: Health & Safety

The following rules are for your safety and apply to all 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.

**Street Angels Unit Size:** A Street Angel unit on patrol must consist of at least two people. Street Angels should never be left on their own.

**Communications:** At least one person 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 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. Police evidence bags are provided for storing recovered drugs, which should be given directly to a Police Officer or the coordinator.

No drugs will be tolerated. 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 or other performance-impairing substances prior to and/or during a work shift is not permitted.

**Needles/sharps:** Needles/sharps should be placed into the “sharps container” provided. Knives should be placed in the long tubes provided. 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/Bodily 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, even when asked by emergency services.

**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. Knives should be placed in the long tubes provided. 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 witnessed the incident.

**Sex industry:** Street Angels may from time to time 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 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 base (St Mary's):** When returning to the base for a rest period Street Angels should radio ahead if they are likely to be late. Members of the public should not be brought back to the base 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 or vaping 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.

**Support:** Pastoral care, including specialist counselling if necessary, will be available to all staff and volunteers. During and at the end of each night shift there should be a debriefing between volunteers.

**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 Street Angels to return home safely. Street Angels 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.

**Risk Assessment:**

Hazard	Consequence	Control measures	Likelihood	Impact
Assault	<ul style="list-style-type: none"> <li>Injury to staff, volunteer or contact</li> <li>Damage to reputation</li> </ul>	<ul style="list-style-type: none"> <li>Training and handbook</li> <li>Communications equipment</li> <li>Team working - minimum 2 per unit</li> <li>Personal panic alarms</li> <li>CCTV</li> <li>Relationships with Police and door staff</li> <li>Coordinated travel arrangements for staff and volunteers</li> </ul>	Low	Serious
Encounters with weapons	<ul style="list-style-type: none"> <li>Injury to staff, volunteer or contact</li> <li>Liability to prosecution</li> </ul>	<ul style="list-style-type: none"> <li>As for assault plus</li> <li>Appropriate container for any weapon handed over</li> <li>Police protocol</li> </ul>	Low	Serious
Road traffic injury	<ul style="list-style-type: none"> <li>Injury to staff, volunteer or contact</li> <li>Damage to reputation</li> </ul>	<ul style="list-style-type: none"> <li>Training and handbook</li> <li>High visibility clothing</li> <li>Patrols to be carried out off road unless necessary</li> </ul>	Very low	Serious
Other accidental injury	<ul style="list-style-type: none"> <li>Injury to staff, volunteer or contact</li> <li>Damage to reputation</li> </ul>	<ul style="list-style-type: none"> <li>Training and handbook</li> <li>First aid kit and presence of first aiders</li> </ul>	Low	Moderate
Allegations of improper behaviour	<ul style="list-style-type: none"> <li>Damage to reputation</li> <li>Legal proceedings against individual or Charity/Trustees</li> </ul>	<ul style="list-style-type: none"> <li>Training and handbook</li> <li>Team working (Street Angels)</li> <li>Recording of all contacts and incidents</li> </ul>	Low	Potentially serious
Contact with drugs	<ul style="list-style-type: none"> <li>Damage to health</li> <li>Liability to prosecution</li> <li>Target for assault</li> </ul>	<ul style="list-style-type: none"> <li>As for assault</li> </ul>	Low	Moderate
Infection from bodily fluids etc	<ul style="list-style-type: none"> <li>Damage to health</li> </ul>	<ul style="list-style-type: none"> <li>Training and handbook</li> <li>Personal Protective Equipment</li> </ul>	Low	Serious

Hazard	Consequence	Control measures	Likelihood	Impact
Misuse of uniforms or equipment	<ul style="list-style-type: none"> <li>Harm to contacts</li> <li>Damage to reputation</li> </ul>	<ul style="list-style-type: none"> <li>Check uniforms and equipment out at start of shift and in at end of shift</li> <li>Secure storage</li> <li>Vetting and selection procedure</li> </ul>	Low	Potentially serious
Fire on premises	<ul style="list-style-type: none"> <li>Harm to occupants</li> <li>Damage to premises</li> </ul>	<ul style="list-style-type: none"> <li>Base and office host procedures and systems</li> </ul>	Low	Serious
Psychological distress or trauma caused to Chaplains or Street Angels	<ul style="list-style-type: none"> <li>Harm to staff and volunteers</li> </ul>	<ul style="list-style-type: none"> <li>Structure de-brief and supervision procedures</li> <li>Availability of listening and counselling services when required</li> </ul>	Moderate	Moderate

## Appendix

### GTCC Safeguarding policy statement

Each person who works or volunteers within GTCC will agree to abide by these recommendations and the relevant procedures established by GTCC.

The following person is the named Safeguarding Officer:

Rev Noelle Coe

The application of this policy will be reviewed each year and a report provided by the Safeguarding Officer to the GTCC Trustees

We believe that every person has a value and dignity which Christians see as coming directly from the creation of human beings in God's own image and likeness. This implies that, among other things, there is a duty to value all people as bearing the image of God and therefore to protect them from harm. We will endeavour to safeguard children, young people and adults we encounter by:

- Carefully selecting and training those with responsibility within GTCC's operations in line with safer recruitment principles, including the use of criminal records disclosures and registration with the relevant vetting and barring schemes
- Supporting, resourcing and training our staff and volunteers
- Encouraging safe, caring environments within each of the activities undertaken by GTCC and developing within them a culture of informed vigilance as to the dangers of abuse
- Responding appropriately to evidence of physical, emotional, sexual, financial, organisational and spiritual abuse of those encountered in our work
- Responding without delay to any complaints made concerning GTCC's activities, cooperating with the police and local authority in any investigation
- Committing ourselves to promoting safe practice by those in positions of trust
- Offering pastoral care and support to any member of our organisation should they be known or alleged to have offended against a child, young person or adult

## **Safeguarding protocols 2021**

All volunteers working in any GTCC project will receive instruction in respect of adult safeguarding. The Chaplain is the named safeguarding lead, who are able to report matters of concern.

Whilst it is reasonable to assume that most of the individuals our volunteers engage with are adults, we must remember that there is similar safeguarding legislation in place in respect of children and young persons (defined as any person under the age of 18 years). There are those who purport to be adults, especially within the night-time economy period, and we must be mindful of this when dealing with individuals. Both child and adult safeguarding legislation run in parallel, but it is important to recognise that there are differences. The welfare of a child or young person must always be paramount, whereas an adult has the right to make their own decisions unless there are clear grounds to override this because of their lack of capacity or if a wider public interest is involved.

The selection process for persons wishing to become volunteers must ensure as far as is possible that they represent no risk to those likely to be offered help. Two references will be obtained and wherever possible an Enhanced Disclosure and Barring Service (DBS) check carried out. Additionally, an active monitoring process will be in place.

Safeguarding means protecting an adult's rights to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risk and experience of abuse and neglect.

Abuse and neglect can take many forms and the circumstances of the individual case will always be considered. There are many different types and patterns of abuse and neglect and the different circumstances in which they may take place. The list below is not intended to be an exhaustive list but an illustrative guide as to the sort of behaviour which could give rise to a safeguarding concern.

- Physical abuse: including assault, hitting, slapping, pushing, and misuse of medication, restraint or inappropriate physical sanctions.
- Domestic abuse: including psychological, physical, sexual, financial, emotional abuse, so called 'honour' based violence.
- Sexual abuse: including rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual pornography, subjection to pornography, or witnessing sexual acts, indecent exposure and sexual assault or sexual acts to which the adult has not consented or was pressured into consenting.
- Psychological abuse: including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercing, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or supportive network.
- Financial and material abuse: including theft, fraud, internet scamming, coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property inheritance, or financial transactions, or the misuse or misappropriation of property, possessions or benefits.

- Modern slavery: encompasses slavery, human trafficking, forced labour and domestic servitude, traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.
- Discriminatory abuse: including form of harassment, slurs or similar treatment; because of race, gender identity, age, disability, sexual orientation, or religion.
- Organisational abuse: including neglect and poor care practice within an institution or specific care setting such as a hospital or care home, or in relation to care provided in one's own home. This may range from one off incidents to on-going ill-treatment.
- Neglect of acts of omission: including ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and support or educational services, the withholding of necessities of life, such as medication, adequate nutrition and heating.
- Self-neglect: this covers a wide range of behaviours. Neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding. Where does abuse or neglects happen?

Abuse can happen anywhere: for example, in someone's own home, in a public place, in hospital, in a care home or in college, it can take place when an adult lives alone or with others. While a lot of attention is paid, for example to target fraud or internet scams perpetrated by complete strangers, it is far more likely that the person responsible for abuse is known to the adult and is in a position of trust and power.

Anyone can carry out abuse or neglect, including, spouses/partner, other family member, neighbours, friends, acquaintances, local residents, people who deliberately exploit adults they perceive as vulnerable to abuse, paid staff, professionals, volunteers and strangers.

Incidents of abuse may be single incidents or multiple. Patterns of abuse vary and include:

- Serial abusing in which the perpetrator seeks out and grooms' individuals. Sexual abuse sometimes falls into this pattern as do some forms of financial abuse.
- Long-term abuse in context of an ongoing family relationship such as domestic violence between spouses or generations or persistent psychological abuse.
- Opportunistic abuse such as theft occurring because money or jewellery has been left lying around.
- There may be many signs of abuse but some of the common ones are: ➤ unexplained injuries ➤ unusual bruising ➤ weight loss ➤ fearfulness and anxiety ➤ lack of money ➤ food or clothing or unexplained debt ➤ unusually disturbed behaviour ➤ inappropriately sexualised behaviour ➤ bullying ➤ lack of choice in how to live day to day life.

If you feel uncomfortable about something, all volunteers, staff, management and trustees are expected to report any concerns to the named person for safeguarding. They cannot be bound into keeping a secret for someone if it is a safeguarding issue. If the allegation is against one of the organisation's members, volunteers, or trustees you must seek advice from your named

safeguarding lead. If the allegation is against the safeguarding lead, the senior member of your board must contact your local authority safeguarding board.

The designated safeguarding lead should be responsible for any referral to the police or local authority safeguarding board. Feedback should be given in a way that will not make the situation worse or breach the General Data Protection Regulations (GDPR). If the police are involved, they should be consulted prior to giving feedback to the referrer to ensure any criminal investigation is not affected.

The local authority will decide on who will lead on a safeguarding enquiry should it progress to that stage. You should not conduct your own safeguarding enquiry unless instructed to do so by the local authority.

Safeguarding concerns should be reported to;

Team Leader – project leader

Chaplain

Police, Local authority referral's

## Police Protocol

This document builds on a model agreement developed by the Metropolitan Police on behalf of ACPO. It forms an agreement between Surrey Police and the Guildford Town Centre Chaplaincy (the “Chaplaincy”) which governs key aspects of the operation of the Chaplaincy’s Street Angels programme. In particular it provides protocols to facilitate the surrender of drugs, alcohol and offensive weapons to police by Street Angels.

### Introduction:

1. The Guildford Town Centre Chaplaincy organises a programme of pastoral support for vulnerable people through a network of volunteers known as Street Angels. Street Angels work in small groups in areas where young people and others who may benefit from pastoral care gather, such as in the vicinity of clubs and pubs. Street Angels will generally operate between 10.30pm and 4am on Friday and Saturday nights, and on some other nights, as requested. During which times they may possibly come into contact with people in possession of drugs, alcohol and weapons.
2. One of the aims of the Street Angels programme is improving community cohesion and encouraging people, who distrust authority in general and the police in particular, to surrender illegally held items voluntarily. The Chaplaincy is keen to preserve the integrity of Street Angels so as not to disrupt their pastoral work.
3. Surrey Police recognises the independence of the Chaplaincy and the Street Angels and wishes to offer them all possible assistance in bringing about the safe surrender of weapons, alcohol and drugs in order to reduce crime and the risk of injury. At the same time, Surrey Police accepts the need to maintain a clear understanding regarding its relationship with the Chaplaincy and the Street Angels so that the risks faced by them in their pastoral work are not increased by any perception that they work with, or indeed for, the police.
4. With these points in mind, this agreement between the Chaplaincy and Surrey Police defines the responsibilities and expectations of each party in respect of the work of the Street Angels.

### Parties to the agreement:

5. This agreement is between Surrey Police and the Guildford Town Centre Chaplaincy.

### Circumstances in which this policy will apply:

6. Provisions of this agreement that relate to the sharing of information by Surrey Police with Street Angels will apply at any time. Provisions regarding police action in response to Street Angels coming into possession of weapons, alcohol or controlled drugs will apply to Street Angels who are on duty at the time and clearly identifiable as such. Nothing in this agreement affects the provisions of the Terrorism Act, 2000, under which it is an offence to withhold information relating to terrorism.



Underlying principles:

7. Surrey Police and the Chaplaincy agree that it is the civic duty of every person to do what they can to prevent crime. Surrey Police and the Chaplaincy also recognise that, except where required to do so by law, Street Angels are not obliged to report crimes. 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.

Statement of intent:

8. Surrey Police and the Chaplaincy intend to cooperate in line with this agreement which enables the Street Angels to facilitate the surrender of offensive weapons, alcohol and controlled drugs by people who possess them illegally without the Street Angels becoming subject to proceedings for illegal possession of items that they take charge of. The Street Angel must have completed suitable training in the handling and packaging of weapons and drugs. Surrey Police will provide such training as part of the Street Angels training programme.

Details:

Working relationship:

9. Surrey Police and the Chaplaincy will establish a working relationship based on an understanding that the Chaplaincy and Street Angels must maintain their independence and integrity. In support of this relationship, and to enable Street Angels to decide where they want to carry out their duties, Surrey Police will make available to Street Angels de-personalised information about criminal and anti-social behaviour in the areas in which they intend to operate. Surrey Police will not direct the Street Angels to go to a particular area, nor will the Street Angels be asked for any information or task them in any way. This does not prevent Surrey Police from passing information, which may assist Street Angels' operations within the community, nor does it prevent Street Angels, as any concerned citizen, passing information to the police which they consider may be of benefit.
10. Surrey Police Service will nominate an appropriate supervisor to act as a point of contact for the Street Angels in Guildford. At the commencement of this agreement that supervisor will be the Guildford Safer Neighbourhood Sergeant.
11. Surrey Police Service will not pass any sensitive information to Street Angels, nor will information about planned police activity or operations be given to them. Surrey Police will, however, advise Street Angels if there is specific information that puts them at risk.
12. The Chaplaincy will nominate the Street Angels Coordinator (the "Coordinator") as a point of contact for Surrey Police. The Coordinator, or Street Angels Team Leader on duty, will notify the police through the CCTV control room of the number of Street Angels being deployed, of the areas they will be in and the times between which they will be working on every occasion that they go out. They will also inform the CCTV control room when they withdraw from an

area. The Street Angels will wear the distinctive uniform as approved by the Chaplaincy while they are working. The Street Angels undertake to call police immediately if they come across any incident in which the life or safety of any individual is in danger, or where private property is at risk of serious damage. The Street Angels acknowledge their civic duty to assist in the prevention and detection of crime.

13. The Street Angels and the Chaplaincy are responsible for assessing the risk to Street Angels, and for taking any measures they consider necessary to mitigate the risks identified. They may ask Surrey Police for de-personalised information to assist in the risk assessment process. Surrey Police will respond to any calls for assistance by Street Angels as urgently as circumstances allow.

#### Drugs and Weapons:

14. In the course of their community duties, it is possible that Street Angels may come into possession of drugs or offensive weapons. Possession of all of these items may amount to a criminal offence for which, depending on the circumstances, Street Angels may be liable to prosecution. This part of the agreement details the circumstances in which Surrey Police undertakes not to initiate action against Street Angels in possession of illegal items. Where drugs or weapons are found by a Street Angel, and there is no contact between them and any person connected with the item, the Street Angel should call police to the scene to deal with the matter unless such action would, in the view of the senior Street Angels present, lead to additional risks. In those circumstances, the articles should be dealt with in accordance with the paragraphs below.
15. The law allows a defence of 'reasonable excuse' for persons in possession of controlled drugs in circumstances where the drugs are being taken into safe custody. **The defence is applicable to simple possession of drugs only, and not to more serious matters such as possession with intent to supply, etc.** Surrey Police will assume that a Street Angel on duty who is given drugs by a member of the public wishing to dispose of them safely has a reasonable excuse for possession of the controlled drugs and will not initiate any action against the Street Angel concerned. This assumption is dependent on the following.
  - a. Whilst on-duty, the Street Angel will be wearing the distinctive uniform provided;
  - b. The controlled drugs are sealed in secure packaging, which will be provided by Surrey Police, and then kept in a closed bag or holdall in the custody of the Coordinator or Street Angels Team Leader on duty;
  - c. Police have been advised by the Coordinator or Street Angels Team Leader that suspected controlled drugs have been handed to a Street Angel. The Team Leader will arrange, via the radio system, for the collection of the drugs by Police at the first available opportunity
16. Surrey Police will provide the Street Angels with secure packaging for controlled drugs, and advice on handling them safely. No attempt will be made by any Street Angel to examine or identify any substance handed to them.

17. If examination of the drugs indicates that an investigation to identify their source or to identify an individual concerned in offences related to them, Surrey Police will fulfil its obligations to carry out the investigation.
18. If Street Angels come into possession of offensive weapons; the same provisions as those detailed in paragraphs 14-16 above in respect of controlled drugs will apply. Secure packaging for bladed weapons will be provided by Surrey Police as will advice on safe handling of such items and other common offensive weapons.
19. As part of an investigation it may be necessary to take fingerprints or other samples from the Street Angel concerned for elimination purposes, and to ask questions of him or her. **Surrey Police will, as far as possible, respect the confidentiality of the relationship between a Street Angel as a pastoral worker and a person seeking their assistance in accordance with general legal principles. Surrey Police will therefore not ask the Street Angel to identify the person who gave them the drugs or sharp implements although a Street Angel may disclose the information of their own volition. However, under UK case law, a court may decide that the public interest dictates that the principle of confidentiality may take second place to a duty to give evidence where that evidence is judged to be sufficiently important.** It will be a matter for the Street Angel, as for any other citizen, to decide how, and to what extent, they will assist an investigation, but they have no more immunity from judicial investigative measures and investigative police powers than anyone else. Street Angels' guidelines dictate that no statement will be provided to police until advice has been sought from the Angels' co-ordinator.
20. The Chaplaincy and the Street Angels accept that they are responsible for assessing and managing the risks to themselves that may follow once it becomes known that they are prepared to receive illegal drugs, weapons and give them into police custody.
21. This agreement does not form the basis of an amnesty for possession of illegal items by members of the public, and it will not be promoted as such. The Chaplaincy accepts that its Street Angels will receive no indemnity from prosecution for offences other than simple possession of drugs or weapons that are obtained by them in the course of their pastoral duties and in good faith.

Other matters:

22. The Street Angels may be given other items that are not in themselves illegal to possess, but which may be stolen or evidence of a crime. Surrey Police will adhere to the same principle of confidentiality if the Street Angel who has been given the items considers that the person surrendering them would have an expectation of such confidentiality. Items that are not illegal or dangerous which are handed to, or found by, Street Angels should be handed to the police at the end of the work period. Surrey Police will regard such items as property found in the street and deal with them accordingly.
23. This agreement will be monitored and reviewed annually by representatives of Surrey Police, together with the Chaplaincy

Appendix A

Misuse of Drugs Act 1971

24. DEFENCE TO FULL OFFENCE OF POSSESSION

5(4) In any proceedings for an offence under subsection 5(2) above in which it is proved that the accused had a controlled drug in his possession, it shall be a defence for him to prove -

(a) that, knowing or suspecting it to be a controlled drug, he took possession of it for the purpose of preventing another from committing or continuing to commit an offence in connection with that drug and that as soon as possible after taking possession of it he took all such steps as were reasonably open to him to destroy the drug or to deliver it into the custody of a person lawfully entitled to take custody of it; OR

(b) that, knowing or suspecting it to be a controlled drug, he took possession of it for the purpose of delivering it into the custody of a person lawfully entitled to take custody of it and that as soon as possible after taking possession of it he took all such steps as were reasonably open to him to deliver it into the custody of such a person.

## **Guildford Town Centre Chaplaincy Background**

The Guildford Town Centre Chaplaincy (GTCC) is a charity established by the Churches of Guildford to care for people in our town.

Our aim is to build bridges of understanding, trust and cooperation between communities of work, faith, leisure and society and to serve people by providing pastoral care for anyone who lives in, works in or visits Guildford.

We aim to do this through outreach work with volunteers who give of their time to care for, help and listen to anyone who is in need, regardless of their circumstances.

### **Our history**

In 2004 a consortium of voluntary, community and faith organisations in Guildford (known as *Guildford Together*) came together to develop proposals for the use of the community space proposed for the Friary extension redevelopment in Guildford town centre.

Guildford Together developed a business plan, endorsed by Guildford Borough Council, for the use of the community space as a voluntary sector resource centre and drop in facility for the public. Central to the business plan was the concept of a “Community Pastoral Team”. It was this concept which was developed by the churches of Guildford into the GTCC.

During the latter part of 2007 and early 2008 a great deal of work went into research into similar projects in other towns and cities, development of the proposals for Guildford, and partnership development. Today the three GTCC projects, Street Angels, Volunteer Chaplains and Community Angels, enjoy the support of a wide range of churches and other partners in Guildford.

### **Guildford Street Angels**

The Guildford Street Angels programme was launched on Fridays in October 2008 and Saturdays in June 2009. It enjoys considerable support from Surrey Police and Guildford Borough Council. Guildford Street Angels operates on Friday and Saturday nights from around 10pm until around 4am when all the bars and clubs are closed.

Street Angels (and similar programmes such as Street Pastors) have been springing up across the UK over the last 15 years. They make a positive impact on crime and antisocial behaviour in town centres (particularly in the vicinity of bars and clubs) by providing a calming presence on the streets late at night.

The Street Angels Coordinator is responsible for the recruitment, training, deployment and support of volunteer Street Angels. The Coordinator works in collaboration with the Police (who have expressed strong support for the project) and emergency services, Borough Council, door staff and many other agencies in Guildford. Guildford Street Angels have won the Queen’s Award for Voluntary Service.

### **Town Centre Chaplain and Volunteer Chaplains**

Since January 2010 a Town Centre Chaplain has been in post to represent the Christian community of Guildford in town centre life and build productive and trusting relationships with the town centre community.

The Town Centre Chaplain represents the Christian community on groups such as the Town Centre Forum and the Joint Advisory Group, and works with businesses and organisations to ensure that the churches play their full role in supporting the well-being of the town. She oversees the Guildford Street Angels, Volunteer Chaplains and Community Angels Projects.

The Town Centre Chaplain is available on a confidential basis for people in the town to support their emotional and spiritual well-being. She is supported by a number of volunteer chaplains who work across the business and leisure sectors in the town (including department stores, theatres, shopping centres, nightclubs, banks, civic offices, a GP surgery and leisure locations).

The Chaplaincy service is open to all without discrimination. Chaplains are motivated by their faith to care for people and communities. Their role is not to preach but to offer care and comfort and a listening ear to people of any faith or none. The Chaplaincy aims to complement existing provision and services including other chaplaincies in Guildford such as those at the YMCA, Colleges, and Surrey University, in the Police and at the hospital.

Due to the success of its first two projects, the Chaplaincy looked for another way that it could work with volunteers to be a blessing to the people of our town and reach out to those in need. Over recent years, we've become aware as a nation that levels of loneliness are rising, and Guildford is no exception. By the time the Government produced the first national loneliness strategy in October 2018, the Chaplaincy had already launched its response to this growing issue: Community Angels.

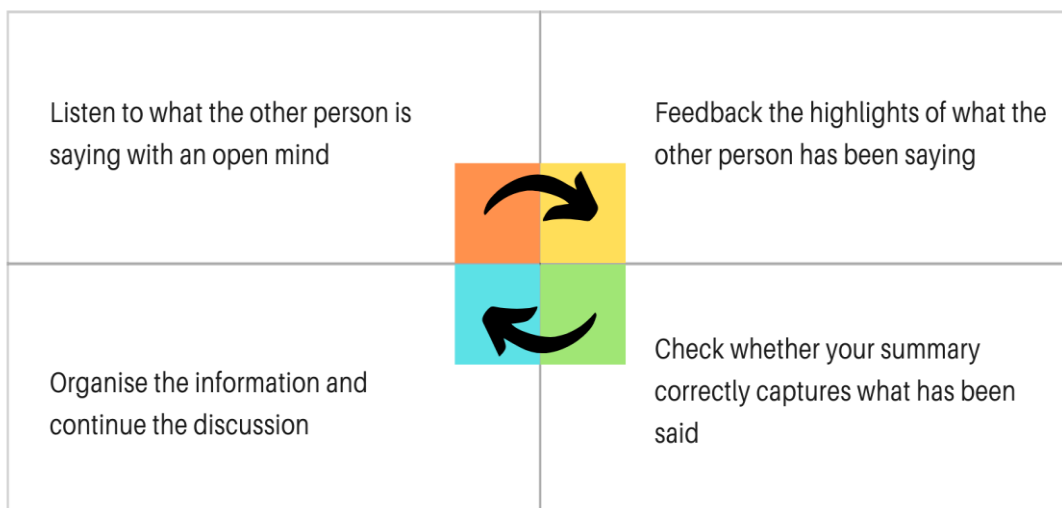
## The active listening cycle

This technique can be particularly helpful for conversations where someone is sharing something difficult, or talking about a problem.

When you are in active listening mode, you need to fully concentrate on the other person, trying to understand not just the words being said but also the emotion behind them. Your conversation might start with an open question and as the other person talks, you listen fully: this isn't the time for a back and forth conversation.

Allow them space and time to talk, without interjecting. You can show interest by nodding, or the occasional hmmm - or maybe "tell me more about that." Listen with an open mind - don't start thinking about solutions or trying to give advice.

From time to time, summarise or reflect back to them what they have said, check you've understood correctly, and encourage them to continue. This forms a cycle, allowing the speaker to open up and explore an issue.



### Steps to better active listening skills

Here are 13 different skills that help people be better active listeners. You do not have to become adept at each of these skills to be a good active listener, but the more you do, the better you'll be. If you even just use 3 or 4 of these skills, you will find yourself listening and hearing more of what another person is saying to you.

#### 1. Restating

To show you are listening, repeat every so often what you think the person said — not by parroting, but by paraphrasing what you heard in your own words. For example, "Let's see if I'm clear about this. . ."

#### 2. Summarizing

Bring together the facts and pieces of the problem to check understanding — for example, “So it sounds to me as if . . .” Or, “Is that it?”

### **3. Minimal encouragers**

Use brief, positive prompts to keep the conversation going and show you are listening — for example, “umm-hmm,” “Oh?” “I understand,” “Then?” “And?”

### **4. Reflecting**

Instead of just repeating, reflect the speaker’s words in terms of feelings — for example, “This seems really important to you. . .”

### **5. Giving feedback**

Let the person know what your initial thoughts are on the situation. Share pertinent information, observations, insights, and experiences. Then listen carefully to confirm.

### **6. Emotion labelling**

Putting feelings into words will often help a person to see things more objectively. To help the person begin, use “door openers” — for example, “I’m sensing that you’re feeling frustrated. . . worried. . . anxious. . .”

### **7. Probing**

Ask questions to draw the person out and get deeper and more meaningful information — for example, “What do you think would happen if you. . .?”

### **8. Validation**

Acknowledge the individual’s problems, issues, and feelings. Listen openly and with empathy, and respond in an interested way — for example, “I appreciate your willingness to talk about such a difficult issue. . .”

### **9. Effective pause**

Deliberately pause at key points for emphasis. This will tell the person you are saying something that is very important to them.

### **10. Silence**

Allow for comfortable silences to slow down the exchange. Give a person time to think as well as talk. Silence can also be very helpful in diffusing an unproductive interaction.

### **11. “I” messages**

By using “I” in your statements, you focus on the problem not the person. An I-message lets the person know what you feel and why — for example, “I know you have a lot to say, but I need to. . .”

### **12. Redirecting**

If someone is showing signs of being overly aggressive, agitated, or angry, this is the time to shift the discussion to another topic.

### **13. Consequences**

Part of the feedback may involve talking about the possible consequences of inaction. Take your cues from what the person is saying — for example, “What happened the last time you stopped taking the medicine your doctor prescribed?”



## **Pitfalls to avoid**

- 1. Giving advice:** “I think you should...” “Why don’t you...” - you don’t hear what they say because you’re busy formulating advice
- 2. One-upping:** “That’s nothing, listen what happened to me...”
- 3. Pitying:** “You poor...” - belittling, disempowering - takes their experience to level of identity, rather than a behaviour/circumstance that they can overcome - much better to say - I can see you’ve had a hard time
- 4. Telling your own story or identifying:** “That reminds me of a time ...” takes what the speaker says and refers it back to your own experience, so you think about yourself rather than them
- 5. Judging:** - jumping to conclusions based on assumptions or prejudice
- 6. Derailing:** - changing the subject because it doesn’t interest you.
- 7. Diminishing difficult emotions:** - “don’t cry” or responding to with a joke. Learn to sit with emotions. Just being with someone while they experience strong feelings, without trying to come to an immediate solution, is powerful. Sometimes we are too embarrassed to learn how to cope with moments like this. Letting those feelings be heard and acknowledged can be very supportive.

## **The art of questioning**

The four main types of questions are:

### **1. Leading Questions**

For example, “Would you like to talk about it?” “What happened then?” “Could you tell me more?”

### **2. Open-ended Questions**

Use open-ended questions to expand the discussion — for example, lead with: “How? What? Where? Who? Which?”

### **3. Closed-ended Questions**

Use closed ended questions to prompt for specifics — for example, lead with: “Is? Are? Do? Did? Can? Could? Would?”

### **4. Reflective Questions**

Can help people understand more about what they said — for example, someone tells you, “I’m worried I won’t remember. . .” Reflective Q: “It sounds like you would like some help remembering?”

Source: National Ageing Information & Referral Support Centre

