

## **Crossbones Garden Wardens: Safe Volunteering**

Thanks so much for continuing to support Crossbones. We really couldn't open the Garden without your help.

**We want you to FEEL SAFE and BE SAFE when you are volunteering with us.**

When we open the Garden to the public, there needs to be either **two volunteers** or **one volunteer and one BOST staff member** on site. This is to ensure the safety of our volunteers.

**For the interest of your safety, we operate with a 'buddy system':**

1. Volunteers must only open Crossbones to the public if there are **TWO** volunteers or **ONE** volunteer and **ONE** staff member.
2. If your 'buddy' is late, or you're in doubt, please reach out to them over the Warden WhatsApp Group to see if they are able to attend the session. (This group also includes BOST staff).
3. If the 'buddy' is no longer available, we **CANNOT** open the Garden to the public, as it is not safe to do so. If the buddy is unable to make it to the shift, please lock up. **Wardens must not lone work.**

## **What to do in an Emergency**

**If a member of the public, or someone using the site is acting in a verbally aggressive way.**

BOST Volunteers should not have to put up with verbally abusive or threatening behaviour whilst they Volunteer at our sites. We want all Volunteers to feel safe whilst carrying out their roles. If a member of the public, or someone using the site is speaking to you in a way that is aggressive or abusive:

- Please contact the BOST office in the first instance on **020 7403 3393** and explain the situation. A member of staff will come and attend the incident and try to resolve the situation.
- If unable to resolve the issue BOST staff will inform the police, if appropriate, and will ask any members of the public to vacate the site and will lock up.

- Please log any incidents involving members of the public down in the incident book which can be found inside the clink.

**If you are being directly threatened or there is risk of harm due to a member of the public**

- Please leave the site immediately by the nearest exit and do not lock up. Go to the nearest busy place, BOST office (Red Cross Garden or Borough High Street / Boot and Flogger Pub and call **999**
- Please call the BOST office on **020 7403 3393** or William directly. Who will offer guidance, advice and support.

**If you or any users of the garden are injured**

- For any minor injuries including small cuts and scrapes, a First Aid Kit is available inside the clink
- For any serious injury that occurs, one Warden to remain with injured person whilst another is to call the BOST office on **020 7403 3393** and request a first aider, if required, or an ambulance if more serious.
- Please report the incident to William, and a record of this will need to be kept in the accident book, kept inside the Clink.

**Please find a full Risk Assessment of the Warden role as well as a list of Emergency Numbers printed and stuck up inside the clink**