

BEHAVIOUR MANAGEMENT GUIDELINES

Lone working

Staff and volunteers should not be working alone in a building if service users are on site.

If you are working alone in a room with service users you should inform others in the building.

You should always have access to a phone.

If you are working alone at night you should keep the outer doors locked and only answer them if you know who is there.

If you are working on a one-to-one basis with a service user you should:

- Ensure they are happy with this
- Have clear access to the exit
- Have a phone available
- Ensure other staff/volunteers know where you are
- If possible leave the door open