

## Let's Get Chatty Guidelines for Chatters

Thank you for volunteering your time to be a listening ear for others.

Below are some important ethical and health & safety issues to be aware of when offering this support service. The term caller is used in this document to refer to the person using our listening service.

### **EQUALITY & DIVERSITY**

We are a service for everyone. We respect equality and diversity, and will support anybody that requires it.

### **LISTENING SKILLS**

Use the 7 listening tools to facilitate the conversation. Talking therapy is someone listening. Listening is an art that not many people have mastered. Don't try to finish someone's sentence for them. Just be fully present and give them your full attention.

### **AVOID GIVING ADVICE**

We do not have all the answers. Either signpost your neighbour to someone that can help, or if you are unsure, contact the **Referral Team** for advice. Alternatively, if someone wants advice on one of the practical services we provide, such as picking up a prescription, we can request assistance from the general MARR group for this.

### **CONFIDENTIALITY** - For both you and your caller.

The person we are supporting should be given total confidentiality (unless it is a safeguarding issue, or someone is in danger, if this is the case then you should inform your neighbour that you are required by law to disclose their details to the relevant body. If it is a matter of life and death, please call the relevant emergency service/s, and contact the Referral Team so that a full debrief can be undertaken within 24 hours of the incident. The health and safety of both you and your caller is paramount at all times,

### **DO NOT SHARE PERSONAL DETAILS**

You must not share your personal details with your caller, even if you can empathise with someone when they are speaking with you, and even if you believe you have similar experiences to them. Maintain your personal boundaries with your caller and give your caller time to tell THEIR story, not listen to yours.

Also, please **DO NOT** share personal details about your clients with anyone else in the group, or with your family and friends with exception of the Referral Team and only if you feel the need to because of Safeguarding reasons.

## **SAFEGUARDING**

If at any point you are worried that a child or vulnerable adult is In danger, or is at risk of being abused please contact the Referral Team immediately. N.B. Abuse can be physical, financial, sexual, emotional or neglect.

## **SIGNPOSTING**

If you become concerned for your caller, please consult the signposting sheet, and pass on the contact details for the relevant service, this may include; general mental health support, addiction support, bereavement counselling or financial assistance.

If more complex needs arise, then please contact the referral team for additional advice, as they will hold a more detailed signposting database in the office.

## **EMOTIONAL SUPPORT FOR YOU**

It is important you take care of yourself. We will be providing a buddy scheme for support, you will have the opportunity to debrief with others. The referral team is also available for additional support.

## **GDPR & DATA PROTECTION**

Under GDPR laws, people have the right to see any information that is stored about them, including any notes that have been written during a conversation. Notes should be facts, not opinion and should preferably be shredded after you have completed the post conversation form.

**Ensure that at the start of the conversation** you inform your caller that you will be completing an online form after this conversation and will be recording their name and the reason for today's call (unless they wish to remain anonymous). This information will remain within the MARR initiative and will be stored securely. You can also inform them that Mutual Aid Road Reps is registered with the Information Commissioner's Office.