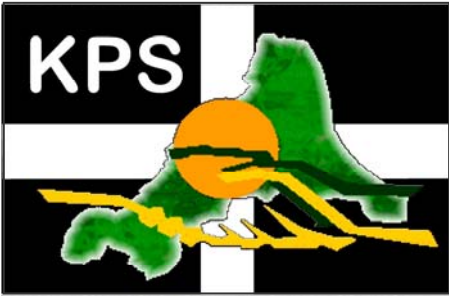


KPS Trebullom Staff & Volunteer Policy/Guidelines

Kernow Positive Support

**SPECIALISED HIV INFORMATION,
SUPPORT, RESPIRE & RETREAT**

POLICY DOCUMENT 2011





KPS Trebullom Staff & Volunteers Policies & Guidelines

As KPS is sure you will appreciate there is a need for **strict policies and guidelines** in respect of working practices and confidentiality when working with our guests and visitors staying at KPS Trebullom, particularly, when working with vulnerable adults and children.

Whilst we wish our staff and volunteers working at KPS Trebullom to be friendly, welcoming and caring towards our guests and visitors, there are strict boundaries on how we should conduct ourselves. Particularly, when working with vulnerable adults and children who may be staying at KPS Trebullom.

We do not wish to make our staff and volunteers frightened to talk about themselves, and any experiences they have that may support our guests and visitors, just that you abide by our strict policies and guidelines contained herein, and use your common sense. This is as much for your own security, safety and protection, as well as those who are staying or visiting KPS Trebullom.

Naturally, any breach of trust and the policies and guideline outlined below **WILL BE** dealt with very seriously, and may have consequences with regard to you continuing to work with Kernow Positive Support (KPS). You will be asked to sign and date this very important document, to state that you have fully understood our policies and guidelines therein.

Confidentiality

Confidentiality is of absolute and paramount importance for the smooth running of KPS Trebullom. Breaches of confidentiality are considered extremely serious by our organization, funders and stakeholders. KPS has a duty of care to a guest(s) (*clients*), visitor(s) and the statutory and voluntary sector agencies throughout the UK and beyond, to ensure confidentiality is maintained. KPS has established a huge respect within the HIV community since our foundation in 2004, and would hate this to be jeopardized. Confidentiality is also detailed and outlined within our KPS Confidentiality Policy, which you would have signed when becoming an employee or volunteer. However, it is important for us to point out specific details when working at KPS Trebullom.

- Staff and volunteers **MUST NOT** at anytime discuss matters with a guest(s) (*clients*) or visitor(s) staying at KPS Trebullom concerning their work, duties, complaints and/or conflicts they may have with other members of staff, volunteers and/or another guest(s) or visitor(s). Such a breach of trust and confidentiality will be treated as **Gross Misconduct** and **WILL** without recourse to KPS lead to an **Instant Dismissal**.
- Staff and volunteers **MUST NOT** at anytime discuss matters with a guest(s) (*clients*) or visitor(s) staying at KPS Trebullom concerning another guest(s) (*clients*) or visitor(s).

Examples; *If a guest(s) or visitor(s) should disclose any personal information about themselves to a staff or volunteer member. If a guest(s) or visitor(s) should soil themselves and/or their bedding when staying at KPS Trebullom.*

Such a breach of trust and confidentiality will be treated as **Gross Misconduct** and **WILL** without recourse to KPS lead to **Instant Dismissal**.

- Staff and volunteers **SHOULD REFRAIN** from discussing their personal or private life and information with a guest(s) (*clients*) or visitor(s) staying at KPS Trebullom.

Although, what you share with others is your own business, you should be aware how that information may be disseminated. Such disclosures are at your own risk. KPS **CANNOT** take any responsibility of such.

- Staff and volunteers **MUST NOT** ask a guest(s) (*clients*) or visitor(s) staying at KPS Trebullom any personal matters. If however, a guest(s) (*clients*) or visitor(s) wishes to disclose any personal information to you, the information they impart to you should be treated as confidential and **NOT** disclosed to any other person. Such a breach of trust and confidentiality will be treated as **Gross Misconduct** and **WILL** without recourse to KPS lead to **Instant Dismissal**.

Examples; *If a guest(s) or visitor(s) discloses their HIV status. If a guest(s) or visitor(s) disclose their sexuality.*

The only exception to this rule is disclosure of child abuse, terrorism, murder and safeguarding vulnerable adults and children (*see the KPS Safeguarding Vulnerable Adults and Children Policy*), whereby, you have a duty to report this immediately.

Inappropriate behavior of staff & volunteers

All staff and volunteers working at KPS will conduct themselves with professionalism and respect for others whilst carrying out their duties on behalf of KPS. Inappropriate behavior **WILL NOT** be tolerated.

- Staff and volunteers **MUST NOT** at anytime act in such a way; as to show annoyance and a dislike towards a guest(s) (*client*) or visitor(s) staying at KPS Trebullom concerning any complaints or dissatisfaction of the services we provide. Such a breach of trust, confidentiality and inappropriate behavior will be treated as **Gross Misconduct** and **WILL** without recourse to KPS lead to **Instant Dismissal**.
- Staff and volunteers **MUST NOT** at anytime swear or lose their temper at other members of staff or volunteer(s) in front of a guest(s) (*client*) or visitor(s) staying at KPS Trebullom regardless of the reason. Such a breach of trust and inappropriate behavior will be treated as **Gross Misconduct** and **WILL** without recourse to KPS lead to **Instant Dismissal**.
- Staff and volunteers **MUST NOT** at anytime fraternize, flirt and/or make sexual innuendo whether it is a joke or otherwise towards a guest(s) (*client*) or visitor(s) staying at KPS Trebullom. Such a breach of trust and inappropriate behavior will be treated as **Gross Misconduct** and **WILL** without recourse to KPS lead to **Instant Dismissal**.
- Staff and volunteers **MUST NOT** at anytime fraternize, flirt and/or make sexual innuendo whether it is a joke or otherwise towards other members of staff or volunteers in front of a guest(s) (*client*) or visitor(s) staying at KPS Trebullom. Such a breach of trust and inappropriate behavior will be treated as **Gross Misconduct** and **WILL** without recourse to KPS lead to **Instant Dismissal**.
- Staff and volunteers **MUST NOT** at anytime let guests, visitors, suppliers, volunteers and staff see any content displayed on their personal PC/Laptops or Smartphones as such action may cause offence. You are also advised to keep personal and confidential information contained therein private. Such a breach of trust and inappropriate behavior will be treated as **Gross Misconduct** and **WILL** without recourse to KPS lead to **Instant Dismissal**.

The reason for the policies as outlined above are to protect our staff, volunteers, KPS as a whole and the guests (*clients*) visiting or staying at KPS Trebullom. In particular, abuse and/or harassment sexual or otherwise is considered a serious offence. Therefore, maybe construed as such, whether it is carried out innocently and/or even as a joke.

Exchange of telephone numbers and social networking

Telephone numbers

- Staff and volunteers are discouraged and therefore **SHOULD NOT** at anytime or under any circumstances exchange or divulge their personal telephone number(s) (*Landline or Mobile*). KPS **DOES NOT** take any responsibility for any consequences arising from your action.

Social Networking

Due to confidentiality and to protect our guests, staff and volunteers KPS Trebullom would like to bring to your attention the pitfalls of 'Social Networking' via the Internet.

Guests should be made aware, it is at their own risk regarding the exchange and linking to social networking sites of guests staying at KPS Trebullom.

- Staff and volunteers are discouraged and therefore **SHOULD NOT** at anytime or under any circumstances exchange or divulge their social networking websites and/or discourage a guest(s) or visitor(s) from linking to such, if know. KPS **DOES NOT** take any responsibility for any consequences arising from this action.

Please Note: KPS are under an obligation to protect and restrict any photographs being uploaded/posted on Social Networking websites of any sorts without prior and written permission from any person shown within the photographs, this also applies to the giving of any information about KPS and its services, including KPS Trebullom or the staff, volunteers, guests and visitors staying within, or arriving or departing KPS Trebullom. This also includes giving confidential information within private chat boxes, messaging websites and/or blogs to other parties.

Photography

Staff and volunteers are **NOT PERMITTED** to take photographs of guests or visitors staying at KPS Trebullom, and that they are **NOT** allowed to use such to; advertise, publish and/or upload/post such photographs or information on any medium (*Internet/Press*) that may identify a guest(s) (*clients*), visitor(s), staff or volunteers without seeking their express permission in writing.

Inappropriate behavior of guests & visitors

All staff and volunteers working at KPS should be aware of the KPS Trebullom House Rules and report any such breaches made by a guest(s) or visitor(s) to the KPS Trebullom Manager as soon as possible, to enable appropriate action(s) to be taken and/or that the matter is addressed.

Other important factors should be considered:

- Staff and volunteers **MUST** report any problems and/or trouble between a guest(s) (*client*) or visitor(s) immediately. You **MUST NOT** get involved with any disputes and/or attempt to resolve any such problem arising without advising the KPS Trebullom Manager in the first instance.
- Staff and volunteers **MUST** report a guest or visitor who maybe fraternizing, flirting and/or make sexual innuendos or approaches, whether it is considered a joke or otherwise to you and report this to the KPS Trebullom Manager as soon as possible. This is to ensure that no accusations can be made about you by a guest or visitor. In normal circumstances, any such matter would not be pursued unless an unfounded accusation has been made during or after a guest or visitor has left KPS Trebullom. ***Ensure you protect yourself and the reputation of KPS.***
- Staff and volunteers **MUST NOT** at anytime put themselves in danger of being accused of inappropriate behavior and/or either put themselves at risk;
 - Staff and volunteers are **NOT** permitted to enter a bedroom suite alone with a guest or visitor.
 - Staff and volunteers are **NOT** permitted to take a guest or visitor into a counselling or therapy room alone. Only therapists and counsellors are permitted to do so.
 - Staff and volunteers are **NOT** permitted to take a guest or visitor into the KPS Trebullom Reception (*Office*) without express permission from the KPS Trebullom Manager.
 - Staff, volunteers, therapists and counsellors are **NOT** permitted to be alone with child/children without a parent or guardian present.

If you suspect a member of staff, volunteer, therapist or counsellor of inappropriate behavior you have a **DUTY TO REPORT** your suspicions and/or concerns whether founded or not to the KPS Trebullom Manager as soon as possible. You have a **DUTY OF CARE** and a responsibility to everyone within KPS Trebullom, its buildings and grounds.

KPS Trebullom Resident Staff

There is a resident KPS Trebullom Manager who resides within the 'Warwick Suite' adjacent to the Conservatory. The resident KPS Trebullom Manager 'David' and any relief member of staff and/or volunteer during his absence are normally on duty between 9am – 5pm. However, they may be called upon at anytime.

Only in event of an emergency should the red 'Emergency Call Buttons' be used, these are located in the bedroom en-suites and the disabled toilet located within the Conservatory. There is also an 'Emergency Call Button', adjacent to the door of the 'Masters – Reception' (*Office*).

Staff and volunteers on duty should respectfully remind guests and visitors using the Conservatory after 9pm to respect our resident staff by keeping their voices down.

Abuse & Violence

Abuse and violence towards guests, visitors, other members of staff and volunteers **WILL NOT** be tolerated and you **WILL** possibly be removed from the premises by the police. Such a breach of trust and inappropriate behavior **WILL BE** treated as **Gross Misconduct** and you **WILL** without recourse to KPS be **Instantly Dismissed**.

Security

The KPS Trebullom farmhouse is locked after 9pm, if you wish to smoke or you are out-and-about, you will need to ensure you have a front door key with you (*Conservatory door*). For reasons of security and safety and that you maybe the last person to leave or retire (*if staying at KPS Trebullom*) you must ensure the front door is locked, and that the three further ground floor fire exits (*Drawing Room, Dining Room and Laundry Room*) are locked and bolted before you do so. These doors will be bolted and a key located closeby to enable escape in the unlikely event of a fire.

Please Note: Ensure you only use the front door (*Conservatory*) if you wish to access the outside smoking area.

There are security lights to the exterior of the KPS Trebullom farmhouse that automatically switch-on after darkness falls and switch-off at approx Midnight.

Please ensure you read the Fire Safety details within this Policy Guideline information.

Non prescribed drugs

The use of recreational drugs/illegal substances **WILL NOT BE TOLERATED** and **WILL BE** treated as **Gross Misconduct** and you **WILL** without recourse to KPS be **Instantly Dismissed**.

Alcohol

The consumption of alcohol by staff or volunteers on duty is **NOT** permitted.

Smoking

KPS operates a non-smoking policy throughout the building, with the exception of a covered area outside the main farmhouse. We ask all smokers to remember that every cigarette is a potential fire hazard and thus to ensure that they are always fully extinguished. Any damage caused by smoking e.g. burns etc will be invoiced. **The building is otherwise non-smoking.** Smoking in the bedrooms is also **NOT** permitted.

Loaning of money

Staff and volunteers must not loan money to a guest or visitor. If you should do so KPS **WILL BE UNABLE** to make a reimbursement to you.

Children

Children remain the responsibility of their parents, guardians or carers. While we fully appreciate the need for parents to have rest etc, the KPS Trebullom Management cannot accept responsibility for minding children; therefore, responsibility for their care, control and any damage caused remains fully with the parents/guardians or carers.

Remember; there are strict policies and guidelines regarding children, so staff and volunteers should ensure they have read our policies and guidelines and are conversant with such.

Insurance

KPS Trebullom has full public liability insurance, however, this **DOES NOT** include responsibility for any vehicle or its contents parked within its car park, nor any outings or activities undertaken by guests once off its premises; alone or with a volunteer. A secure safe is available for money or valuables within the guest bedroom suites.

Volunteer Outings

Please be aware that guests and visitors travelling in a staff member or volunteer's vehicle regarding outings and trips out-and-about during their stay is **AT THEIR OWN RISK**.

Fire Safety

All staff and volunteers **SHOULD** make themselves aware of our fire safety instructions. Throughout the building and on the back of the bedroom suite doors are important instructions you should follow in the unlikely event of a fire. Please make a note of where the fire exits are, including fire alarms and extinguishers.

KPS Trebullom carries out regular weekly 'Fire Alarm Testing', which occurs at 10am every Monday morning.

Please Note: Upon hearing the Fire Alarm outside of this time you **MUST AT ALL TIMES** observe the procedure upon hearing the alarm.

Fire Safety Instructions

On discovering or suspecting a fire immediately break the glass of the nearest alarm point, or upon hearing the fire warning proceed as follows:

- If in night attire, put on footwear/overcoat/dressing gown.
- Leave the building by the nearest available exit.

Proceed as quickly and safely as possible to the assembly point at the rear garden of KPS Trebullom by the 'Green House'.

Telephone **999** and ask for the **Fire Brigade** as soon as possible and/or when it is safe for you to do so. Give them the location of KPS Trebullom – Trebullom Farm, Altarnun, Cornwall PL15 7RF.

GENERAL

- Follow any directions given by KPS Staff and/or volunteer.
- Close doors behind you, which will help to contain the fire.

If in doubt please ask a another member of staff or volunteer.

DO NOT – Stop to collect personal belongings.

DO NOT – Use the Stair-lift.

DO NOT – Re-enter the building until you are told to do so.

GLOSSARY

Staff: Any individual employed by Kernow Positive Support (KPS). Other than on a purely external services basis, including practitioners.

Volunteer: Any individual providing services on a volunteer basis and are registered and on behalf of KPS. Other than on a purely external services basis, including practitioners who provide their services on a volunteer basis.

Practitioner/Therapist/Counsellor: Any person providing therapies, counselling and training and/or facilitating for and or behalf of KPS.

KPS Trebullom Manager: A Trustee of KPS responsible for KPS Trebullom – David N. Solly.

Guest/Client/Visitor: Any person staying or attending KPS Trebullom for any of the services, training courses, meetings, drop-in and other activities provided either residential or non-residential.

NAME:.....

SIGNATURE:.....

DATE:.....

KPS TREBULLOM STAFF/VOLUNTEER POLICY

KPST/SVP2011

1st May 2011



KPS Trebullom Staff & Volunteers Procedures & Guidelines

As KPS is sure you will appreciate there is a need for **Staff and Volunteer Procedures and guidelines** in respect of working practices when working at KPS Trebullom.

Whilst we wish our staff and volunteers working at KPS Trebullom to enjoy working at KPS Trebullom there are procedures and guidelines on the procedures and processes for the smooth and professional running of the facility.

Detailed below are the specific roles and responsibilities and working practices for staff and volunteers, including operational guidelines and schedules.

KPS Trebullom Manager (*onsite 24hrs*).

8.30am – 5pm (*8.5hrs*)

Other Responsibilities will include:

Preparation of uncooked continental style **Breakfast**, table to be set-out the night before for Breakfast to be available to guests from 8.30am.

A rota schedule will be carried out weekly by the KPS Trebullom Manager in consultation with Cooking and Housekeeping Staff.

Cooking & Housekeeping

From the 1st June 2011 there will be two members of staff carrying out cooking and housekeeping duties who will be working on a rota basis to cover up to 80 hours per week.

Their titles and roles are outlined below, including a time schedule for start and finishing their duties on a daily basis.

Specific duties will include the following:

Preparation and budget control of supplies such as; food provision and cleaning materials. This will be carried out by the Lead Cook on duty – who may be referred to as 'Chef' (*but not exclusively a title within his/her 'Contract of Employment'*).

Only at the discretion of the KPS Trebullom Manager, and with prior arrangement and accommodation available either posts may on occasions (*it should not be taken for granted*) stay overnight at KPS Trebullom. However, this is not determined within their 'Contract of Employment' and the post holders will normally be expected to travel to-and-from their place of work.

Cook & Housekeeping Hours

9am – 7pm (*8hrs paid time - with 1hr off-duty*) – up to 40hrs per week. Additional hours over and above 40hrs per week have to be agreed with the KPS Trebullom Manager prior to each week on duty (*Mon-Sun*).

Preparation of the **Cooked Breakfasts, Lunches** and **Evening Meals**, and between times the post holder(s) will carry out general housekeeping. A schedule is detailed below regarding 'Change-over-Days'.

Meal Schedules:

From

8.30am – Cereals/Continental Breakfast

9.30am – Cooked Breakfast

11.00am – Tea/Coffee (*Cakes/Biscuits*)

3.30pm – Tea/Coffee (*Cakes/Biscuits*)

12.30pm – Light Lunch (*Pack Lunch as required*)

6.30pm – Evening Meal (*Main and Desert*)

The Cook/Chef will as required be requested to prepare Breakfast, whereby, with prior arrangement with the KPS Trebullom Manager their start time will be from 9am.

A rota schedule will be carried out weekly with the KPS Trebullom Manager.

Change-over-Days

The guests that are leaving KPS Trebullom would have been requested to vacate their rooms by 10.30am, arrangements can be made to store their luggage and bags in 'Masters' (*Therapy/Counselling Room*) until they leave the premises. Those leaving **should be** offered a 'Packed Lunch' (*Round of sandwiches and fresh fruit*). Those whose transport (*Train/Bus*) is not due to leave until after lunch **should be** offered sandwiches and refreshments.

Bedroom Suites should have fresh and clean bed linen and the bedroom and en-suite cleaned throughout as detailed in the 'KPS Trebullom Bedroom Suite Shedule'.

Upon the arrival of a new guest they should be offered refreshments (*Coffee/Tea and Cakes/Biscuits*).

Staff or volunteers on duty should offer to take a guest's luggage to their room. A set of keys and a Welcome Pack should be given to the guest, politely asking them to ensure they read the contents, specifically pointing out the 'Fire Safety' details. Also, staff or volunteers should offer to explain the contents, and tell the guest; if they encounter problems understanding the details therein.

Staff or volunteers should accompany the guest to their room and explain and point out the items below:

Keys – point out the 3 keys (*Room/Front Door/Safe*).

Guest Welcome Tray (*Tea/Coffee*) – stating they can request top-ups.

The Safe – stating key only operation.

Hairdryer.

TV/DVD combination and remote – stating DVDs are available.

En-suite mirror light – demonstrating how you turn the light on.

En-suite 'Emergency Call Button' – explain the use.

Laundry – explain the service, indicating where the bag is located.

Before leaving remind the guest of the Fire Safety Instructions on the back of the bedroom door, and should they require anything come and see a staff or volunteer.

Volunteers

All volunteers working at KPS Trebullom should report to the KPS Trebullom Manager upon arrival. Duties for the time a volunteer is working at KPS Trebullom will be outlined with the KPS Trebullom Manager.

i.e.

Volunteer Driving (*Outings and trips*).

Welfare Rights Advice.

Gardening.

Befriending.

Only at the discretion of the KPS Trebullom Manager, and with prior arrangement will lunch or an evening meal be offered to a volunteer (*it should not be taken for granted that volunteers will be offered lunch or an evening meal*). However, volunteers may help themselves to coffee and tea.

Only at the discretion of the KPS Trebullom Manager, and with prior arrangement and accommodation available a volunteer **may** on occasions (*it should not be taken for granted*) stay overnight at KPS Trebullom.

Please Note: Volunteers are reminded that staff working at KPS Trebullom are **only** accountable to the KPS Trebullom Manager or the KPS General Manager. Staff at KPS Trebullom are to provide services to the guests and visitors staying at KPS Trebullom **not** volunteers.

- Volunteers **MUST NOT** at anytime discuss matters with a guest(s) (*clients*) or visitor(s) staying at KPS Trebullom concerning their work, duties, complaints and/or conflicts they may have with other members of staff, volunteers and/or another guest(s) or visitor(s). Such a breach of trust and confidentiality will be treated as **Gross Misconduct** and **WILL** without recourse to KPS lead to asking the volunteer to resign all volunteering duties within KPS.
- Volunteers **MUST NOT** at anytime discuss matters with a guest(s) (*clients*) or visitor(s) staying at KPS Trebullom concerning another guest(s) (*clients*) or visitor(s). Such a breach of trust and confidentiality will be treated as **Gross Misconduct** and **WILL** without recourse to KPS lead to asking the volunteer to resign all volunteering duties within KPS.
- Volunteers **SHOULD REFRAIN** from discussing their personal or private life and information with a guest(s) (*clients*) or visitor(s) staying at KPS Trebullom. Although, what you share with others is your own business, you should be aware how that information may be disseminated. Such disclosures are at your own risk. KPS **CANNOT** take any responsibility of such.
- Volunteers **MUST NOT** ask a guest(s) (*clients*) or visitor(s) staying at KPS Trebullom any personal matters. If however, a guest(s) (*clients*) or visitor(s) wishes to disclose any personal information to you, the information they impart to you should be treated as confidential and **NOT** disclosed to any other person. Such a breach of trust and confidentiality will be treated as **Gross Misconduct** and **WILL** without recourse to KPS lead to asking the volunteer to resign all volunteering duties within KPS.

The only exception to this rule is disclosure of child abuse, terrorism, murder and safeguarding vulnerable adults and children (*see the KPS Safeguarding Vulnerable Adults and Children Policy*), whereby, you have a duty to report this immediately.

All staff and volunteers working at KPS will conduct themselves with professionalism and respect for others whilst carrying out their duties on behalf of KPS. Inappropriate behavior **WILL NOT** be tolerated (*see Staff and Volunteer working at KPS Trebullom Policies and Guidelines*).

Volunteer Outings

Please be aware that guests and visitors travelling in a staff member or volunteer's vehicle regarding outings and trips out-and-about during their stay is **AT THEIR OWN RISK**.

Personal Visitors

These are allowed, but we do insist that you inform the KPS Trebullom Manager when you are expecting a visitor (*family or friends*). Naturally, if there are guests it is preferred that you **DO NOT** invite family and friends without the express permission of the KPS Trebullom Manager. This rule is for reasons of our guest's confidentiality.

For *Health & Safety/Fire regulation* everyone must sign in and out of the building using the 'Visitor Book' within the Dining Room. **All personal visitors must leave KPS Trebullom by 8.30pm.** If however you require a personal visitor to stay overnight for special reasons, and there is accommodation available. This must be pre-arranged and booked with the KPS Trebullom Manager. An overnight rate of £35 per person is charged.

Please note: Under **no circumstances** will personal visitors be allowed to stay without prior consent of the KPS Trebullom Manager; any staff or volunteer member breaking this rule **WILL** have consequences to them continuing to work at KPS Trebullom.

Fire Safety

All staff and volunteers **SHOULD** make themselves aware of our fire safety instructions. Throughout the building and located on the back of the bedroom suite doors are important fire safety instructions you should follow in the unlikely event of a fire. Please make a note of where the fire exits are, including fire alarms and extinguishers.

KPS Trebullom carries out regular weekly 'Fire Alarm Testing', which occurs at 10am every Monday morning.

Please Note: Upon hearing the Fire Alarm outside of this time you **MUST AT ALL TIMES** observe the procedure upon hearing the alarm.

The KPS Trebullom Management Team comprises of the following:

David Solly – KPS Trebullom Manager (*Resident & Onsite*).

Anthony Basnett – KPS General Manager.

Jacqui Hickmore – KPS Housing Worker.

Sue Brown – KPS Trustee (*KPS Trebullom Advisory Board Member*).

Martin Lodge – KPS representative to the KPS Trebullom Advisory Board.

KPS/S/V/PG1

May 2011



KPS Trebullom Security Procedures

This document outlines procedures and guidelines regarding the security of the farmhouse. Although, KPS Trebullom has insurances to cover theft or break-ins, the staff and volunteers need to be aware of our responsibility in ensuring that the farmhouse has security procedures and measures in place to ensure its overall security.

Currently, there is a permanent on-site manager (KPS Trebullom Manager) who is resident and resides in the adjoining cottage 'Warwick Suite'. However, there may be times when the farmhouse has no guests or staff/volunteers present, and that, the KPS Trebullom Manager may not be present.

Wherever possible, Kernow Positive Support (KPS) will ensure; that there is sufficient overnight cover when guests are in resident or not, and/or on occasions due to holidays or sickness, that the KPS Trebullom Manager may not be available. Cover will be co-ordinated by the KPS Trebullom Management Team. KPS Trebullom staff and volunteers will be made aware of any significant changes to the operation of KPS Trebullom during these periods.

Staff and volunteers who are key-holders **WILL** ensure that **ALL** doors and windows within the farmhouse are bolted and locked if they are the last person to leave the building. The following check-list and procedures should be followed:

FIRST FLOOR

- A. Check the rear Fire Door Exit (*Push-bar-Door*) is firmly closed, and that the seal is unbroken.
- B. Ensure each Bedroom Suite is checked, and that windows are closed (*including window locks*) and finally, ensure each bedroom door is locked securely.
- C. Ensure the 'Lyness' Counselling Room (*Storage Area*) is locked.
- D. Ensure the Linen and Boiler cupboards are locked.

GROUND FLOOR

- A. Ensure the ground floor bedroom - **Sloan Suite** is checked, and that windows are closed (*including window locks*) and finally, ensure the bedroom door is locked securely.
- B. Ensure the **Library** is checked, and that windows are closed (*including window locks*) and finally, ensure the Library door is locked securely.
- C. Ensure the **Masters** (*Reception and Therapy Rooms*) are checked, and that windows within the therapy/counseling room are closed (*including window locks*) and finally, ensure the Masters door is locked securely.
- D. Ensure the **Drawing Room** door to the front garden is locked and bolted, and that the key is NOT left in the lock. There should be a door key in the Red 'Break Glass Box' by this door.
- E. Ensure the remaining 'Fire Doors within the **Drawing Room** are shut.
- F. Ensure the **Laundry** (*rear of Kitchen*) is checked, and that windows within the room are closed (*including window locks*). Ensure the Laundry door to the outside is locked and bolted, and that the key is **NOT** left in the lock. There should be a door key in the Red 'Break Glass Box' by this door. Ensure the door between the **Laundry** and **Kitchen** is locked (*the key can remain in the door*).
- G. Ensure the **Kitchen** is checked, and that windows within the room are closed (*including window locks*). Ensure the Kitchen door leading to the Dining Room is locked.
- H. Ensure the **Dining Room** is checked, and that windows within the room are closed (*including window locks*). Ensure the Dining Room door to the rear garden is locked and bolted, and that the key is **NOT** left in the lock. There should be a door key in the Red 'Break Glass Box' by this door. Ensure the door between the **Dining Room** and **Conservatory** is locked (*the key can remain in the door*).
- I. If you have keys to the **Warwick Suite**, ensure the flat is checked throughout, and that windows within the flat are closed (*including window locks*).

- J. Ensure the windows within the **Conservatory** are closed and locked into place (*including window locks*) Ensure that the doors to the front of the farmhouse (*Main Entrance*) are locked. There should be a door key in the Red 'Break Glass Box' by the 'Fire Alarm Point'.
- K. Ensure that there are no ladders in view around the farmhouse, if so place any ladders into either the Tool Shed or 'Wood Burner' room.
- L. Switch on the Alarm and security system.
- M. **Finally**, ensure the doors to the tool shed are locked with the padlock, and if applicable that the door to the 'Wood Burner' is locked and/or closed.

The last person leaving the KPS Trebullom farmhouse is responsible to ensure that the above is carried out in accordance with the KPS Trebullom above policy.

KPS/SP1

May 2011



Fire Safety at Trebullom

Fire Safety

Please make yourself aware of our fire safety instructions. On the back of the bedroom suite doors are important instructions you should follow in the unlikely event of a fire. Please make a note of where the fire exits are, including fire alarms and extinguishers.

KPS Trebullom carries out regular weekly 'Fire Alarm Testing', which occurs at 10am every Monday morning.

Please Note: Upon hearing the Fire Alarm outside of this time you **MUST AT ALL TIMES** observe the procedure upon hearing the alarm.

Fire Safety Instructions

On discovering or suspecting a fire immediately break the glass of the nearest alarm point, or upon hearing the fire warning proceed as follows:

- If in night attire, put on footwear/overcoat/dressing gown.
- Leave the building by the nearest available exit.

Proceed as quickly and safely as possible to the assembly point at the rear garden of KPS Trebullom by the 'Green House'.

Telephone **999** and ask for the **Fire Brigade** as soon as possible and/or when it is safe for you to do so. Give them the location of KPS Trebullom – Trebullom Farm, Altarnun, Cornwall PL15 7RF.

GENERAL

- Follow any directions given by other KPS Staff and/or volunteers.
- Close doors behind you, which will help to contain the fire.

If in doubt please ask the KPS Trebullom Manager (*Fire Officer*).

DO NOT – Stop to collect personal belongings.

DO NOT – Use the Stair-lift.

DO NOT – Re-enter the building until you are told to do so.

KPS/FS1

May 2011/12