

VIRTUAL SOCIAL MEETINGS: Safeguarding guidance for volunteers

Guidance and protocols on managing and attending virtual meetings have been prepared and issued to volunteer hosts and participants. Adhering to the guidance will mitigate against potential risks associated with these types of events.

In addition to the above documents, volunteers hosting the meetings are offered the following guidance in the unlikely event that any safeguarding issues or concerns arise during the meeting.

Any concerns involving a child (aged under 18) and/or an adult with care and support needs should be reported via the process outlined in the [safeguarding policy and guidance](#). It is recommended that in advance of the virtual meeting, volunteer hosts refresh themselves on this guidance as needed and have the safeguarding contact numbers to hand during the meeting. These are:

Email: safeguarding@crohnsandcolitis.org.uk

Safeguarding Tel: 01727 734459

In the event that **DURING A MEETING** a host has concerns around the safety and wellbeing of any participant, they can send a private message to them via the chat facility to check the person is ok and remind them they can leave the meeting at any point. The host might feel it appropriate to put signposting information in this private chat if it appears that the person may require specialist support.

The host should follow the safeguarding procedure and report all incidents to the safeguarding team using the above contact details.

Organisations for signposting:

- Samaritans: Call 116 123, website: www.samaritans.org
- Mind: www.mind.org.uk

Further specialist support is listed [here](#).

Our safeguarding team can be contacted via email or phone **during office hours Monday-Friday 9am-5pm**. If an event is taking place outside of these hours and you need guidance on a safeguarding concern, there is a voicemail message providing clear instructions on what action to take if there is an immediate and serious risk of harm.

In an emergency and where there is deemed to be an immediate serious risk of harm or threat to life and you are unable to contact the safeguarding team, call emergency services on 999. You will need the full name, full address and location of the person of concern in order for the emergency services to take action.