



# MAYA'S COMMUNITY SUPPORT CENTRE

## Lone Working & Session Safety at Maya's Beach Hut Policy

Version: 1.0

### 1. Purpose

To ensure the safety and wellbeing of staff delivering counselling, therapy, and wellbeing sessions, particularly where lone working is involved.

### 2. Scope

Applies to all staff, volunteers, and contractors delivering sessions.

### 3. Check-In / Check-Out Procedure

Before Session:

- Log session details (location, client ID, start/finish time)
- Notify Duty Contact
- Ensure phone is fully charged and on

During Session:

- Keep phone accessible
- Report risks immediately

After Session:

- Confirm completion with Duty Contact
- Log finish time
- Report concerns

Missed Check-Out:

- Attempt contact within 15 minutes
- Escalate if no response within 30 minutes



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## **4. Session Timing Rules**

No sessions are permitted during dusk or darkness. All sessions must take place in daylight hours only.

## **5. Communication Requirements**

Volunteers and professionals must carry a charged mobile phone at all times while on duty and remain contactable.

## **6. Lone Working Safety Rules**

- Avoid isolated locations
- Position yourself near exits
- Do not share personal details
- End sessions if you feel unsafe

## **7. Incident Reporting**

All incidents and near misses must be recorded on the incident record and escalated where necessary.

## **8. Sign Off**

Signed: \_\_\_\_\_

Date: \_\_\_\_\_