



One Minute Guide



As a volunteer your role is vital in supporting local communities.

You may become aware of things which concern you or don't feel right. If you have concerns we want you to know what to do and where to go for help

Social distancing

Social distancing, self-isolating and quarantine can cause stress and changes in everyone's behaviour. Families are under new pressures and you may worry a child or adult is withdrawn, anxious or depressed.

Safeguarding and the types of abuse

The signs of abuse aren't always obvious, and a person may feel scared or unable to say what is happening to them.

Types of abuse for children and adults include:

- Physical
- Emotional
- Sexual
- Financial

We know from other countries that lockdown has increased:

- Domestic abuse
- Self-neglect
- Alcohol and/or drug use
- Signs of abuse

Signs of abuse may include:

- Children looking dirty or always wearing the same clothes
- Children left home alone or outdoors by themselves
- People being locked in their house without a key or means of leaving
- Aggressive behaviour and shouting
- Someone saying that a relative, neighbour, friend or someone else has just taken all of their money or emptied their cupboards of food

These are not the only signs of abuse.

Safeguarding children and adults

Safeguarding is everybody's business. Say something if you are concerned about a child, young person or an adult.

If you think a person's life is in immediate danger you should contact the police on 999.

If you are worried about a child or adult you should:

- Discuss your concern with your Manager/Coordinator, or
- Contact the North Yorkshire Customer Service Centre on 01609 780780 to speak to a Specialist Advisor

Speak to your Manager/Coordinator if:

- You see a volunteer being given money or gifts from a resident, or
- If a resident is being offensive towards you or another volunteer

Do

- ✓ Remember your boundaries
- ✓ Use your key contacts (make a note or put them in your phone)
- ✓ Report your concerns to your Manager/Coordinator or to the North Yorkshire County Council Customer Service Centre

Do not

- ✗ Investigate your concerns
- ✗ Manage challenging situations or other people's anxieties
- ✗ Take home any concerns

Wellbeing is important for everyone

Don't forget your own wellbeing and speak to your Manager/Coordinator if you feel you are in need of support. If you feel you have any symptoms of Coronavirus and decide to self-isolate.

For more information and guidance on safeguarding and Covid-19 please visit the Covid-19 pages for the [NYSACP](#) and [NYSAB](#).