**Personal safety**

* When visiting clients make sure you have told someone where you are going and when you will be back
* Of preference, try to make your visits during daylight hours
* If you do make a visit at night be sure to park in a well-lit area
* Be aware of hazards in a client’s home, e.g. trailing wires, candles or flames near curtains, saucepans near edge of surfaces or cookers, exposed electrical wiring.
* Carry a mobile telephone, pager or personal alarm
* Avoid dangerous shortcuts and walk facing the traffic on the street side of the pavement
* Do not enter the house/flat at all if the appropriate person is not available
* Check as you go in how the front door locks
* If you feel in danger – leave and get help immediately
* If you have been abused or threatened in any way whatsoever, whether physical, mental, or sexual, you must report the incident as soon as possible to your Volunteer Coordinator, Supervisor or the Community Support Co-ordinator [add as appropriate for your community]

**What to do in an emergency**

What constitutes an emergency?

* Unable to gain entry to a client’s home when you expect to
* Unable to get a telephone response when you would expect to
* A client appears very unwell or unresponsive during your visit/phone call.
* A client exhibits serious illness or distress while on the phone to you
* A client collapses in your presence
* If you are concerned about someone’s health dial 999 and also let someone else know about the situation
* If it is during the working day, phone the synagogue office – if not, do so first thing the next working day
* Stay with the person concerned until help arrives and reassure them if they are conscious
* Do not give them anything to eat or drink [!!!]
* If you have an emergency contact phone number for the person, use it