



Health and Safety Guidelines

Location of Support

In order to minimize stress on volunteers, the Waikato Welfare Guardianship Trust will not accept referrals for people who remain in the community. A referral for a person in the community may be considered but will not be actioned until the person has moved into residential care.

Complexity

Since our volunteers are not necessarily health professionals, referrals for very complex cases will be declined.

Any referrals from prison/forensic services regarding people transferring from prison to residential care need to have a 3-month settling-in period before the referral for welfare guardianship will be considered. A full risk assessment will be required to have taken place identifying any triggers and a full background provided.

Visits and Outings Outside Residential Facilities

- A court appointed welfare guardian does have a wide range of powers to protect and promote your client's welfare, well-being and best interests. It may be that you will support your person on personal outings in your home or neighbourhood.
- Any decision to support your client away from their usual residence requires careful consideration and should be planned / discussed fully with the care staff at the facility
 - Ensure the planned activity is appropriate and supportive for their well-being and also any behavioral and management challenges are accounted for.
 - Ensure key workers are aware of your plan and your schedule.
 - Ensure you have all contact numbers of key staff.
 - Check that there have been no emergent health or behavioral concerns that may impact on the success of any outing/venture.
 - Ensure you have a discussion with the staff, before you leave, of what you might consider and do if you are out and your client becomes agitated or aggressive.
- Wherever possible, ensure your client has ID in their pocket with your contact details and those of the facility where they reside.
- If you have a problem/concern requiring interaction with a member of the public/ emergency services, or experience comments or concerns, quietly explain you are working under guidelines provided by the Waikato Welfare Guardianship Trust and that you have a legal mandate to support the best interest for your client.
- If you experience a serious incident or problem do seek help by phone and / or use Emergency 111.
- Please document any concerns in your client's file on the WGT website, as soon as you can following the incident and ensure that you let either Cate Anderson or your allocated support person know.

Transportation

- All vehicles used to transport clients are expected to be insured, registered and have a current Warrant of Fitness
- Please ensure that all steps are taken to ensure safety for the person you support when transporting them.



- You may be able to claim some travel reimbursement for any planned outings. This should form part of the plan made between the property manager and the welfare guardian when the appointment is finalized.

Support

- We are planning to have a support buddy for each of our volunteers so they have someone they can speak with.
- Emergency calls or concerns can be made to:
 - Cate Anderson, Trustee 022 033 1161
 - Jeni Hawker, Trustee 020 4014 7198
 - Janet Ball, Committee Member 021 030 6797

COVID-19

- From December 2021, all of our volunteers will need to be fully vaccinated in line with Public Health guidelines supporting vulnerable people.
- We expect that you will advocate for your subject person to be both vaccinated and protected from exposure to Covid-19 .
- All health providers will have their own management guidelines and sometimes these may be at a more restrictive level than that required of the general public, particularly if there is active concern for potential infection specific to where your subject person lives.
- We expect our volunteers to comply with screening tools such as checklists, mask wearing and temperature taking .
- If you are not able to visit face to face, you may wish to engage in contactless communication with staff and your person eg. Skype or FaceTime. Options may be discussed with the facility.
- We would like our volunteers to be able to disclose to the facilities what opportunities they can provide for this 'virtual consultation' - either phone or electronic device.