

Safeguarding for volunteers

Alzheimer's Society is committed to creating a safe environment for everyone, especially those who may be vulnerable. We have policies in place to protect both adults and children from abuse and neglect. It is important that we all work together to ensure everyone's safety.

Sometimes, it can be hard to know what you can do if you are concerned about the welfare of someone you work with, a person with dementia, their family member or carer.

The information below outlines how to report concerns you may have.

Recognise

If you have concerns that an adult or a child might be at risk of harm, let us know. If something does not feel right, even if you're not sure what may be wrong and it's just a feeling, let our Safeguarding Team know.



Respond

If you believe that a child or an adult is at **immediate** risk of harm, or in need of medical attention, please call 999 and then let the Safeguarding Team know on **0208 0499290**.

If you believe that the risk of harm is not immediate, or if you are not sure, please contact the Safeguarding Team on **0208 0499290**. Even if you think the matter is not urgent, please share the information with the Safeguarding Team immediately.

Examples of what might cause concern

- If someone shares or you see signs of unexplained bruises or injury, please take a moment to listen and report your observations to the Safeguarding Team.
- If someone mentions a sudden loss of money or shares concerns about scams or financial exploitation, it's important to take their worries seriously and let the Safeguarding Team know.
- If someone expresses concern about a child's well-being, please pay attention and report it to the Safeguarding Team so that we can ensure their safety.
- If you notice any signs of abuse or neglect- whether intentional or unintentional- such as someone lacking basic care or necessities, or if there are signs like weight loss, infections or unexplained injuries, please share your observations with the Safeguarding Team.

If you are not sure, it is always better to share your concerns with the Safeguarding Team, who will be there to support you.

Things to remember:

- Please avoid investigating the situation yourself. Instead, share your concerns with the Safeguarding Team.
- Don't hesitate to speak up if something doesn't feel right to you, even if it's just a gut feeling. Your voice matters.
- Make sure to contact the Safeguarding Team via the telephone line with any concerns you may have.
- When writing down information please anonymise written details as much as possible to protect the individual involved. However, full details will need to be shared with the Safeguarding Team.
- If you have any notes on paper, please dispose of them safely, ideally by shredding, once you have shared the information.
- If someone is in immediate danger, don't hesitate to call 999 right away, and then report this to the Safeguarding Team. Your prompt action can make a difference.
- The Safeguarding Team is available to support you and answer your questions. Please do not hesitate to contact us at **020 8049 9290**.

Safeguarding Team: **020 8049 9290**

Monday to Friday: 9am-5pm

On-call hours:

Monday to Wednesday: 5pm-8pm

Saturday and Sunday: 10am-5pm

