

- Member being very upset- sad/angry etc **ALGEE & 1,2,3**
- Member experiencing traumatic event- bereavement etc **1** (if necessary), **2**
- Member falling ill (physical illness- epilepsy/ specific issues) **4.5.6.7.8**
- Member suffering accident on site. **5 - 8**
- Suffering injuries (eg moving minds) **5-8**
- Members having panic/anxiety attack **ALGEE & 1,2, 4 & 6** (if you or member believe it is a heart attack)
- Psychotic episodes **ALGEE & 1 - 3**
- Concerns for members safety- self harm/suicidal thoughts. **ALGEE & 1-3 & 9**
- Member disclosure of type of abuse/threats of abuse. **10**
- Concerns for welfare- home setting/nutrition/ support etc. **2 & 3**
- Issues/concerns with boundaries and behaviour eg. too familiar/angry/abusive **11**
- How to end sessions with members - boundaries with time etc. **12**
- Member disputes- between members etc **13**
- Member leaving workshops **14**
- Member passing away **15**
- Introducing a new member **16**
- Member falls off the radar- CM and regular groups. **17**
- Dealing with members coming to wrong groups **18**

## ALGEE: THE ACTION PLAN

- **ASSESS** for risk of suicide or harm.
- **LISTEN** non-judgmentally.
- **GIVE** re-assurance and information.
- **ENCOURAGE** appropriate professional help.
- **ENCOURAGE** self-help and other support strategies.

- 1) Try & de-escalate by, if necessary separating member from rest of group (providing you are not putting yourself at risk by doing this) and talking calmly and listening.
- 2) If you are concerned about how the member is going to get home or what might happen when they get home - ask if you can contact their carer or next of kin to a) accompany them/take them home b) ensure they are safe at home.
- 3) If you know they have a mental health worker, offer to speak to them.
- 4) Try and establish what the problem is (does the member know what to do e.g. breathing exercises, take inhaler/ medication).
- 5) Apply First Aid if necessary if you are a First Aider or report to First Aider on site (Member of Inside Out Staff or First Aider at Venue).
- 6) If you suspect something life threatening like a heart attack - call 999.  
*A member of IO staff or a volunteer may accompany the member if they have to go hospital*
- 7) Reassure other members (in group workshop) and ensure they are OK
- 8) IOC staff member on duty to record in accident/incident book.
- 9) if you have had Suicide Its Art training check how the member is pin to stay safe for now.
- 10) talk to calmly and remains neutral. Inform the member that you must report this as a safeguarding issue. Report ASAP to member of IO

staff who will make a safeguarding referral.

- 11) Separate from group if necessary. Talk to member Calmly about how their behaviour may be inappropriate etc.
- 12) explain about how we need respect the staff who run the venue and who have to lock up, other members and staff needing to get home.
- 13) De-escalate by separation and talking to each member individually. If appropriate broker a meeting between the members to aid a reconciliation. If members aren't able to settle their difference it action could be a) keeping them apart during the session (this may be difficult and other members might pick up on the atmosphere) b) one or both members leaving workshops or attending different days.
- 14) IOC staff to contact them to check if they are Ok or if they have any problems attending or other issues with the group.
- 15) Inform the group, particularly people who were close to the member. Assist members in organising a memorial + staff and volunteers may attend a funeral service with consent of deceased member's NOK.
- 16) Make sure that a member of staff or volunteer meets the member and makes every effort to make the feel at ease.
- 17) Try and contact by email, text or phone to check if they are Ok and if they still want to engage with IOC (perhaps in a different way e.g. not wishing to use Social media or Zoom but may like a catch up phone call).

18) Tactfully explain that they are in the wrong group and why the group may be for a specific age group etc. Artists & IOC staff can use discretion as to whether the member can stay for this particular group (e.g. if they have gone to a lot of trouble to get to the f group) and it might be possible for them to do some artwork in a different room (it will also depend on how it would affect the rest of the group).

For people experiencing feelings of despair or are actively suicidal contact the urgent mental health helpline by dialling 111 option 2, this is a free, NHS helpline which is open 24/7. They can also contact the Samaritans at any time (free) by phoning 116123, emailing [jo@samaritans.org](mailto:jo@samaritans.org) or visiting [www.samaritans.org](http://www.samaritans.org).

[Call 999 if there is an immediate threat to life, injury or harm](#)

#### NOTES:

Always try and contact a member of IOC staff if you have any concerns or if there is an emergency (after contacting emergency services if necessary)

To make a Safeguarding alert use to Safeguarding partnership portal:

<https://suffolksp.org.uk/contact-us/>

If you are unable to use the Portal, you can call Customer First on 0808 800 4005 (this is a freephone number).