



Reviewed: Oct 25

Due Review: Oct 28

Samaritans in Spain Guiding Policies and Practices

It is expected that on becoming a Volunteer, and throughout the duration of their membership of Samaritans in Spain (SiS) all Volunteers will agree with, endorse, adhere to, and demonstrate commitment to, the guiding policies and practices detailed below. This is the most fundamental part of SiS membership and contravention may result in termination of that membership.

Confidentiality

All information relating to a caller is considered confidential with only the following possible exceptions:

- SiS has the informed consent from a caller to pass on information.
- A court order is received requiring SiS to divulge information.
- SiS is given information about acts of terrorism or bomb warnings.
- A caller attacks or threatens Volunteers.
- A caller deliberately prevents the service from being delivered to other callers.

Sis maintains confidentiality even after the death of a caller.

Honesty

- SiS publicly states how general information relating to callers is used.
- Callers are informed of what Volunteers can and cannot offer.
- Calls are not recorded, but occasionally a colleague may listen in for training purposes and/or to offer support to the Volunteer engaged with a caller.
- All complaints are investigated fully and sympathetically and callers receive a response in the shortest possible time.

Emotionally Supportive

- Callers in need of the services of SiS are accepted without prejudice and are encouraged to talk about their feelings, acknowledge their emotions, and explore options.
- Volunteers use their listening skills, recognise the needs of callers, and respond appropriately.
- Volunteers will not impose their own convictions or influence callers with regard to politics, philosophy or religion.

- If a caller is in need of alternative help, information may be passed on **in very limited circumstances** about other agencies (if held), for example emergency services or official government helplines

Carefully Structured

- SiS aims to offer a consistent service to callers. To support this aim the care being offered is regularly reviewed and evaluated to ensure it encourages callers to work towards managing their lives without dependency or attachment.
- Volunteers are selected and specially trained.
- To ensure the safety and welfare of callers and Volunteers, services are available only while Volunteers are fully supported by a colleague (offloader) and the Resource Team.
- Volunteers should have a probationary period to enable a review for the benefit of both the Volunteer and SiS.
- If a Volunteer deliberately prejudices the emotional or physical safety of callers, or the reputation of the organisation, this will be deemed as an act of serious misconduct for which they will be dismissed.
- SiS strives to make the service as accessible as possible to those most in need.
- SiS supports the Spanish law governing discrimination and equal opportunity, Law 15/2022 of 12 July 2022
- SiS reserves the right to end a call or withdraw the service if it is being used inappropriately.

Self-Determination

Callers remain responsible for their lives and do not lose the right to make decisions even if that decision is to take their own life.

Inactive Listeners

- Sabbaticals of up to 3 months are permitted, with prior discussion and agreement by Trustee Listener Operations and Welfare. The volunteer's account will be locked on 3 Rings and listener marked as unavailable for shifts.
- After 3 months with zero or 1 listening shifts per month, volunteers will be contacted by Trustee Listener Operations and Welfare. If the volunteer wishes to return to active listening, the 3 Rings account will be unlocked and categorised as Awake.
- If there is no intention or ability to increase shifts, volunteer will be removed from 3CX and chat rooms. In the case of 3Rings, the volunteer's account will be locked and categorised as Sleeping. This allows no access by the volunteer, but we still have access to their data including past shifts.
- After 6 months with no listening shifts, the account on 3 Rings will be permanently deleted, a leaver's questionnaire will be sent to the listener and (if appropriate), a leaving certificate/gift sent out in accordance with current policy.
- If the volunteer returns after 6 months, retraining will take place as determined by the Trustee Recruitment and Training. The need for re-application after 6 months will also be decided by Trustee Recruitment. Once approved by Trustee Recruitment, the volunteer's accounts with 3CX and 3Rings will be recreated/reopened and they will be re-added to chat rooms.
- Exceptions will always be considered depending on listener circumstances. These will be agreed between the Trustee Listener Operations and Welfare and the Trustee Recruitment and Training, where appropriate.