

Shallion Support Policy Handbook

1. Introduction

Welcome to Shallion Support.

Shallion Support is a bespoke home support service designed to assist individuals with a chronic illness such as M.E./CFS, Long Covid, Fibromyalgia, and PTSD. Our goal is to reduce the isolation and daily strain faced by individuals with chronic illness, enabling them to live fuller lives with dignity, support, and connection.

We are driven by social purpose, not profit. This handbook provides an overview of our key policies and procedures for volunteers, staff, and clients. It ensures that Shallion Support operates safely, ethically, and effectively.

2. Code of Conduct

All volunteers, staff, and clients are expected to adhere to our code of conduct:

- Treat everyone with respect, dignity, and compassion.
- Maintain healthy boundaries.
- No sharing or promotion of personal religious, spiritual, or political beliefs in client settings.
- Maintain confidentiality and privacy at all times.
- Communicate openly and kindly.
- No form of discrimination, harassment, or bullying will be tolerated.

3. Safeguarding Policy

We are committed to safeguarding the wellbeing of our clients and volunteers.

- All volunteers must have a PVG certificate before working with clients in their home, unless stated otherwise by the client.
- Any concerns or disclosures must be reported to the designated safeguarding lead.
- No personal care (e.g., help with toileting, dressing) is provided.
- A lone working policy is in place to protect both clients and volunteers.

4. Confidentiality & Data Protection

We comply with UK GDPR regulations.

- All client data is stored securely and shared only on a need-to-know basis.
- Volunteers and staff must sign a confidentiality agreement.
- No photos or videos of clients may be taken without explicit, written consent.

5. Equality, Diversity & Inclusion

Shallion Support is an inclusive organisation.

- We do not discriminate based on disability, gender, age, ethnicity, religion, or sexual orientation.
- We actively seek to support people from all backgrounds.
- Volunteers and clients are expected to uphold our commitment to inclusion.

6. Health & Safety Policy

We ensure safe practices in all home support activities.

- Volunteers and staff are provided with guidance on safe working.
- Risk assessments are carried out as needed.
- Use of public transport is encouraged for environmental and safety reasons.

7. Volunteer Policy

Our volunteers are the heartbeat of Shallion Support.

- Volunteers are given role descriptions and support.
- Volunteers must complete an application, reference check, PVG, and induction.
- Volunteers can claim travel expenses where agreed.
- Regular check-ins and opportunities for feedback are provided.

8. Employment Policy

Shallion Support employees;

- £13/hr

- All employees have the potential for permanent employment in the future.

9. Client Engagement Policy

Clients can expect:

- Respectful, non-medical support tailored to their energy levels and needs.
- Meal planning, household tasks, companionship, appointment support, and more.
- No medical tasks or personal care are included.
- Clients may end services at any time with notice. Complaints can be made through the feedback system.

10. Social Impact & Sustainability

We are committed to long-term community change.

- By supporting those with autoimmune conditions, we reduce NHS pressure and isolation.
- We collaborate with colleges and universities to provide opportunities for students to volunteer, gaining experience while supporting those in need.
- We promote use of public transport to minimise our environmental impact.

11. Communication & Media Policy

- All communication should reflect Shallion Support's ethos of compassion and integrity.
- Volunteers and staff must not post about clients on social media.
- Consent must be obtained before using photos/videos for promotional use.

This handbook is reviewed annually. If you have suggestions or wish to raise concerns about any of these policies, please contact the founder directly at hello@shallion.co.uk.

Together, we are reshaping what support looks like for those with chronic illness.

Signature/Date: