

SIGNPOSTING POLICY

Samaritans believes the caller* is the person best placed to make decisions about their own life. Signposting provides the caller with the option to contact other services that may help them increase their options of practical or emotional support.

Definition

Signposting is when a volunteer provides a caller with contact details of another organisation that may help to offer additional emotional or practical support for the caller.

Signposting will only take place after appropriate emotional support has been offered by the volunteer and in line with the signposting policy.

The volunteer will provide contact details for other organisations that may be able to provide the caller with additional support to Samaritans.

Contact details will only be provided if:

- The caller requests specific help from an organisation (e.g. "Please give me the number for CAB");
- The caller asks the volunteer for contact details of any organisation that can help them with their problem (e.g. "Do you know anyone else that can help with my problem of debt?");
- It is obvious from first exploring the caller's feelings and listening to their concerns that there is another organisation that can offer the caller further support.

*Caller refers to all contact types.

SIGNPOSTING POLICY continued

The volunteer should ensure the caller understands that:

- They are not recommending or endorsing the organisation or the quality of service the caller may receive, and they cannot guarantee the other service will help meet the caller's needs.
- The confidentiality policy of Samaritans will not apply to other organisations.
- It is up to the caller whether or not they wish to contact the other organisation.

When the natural time comes to end the call, which may be some time after signposting the caller, the volunteer must remind the caller that they are welcome to call Samaritans round the clock.