



Behaviour policy

We aim to promote an environment where all feel respected and safe so that we can work therapeutically with our clients.

Everyone, including Terravita WTP staff, volunteers, referral organisation, participants and visitors have a responsibility to protect their own and other group members' health, safety and well-being. Everyone is responsible for following the 4 key behaviours. These include:

1. **Respect yourself:** By eating, drinking, keeping warm/cool, applying sunscreen, asking for help, respecting your limitations/boundaries/needs/mental health, use tools correctly and safely. Follow instructions.
2. **Respect others:** Respect boundaries, look out for each other, support each other, check in with fellow group members, be kind, respect privacy, use tools correctly and safely. Follow instructions. Respect confidentiality.
3. **Protect wildlife/environment:** Do not damage living vegetation, pick up all rubbish, consider appropriate area for fires, leave no trace, do not harm wildlife, bury poo, do not go to the toilet near a water source, close gates if they are closed, leave them open if they are open.
4. **Protect equipment:** Do not deliberately damage equipment. Wash and store equipment correctly, treat it with respect so it can be used again. Leave things as you would like to find it, use tools correctly.

They should inform the session leader if anybody's actions are likely to jeopardise the safety or comfort of others.

How will we introduce behaviour expectations:

- Clients will work to create an agreement and ground rules in the first session. This will be agreed and signed by all participants, staff, leader and visitors.
- This will be displayed at the session with reminders to key points at the start of each session and at the end of a session in the debrief time issues arise.
- The agreement expectations are non-negotiable.
- The consequences of breaking the agreement will be explained to all who sign it.
- Every effort will be made to work through any concerns over signing the contract but those that do not sign the contract will be unable to participate in the programme and the referral organisation will need to make arrangements for that person to be collected immediately.



What will happen if an individual breaks the behaviour agreement?

Minor impingement

If a situation arises in which participants are behaving in a way that threatens the group safety, the leader will ensure that the following steps are taken:

- A friendly but firm reminder of expected behaviour will be issued for minor offences.
- Behaviour reminders will be given in briefing and debriefing sessions.

If this does not get desired result:

1. Remind the clients involved of any guidelines they have not followed.
2. Listen to the client, if necessary gently separate them from the group for this. Ask about how they feel about the incident, empathise with them to help them to express themselves and take responsibility for their feelings. Ask them to imagine how they think their behaviour has affected everyone else.
3. Talk with them to establish what their needs in the situation were and to understand how they were not being met. Discuss what their needs might be now and encourage them to consider the needs of everyone else present.
4. Help them to express any requests they might have clearly and in positive language. These can be requests of themselves, others, situations or of the environment.
5. Encourage discussion of acceptable strategies, so that if a similar situation arises the client feels able to communicate their needs without resorting to negative behaviour.
6. Ask client, what could they do now?
7. Recording & Reporting - The leader will complete an incident report form. A copy will be sent to the referral organisation.

Severe/dangerous impingement

If an offence puts anyone in danger, the individual will be removed from the programme. This includes climbing trees without instruction, exiting the stated boundaries, not following safe tool use instructions, threatening behaviour or verbal abuse.

It is the responsibility of the referral staff to then talk to the individual, contact parents/carer/referral organisation staff to collect the individual immediately. A member of staff will wait with them until this has happened. If Terravita WTP or referral staff feel there is immediate danger to themselves, others or the client and the client does not



respond appropriately to a verbal instruction so everyone is safe, the police will be called to deal with the incident.

- An incident recording form will need to be completed and sent to Terravita WTP and the referral organisation.
- A meeting will be held between Terravita WTP and the referral organisation to discuss next steps. It is likely that the offender will be excluded from future sessions.

Physical intervention

Terravita WTP does not use, or threaten to use, corporal punishment and takes all reasonable steps to ensure that corporal punishment is not administered by any person who is in contact with them. However, where necessary, physical intervention may be used in order to avert immediate danger to any person. This includes holding them so that they cannot hurt themselves or others, removing tools and keeping them away from the group. If physical intervention is needed, it is likely that the police will be contacted or the client will be removed from the programme. Any occasion where physical intervention is used will be recorded in an incident report and the referral organisation will be informed on the same day as the incident. The client will be unable to complete the rest of the programme. A meeting will be had with the referral organisation to work out how and why the incident happened and a review of relevant practices will be undertaken by Terravita WTP.

Behaviour expectations for leaders, assistants and visitors

As per the contract – which must be signed by all leaders, assistants and visitors.

- Follow instruction and guidance from wilderness therapeutic practitioner/session leader.
- Empathy and positive language towards clients/staff/visitors.
- Be a positive role model for participants, particularly with regards to respecting each person and the environment.
- Encourage and reinforce caring and nurturing behaviour.
- Be vigilant with regards to common sense safety and agreed rules.
- Encouraging Positive Behaviour.
- Encourage De-escalation strategies.
- All leaders, staff and visitors must read the 1 page safeguarding document.