



Support Group Cancellation/Illness Policy

If a Peer Supporter cannot attend a support group, it is important to let people know so that mums do not attend, expecting help, to find that there is none available.

If the Peer Supporter knows in advance that they cannot attend, they should arrange a swap with someone else on the rota or make alternative arrangements.

If it is the day of the support group, please follow the procedure below:

Procedure for all groups (except Nurture at The Avenues):

1. People's mobile numbers will be on the rota so that a PS can let someone they are on with know that they can't be there.
2. We will also have the contact details of the venue on rota emails (phone number etc.) so that anyone on the rota can let them know if we have to cancel.
3. The PS who is ill/has ill children firstly contacts the person they are on with to let them know
4. They then email the list or ask on Facebook if someone else can replace them that day.
5. If no-one can, and for whatever reason no-one can go at all, the PS rings the venue and asks them to put a cancellation sign up.
6. The PS posts on Beyond and MUMbler (or asks a specific person that they KNOW is able to do this) that the support group is off this week, and that they can find help at the next support group or by ringing the National Breastfeeding Helpline on 0300 100 0212.

Procedure for Nurture at The Avenues:

1. People's mobile numbers will be on the rota so that a PS can let someone they are on with know that they can't be there.
2. We will also have the contact details of the venue or lead health visitor on rota emails (phone number etc.) so that anyone on the rota can let them know if we have don't have a peer supporter to attend that day.
3. The PS who is ill/has ill children firstly contacts the person they are on with.
4. They then email the list or ask on Facebook if someone else can replace them that day.
5. If no-one can, the PS rings the lead health visitor for that group or the centre to let them know. If they are too ill, they need to ask a specific person to do this.

Rota Co-ordinators:

Rota co-ordinators are not responsible for ensuring there is coverage, except for what they have put on the rota. It is the responsibility for the Peer Supporters themselves to find cover if they are ill, or to cancel the support group or inform the Health Visitors if they are unable to attend.

Responsibilities

The Treasure Chest Secretary will liaise with trainers and the wider Committee to ensure that this policy is circulated to all peer supporters on completion of their training.

It is the responsibility of individual peer supporters to familiarise themselves with this policy and to read and understand its content.