



Steel Bones Agreement

We are passionate about providing excellent, empowering support to amputee families

We at Steel Bones agree to **empower, inspire and support** your family through one or more of the following, dependent on volunteers and resources available:

- Introduction email or phonecall from a team member
- Send a Steel Bones family support pack
- Speaking with prosthetic, housing and/or occupational therapists on your behalf, when requested, to resolve tricky problems or speed up delayed action
- Provide research on grants which the family can apply to for adaptations to the home/workplace or retraining for new careers
- Signpost to experts on benefits, housing advice
- Provide amputee group events open to all
- Signposting to hobby or sports clubs suitable
- Please read more here on the ways Steel Bones helps amputee families:
<https://steelbone.co.uk/how-can-steel-bones-help-me/>
- Send a monthly e newsletter
- Maintain Proper practice of collecting and holding data in line with Privacy Policy found [here](#)

Everyone involved in our Community agrees to maintain the Community Culture.

Our key elements to this are

TRUST AND INTEGRITY

EQUALITY AND FAIRNESS

NON-JUDGEMENTAL COMMUNITY

RESPECTFUL AND FAIR COMMUNICATION

TEAMWORK

Any personal information you give to us will be held confidentially in line with current Data Protection legislation. However, if we have concerns regarding any danger to yourself or others, we have a duty of care to report these. All safeguarding concerns are reported to one of our Designated Safeguarding Officers (Director or Chairman)

Amputee families working with Steel Bones will at all times:

- Respect The Steel Bones Social Media [Policy](#) and Facebook Group Rules
- Respect Steel Bones Team are mainly volunteers besides 1 Full Time and 1 Part Time employees so please be patient with us as we undergo massive transition in building our resources to enable us to help more families.
- Families should not be intoxicated when speaking to us. Family Mentors will end the call or visit and contact 48 hours later to do a wellbeing check.
- Openness and honesty from all involved to ensure we can access the right and best support for you
- Respect our opening hours 10am-7pm each weekday and 10-4pm every Saturday. The line relies on volunteers to man it so please leave a message if we are unable to pick up

your call and we shall respond within 48 hours. Outside these hours please email us on hello@steelbone.co.uk and we shall attend to the email within 48 hours. **01223 734 000**

- Like our Facebook Page; 'STEEL BONES' and join our Facebook group 'STEEL BONES'
- We try to keep all support to email and phonecalls to help us help as many people as possible. Family mentors will only visit homes when necessary and will do so with a fellow Family mentor colleague. If a face to face catch up is necessary we will arrange these in cafes.
- Family Mentors or Trustees cannot accept any gifts. They instead ask that you donate any value you choose to Steel Bones as a token of thanks. Steel Bones rewards and recognizes team members regularly. The team are very grateful for any donations you choose to gift and prefer this to go back into the organization so we can help as many people as possible.
- Click here to sign up to our emailing list and register for your family support pack: <http://eepurl.com/cWJvEP>

POLICY ADOPTION AND REVIEW

Date	Version number	Who created
26/9/22	1.0	EJS LJS WB CP