



PANDAS Foundation Terms of Service Policy

December 2025 – December 2026.

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This policy has been created to ensure that the relationship between the service user and staff member or volunteer is conducted in a professional manner, with restrictions put on frame times of service user length for each service. This is to mitigate a long-term attachment and reliance on the services ensuring that the support that is given is used effectively. All definitions of safeguarding, data protection compliments and complaints, and GDPR can be found in the relevant policies updated (June 2025)

1. Peer-to-Peer Support Groups

- I. Service users are welcome to attend PANDAS peer support groups as often as they wish, with no restriction on attendance duration or frequency.
- II. Groups are open, supportive spaces designed specifically for parents, carers, families, and support networks who are experiencing challenges related to perinatal mental health.
- III. Groups are not stay-and-play or toddler activity sessions; their primary purpose is to provide a safe, non-judgemental environment where attendees can share experiences, listen, and receive emotional support.
- IV. Children and babies are, of course, welcome to attend with their parent or carer, but group conversation and focus should remain on the well-being of the adult participants.
- V. All discussions held within the group are confidential and should not be repeated or shared outside the session by anyone. However, if a safeguarding concern arises (for example, where there is a risk of harm to self or others), group facilitators are required to report this in line with the PANDAS Foundation Safeguarding Policy.
- VI. Attendees agree to always conduct themselves with respect toward others. Any behaviour deemed disruptive, abusive, or inconsistent with the safe and supportive purpose of the group may result in a warning and, if necessary, suspension from attendance.
- VII. Group facilitators are reminded that their communication and support duties are covered only during official PANDAS group session times. Any contact with service

users outside of these times falls outside of the charity's insurance and must be avoided.

- VIII. Volunteers should not be in active receipt of services whilst working or volunteering for PANDAS.
- IX. Please see the Safeguarding, GDPR, Behaviour, and Service User policies for further details on confidentiality, data handling, and escalation procedures.

2.The Helpline

- I) A bookable service, the calls are rotated out according to the weekly availability for the volunteer. Each call is bookable in advance via an online form which is then distributed out according to the rota issued by the Support Service Manager. Calls should be according to the rota issued by the Support Service Manager. Calls should be aimed to be closed after a one-hour period with encouragement to book on for another arranged date.
- II) Service users should be restricted to ten calls per month for eight consecutive weeks. After this period, a one-month break should commence. If the service user returns and uses the service as above, ten times over eight consecutive weeks, they should be signposted to our other PANDAS support services.
- III) This communication should be via the Director of Services, advising them of our policy on long term usage.
- IV) Service users should not be able to request a specific person for a callback. The Director of Services and Support Services Managers reserve the right to remove booking slots and change opening and closing hours as suited to the charity's resources throughout the year.
- V) The Director of Services and Support Services Managers reserve the right to block any nuisance calls and terminate calls which may be interpreted as rude and or abusive, causing internal teams' offence.
- VI) Bilingual volunteers may be available.
- VII) Volunteers and team members should not be in active receipt of services whilst working/volunteering for PANDAS.
- VIII) Please see Safeguarding policy around recording of calls and breaking confidentiality.

3.The Messaging/WhatsApp Service

- I. A drop in text services specific to the charities cause. the messages are distributed via the rota according to the weekly availability for the volunteer. Service users do not have the right to request a specific person to support them. Voice notes, photographic images, and calls are banned from this service.
- II. Service users should be restricted to consecutive long-term use for 8 consecutive weeks. After this period, a one-month break should commence. If the service user

returns and uses the service as above, over 8 consecutive weeks they should be signposted to our PANDAS support services. This communication should be via the Director of Services advising them of our policy on long term usage.

- III. Service users should not be able to request a specific person for support.
- IV. The Director of Services and Support Services Managers reserves the right to remove service users and suspend these users should messages be sent which are deemed as offensive appropriate, unrelated to the charities cause of are rude and or abusive. Waiting times or gaps in service, should be updated by the Support Service Manager on duty.
- V. Bilingual volunteers may be available.
- VI. Volunteers and team members should not be in active receipt of services whilst working/volunteering for PANDAS.
- VII. Please see the Safeguarding policy around the storage of data and breaking confidentiality.

4.Zoom calls online

- I. Service users are welcome to attend frequently with no end date or restriction on this service.
- II. Conversation should be limited to parenting, mental health and other contributing factors.
- III. Any member who is deemed a nuisance in terms of the contributions, any abuse or rudeness in their communication, will be given one written warning. Further to this, they will then be suspended from the service for a one-year period.
- IV. Intermingling and relationship building via comments sections in the chat function should be discouraged and removed.
- V. All conversations should be kept within the meeting time and not shared further. At this moment in time, there is no accessibility for bilingual volunteers or sign language via this service.
- VI. Volunteers and team members should not be in active receipt of services whilst working/volunteering for PANDAS.
- VII. The Director of Services and Support Services Managers reserves the right to remove Zoom calls planned, and change opening and closing hours as suited to the charity's resources throughout the year.