

STAMMA OUTREACH SERVICE - TERMS OF SERVICE

What is the Stamma Outreach Service?

The Stamma Outreach Service is offering a series of short, friendly phone calls to Stamma members who may be feeling particularly isolated under the current physical distancing restrictions.

Members can register for the Stamma Outreach Service. Our aim is to offer three calls from our team of helpline volunteers between now and mid-May 2020. Our hope is that the calls will create an opportunity for friendly chit-chat with someone who knows what it's like to stammer.

When will I get called?

Calls will be made on weekdays between 10am-12noon or 6pm-8pm. You can indicate whether you would prefer to receive calls during the morning or evening hours, but we are unable to accommodate requests for specific dates or times. Calls will last up to 10-15 minutes.

Who will call?

You will be called by a member of our helpline team. These are all trained volunteers who give their time to work on Stamma's helpline, supporting people who stammer or others who call us with questions or concerns about stammering. They all have experience of stammering: they either stammer themselves, are speech & language therapists or have a family member who stammers. When you receive a call from a member of the helpline team, the number will display as 0808 802 0002 or 'British Stammering Association'.

Calls may occasionally be monitored as part of our regular helpline monitoring procedures.

What information will be kept about me?

Your name, phone number, age and any general information you choose to share will be given to the helpline volunteer scheduled to call you and will not be shared outside the organisation. We will keep a record of our attempts to call you so that we can check whether or not we have got through to you.

Questions, concerns & complaints

If you have any questions or concerns, please contact Kirsten Howells, our Project Lead. You can call or text Kirsten on 07450 067233.

If you have any complaints about the Outreach Service, please refer to this webpage for information about our complaints procedure: <https://stamma.org/complaints-procedure>. Or you can ask for a copy of the policy by calling the office on 020 8983 1003 or writing to us at: British Stammering Association, 15 Old Ford Road, London E2 9PJ.