

Safeguarding Policy

Emma McDonnell / Reclaim Your Balance

Safeguarding Statement

I am committed to creating a safe, respectful and supportive space for parents and carers of neurodivergent and SEN children who engage with my work, including Reclaim Your Balance, workshops, free resources, online groups and 1:1 sessions.

Many of the parents and carers I support are living under significant stress, burnout, isolation and emotional pressure. Some may also be vulnerable due to their caring responsibilities, mental wellbeing, financial strain or experiences within education and healthcare systems. I take this responsibility seriously.

I believe everybody has the right to feel safe, heard and treated with dignity.

Safeguarding is about protecting people from harm, responding appropriately to concerns, and maintaining clear, ethical boundaries within all aspects of my work and community.

Scope of This Policy

This policy applies to:

- Reclaim Your Balance course participants
- Members of associated online communities or groups
- Individuals accessing workshops, freebies, newsletters or 1:1 sessions
- Any contractors, guest speakers or collaborators involved in delivery

This policy primarily relates to adults, as my work is aimed at parents and carers. However, because families and children are often discussed within sessions and communities, safeguarding concerns relating to children will always be taken seriously.

My Commitment

I will:

- Treat all participants with respect, empathy and compassion
- Maintain appropriate professional boundaries
- Create spaces that are supportive, inclusive and non-judgemental
- Take safeguarding concerns seriously
- Respond calmly and appropriately if concerns are raised
- Respect confidentiality wherever possible
- Share concerns with appropriate services if someone is believed to be at risk of serious harm

Important Boundaries

My work is based on lived experience, education, mindset tools and nervous-system-informed support.

I am not acting as a therapist, counsellor, social worker, medical professional or crisis service.

Reclaim Your Balance and associated resources are educational and supportive in nature and should not replace professional medical, mental health, safeguarding or crisis support.

Participants are encouraged to seek appropriate professional help where needed.

Recognising Safeguarding Concerns

Safeguarding concerns may include, but are not limited to:

- Risk of harm to a child or vulnerable adult
- Domestic abuse
- Suicidal thoughts or threats of self-harm
- Serious neglect
- Emotional, physical or sexual abuse
- Coercive or controlling behaviour
- Significant mental health crisis
- Disclosures indicating somebody is unsafe

Concerns may arise during:

- Live Zoom sessions
 - Facebook groups or online communities
 - Emails or direct messages
 - 1:1 conversations
 - Written submissions or comments
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Responding to Concerns

If somebody shares a safeguarding concern, I will:

1. Listen calmly and without judgement
2. Avoid making promises of absolute confidentiality
3. Record the concern appropriately where necessary
4. Encourage the individual to seek appropriate support

5. Contact relevant safeguarding services or emergency services if somebody is believed to be at immediate risk of serious harm

Where appropriate, concerns may be referred to:

- Emergency services
- GP or mental health services
- Local safeguarding teams
- Social care services
- Domestic abuse services
- Crisis support organisations

If a child or adult is believed to be in immediate danger, emergency services will be contacted.

Online Community Expectations

Any online spaces connected to my work are expected to remain:

- Respectful
- Compassionate
- Non-abusive
- Confidential where appropriate

Bullying, harassment, discrimination, intimidation or harmful behaviour will not be tolerated.

I reserve the right to remove individuals from groups, sessions or communities where behaviour risks the safety or wellbeing of others.

Confidentiality

Personal information shared within sessions or groups will be treated respectfully and confidentially wherever possible.

However, confidentiality may need to be broken if:

- Somebody is at risk of serious harm
 - A child or vulnerable adult may be unsafe
 - There is a legal or safeguarding obligation to report concerns
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Safer Working Practices

As a sole business owner, I aim to maintain safe and appropriate boundaries by:

- Keeping communication professional and respectful

- Using secure platforms where possible
- Avoiding inappropriate personal relationships with participants
- Not providing crisis support outside the scope of my work
- Referring individuals to appropriate services when necessary

Guest speakers or collaborators are expected to uphold similar standards.

Review

This policy will be reviewed as required.

Policy Owner: Emma McDonnell

Business: Reclaim Your Balance / Emma McDonnell

Last Updated: May 2026