# Volunteer Handbook

# Policies and Procedures

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# Welcome Back!

**Dear \_\_\_\_\_\_\_\_\_\_**

As a volunteer, it is important to know our key policies and the support and guidance available to you. To ensure we have a positive health and safety culture, it would be great to familiarise yourself with the CVSCE Health and Safety Policy.

**Health & Safety Awareness**

What does ‘health and safety’ mean to you?

It can include:

* Fire and Evacuation
* Slips, trips, and falls
* Manual Handling
* Control Of Substances Hazardous to Health COSHH
* Housekeeping and storage
* Risk Assessment
* First Aid
* Safe working practices
* Accidents, Infectious (& Notifiable) Diseases and First Aid
* Electrical Safety, Equipment and PAT Testing

To support you, we provide:

* A safe place to work and volunteer
* Regularly maintained equipment e.g., tested electrical equipment
* Information, instruction, training, and supervision
* A safe working environment with access to adequate welfare facilities

Of course, as a volunteer it is your responsibility to:

* Take reasonable care for your own safety and that of others
* Do not put yourself or others at risk
* Cooperate with the CVSCE staff team in regards to health and safety
* Be aware of the CVSCE’s health and safety policy and any relevant safety requirements
* To report any unsafe situations occurring with yourself, staff, member organisation or group
* To report all accidents or incidents to your immediate supervisor or to the HR and Finance Manager.

Please feel able to voice health and safety concerns to us. For example, if you are moving anything, please ask a member of the CVSCE staff team for guidance and follow the CVSCE’s systems of work to ensure your safety during the handling of loads.

**Lone Volunteering**

There may be rare occasions when you are volunteering alone without close or direct supervision e.g., if you are helping to run an event stall on behalf of CVSCE. To keep yourself safe, be aware of your surroundings and make sure you have access to a way of calling for help. Don’t worry—any event that a volunteer is attending would be risk assessed by the supporting member of the CVSCE team to reduce or eliminate any risks.

**Fire Safety Awareness**

Our designated fire marshal is Alex Major.

If you discover a fire:

* Sound the alarm by using the fire alarm at Gatefield Street Crewe.
* Never attempt to tackle a fire unless you have been trained to do so.

 If you hear a fire alarm:

* Leave the building by the nearest route. Assist others to leave without endangering yourself. Wheelchair users should be taken to the nearest safe refuge.
* Close all doors behind you.
* Assemble at that particular office fire assembly point.
* Inform the Fire Marshal if there is a person in safe refuge or if you suspect someone is missing.

DO NOT RETURN TO THE BUILDING FOR ANY REASON UNTIL YOU ARE AUTHORISED TO DO SO BY THE DESIGNATED FIRE MARSHAL

**Drills will happen throughout the year, but never assume it is only a drill!**

# Confidentiality

You will be asked to sign a ‘Volunteer Agreement’ in order that you agree to keep confidential any information relating to CVSCE with regard to people’s personal information (names, addresses, date of birth) or member/group information and to not use this information for any other purpose than for CVSCE business. Information that volunteers give will not be shared with anyone outside of CVSCE without the express consent of the volunteer.

If you’d like, use the table below to tick which policies you’ve read and understood.

|  |  |
| --- | --- |
| Policy | Yes/No |
| Confidentiality Agreement |  |
| Disclosure and Barring Service Check: Not all volunteers will be required to provide a clear DBS check, your key contact at CVSCE will advise you if you have to have one to fulfil a particular volunteer role. |  |
| Health Check: As a volunteer you will be asked to complete and online health check/questionnaire. All our staff undertake this and it is just for us to know if there are any health issues that we need to know about in order to support your volunteering with us. |  |
| Safeguarding, Smoking, and Substance Abuse: As part of your induction you will be asked to read and sign that you have read the latest Safeguarding, Smoking and Substance Abuse Policies. Please note that smoking is not allowed in/on any of our premises. |  |
| Social Media: We recognise that many people use social media in a personal capacity. Whilst you may not be acting on behalf of the organisation, please be aware that you actions might damage our reputation if you use our name or logo inappropriately. CVSCE has a social media policy, you will be asked to read and sign it as part of your induction. |  |
| Insurance: All our volunteers are insured to carry out their roles prior to them having an induction and any further training relevant to their volunteer role. |  |

Welcome to Our Team!

# POLICY DATED (*insert date when approved by trustees/board): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

# SIGNED (Chair of the meeting): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

# REVIEW DATE: *2 years after date of policy*