



Keeping yourself and others safe

Guidance for volunteers:

Signing in and Out

When you run a session it's good to know who is there for health and safety reasons. You will need to make sure that you fill in a sheet with your name along with the other volunteers, when you got there and when you left. It's also helpful to log people who came along. If they don't want to leave a full name, a first name or initials is fine.

What should I wear when I'm volunteering?

Volunteers are asked to wear appropriate clothing when helping and comfy footwear is important. If you are not sure, please ask the person leading the session. You may be asked to wear a name badge so that you are easily identifiable.

Sharing your personal details

Never give out your personal details to another volunteer or someone attending activities. Check with the person running the session the appropriate details to give out.

Alcohol/Substance Misuse

It's important to look after the health and wellbeing of volunteers and make sure that staff, volunteers and people attending sessions are safe. Volunteers will not be allowed to help if they are drunk or high.

Vaping/Smoking

There is a strict 'No Vaping or Smoking' policy when helping and if volunteers wish to vape or smoke, they must do so away from the premises or activity.

Unreasonable behaviour

Using verbal or physical abuse towards other individuals, whether they be staff, volunteers or people you meet on sessions is not acceptable behaviour and volunteers may be asked to stop helping the project if they behave in this manner.

Personal Property

Please look after your personal property and store it safely. If you are unsure where you may leave your belongings, please check with the person running the session. Please do not bring large sums of money or valuables along when you come to help. The organisation you are helping cannot be responsible for any loss.

Keeping information safe

When someone tells us something private or personal, they need to be sure that we will not pass this on without them agreeing to it.

It is also important for the work of the warm welcomes locations you may be supporting, that people feel confident about giving information, as it enables the organisation to give the best possible service to the people you may meet and help.

Whilst you are helping, you may have access to confidential information, and it is a condition of your Warm Welcome volunteer role that you must not talk about or share this information with anyone apart from the person running the session or your named contact from the organisation.

For these reasons all volunteers are asked to sign a confidentiality statement, showing that they understand the need for confidentiality and will agree to keep information confidential to the project they are supporting.

If you are worried or unsure about this, ask the person running the session or your named contact from the organisation about what has been disclosed not another volunteer or visitor.