



Volunteers' Guidelines, Confidentiality Agreement, Child Protection Code of Conduct and Health & Safety Statement

We are delighted to welcome you as a volunteer with Soldiers of Oxfordshire (SOFO) and hope you enjoy your time with us. We hope these notes answer some of your questions but do ask if there's anything else you need to know.

We will run through the guidelines at your induction and ask you to sign them before starting volunteering with SOFO.

When you arrive and leave the building

- To access SOFO please walk through The Oxfordshire Museum reception area, across the garden and through the main SOFO doors. We also have a staff entrance for use when the main doors are closed.
- Please sign in at the front desk and let a member of staff know that you are here.
- When you leave, please let a member of staff know and sign out at the front desk.
- If you are no longer able to help on a day you are due to come in, please email a staff member or phone us on 01993 810210 as soon as possible.

Essentials

- There are clothes pegs for coats upstairs, plus lockers for personal belongings.
- Tea, coffee and water are available upstairs, but please eat and drink only at the round tables near the sink. The fridge is available for staff and volunteers.
- All the toilets are situated on the ground floor.

What should I wear?

- In general, please wear what you feel comfortable in, as long as it is suitable for your role at SOFO. When working Front of House we wear 'smart casual' clothes but sometimes need 'practical' clothing for behind the scenes work.
- Our floors are polished concrete so please avoid slippery or scratchy soles/heels.
- When you are volunteering, please wear your SOFO name badge.

Health and Safety – Please also see the Health and Safety statement at the end of these Guidelines

- **Fire and Evacuation** – if the fire alarm sounds, please leave the building by the nearest fire escape and muster on the lawn as directed. If you discover a fire, please break the nearest fire point and report it to a member of staff immediately.
- **First Aid** – if you or a member of the public needs first aid, please tell a member of staff immediately. First Aid boxes are situated in the Reception and the Research Centre.
- **Electrical equipment** – please don't bring any electrical equipment on site unless it has had a Portable Appliance Test (PAT) conducted by SOFO.
- **Signing-in book** – please sign in the book at reception when you enter and leave the building.
- **Accident reporting** – please report all accidents, or near misses, to the Duty Manager.
- **Working at height** – some of our archive work will involve using a stepladder. If you are a collections volunteer please inform a member of staff if using a stepladder poses a difficulty for you.

Working with children and vulnerable adults (Child Protection Code of Conduct)

SOFO expects all staff, volunteers and trustees to:

- Prioritise the safety and wellbeing of children and vulnerable adults in the Museum at all times.
- Act within professional boundaries and ensure all contact is essential to the activity (eg you may need to touch a child to assist them with a costume, but do not sit the child on your knee).
- Do not give your contact details to a child or vulnerable adult.
- Do not use inappropriate language or humour amongst children or vulnerable adults.
- Treat children, young people and vulnerable adults fairly and without prejudice, discrimination or favouritism.
- If you have any concerns about the welfare of a child or vulnerable adult, or feel someone is behaving inappropriately around them you must report this to the Director of SOFO.
- If you have had a DBS check you may be alone with a child or vulnerable adult but always make sure other people know where you are and what you are doing so there is a culture of openness.
- If you have had a DBS check and are helping at Kids Club you may take children to the toilet, but should remain outside the cubicle. If a child asks you to enter the cubicle in an emergency, inform another adult and deal with the situation with the utmost respect for the child's dignity. Inform the parent/carer about the situation at pick up time, or before, so there is a culture of openness.
- Do not assume sole responsibility for a child or vulnerable adult, except in an emergency. If you find a lost child or vulnerable adult, escort them to the Front Desk, and make sure two SOFO staff, volunteers or trustees are present until the parent or guardian can be found or other measures need to be taken (eg calling police).

- If you find a lost child or vulnerable adult at the end of the day, and you are waiting for a carer or police to arrive, do not take the person home. If you are alone with the person, go over to The Oxfordshire Museum so you do not have sole responsibility for the person. If no one is available to help you, at least inform someone from SOFO of the situation so there is a culture of openness. If you feel it is appropriate, consider waiting in a public area outside the Museum but only if this is in the best interests of the person.

References and checks

- Thank you for providing the names of two referees with your application.
- For insurance purposes SOFO will retain these documents even after you leave.
- Most roles which involve children or vulnerable adults are closely supervised by a member of staff, therefore you will not need a Disclosure and Barring Service (DBS) check.
- If your volunteering role requires supervising children directly, we will ask you to have a DBS check.

Communication and Administration

- For information on 'Who's Who' please see our lists of current SOFO people on the website: www.sofo.org.uk
- You will be given a SOFO email address via google. If you are not sure how to access this, please ask a member of staff.
- We hold regular volunteers' meetings to aid communication. It is important that everyone keeps up to date with SOFO news and procedures so that correct information is given to the public. Please use your SOFO email to ensure we can share any information with you.
- Please keep a note of any hours that you might do at home. Each month we will ask for this total as this information may be used or considered when the trust applies for grants.
- Please complete the white board in the research centre to record when you will be coming in the next month. This enables us to ensure enough desktops are available. As the research centre is also the staff office space, please note any days that are designated 'staff only'. Please ensure you discuss any attendance issues with the staff member co-ordinating your role.
- SOFO has its own IT system and you will be given a log in to use. Please do not download any additional programmes. Please do not bring in your own laptop unless permission is sought from the Museum Director. Each volunteer can access the shared area and a folder can be set up to store your work. Research volunteers are provided with a laptop, which is signed for and preloaded. These laptops can be requested to be returned at any time and must be returned should your volunteering stop with SOFO.
- Specific codes of practice are in place for those volunteers who access the archive or volunteer front of house.
- Each area of volunteering is supervised by a member of staff.

Working with staff, trustees, other volunteers, collections and members of the public

- All staff, volunteers and trustees are representatives of SOFO and should behave responsibly and in a way that reflects well on the organisation.
- As custodians of collections, archives and personal information, we behave in an ethical and professional manner.
- We expect you to maintain confidentiality at all times. In reality this means the following:

Confidentiality Statement

As an employee or volunteer:

- you undertake to preserve the confidentiality of any information which may be acquired in the course of volunteering at SOFO. It is understood that while volunteering at SOFO you may have access to personal information about others and have access to archival material.
- you undertake to act only on the instructions of SOFO when handling this information, and to observe the data protection principles as set out in the UK Data Protection Act 2018.
- you undertake not to publish or otherwise disclose any such information, including images or any archival material, to any third party, or to use it for any purpose, unless authorised by SOFO. If you are in any doubt as to what information you may share or use please ask a member of staff.
- you expressly acknowledge that these undertakings will continue to have effect after your volunteering at SOFO has ceased.

Support for you

- We hope you will find that SOFO is a supportive and welcoming organisation, which greatly values and appreciates your contribution and offers you appropriate training and assistance for your role.
- If you need particular support for whatever reason, please do not hesitate to discuss this with the staff member who is supervising you or another person if you prefer.
- We hope that SOFO will give you an opportunity to learn new skills, share your existing expertise and make new friends. If you want to expand these opportunities by helping in different aspects of SOFO's work, or gaining other experience or training, please do let us know.
- We are able to pay travel expenses – please ask our administrator for a monthly form.
- As a volunteer you receive 10% discount in the shop and are automatically invited to our Christmas and summer get-togethers, plus previews of exhibitions.

Problem Solving

- Occasionally issues may arise which need to be resolved. If you are unhappy with any tasks you have been given or experience any other problems at SOFO, please

mention these to the staff member who is supervising you or another person and we will try to resolve the issue.

- Very rarely an issue may arise because of the quality of the work of a volunteer or a misunderstanding. If we need to address an issue with you we will do this tactfully, listen to your point of view and offer suggestions or further training.

Leaving SOFO

- If you need to stop volunteering for whatever reason, please do let us know so that we can take you off our volunteers' list and stop sending you unwanted emails!
- We are happy to provide references to support you in moving to new ventures, on request.

Health and Safety Statement

All employees and volunteers:

- have a legal duty to co-operate with the organisation and their clients in all matters relating to safety, health and welfare.
- take reasonable care for the health and safety of themselves and other persons who may be affected by their behaviour at work.
- are expected to work safely, tidily and to all rules in force for the workplace.
- should not deliberately interfere with or misuse anything provided in the interests of health, safety or welfare.
- have the responsibility to wear the items of protective clothing or equipment required under statutory or workplace regulations.
- must not misuse any item of plant, equipment or hand tools.
- must report immediately to the Duty Manager any defects in plant, equipment or hand tools.
- must report to the Duty Manager all accidents involving personal injury, no matter how minor.
- are required to read, understand and comply with the organisation's health and safety policy and also to comply with the organisation's safety rules at all times. Disorderly behaviour, dangerous practices or incapacity to work safely, through alcohol consumption or abuse of any drugs, will not be tolerated.

Please read the declaration below and return one copy of this document to Sue Cross and retain one copy for your own records. **Please note, our agreement with you is not a legally binding contract nor does it set up an employment relationship.**

I have read, understood and agree to abide by the **SOFO Volunteers' Guidelines, Confidentiality Agreement, Child Protection Code of Conduct and Health & Safety Statement**. I understand that SOFO needs to keep my records after I have left.

I understand that SOFO needs to keep my contact details and volunteering records and the latter are retained indefinitely for insurance purposes. These are not a digital record in order to comply with UK GDPR.

Signature.....Volunteer

Print Name..... *Date*.....

Signature.....Duty Manager

Print Name..... *Date*.....

Emergency Contact Details

Please give the name and details of the person you would like us to contact in an emergency:

Print Name

Contact phone number

Approved at Board: 18/07/22
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