



The personal safety of volunteers is a primary concern for our organisation, and therefore we consider it is good practice for all volunteers to pay particular attention to these guidelines. The YMCA are primarily responsible for Health & Safety within the premises and our guidance aligns with their policy. Clevedon Care volunteers are required to comply with any Health & Safety requests made by the YMCA.

The **DO Coordinator** will give a tour of the office to all new Duty Officers.

Business Emergency Plan

In the event of an emergency during office hours and we have to leave the premises, the only items that need to be taken are the **Diary & Mobile phone**.

Disability

Clevedon Care will comply with its duty to make reasonable adjustments for volunteers with disabilities, in accordance with the Equality Act 2010. Where appropriate, volunteers with disabilities will be monitored at regular intervals (e.g. by routine medical examination) to ensure their suitability to perform their duties.

Electrical

- Users should carry out a visual inspection of equipment and associated cables and plugs for signs of obvious damage and immediately report defective equipment, including leads and plugs to the **DO Coordinator**.
- Only authorised and competent persons will be permitted to repair or alter electrical equipment. Temporary or makeshift repairs are not to be undertaken.
- Volunteers are not permitted to bring their own electrical equipment to the workplace and plug it into the electrical sockets.
- Turn off and unplug all electrical equipment when not in use with the **exception** of the main phone and router.
- Never overload electrical sockets with double sockets
- Ensure that multi plug extension leads have circuit breakers

Fire safety

Volunteers should make themselves familiar with the following points:-

- The Fire Bell is tested weekly at weekends by the YMCA.
- The Office Fire plan located on the back of the office door.
- Fire evacuation procedures located on the back of the office door.
- Assembly point in the event of a fire is **MARSON ROAD CAR PARK**
- The YMCA organise Fire drills every 3 months. Volunteers are required to take the necessary action and vacate the premises to the Assembly point. Prior notice of these drills will be provided nearer the time.
- Respect the no smoking rule for Volunteers and Visitors.
- Never cover exit doors or firefighting equipment.
- Know where first aid kit is.



- Electrical equipment must never be tampered with. All electrical faults must be reported.
- The door to the disabled toilet should be unlocked at the beginning of a shift and locked at the end.

First Aid

- All accidents and near misses, however minor, should be entered in the accident book, a photo taken and sent to the **Secretary** via email, text, WhatsApp who will review and distribute to the relevant Coordinator and Committee as necessary.
- A near miss is an incident that could have resulted in damage to persons or equipment. Certain types of accidents must be reported under the RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations, 1995) requirements.
- A first aid kit is available in the metal cabinet in the office and will be checked annually to ensure contents are in date and replenished. This does not mean that DOs have to proficient in first aid but have the means to use if required.
- The nearest Defibrillator & Bleed Kit is located on the outside of the Baptist Church, Queen's Square. Clevedon BS21 6NH.

Housekeeping, Welfare & Equipment

- At the start and end of each shift, DOs should perform a quick visual housekeeping check.
- Volunteers should report any problems with housekeeping to the **DO Coordinator** as soon as possible.
- Keep all areas clean and tidy and keep gangways clear.
- Ensure fire exits are clear at all times of any obstruction/obstacles.

Manual handling

Manual handling covers a number of actions such as lifting, lowering, carrying, pushing and pulling. Normal office duties are not expected to include such activities. However, the carrying, erection and disassemble of our exhibition kit will include such activities and a manual handling guide is included within the kit for reference.

Medical/Illness

You must inform the **DO Coordinator** of any medical conditions or disablement that is likely to affect your ability to perform your role so that an appropriate risk assessment can be actioned if required.

If a DO is taken ill during a shift, they, with their DO colleague, should assess their condition. If it is considered minor, the **DO Coordinator** should be contacted immediately for a replacement DO and the unwell DO should go home.

If the illness is severe or critical, call 999 and ask for an ambulance

- If necessary, safe and possible, lay the volunteer on their side (semi-recovery position)
- Do not attempt any first aid techniques unless you have been trained to do so.



CLEVEDON CARE

Health & Safety guidelines Office and Environment



The MBE for volunteer groups

- Give details of DO and incident to paramedics.
- Contact the DO coordinator as soon as possible.

Physical aggression and verbal abuse

We have a zero tolerance of any physical or verbal abuse to our volunteers. Volunteers should report any verbal abuse and raise awareness of any concerns about the risk of violence to the **DO Coordinator**.

Reporting contacts

Julie Butt	DO Coordinator	07976 842452	docordinator@clevedoncare.org.uk
Marie Spear	Secretary	07587 183741	secretary@clevedoncare.org.uk
Ian Turner	Chair	07815 890863	chair@clevedoncare.org.uk