

## Volunteer and Visitor Policy

First Steps recognises that the quality and variety of work which takes place in a childcare setting makes it an ideal place for volunteers to gain work experience or training.

We aim to provide an environment in which volunteers, under the guidance of a skilled staff team, experience examples of quality practice.

- First Steps welcomes volunteers who are able to assist in the smooth running of the pre-school.
- Volunteers will be selected by the Supervisor who will discuss suggestions with the Management team. The days and amount of hours they help will be agreed between themselves and the Supervisor and these can be flexible.
- All volunteers must keep confidential any information regarding the children, their families or other staff, students or volunteers.
- Volunteers are asked to support the Christian ethos and activities of the pre-school.
- Volunteers will be supervised and directed by the Supervisor or Deputy whilst working at the pre-school.
- Volunteers must not be alone with a child or take them to the toilet. There is an adult toilet within the bungalow outside of the key coded door.
- All volunteers and visitors are asked to put mobile phones in the basket in the kitchen.
- Regular volunteers will be DBS checked through the FOL First Steps pre-school. Occasional volunteers with an interest or skill to share, who may volunteer in a more spontaneous fashion, will not be DBS checked but will be supervised by the staff during their visit.
- The duties of volunteers will be many and varied! Please feel free to talk in confidence to the Supervisor about any problems or concerns regarding your duties.
- Regular volunteers will need to be familiar with the pre-school's policies and Code of Conduct.
- Volunteers under the age of 17 will not be counted in ratios and will be supervised at all times.
- Volunteers aged 17 and over who are undertaking a long-term placement, or have a relevant childcare qualification may be included in ratios only when the supervisor is satisfied that this will not affect the care and education of the children.
- Volunteers (or students) required to conduct child studies will obtain written permission from the parents of the child/ children to be studied.
- Regular volunteers will undertake an induction (see volunteer induction) and the Supervisor will discuss the opportunities for appropriate training.
- Some volunteers may be allocated a staff mentor, for example volunteers undertaking Early Years training.
- All volunteers will be asked to read the Volunteer policy, the Confidentiality policy and the Safeguarding Children policy as part of their induction. Volunteers are made aware of where we keep contact numbers for safeguarding referrals and the procedures should they have a concern.
- A volunteers file will be kept. Emergency contact details will be taken for volunteers where the volunteers are not church interns. We will also keep on file any training the volunteer has undertaken.

- Student placement – see separate policy. Risk assessments will be completed for students on placement and may be completed for volunteers if necessary.

## **Visitors**

### **Parent help**

Parents may on occasion drop in to share skills or drop in for a session, they will be welcomed in as visitors. We won't ask them to be alone with children or complete any personal care tasks. Should their visits become more regular, the individual will have an induction and the relevant paperwork will be set in place regarding them formally becoming a volunteer.

### **Other visitors**

A Visitors' Book is used to sign in visitors, the company they are representing if relevant and the purpose of the visit. The Safeguarding leaflet and a Health and Safety leaflet is available for volunteers and visitors and the CADS information (safeguarding) is available on the notice board. Visitors are asked to place mobile phones behind the kitchen bar unless there is an overriding reason not to do this. The Supervisor will decide how much guidance is required for visitors in terms of confidentiality, mobile phones, Health and Safety and other aspects.

**See also Management of Staff and Volunteers Policy**