

AVSED

Volunteer Safety

Handbook

April 2024

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VOLUNTEER SAFETY HANDBOOK

This handbook has been prepared to provide you with information about AVSED's Health and Safety Policy, procedures, and arrangements. It also includes information about your duties as a volunteer and will help you to understand the health and safety issues that affect you while conducting activities on behalf of AVSED.

WHAT THE LAW REQUIRES

AVSED must prepare a written health and safety policy statement explaining how we intend to protect the health and safety at work of our employees, volunteers, and anyone else who might be affected by our work activities. Our Health and Safety Policy and Arrangements reflect our commitment to the provision of a safe working environment. They also meet a requirement to identify the duties and responsibilities of employees with responsibilities for managing health and safety in our workplace.

AVSED also have a responsibility and duty to ensure that you are:

- Aware of and understand our Health and Safety General Policy.
- Aware of and understand the health and safety rules relating to your duties.
- Provided with adequate information, instruction, training, and supervision.
- Made aware of the significant risks associated with your activities and how they may affect you and others.
- Provided with Safe Systems of Work.
- Provided with a safe and healthy environment.

The policy is reviewed at regular intervals, and you will receive updates.

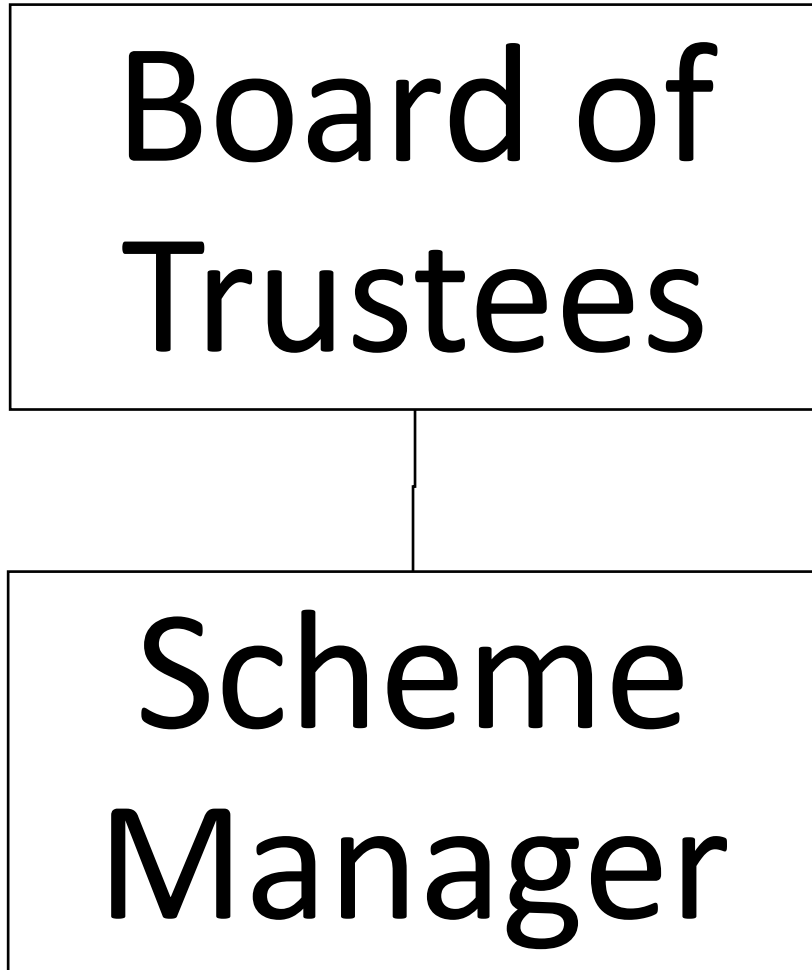
We ask you to acknowledge that you have read and understood the rules set out in this handbook, that you will comply with them, and any other rules or changes that are drawn to your attention. We will also provide, as appropriate, additional documents, training, and instruction to help you to carry out your duties safely and without risk to your health.

AVSED has a full health and safety general policy statement which is available for inspection in the main office and online in the volunteer section of our website.

AVSED has a full health & safety policy which this handbook accompanies and is available from the Manager.

HEALTH AND SAFETY ORGANISATION

In support of our Health and Safety Policy, the Board of Trustees has identified key personnel for its implementation and allocated specific responsibilities, as set out here and in the following pages.



RESPONSIBILITIES

Responsibilities are allocated to key management personnel as below.

Key BOT - Board of Trustees SM - Scheme Manager

SAFETY ARRANGEMENTS	BOT	SM
Managing Safety & Health at Work	✓	✓
Accident, Incident, Ill-Health Reporting, and Investigation	✓	✓
Workplace H&S Consultation - One-to-one	✓	✓
Risk Assessment and Hazard Reporting	✓	✓
Substance & Alcohol Abuse	✓	✓
Purchasing	✓	✓
New and Expectant Mothers	✓	✓
Lone Working	✓	✓
Health & Safety Training	✓	✓
Health & Safety of Visitors	✓	✓
Personal Protective Equipment	✓	✓
Home Working	✓	✓
Safe Operating Procedures	✓	✓
Action on Enforcing Authority Reports	✓	✓
Equality and Disability Discrimination Compliance	✓	✓
Health & Safety Information	✓	✓
Fire Safety - Arrangements and Procedures	✓	✓
First Aid	✓	✓
Welfare, Staff Amenities, Rest Rooms & the Working Environment	✓	✓
Housekeeping and Cleaning	✓	✓
Building Services	✓	✓
The Control of Hazardous & Non-Hazardous Waste	✓	✓
Access, Egress, Stairs & Floors	✓	✓
Workplace Signs	✓	✓
Premises	✓	✓
Electrical Safety	✓	✓
The Provision, Use & Maintenance of Work Equipment	✓	✓
Office Equipment	✓	✓
Storage of Chemical Substances & Agents	✓	✓
Slips, Trips & Falls	✓	✓
Lifting Equipment & Lifting Operations	✓	✓
Work at Height	✓	✓
Occupational Road Safety	✓	✓
Safety in Food Preparation Environments	✓	✓
Manual Handling	✓	✓
Display Screen Equipment	✓	✓
Use of Chemical Agents & Substances	✓	✓
Asbestos at Work	✓	✓
Stress in the Workplace	✓	✓
Aggression & Violence in the Workplace	✓	✓
Wheelchairs	✓	✓
Project Safety for Travelling & Multi-Site Workers	✓	✓
Contractor Control & Management	✓	✓

KEY HEALTH AND SAFETY RESPONSIBILITIES

Introduction

Health and safety legislation places specific duties on employers to make arrangements to protect the health, safety, and welfare of their employees whilst at work and anyone else (volunteers, members, visitors, contractors, etc.) who might be affected by their business activity.

To help us comply with these duties we have assigned specific health and safety responsibilities to Key Personnel as shown on the previous page.

In addition, we have a health and safety management system that includes:

- Our Health and Safety Policy.
- Safety responsibilities for key personnel.
- Safety arrangements to deal with health and safety issues in our workplace.
- Risk assessments.
- Procedures to deal with emergencies.
- Employee safety rules.
- Additional information such as documented Safe Operating Procedures (SOPs), specific safety rules, and fire precautions/procedures.

Other health and safety information provided to employees includes:

- The official Health and Safety Law poster.
- A current Employer's Liability Insurance Certificate.
- Health and safety information sheets.
- Information about significant findings from risk assessments and action to be taken.
- Information relating to SOPs and work procedures.

Whilst much of this information refers to employees as required by law, the procedures and practices in place are relevant to all volunteers whilst conducting duties on behalf of AVSED.

VOLUNTEERS' LEGAL RESPONSIBILITIES

- **All volunteers have a legal duty to take reasonable care for themselves and others and to co-operate with management on all aspects of health and safety.**
- **You must co-operate with and follow all emergency arrangements.**
- **You must ensure that you report all accidents, near-misses, and damage to equipment and property as soon as possible. You must co-operate and assist with accident or incident investigations when asked.**
- **You must refrain from deliberate acts or interference with anything provided in the interests of health, safety, and welfare. This includes alteration, removal, or deliberate disablement of guards and other safety devices and unauthorised alteration or repair of equipment.**
- **You must carry out your duties in a safe manner and follow any instructions, procedures, or SOPs given to you. If you identify a hazard or hazardous situation, you must immediately, or as soon as possible, report it to the person managing the activity.**
- **You also have a duty to ensure that all personal protective equipment provided for you is worn as directed, kept clean, maintained, and stored in the correct manner.**

These are statutory duties. The Enforcing Authorities can prosecute individuals who fail to comply. This could result in loss of volunteer duties and prosecution can result in heavy penalties - fines and/or imprisonment.

SAFETY RULES

This section outlines some of the general health and safety rules that apply while you are volunteering at AVSED. There may be other, more specific, procedures where particular practices apply and for which training, and instruction will be provided.

(Note: Where reference is made to the Manager – this can be the person managing the activity, the volunteer Coordinator or the Scheme Manager, as appropriate. All issues will be referred to the Scheme Manager for review.)

1. Accident Procedures

- All volunteer-related injuries, however minor, should be reported to the Manager and recorded in the Accident Book.
- Report all accidents, incidents, near-misses, and dangerous occurrences to the Manager immediately.
- Report all instances of damage to any property or articles to the Manager immediately.

2. Working Practices

- Do not operate any equipment or use hazardous substances unless you have been trained and authorised.
- Use all equipment in accordance with your training and instruction.
- Report any fault, damage, defect, or malfunction in any equipment to the Manager immediately or, if this is not possible, as soon as reasonably practicable.
- Do not repair any equipment unless you have been trained and authorised.
- Use all hazardous substances in accordance with written assessments and instructions.
- All hazardous substances that are not in use should be stored correctly in their designated safe storage areas.
- When supporting / moving a member, you should follow the training and guidance provided for moving people.
- Always follow our Drugs and Alcohol Policy.
- Carry out manual handling tasks as instructed and according to your training.
- You should comply with all our SOPs.
- When volunteering, you should always wear suitable footwear.

3. Working Conditions and Working Environment

- Always use the correct equipment provided for your duties.
- Clear up spillages as soon as possible. Clean as you go. If the spillage is of a hazardous substance, report it to the Manager.
- All hazardous waste should be disposed of in a safe and approved manner.
- Keep floors and other work areas free from obstruction and all other areas clean and tidy. Clean as you go.
- Dispose of all rubbish and waste materials as instructed.
- You should report any hazardous conditions to the Manager.

4. Fire Precautions

- You should report any use of fire-fighting equipment to the Manager.
- Do not attempt to fight fires unless you have been trained how to do so.
- You should comply with all established emergency procedures.

- You should not obstruct any fire escape route, fire equipment or fire doors at any time. Locked or obstructed fire escape routes should be reported immediately to the Manager.
- You must not interfere with, or misuse, any fire equipment provided.
- Fire doors should be kept closed at all times, unless fitted with an automatic release device.

5. Hygiene

- You should maintain high standards of personal hygiene at all times when volunteering.
- You should protect all open wounds with a suitable dressing whilst volunteering.
- You should not consume food or drinks in a place where it may become contaminated.
- You are expected to use and treat the toilets, washing, and welfare facilities with care and respect, keeping them clean and tidy so that the risk of contamination and cross-infection is minimised.

6. Health

- You should report to the Manager any medical condition, symptoms, or use of medication that could affect your safety or the safety of others. Failure to do so could result in disciplinary action.
- You should cooperate with our health surveillance provisions.
- You should inform the Manager, as soon as possible, if you are pregnant.
- You should report to the Manager any instances of illness that could compromise food hygiene and/or other people's well-being. This includes:
 - Diarrhoea, sickness (vomiting), and other stomach disorders.
 - Any discharge from the eyes, ears, nose, or a sore throat.
 - Any septic skin condition such as sores, boils, septic cuts, etc.
 - Any other infection.
- You should inform the Manager of any infections or illnesses immediately. Decisions to keep you away from volunteering, due to illness, will only be taken after careful consideration.
- You should not volunteer under the influence of either alcohol or illegal drugs.

7. Hazard Warning Signs, Signals, and Notices

- You should comply with all warning signs, signals and notices displayed.

8. Protective Clothing and Equipment

- You are required to use any personal protective equipment as instructed.
- You should not damage or misuse personal protective equipment.
- After use, personal protective equipment should be properly cleaned and stored correctly.
- You should inform the Manager of any personal protective equipment defects or loss.

9. Vehicles

- Regular safety checks should be carried out on all work vehicles.
- Do not drive or operate any vehicles without approval.
- You should not allow unauthorised passengers in work vehicles.
- You should not overload work vehicles.

- You should promptly report to the Manager any medical condition that could affect your ability to drive.
- You should promptly report to the Manager any endorsements or changes to your driving licence.
- If you drive your own vehicle for volunteering, we will use the DVLA website to check that it is taxed and, where applicable, has been MOT tested. You should also provide proof that the vehicle is appropriately insured and that you have a full current driving licence.
- You should not use a hand-held mobile phone whilst driving.
- Smoking is not permitted in AVSED vehicles.

10. Gross Misconduct

- Your volunteer duties will be revoked if you are found to have acted in either of the following ways:
 - Serious breaches of the preceding health and safety rules which endanger the lives of, or may cause serious injury to, employees, volunteers, members, or any other person.
 - Interference with, or misuse of, any equipment for use at AVSED, such that it may cause harm.

HAZARD REPORTING

If you have concerns about health or safety hazards in the workplace, you should raise them with the Manager so that they do not go unnoticed and remedial action can be taken.

Recognising that some people can feel uncomfortable about raising hazard issues, we also have a system that allows you to report your concerns in writing and (should you choose) anonymously. Complete the Hazard Log form at the back of this handbook, put it in an envelope, and place it in the mail.

Should you need additional Hazard Log forms or would rather not use the one in this booklet, you can get additional copies in the volunteer section of the website.

We encourage your participation in reporting hazards so that defects or hazards can be quickly identified and remedied before they can cause injury or ill-health to you or others.

CONSULTATION

To promote your involvement in the health and safety of the organisation, we provide various formal opportunities for volunteer consultation, including meetings and reviews. Between those opportunities, you should raise any general concerns about health and safety with the Manager at any time.

Every effort will be made to provide consultation and communication on important health and safety issues such as:

- Risk assessments and subsequent SOPs.
- Workplace hazards.
- Emergency procedures.
- New practices and new equipment.
- Workplace welfare issues.

OCCUPATIONAL HEALTH

Hazards that have the potential to harm health, connected to our business, are identified in our risk assessments.

It is our policy that we only use substances hazardous to health where there is no alternative safe substance that could be used. Where we have to use hazardous substances, we always try to use those that present the lowest level of risk to people who use them.

Where risk assessment identifies the presence of occupational health hazards and risks, we will always implement suitable control measures. Where occupational health surveillance is recognised as being able to recognise and protect against ill-health, appropriate systems will be implemented. You will be informed of any requirement for your involvement in this health monitoring.

We anticipate that you will cooperate and take part in health monitoring which will be for your benefit. The specific results of any monitoring carried out by medically qualified assessors will always be confidential.

RISK ASSESSMENTS

We carry out the process of risk assessment to reduce the risk of injury and ill-health, and identify:

- The significant hazards that people may be exposed to.
- Who could be harmed and how.
- The likelihood of someone being harmed by the hazard.
- Existing control measures.
- What (if any) further actions are required to review, reduce, or remove.
- Appropriate SOPs and necessary training.

For further information on risk assessment, and to view those relevant to your work, you should speak the Manager.

GENERAL SAFETY RULES

(Applicable to all Employees, Volunteers, Members, Visitors, and Contractors, etc.)

- 1. Obey all rules, signs, and instructions.**
- 2. Attend health and safety training, induction, and updates as instructed.**
- 3. If you have not been trained to carry out a work activity, do not attempt the work.**
- 4. Ensure that all equipment used is in a safe condition.**
- 5. Wear Personal Protective Equipment as specified.**
- 6. Do not enter any areas for which you are unauthorised.**
- 7. All accidents, incidents, hazards, and near-misses to be reported to the Manager as soon as possible after the incident.**
- 8. Smoking, including e-cigarettes, is not permitted in the workplace.**
- 9. Always maintain good housekeeping.**
- 10. Pedestrian and vehicle traffic routes must always be kept clear.**

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HAZARD REPORTING FORM

Form HR

Use this form to report workplace hazards, unsafe working conditions, or practices that you are not able to correct for yourself or are not within your area of responsibility.

If you have a suggested solution or remedy, please let us know about it.

AVSED would prefer that you hand this completed form to the Manager so that the issues can be explained to them, but you do not have to do that. You can simply leave it in the mail, anonymously.

If you need additional copies of this form, or would rather not use the one from this booklet, you can get additional copies on the volunteer section of the website.

If you wish to remain anonymous, there is no need to give your name. All hazards reported, including anonymous reports, will be taken seriously.

Report date:	
Hazard location:	
Hazard description:	
Suggested solution:	
Your name:(not compulsory)	
<i>For AVSED's use</i>	
Action identified:	
Action allocated to:	
Target date for completion	

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VOLUNTEER CONFIRMATION OF RECEIPT AND CONTENT OF VOLUNTEER SAFETY HANDBOOK

Please read the notes below, then sign and date this form

Part 1

AVSED has prepared a Health and Safety Policy. This form is to let you know that the sections of the Policy affecting you, as a volunteer, are contained in the Volunteer Safety Handbook.

Should you wish to see the complete Health and Safety Policy, this can be arranged; ask the Manager. They will arrange for it to be made available.

Please read the Volunteer Safety Handbook and take time to understand it. Raise any questions about the content with the Manager. Then read and sign the declaration at Part 2.

Part 2

I have read the Volunteer Safety Handbook. I understand, accept, and will comply with the contents. I understand that compliance with the rules and conditions set out forms part of my volunteering agreement. I will keep myself aware of its contents and any updates I am informed about.

Volunteer signature:

Date:

Name: (Print)

Note: By law, AVSED has to make available relevant information about its health and safety policies, procedures, and safe working systems. The same legislation requires you to follow safety rules, procedures, and instructions set by AVSED and you should confirm that you understand these matters.

In the event of refusal to sign this document your volunteer agreement will be revoked.



JOIN US

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