Span Arts Volunteer Induction – Information on the Check List

The Induction Checklist can be found on the Volunteer profile when logged onto V2 as an administrator.

It is in the Volunteer Name₩Main tab₩Custom Fields

1. Introduce to Staff

Take the person round the building, and introduce them to each member of staff, and any other volunteers who may be present. It helps to tell the volunteer a little about each person's role. It also helps to tell the staff a little about the work which this person should be doing.

2. Show Round the Building

The volunteer needs to know where to find things they need, where to go to the loo and get drinks, what to do in an emergency. The tour needs to include the following:

- Visit each room and say who works there
- Point out firs exits at the front and back
- Point out the fire alarms and the fire extinguishers. Make sure they understand about keeping exits clear for wheelchairs.
- Point out the First Aid box.
- Point out the Red book for incidents and accidents.
- Show the toilet; explain where extra toilet roll is kept, and also about how sound travels. Point out the public toilets as another option.
- Show the kitchen area; show where drinks are kept. Explain about the "Tuck", and about arrangements for paying for this. Show where the tuck is kept.
- Show the volunteer where stationary equipment and paper is kept, also posters, the laminator and guillotine.
- Show where the stairs light is, and point out the dangers of the stairs.

3. Health and Safety

Ensure that the volunteer understands:

- Everyone has a responsibility for Health and Safety. If a problem is noticed, staff and volunteers should sort it out if they can, or report it if they can't.

- The Manager has overall responsibility for Health and Safety.

- All incidents, accidents and "near misses" should be reported in the Red Book.

- More serious occurrences must be dealt with in line with the Span Arts Health and Safety Policy, and with current Health and Safety legislation.

- Be careful on the stairs, and make sure the light is always on.

4. Volunteer Station: Personal File and Online Folder on server

- If the volunteer is doing work which means they may want to keep notes or collect documents, they should be given a file with a daily task record sheet. These shall be prepared by the volunteer manager and placed in the "IN" tray of the Volunteer station.

- We discourage volunteers from saving computer files in a personal file, as this makes it hard to find work they have done. However, sometimes, people have "work in progress" or files they wish to reference quickly. Individual computer folders can be created at ₩₩SERVER1₩04 Volunteers₩7 Current volunteers - Individual Files

5. V2 Timeclock and Hours

- Volunteers should have signed up to V2 as part of their induction.

- Make sure that they have been "Accepted" on V2.

- Send out the e-mail from V2 e-mail templates called Using V2

- Show the volunteer how to use the Timeclock.

- If the volunteer is going to be coming in on a regular weekday, make sure they have put this on the schedule on their profile. (Sign up; Office Based volunteering).

- Show the volunteer how to enter hours afterwards, if they have not used timeclock.

6. Expenses and Expenses Policy

Inform the volunteer about what expenses they can claim, and how to claim them.

7. Volunteer Policies and Procedures

Volunteer s should read all current policies and procedures. They should sign off for each policy on the Volunteer Policy Checklist at \\SERVER1\04 Volunteers\2 Volunteer Management\Induction. Signed copies can be kept in the individual's file and locked in the offices filing cabinet marked Volunteers.

Dealing with the Public

Volunteers need to understand that whenever they deal with the public, they are representing Span Arts. This needs to be done in a professional fashion. Make sure new volunteers know the names of all staff (even if they haven't met them).

- When answering the phone, volunteers should say "Hello, Span Arts, *Jo Bloggs* speaking, how may I help you?
- If the volunteer can't help, they should hand over the call in a professional way, or say that they can't help, but they will find someone who can, or take a message.
- Greet members of the public who come into the building in a friendly fashion, and be helpful.

8. Computer and Network

Instruct the volunteer on how the computer works, and where to find files on the network.

9. Fire Procedures

Fire procedures information can be found at \\SERVER1\01 Admin\1 Span Arts Office Manual\Health and Safety\Fire Training & Information