

## Introduction

Thank you for your interest in volunteering/covering in our school. We welcome parents and other adult helpers to assist in a variety of ways.

We appreciate and value the help and support that our volunteers provide at Abbey Road. We will try to ensure that you will be engaged at all times in activities that are both meaningful and appropriate for our children.

We want you to enjoy your time with us, and realise that you may have questions to ask before you begin. If you have any further questions after reading this booklet, please don't hesitate to ask any member of staff, who will be happy to help.

## Important points

When arriving in school, please use the main entrance, sign in the visitor's book and receive a visitor's badge from a member of the office team.

Your main contacts in school are:

- The class teacher you are working with
- The school office team
- The Headteacher – Mrs Ly Toom

## Fire Drill

In the event of a fire, leave by the nearest fire exit and meet on the middle playground. Please ensure that all children you are working with leave in a calm and safe manner.

## Child Protection

If you have any concerns around the safety or welfare of a child following something you have heard or observed, the class teacher must be informed immediately. Where necessary, this will be forwarded to one of the following designated safeguarders:

Mrs Ly Toom (Designated senior person for safeguarding)  
Mrs Tina Horton  
Mrs Alison Lovett  
Mrs Gail Hill  
(Designated deputy persons for safeguarding)

When dealing with a disclosure from a child, it is important that you **do not**:

- Ask leading questions.
- Agree to keep anything a secret.

Appropriate actions and responses are to:

- Reassure the child that they have done the right thing by speaking to an adult.
- Let the child know in a sensitive manner that you will pass on what they have said (to the appropriate person).
- Ensure to the best of your ability the child is calm and reassured.

## Confidentiality and Protocol

One of the most sensitive areas when working in school is confidentiality. All adults working and volunteering in school follow a strict code of conduct.

A protocol reflecting these guidelines can be found on the next page. Further information can be found on our school website. We find it easiest and most productive when parents volunteer in a different class from their child.

## Volunteer Protocol

For you and school to get the most out of your time with us, you will be expected to:

- Be a reliable member of the team, ensuring that you arrive with plenty of time to prepare for the day ahead.
- Promote good behaviour both by example and intervention. Inappropriate behaviour must be reported to the class teacher immediately.
- Respect the guidance and expertise of the class teacher at all times. Discuss any queries or disagreements in a constructive manner.
- Treat any information, either given or overheard, with total confidentiality, both in and out of school.

School will:

- Ensure that tasks and responsibilities given are clear and appropriate for you.
- Treat you with respect and care, ensuring that you feel part of the team at Abbey Road. We will ensure that the children do the same.
- Share relevant information with you regarding the children when necessary.
- Treat anything that you tell us with total confidentiality. (This point does not take into account information affecting the well-being of a child, which may require further action from school. You will be notified if this is the case.)