



# HELPERS' AND VOLUNTEERS' HANDBOOK

Welcome to our community! Thank you for volunteering to help our children. Your contribution broadens and improves the opportunities available to our students, and seeing adults involved in school life reinforces its importance to them.

## Our Values

At La Houquette, we are guided by five core values:

- We show respect
- We are kind
- We try to do our best
- We are honest
- We are proud of who we are



**Article 3:** The best interests of the child are at the heart of everything we do.

## Logistical Procedures

### Signing In and Out

For Health & Safety, we must know exactly who is on the premises at all times.

- **Sign In:** Use the iPad outside the school office upon arrival.
- **Identification:** You must wear a visitor/parent helper badge visibly at all times.
- **Sign Out:** Always sign out when leaving the building.

### Safeguarding & Security

The welfare and security of our children is our primary responsibility. All volunteers should be familiar with the Safeguarding and Child Protection Policy, available at the school office or online.

#### Designated Safeguarding Team:

**Designated Safeguarding Lead (DSL) |** Claire Judd



**Deputy Leads |** Jeanette Savage & Kim Mairdonald |





**Important:** If you see or hear anything concerning a child's safety or well-being, report it immediately to the class teacher, deputy leads, or the DSL in a confidential setting.

## Required Checks

- **DBS Certificate:** All volunteers working directly/regularly with children must hold a valid DBS certificate. These can be obtained from Sir Charles Frossard House.
- **Exceptions:** One-off outings or PTA events where you are under direct staff supervision may not require an enhanced disclosure.

## Professional Conduct & Confidentiality

### The Rule of Confidentiality

Professionalism is vital. You may observe children struggling, misbehaving, or becoming upset while helping.

- **Do Not Share:** Never discuss details about specific children with friends, family, or other parents.
- **Direct Concerns:** Issues should only be discussed with the class teacher or Headteacher.
- **Be Tactful:** If a parent asks you for details about their child, politely inform them that you cannot disclose that information and they should speak to the teacher.

### Your Role as a Volunteer

The teacher remains responsible for the planning, assessment, and welfare of the children. Your role is to assist under their direction.

#### Volunteer "Dos":

- **Listen:** Every child's voice is important.
- **Encourage Independence:** Let children try a task first before helping.
- **Be Positive:** Use praise whenever possible and speak in a normal tone.
- **Safety First:** Always sit within sight of other staff members for your own protection.

#### Volunteer "Don'ts":

- **No Mobile Phones:** Do not use phones while working with children.
- **No Lifting:** Never lift, carry, or "manhandle" a child.
- **No Unsupervised Exits:** Do not take children off-premises without a teacher.
- **No Contradictions:** Do not question a teacher's authority in front of children.



# Health, Safety, and Emergencies

## First Aid

- **Child Injury:** If a child is unwell or injured, inform the nearest teacher immediately; many staff members are qualified First Aiders.
- **Volunteer Injury:** Report to the school office. If the injury is serious, send a child to fetch a staff member.

## Fire & Evacuation

- **Muster Point:** The school field.
- **Procedure:** Familiarise yourself with the evacuation route for your specific classroom.
- **In an Emergency:** Stay with the teacher and help evacuate the children calmly. If you are not in a classroom, leave by the nearest exit and take the child to their specific class evacuation point.

**Final Note:** If you are unhappy with any aspect of your volunteering experience, please speak with the Headteacher so we can address it together.

**Working together, we make a great team!**  
***Happy Learning Partnership***

