

# VOLUNTEER HANDBOOK

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## **Welcome to Topsham Museum**

Thank you for volunteering to help run this lovely Museum. We are proud of the service we deliver to our visitors who, without fail, praise the helpfulness and friendliness of the volunteers they meet. Of course, a lot goes on behind the scenes as well and although the visitors may not realise what a huge amount of work is done maintaining, baking, gardening, researching, administrating and generally running the Museum by many other volunteers – we do know and we do appreciate it.

Please find time to have a look through this Handbook. We have tried to keep it as brief as possible and just point you in the right direction for more details if you want them. However some essential information is by necessity a bit longer.

We will let you know of any amendments particularly to the contact names as these will change from time to time. Please keep the Handbook accessible and safe and bring it with you to the pre-season briefing sessions.

Paul Jakeman  
Volunteer Co-Ordinator

## USEFUL INFORMATION

**Appointment** - The majority of volunteer roles have no specified length of time. There will be a trial period of 8 weeks to give the Museum and you time to discover if you are suited to each other.

**Changing Roles** - Talk to your Team Leader or the Volunteer contact if you want to change roles, take on additional tasks or reduce your commitment. Opportunities are advertised in the Volunteer Newsletter.

**Confidentiality** - The Museum is governed by the Data Protection Act, which all volunteers are obliged to observe. Do not pass on any confidential information regarding the Museum or its operations to a 3<sup>rd</sup> party unless you have permission from the Trustees to do so.

**Expenses** – All reasonable out-of- pocket expenses, including for training events, meetings, travel and meals, can be claimed. Reimbursement is paid directly into your bank account. Please email [accounts@topshamMuseum.org.uk](mailto:accounts@topshamMuseum.org.uk) giving your bank details, your name, the amount and purpose of expenditure and attach the scanned receipts to your email.

If you do not have access to a computer and/or scanner please put your receipts together with a note giving the necessary information in the “finance” pigeonhole in the first-floor office.

**Induction** - As a new volunteer you will be invited to attend a “Welcome Session”.

**Insurance** - A copy of the insurance policy is available on request.

**Museum Policies** - You are required to abide by the Policies of Topsham Museum some of which can be found on the Topsham Museum website.

**Resolving Problems** - The relationship between you and the Museum is entirely voluntary and does not imply any contract. It is very important that you enjoy making a contribution to the Museum but the first priority is that the Museum is able to maintain its standards of service. See Volunteer Policy for procedures to be followed in case of a grievance.

**Support** - There will be a pre-season briefing session and opportunity for de-briefing when the season finishes and you are expected to attend these meetings if possible. Talk to your Team Leader if you have any concerns or questions about your role.

**Training** – On the job training will be provided and you will have the opportunity to attend formal training events, workshops and meetings appropriate to your role.

## **BACKGROUND INFORMATION**

### **HISTORY OF No. 25 STRAND**

The House was built in 1688. It is one of the so-called "Dutch Houses". When it was first built it would have looked quite different. In the mid 1700's, some improvements were made. The gable was removed and replaced with the current roof. The Under Loft and Tea room space would have been taken up by outhouses and at some point a single-story stone building was erected. In 1858 the Sail Loft was built by Thomas Holman, a wealthy ship builder. The River Gallery was added in 2008 and funded by a Heritage Lottery Grant. *For more information see the displays in the Entwistle Room.*

### **HISTORY OF THE MUSEUM**

Miss Holman moved to No. 25 Strand in 1939 and during WW2 set up a Youth Club in the Sail Loft. In 1967, when she got too old to run the Club, she started a small Museum. She generously left this building and the contents to the people of Topsham to be used as an extended Museum. When she died in 1983, Exeter CC accepted the building and contents but they were not able to take on a Museum. So the *Topsham Museum Society* was formed. The Museum was re-opened in 1986 and from small beginnings it has become the Museum you see today.

### **ORGANISATION OF THE MUSEUM**

The Museum is an Accredited Museum and Topsham Museum (TM) is a registered charity. (Charity Number 1185943) [www.gov.uk/government/organisations/charity-commission](http://www.gov.uk/government/organisations/charity-commission)

**Trustees** - Museum policy is set by the elected officers and trustees of the Society. They make sure that the Charity is properly run and financially sound.

**Team Leaders** - Day to day administration is carried out by the Management Team comprised of Team Leaders.

**Topsham Museum Trading Co** - TMT runs the tearoom and shop and fund-raising events. It pays its profits over to Topsham Museum each year.

**Topsham Museum Members** - Volunteers do not have to be members but it is encouraged. Membership is £15 pa or £22.50 for a couple.

**Acquisitions and Disposals Committee** - considers offers of objects, pictures, documents etc. made to the Museum and any suitable items that come up for sale. They also recommend to the Trustees disposal of un-needed objects.

## TEN KEY MESSAGES FOR VISITORS

*These ten soundbites are meant to be shared. You can use them in conversation with visitors or local friends to explain how the museum works and what it needs to keep going. They aren't intended to be a hard sell, but to be dropped into casual conversations in ones and twos, as you think fit.*

1. Topsham Museum is about people . . . education . . . history . . . new insights . . . and fun!
2. It tells the stories of those who made Topsham and the Exe Estuary.
3. The late 17<sup>th</sup>-century building is as much a part of the Museum as the exhibits are.
4. As well as permanent displays, there's a constantly changing programme of exhibitions and events, such as talks, and activities for children.
5. Around 200 volunteers run the Museum and look after it.
6. Seven volunteers are on duty every time the museum is open, and for every volunteer visitors meet, there's another who works behind the scenes.
7. Please get involved, too! You can be a member (which helps up financially), a volunteer, or sign up for an online newsletter.
8. Money is key to our existence - we receive no subsidy, cost £300 a day to stay open, and rely wholly on fundraising.
9. On our website ([topshammuseum.org.uk](http://topshammuseum.org.uk)) you can make a virtual visit, read the latest news, or shop for gifts.
10. If you like what we do, please support our Tea Room and shop, donate what you can, and leave a review online.

## EMERGENCY PROCEDURES

In the event of need to call on the Emergency Services you should give them the Museum telephone number and address:

(25 Strand, Topsham, EX3 0AX Tel 01392 873244)

## FIRE ACTION PLAN

Please read the Emergency Action Plan Document for more details

### Emergency Procedure when the Museum is open to the public

Any volunteer on discovering a fire or being informed of an emergency should:

1. Raise the alarm by:
  - a. Shouting Fire
  - b. Pressing any emergency break glass units available
2. On report of a fire or emergency, the Head Steward will assess the situation and the site of fire if possible, and if needed contact Local Authority Fire Service by dialling 999 and passing on their assessment. If there is someone with limited mobility in the Sail Loft, who will not be able to descend by the lift and may have difficulty with the stairs the Fire Service should be informed. Put on a fluorescent jacket (in the desk) if it can be collected easily.
3. The Desk Steward will put on a fluorescent jacket and report to the Strand, outside the river garden gate, and show evacuees where to assemble, and stop traffic if needed. The Desk Steward should take with them the signing-in book for stewards and other volunteers.
4. Room Stewards will direct all those in the room they manage to the nearest safe exit and the assembly point **shut the doors of the rooms once empty** and then exit the building to the assembly point.
5. If the Shapter St entrance has to be used for exit, be aware that traffic passes very close to the door
6. If possible, and **without placing themselves in danger**, the Head Steward, or a nominee will then sweep the building, including the second floor, to ensure, and assist, in the safe evacuation of the building. The alarm may be deactivated once the building is clear.
7. The Head Steward will carry out a sweep of the building and then report to the fire assembly point and assumes the role of safety officer.
8. Stewards and other volunteers must report to the assembly point, so that the Desk Steward can take a roll call of them against the sign in book. Members of the public can be allowed to leave if they wish, as a roll call is not possible.

9. On arrival of the local authority fire service, the Head Steward or nominee will report to the officer in charge and pass on any relevant information.
10. Only after the fire officer in charge of the incident has stated it is safe to do, will volunteers and public then be allowed to return and re-enter the building.

**Notes:** Organisers of events involving the public in the Museum, other than during normal opening hours, such as tours, talks and children's activities, must take the lead role in responding to a fire alert (as Head Stewards do) or have nominated someone in advance to take that role during the event

**Signing in** If you are working in the building outside of public opening hours, please sign in and out of the attendance book (at top of stairs to cellar) with your time of arrival and departure from the building.

### **Emergency Procedure at other times when the building is occupied**

On discovering a fire or being informed of an emergency:

1. Raise the alarm by:
  - a. Shouting Fire
  - b. Pressing any emergency break glass units available
2. Assess the situation and the site of fire if possible, and if needed contact Local Authority Fire Service by dialling 999 and passing on your assessment
3. If possible and **without risk to yourself**, ensure all doors and windows are closed. and carry out an effective sweep of the building to assist/ensure that each person has safely evacuated. The alarm may be deactivated once the building is clear.
4. Leave the building through the emergency exits taking the sign in book.
5. Assemble at the assembly point where a roll call can be taken.
6. Wait for the arrival of the fire service.
7. Only after the fire officer in charge of the incident has stated it is safe to do, will volunteers and public then be allowed to return and re-enter the building.

**Assembly Point** The assembly point is the river garden – on the other side of The Strand to the Museum.

**Drills** A fire drill will be carried out for Museum volunteers before the spring opening.

**Training** There will be annual training covering this action plan for Head Stewards, Room stewards and other volunteers annually, before the spring opening.

**Gas, water, electricity and drainage** Details of these can be found in the Head Stewards' folder at the Welcome Desk.

## HEALTH AND SAFETY INFORMATION

Please remember that it is the responsibility of everybody involved with the Museum to be aware of health and safety issues. In line with legislation, all volunteers, should attend a pre-season briefing season. Please report anything that appears to present a hazard and any situation where you feel that the health and safety of us, of visitors and of anybody visiting the Museum for whatever reason may be compromised. This applies to the whole building, inside and outside.

### All Museum volunteers

Please pay particular attention to make sure that:

- Fire Exits are well signed and kept clear of obstructions
- Fire Extinguishers are clearly visible
- You know how to sound the fire alarm and aware of their locations
- You know how to call the emergency services
- Passageways and stairways are kept clear of obstructions and extraneous items
- Report any damaged carpet/flooring that are slip or trip hazards to the Head Steward or write in the Day Book in the first-floor office for the attention of the maintenance team.
- Potentially sharp or rough-edged objects are not available for a child's fingers to find
- You have read the First Aid instructions below
- You have looked for and found each of the fire alarm points in the building and taken note of the directions for the fire routine and the plan of escape from the building

The lift from the River Gallery to the Sail Loft is available for use by adults and accompanied children. It should be noted that **the lift must not be used in the event of fire**. There is no alternative means of descent other than the stairs.

### Room Stewards

Each time to you to the Museum, please pay particular attention to the area you are in and look out for potential hazards. Make sure that you know where the nearest emergency escape route is and any alternative if not available.

### Head Stewards

If you are a Head Steward on duty, please walk round the whole of the building and gardens at the start of your shift. Also remind yourself of the correct code word to use on the telephone when contacting the security company if the alarm goes off by accident.

### Desk Stewards

You may be the first and last point of contact for visitors. Pay particular attention to the people coming into the Museum and contact the Head Steward if you are worried about anybody.



### **Tea Room Helpers**

You will be dealing with hot water and carrying trays. Please be very careful about trip and slip hazards in the garden as well as indoors.

The Museum's risk assessment told us to identify bacterial contamination of food as one of the most significant potential hazards. Therefore it is very important that no food, milk, cream, jam etc. is recycled from one customer to the next. If there are any of these items left over when clearing tables, they must be thrown away. Dispense smaller quantities and let people ask for more if you are worried about wastage.

Be very careful over "use by" dates and about washing hands before handling food. Food which has been thawed after freezing must not be re-frozen.

### **First Aid Awareness for Stewards and Helpers**

As Stewards or Helpers at Museum you do not have any greater responsibility to carry out First Aid at the Museum to anyone, over and above what you would hope to do anywhere for any member of the public. **We are not trained First Aiders.** However, all of us would hope to do our best for someone hurt, and to help wherever possible.

**A FEW POINTS: Blood.** Don't touch anyone else's blood. Use the rubber gloves and the dressings in the green First Aid Boxes in the kitchen, office and computer room.

Wash your hands before and after if you have time.

### **Serious Accidents or Sudden illness**

#### **DON'T PANIC:**

- Try to stay calm however bad it may seem
- Try and make the casualty comfortable, without necessarily moving him or her.
- Leave someone with the casualty and call 999 for the Ambulance.
- They will want to know if you want Fire, Police or Ambulance.
- They will want to know who you are and the nature of the injury

Don't think of telephoning the Surgery or for a Doctor, the Ambulance will come quicker. Reassure the casualty that help is coming and try and get a name and address if possible.

### **Less Serious Accidents**

Make the casualty comfortable. Do just what you would do for your family or friends. There are green First Aid Boxes with the normal things in them, and it is best to let the casualty or a friend to do the actual dressing of the wound etc.

**FINALLY** for all accidents at the Museum you must fill in the Accident Book by the First Aid Box in the kitchen. Please complete one section and hand to the person who had the accident / their carer etc. The second section should be completed and, together with any written explanation, placed in a sealed envelope addressed to the Secretary.

## **SAFEGUARDING FOR CHILDREN AND ADULTS IN THE VOLUNTARY SECTOR**

### **Background Information**

Charities and Voluntary Organisations must follow Government Guidance. Safeguarding is mandatory for children and vulnerable adults.

**Child:** Defined up to 18 years old, even if 17 years old, Safeguarding relating to children still applies.

**Adult:** A vulnerable adult is an adult at risk of harm. This applies to volunteers as well as Visitors - anyone who has care and support needs and may be at risk. This includes the following: the elderly, poor health, physical disability, sensory disability, long-term illness, mental health difficulties.

All public facing volunteers are likely to come into contact with children and vulnerable adults. This includes those volunteers working in the Tea Room, Stewards and those involved with Children's Activities.

The aim is to protect our volunteers as well as our visitors.

### **Code of Conduct for Topsham Museum Volunteers**

#### **1. Recognising and Reporting any Safeguarding Concerns**

A child or adult may tell a total stranger (including a volunteer at the Museum) or their behaviour may cause concern. **Example:** Child, lost crying/discloses something of concern to a volunteer.

Volunteers should report any Safeguarding concerns to the **Head Steward**.

Unless in immediate danger the Head Steward should make a note of any concerns along with name of the child/vulnerable adult and any contact information (if possible) in the secure Safeguarding Folder kept in the office - in the safe. No details should be written in the Day Book just indicate information has been written in the Safeguarding Folder.

The Safeguarding Officer or Deputy should be informed as soon as possible. They will decide if the information recorded should be passed on to the appropriate outside agency: Devon Multi Agency Safeguarding Hub (MASH). Urgent information should be passed on to MASH within one day. If unsure if information needs to be referred, lead or deputy should call MASH to ask for advice.

**Note:** In an emergency situation, if a child or vulnerable adult is at serious risk call 999 immediately.

#### **Data Protection:**

Safeguarding ALWAYS trumps this! You must record even if consent is not given - if child is at risk. A vulnerable adult has to consent to any information being passed on, unless (in rare

circumstances) they lack the capacity to give consent.

## **2. Protecting volunteers from false allegations/complaints**

- Children under 12 should always be accompanied by an adult when visiting the Museum.
- Children should be supervised by an adult when visiting the Museum.
- Volunteers should not be on their own with a child. **Example:** Going off with a child into another room or to the toilet unsupervised by a parent/carer etc. This applies to regular Museum visitors as well as to those attending Family activities.
- Children under the age of 12 must be accompanied by an adult. Our Safeguarding Policy is filed in the Head Stewards' folder at the Welcome Desk.

## **RAMP INSTRUCTIONS**

The ramp is kept strapped to the wall between the Merchant's House door and the Holman Room. It provides access to the Holman Room, the Exhibition Room and the Old Kitchen.

Steps:

1. Unlock both sides of the Merchant's House door.
2. Unclip the black plastic buckle restraining the folded ramp.
3. Lift the ramp off the two black plastic feet.
4. Fully open both halves of the door.
5. Unfold the ramp.
6. Place the upper end of the ramp (the end with two pins attached to chains) on the threshold, immediately inside the metal weather bar.
7. Fix it in place using the two pins, one at each side. The pins go through the holes drilled in the lip of the ramp, and into matching holes in the wood threshold. The ramp must be positioned exactly in the centre of the doorway for the holes to line up.
8. The visitor can then descend the ramp, with help if required.
9. Once they are in the hall the ramp must be removed and refolded to make space for a wheelchair to enter either the Holman Room or the Exhibition Room.
10. The ramp will need to be repositioned when the visitor wants to leave. Some visitors may need help pushing them up the ramp.
11. Once they have left, unpin the ramp, fold it up and place back against the wall, with the bottom fitting in the black plastic feet.
12. Finally, strap it in place using the strap and black plastic buckle.
13. Ensure that the buckle restraining the ramp is fully engaged.
14. Please remember that the door is the main fire exit and the left-hand side door should be left unbolted whilst the Museum is open to the public but completely bolted at other times.

## LIFT OPERATION

**BEFORE USING THE LIFT, PASSENGERS MUST BE ADVISED THAT THEY MAY ONLY DO SO IF THEY WOULD BE ABLE TO GET THEMSELVES DOWNSTAIRS WITH LITTLE OR NO ASSISTANCE IN THE EVENT OF THE LIFT CEASING TO BE OPERATIONAL (e.g. during a power cut or fire)**

The lift is a platform lift which means that passengers are exposed to the static walls and the doors, and therefore people should not lean on them.

The lift operates as follows:

- To call the lift to either floor, **press and hold** the call button outside the lift door until the lift arrives
- The door will not open until the lift has stopped
- The lift is driven from the control panel inside. To go from the ground floor (G) to the first floor (1), **press and hold** the button marked (1) until the lift arrives and stops
- To go from the first floor (1) to the ground floor (G) **press and hold** the button marked (G) until the lift arrives and stops
- The door will not open until the lift has stopped

The **lift will stop** if passengers:

- Do not continue to press and hold the buttons (G) or (1) on the control panel when the lift is travelling
- Accidentally or deliberately press the Red Emergency Stop Knob on the control panel when the lift is travelling
- Accidentally or deliberately push down the Grey Painted Safety Bar between the control panel and the lift wail or the Grey Painted Safety Bars surrounding the lift floor and between the walls. (These are to stop objects dropping down the side of the lift and eventually jamming the movement of the lift)

The **lift will remain at "stop"** until:

- Passengers press and hold either the (G) or (1) buttons
- A steward presses and continues to hold the "call" button outside one of the doors
- The Red Emergency Stop Knob is turned clockwise allowing it to spring back to the on position and allowing operation of the (G),(1), or Call buttons
- Any pressure on Grey Painted Safety Bars is released.

**In the event the lift fails to move from either floor** The Head Steward should evacuate the lift and post "Out of Order" notices on both doors and notify designated Lift or Maintenance volunteers

**In the event the lift stops between floors** The Head Steward should ascertain that passengers:

- Are holding down either (G) or (1) buttons
- Have not accidentally or deliberately pressed the Red Emergency Stop Knob
- Are not accidentally or deliberately holding down the Grey Painted Safety Bars

## INSTRUCTIONS ON USING THE BIG SUMUP CARD MACHINES

In theory it doesn't matter which Sum Up machine you use providing you use the correct user reference to log on. However, both the Shop and Tearoom have an allocated machine.

- **CHARGING**

The machines can be connected to a power supply either directly or through their base unit.

- **SWITCH ON**

Press the on/off button

- **LOGON**

After a few seconds, a screen will appear requesting you to log on. Enter your Sumup user reference and then password by tapping the characters on the screen. If this screen does not appear but the transaction screen does, it means that the previous user did not log out. Please logout as below and then logon if necessary - see LOGOUT below.

**For machines that are only used in 1 place e.g., shop or tearoom, there will be no need to logout as the user reference will remain the same.**

- **TRANSACTIONS**

You will get a screen for you to do a transaction. Enter the amount of the sale and press the green tick button. You will then get a screen asking the customer to tap their card or insert their card and then PIN. If successful the customer will have the option to get a receipt by SMS (TEXT) or EMAIL or PAPER. Enter as appropriate. If the transaction was declined, the card will not be charged and there is the option to try again.

Once completed, the screen to do another transaction will appear ready for the next customer. If there are no customers waiting but the session is still in progress, press the on/off button for STANDBY. This will reduce the rate of the charge being used. When needed again, press the on/off button and the transaction screen will reappear.

- **LOGOUT**

At the end of the session, press either of the arrow keys on the right-hand side of the machine to get the menu. Select 'Account settings' and press the green tick on the next screen. Tab down to 'Logout' and again press the green tick button.

- **POWER OFF**

When the session is fully finished, press and hold down the on/off button to Power Off the machine and remember to put the machine back on charge.

## INSTRUCTIONS ON USING THE SOLO SUMUP CARD MACHINES

- **CHARGING**

The machines can be connected to a power supply either directly or through their base unit. Please note that a plug with a USB port is required.

- **SWITCH ON**

Press the square button on one side of the card machine

- **LOGON**

After a few seconds, a screen will appear requesting you to log on. Enter your Sumup user reference and password. If this screen does not appear but the transaction screen does, it means that the previous user did not log out. Please logout as below and then logon if necessary.

- **TRANSACTIONS**

You will get a screen for you to do a transaction. Enter the amount of the sale and press **CHARGE**. You will then get a screen asking the customer to tap their card or insert their card and enter their PIN. If successful the customer will have the option to get a receipt by SMS (TEXT) or EMAIL. Enter as appropriate. If the transaction was declined, the card will not be charged and there is the option to try again.

Once completed, the screen to do another transaction will appear ready for the next customer. If there are no customers waiting but the session is still in progress, press the square button on the side of the machine to go to STANDBY. This will reduce the rate of the charge being used. When needed again, press the square button and the transaction screen will reappear.

- **LOGOUT AND SHUT DOWN**

At the end of the session, tap the arrow on top of the screen and on the next screen tap 'settings' and on the next screen tap 'About' On the next screen tap 'Log out' on the bottom. If finished for the whole session, press the button on the side of the screen for a couple of seconds and then tap 'Shut down'. If possible, please put the machine on charge.