

## Guidelines for volunteers at events



Registered Charity No 1100851

- A lead volunteer will be nominated for each event who will delegate tasks to other volunteers and brief them of their responsibilities.
- Each volunteer should be responsible for no more than 10 children.
- Volunteers must dress smartly and appropriately - for concerts this is usually in black. If required to sit on stage with the children, it is important to do so without drawing the attention of the audience.
- The lead volunteer must have essential information on each singer available, including emergency contact details and any particular needs.

### Travel & attendance arrangements

- Volunteers are responsible for all children from the time parents leave them until they are collected.
- Lead volunteer will direct the taking of a register of children at strategic times, especially before arriving at or departing the gathering point or venue. The individual volunteers remain responsible for their group of children until point of handover to parents, whether at venue or following travel to a meeting point.
- The volunteer team should have spare uniform, music, first aid and any other equipment appropriate for the event
- Once signed in, no child under 16 years should be left unattended at the venue. Children between 14-16 years who wish to leave the venue during break times without a volunteer, may do so in small groups provided written permission has been given by a parent and permission have been signed out by the lead volunteer. No child under 14 years may leave the venue without a volunteer.
- If return times are substantially altered, encourage all singers to contact parents as early as possible. Where a singer is unable to contact their parents, then volunteers will attempt to call / text.
- If a parent fails to collect their child within 20 minutes of the agreed time and the lead volunteer is unable to contact the parents, a designated volunteer or parent who knows the child should take them home with them and the lead volunteer will continue to try to contact the parents. The Designated Safeguarding Lead should be informed and the situation recorded. The lead volunteer will keep in touch with the volunteer with the child - if parents cannot be contacted within a further 40 minutes, the lead volunteer or DSL should contact the police to refer the situation to Children's Social Services for support.

### At the venue

- On arrival at the venue, the lead volunteer should contact the event organiser and ascertain the venue requirements for getting in, 'green room', toilets, performance space.

- Clarify arrangements for timing and location of rehearsals/performance, particularly if any arrangements have changed
- Confirm fire evacuation procedures, first aid procedures and any other venue specific risks or issues
- At the venue, singers should line up in an orderly and quiet way and be reminded of the HCYC expectations - positive, smiley and professional.

### **Health & safety / safeguarding issues**

- The volunteer is in loco parentis as the adult responsible for the care and welfare of the child. Their primary requirement is to ensure the safety and well-being of the child.
- All volunteers should be aware of the fire evacuation procedures and exits, locations of first aid points, toilets, water supplies and location of lead volunteer.
- The lead volunteer is responsible for ensuring that the risk assessment is appropriate and that the venue does not present any unacceptable hazards or dangers at that time.
- Once signed in, no child under the age of 16 should be unattended at any point (unless specific written permission given is given by the child's parent/guardian)
- The volunteer team will ensure that there are adequate and frequent breaks for water, food, rest, toilet, exercise and recreation.
- Volunteers need to be observant and watchful during both rehearsals and concerts to ensure that they are quickly aware if a child becomes ill, faint or dizzy. They must be removed from the rehearsal / performance immediately and appropriate medical assistance should be sought. Parents should be informed if further intervention is required. The child must not be left unaccompanied.
- All instances of illness (however slight) or where a volunteer has had to administer basic first aid should be recorded and reported to parents when they collect the child.

### **Presentation and attitude**

- Volunteers should remind singers that they are representing HCYC and are all individually responsible for promoting its excellent reputation.
- HCYC expects positive and professional attitudes from all singers at all times and volunteers will encourage singers to embody this
- All instructions should be given firmly and politely, modelling the excellent behaviour that we expect from the singers.
- Make sure that children are in the right places at the right times. This includes escorting children to and from rehearsals and the performance and noting their entrances and exits on to the stage.
- Volunteers are responsible for the line-up on stage and in the relevant waiting area / seating prior to performing. The lead volunteer will agree this with the conductor and the volunteers team will then coordinate the singers. If possible, singers should practise standing and sitting and the order and route in which they will file on and off stage.
- Check that children are wearing correct uniform and be smartly presented - the choir is engaged as a children's choir and so must look like one:
  - Hair should be back off the face

- All hair ties and socks must be black
- All shoes must be polished
- Nails must be free of coloured nail varnish
- Make-up must be minimal
- Remove and keep safe all earrings, watches and jewellery during the performance
- Where a child has arrived for a performance with any unsuitable or missing uniform item, this should be reported to the lead volunteer who will ensure that parents are informed and encouraged to remedy as soon as possible.
- All members of the choir (volunteers and singers) are responsible for ensuring that venues are left neat and tidy as they were found.

Approved by committee September 2021