

Almondsbury Community Services Association



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Lower Almondsbury
Bristol
BS32 4ED

Tel: 01454 202412

Volunteer Handbook

Seventh Edition
November 2020

Welcome

Welcome to volunteering at the Almondsbury Community Shop. Your role is essential and without you the shop would not exist.

We all need to work together to ensure that that the shop provides a welcoming high quality service to the community and a rewarding and enjoyable experience for volunteers.

Introduction

This short handbook provides you with essential 'must know' information. It includes sections on the topics listed in the contents below and is supplemented by a range of more detailed policies and procedures which are included in the shop manual.

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1. ACSA Mission Statement

Our vision is for the community shop to be the hub of the community and a thriving and profitable venture under community ownership.

Specifically our aims are to enhance the vitality and well-being of the local community through increased social interaction, volunteering and philanthropy. In working towards these goals we shall:

- a) Maintain and further develop the shop as a community hub connecting with residents and visitors and supporting village clubs and societies
- b) Work with the community to create volunteer and training opportunities;
- c) Support and assist socially isolated, disabled and less mobile residents;
- d) Develop trading links with other local businesses for mutual benefit;
- e) Support local traders and suppliers to improve sustainability and reduce food miles, reduce waste and promote environmentally beneficial initiatives.

2. Our Values

To provide an efficient, professional and responsive service to our customers we will:

- a) create a friendly welcoming environment for customers;
- b) be courteous, helpful, efficient and clear;
- c) listen to and endeavour to meet the needs of customers wherever possible;
- d) take note of customers' satisfaction and learn from this;
- e) treat complaints as an opportunity to learn and improve services;
- f) strive to source local produce wherever possible;
- g) work hard to keep commitments to customers and shareholders;
- h) provide information that is clear, accurate and truthful.

3. Respect for Volunteers

ACSA values and respects its volunteers. It will:

- a) adopt an impartial, open-minded approach to others;
- b) promote equality of opportunity;
- c) respect the views and knowledge of volunteers;
- d) commit to training and developing volunteers;
- e) recognise individual needs of volunteers;
- f) encourage teamwork;
- g) provide a safe, accessible, secure environment within the shop premises.

Almondsbury Community Services Association (ACSA) is a Registered Society set up for the benefit of the community, not for anyone's private gain, with surpluses being retained and applied to advance the Society's purpose.

2. Confidentiality

While working as a volunteer you may have access to information that may reasonably be regarded as confidential, particularly financial or customer information. You must not disclose information about the shop or customers without the permission of the ACSA Committee or the shop Manager. You must not give interviews to the media without permission from the ACSA Committee.

3. Opening Hours

The shop opening hours are given below. If you are on the first shift of the day please arrive 10 – 15 minutes before the shop opens and enter via the back door.

Monday to Friday 8.30am till 4.30pm; Saturdays - 8.30am till 12.30pm; closed on Sundays

4. Staffing and Rotas

There will always be at least two adults on the premises when the shop is open.

A normal volunteer shift will be for 2 or 3 hours. Volunteers should arrive 10-15 minutes before their shift starts to allow for handover time.

Rotas are published at the beginning of the week and are displayed in the shop.

If you are not able to do a particular shift at short notice, please let the Duty Manager know as soon as possible. Contact details are given at the end of this Handbook.

If you are unable to do your shift but can give more than a few hours notice, please email rota@almondsburycommunityshop.org.uk or call Viv vanD. Contact details are available from the shop.

5. Sickness

If you are ill on the day and not able to do a shift please telephone the shop (01454 202412) as soon as you know this and tell the Duty Manager. If they are not available please leave a message.

If you have an attack of sickness or diarrhoea you must not return to work in the shop until at least 48 hours after the last attack.

6. Keys

Shop keys are held by a few named key-holders who regularly open the shop, and the Chair of ACSA. If you need access to the shop outside of normal opening hours please contact one of them. A key is held by the back door in a key safe and the DMs know the PIN.

7. Telephone

Please only use the shop telephone for personal matters in an emergency.

8. Emergency

In an emergency please telephone 999 for an ambulance, the police or fire service as required. You will be asked for the reason, your name and the address of the shop. It is 14 Church Road, Lower Almondsbury, Bristol BS32 4ED, phone number 01454 202412

9. Fire Safety

If there is a fire please shout 'FIRE' and help evacuate all those in the shop. Both front and back doors are fire exits. Telephone for the fire brigade.

There is a 'universal type' fire extinguisher in each of the shop rooms which can be used on all types of fire. They are provided primarily to aid escape if your route is blocked by fire rather than to be used in fighting the fire.

Please guided by the Fire Brigade motto: "Get everyone out. Get the Fire Brigade out. Stay out." **Do not put yourself at any risk.**

10. First Aid

First aid should only be administered by a trained person. A first aid box for volunteer use is kept in the staff area, for minor injuries. If the first aid box is used please fill in the accident book (which is kept with the first aid box). If in doubt, call an ambulance.

11. Health and Safety

We aim to provide a safe working environment for volunteers and customers. This includes carrying out formal risk assessments and acting on them, providing safe equipment and ensuring that all volunteers are trained appropriately.

In addition, everyone working in the shop has a duty to behave in a responsible way that does not put themselves or others at risk and also to report any health and safety issues to the Duty Manager or a Committee member.

Particular care should be taken when lifting and carrying things (for example boxes of stock) and when going up and down the stairs. If you are not certain that something is within your capabilities then do not do it.

12. Manual Handling

Particular care should be taken when lifting and moving stock. The following pointers on lifting/carrying have been summarised from Health and Safety Executive guidance:

- Think ahead. Consider whether a trolley should be used, whether help is needed and whether the route is clear.
- Adopt a stable position. The feet should be apart with one leg slightly forward to maintain balance while lifting. At the start of the lift, slight bending of the back, hips and knees is better than fully flexing the back (stooping) or fully flexing the hips and knees (squatting).
- Keep the load close to the body while lifting and carrying it.
- Avoid twisting or leaning sideways, especially while the back is bent.
- Move smoothly. Do not jerk or snatch at the load.
- Do not lift or carry more than you can manage easily. If in doubt do not attempt to lift the load.
- Remember we are all volunteers and our actions are at our own risk – so please be careful!

13. Hygiene

A few general points:

- always wash your hands before handling food and use the tongs and scoops provided;
- wash your hands for 20 seconds regularly throughout your shift and follow any government guidelines on personal protection whilst in the shop.
- the toilet in the shop is only for use by volunteers (and customers in an emergency);
- no dogs, other than guide dogs, are permitted in the shop.

14. Cleaning

You are asked to help keep the shop clean and tidy at all times. This will mainly involve sweeping floors, clearing litter/rubbish and helping clean chillers/freezers and shelves. This is a particular priority due to the recent pandemic.

Two volunteers are responsible for general cleaning. Each evening volunteers should clean the floors and the coffee machine.

15. Smoking

Smoking is not permitted by anyone, anywhere in the shop premises.

16. Duty Manager Diary

The diary is kept in the office for Duty Manager handovers.

17. Purchases by Volunteers

As a result of tax related complications, we cannot give a discount on purchases to volunteers.

When you buy items from the shop you must not serve yourself. The Duty Manager or another volunteer must serve you. This is for your own protection.

18. Training

You will be trained for the role through an induction session and 'on the job' training. Training records will be kept for all volunteers.

A copy of the Food Standards Agency pack 'Safer Food Better Business for Retailers' is available in the shop. Training will be based on the information in this pack and supporting videos.

19. Shop Security

The shop has a security alarm which will be activated when it is not open for business.

On opening in the morning, entry is via the back door. The Duty Manager or nominated volunteer who opens up will deactivate the alarm and bolt the door. If you are on the first shift you should also enter via the back door. The back door is to remain bolted (but not locked with a key) during the day. During the day the front door is the normal means of entry and exit. At closing time the front door will be locked and bolted and exit will be via the back door.

Closed circuit TV cameras are installed in each room and in order to provide extra security and safeguarding for volunteers.

A security safe is kept in the cupboard by the till. Only the Duty Manager or nominated volunteer will normally have access to the safe.

20. Personal Safety and Security

Your personal safety and security is important. To help ensure this there will always be at least two people in the shop when it is open. You should do nothing to put your safety at risk. If you suspect someone of shoplifting just ask the person if you can help them or, if you prefer, call it to the attention of the Duty Manager. Do not accuse anyone of shoplifting. In the very unlikely event that you are threatened, either by a shoplifter or someone demanding money from the till, just back off and comply with their instructions.

There is a panic button by the till which will activate the alarm immediately if pushed. This should be used in an emergency only as it alerts the Police directly.

21. Lockers

Please do not bring valuables to the shop. Lockers are provided for you to keep your personal possessions such as handbags secure. ACSA cannot accept any responsibility for the personal possessions of volunteers.

22. Till procedures

There are separate instructions on how to use the till.

23. Shop Manual

There is a separate shop manual which includes copies of all policies, procedures and checklists related to the management and operation of the shop. These include Opening and Closing Procedures, Stock Ordering and Receiving Procedures, and stock Price Reduction and Write Off Procedures. The Duty Manager has prime responsibility for the operation of these procedures.

24. Complaints by Customers or Members of the Public

We want to provide all customers with an excellent service but it is inevitable that occasionally things will not work as we would all want them to. So, if a complaint is made please listen sympathetically and then refer it to the Duty Manager.

All complaints must be recorded in the Duty Manager's Diary, together with information on how they were resolved or what further action is needed.

25. Complaints by Volunteers

If you have a concern or complaint about any aspect of your role as a volunteer please discuss it with the Duty Manager. Or, if you prefer, you may contact the Chair or Vice-Chair of ACSA direct.

26. Contact Details

Personal privacy is important to us and private information is not published in this manual. Individuals can share their contact details with you at their discretion or you can ask your Duty Manager to contact individuals you work with.

General info:

Shop: Tel - 01454 202412

Rota manager: rota@almondsburycommunityshop.org.uk

ACSA Chair Email: chair@almondsburycommunityshop.org.uk