Companions of the Order of Malta
INFORMATION FOR VOLUNTEERS

Please read this sheet, it contains important information on safeguarding and risk management, as well as guidance on appropriate conduct by volunteers, to ensure the health and safety and wellbeing of all involved at the Café/Club, guests and volunteers alike. If you have any questions, please ask your Activity Leader.

1) Volunteers should note the following regarding appropriate conduct toward guests:

- Do not hand out personal details other than first names
- Do not make any independent arrangements of any kind with guests
- In so far as practicable work in pairs of volunteers
- Always dress modestly and appropriately
- Please no demonstrative greetings or obvious displays of affection amongst volunteers in presence of guests,
- Avoid favoritism amongst our guests
- No photography of activity or guests
- Be kind and courteous at all times.

2) Some risks to helpers of abuse and steps to be taken to mitigate:

- If any conflict arises volunteers should disengage and if necessary seek assistance from the Activity Leader, or in default - nearest volunteer.

- Any verbal abuse or disorderly conduct to be reported to your Activity Leader who will issue an immediate warning that the offender will have to behave or leave.

- If the disorderly conduct continues the offender will be asked to leave. Any serious continuation to result in closure of hall and if necessary the Police being called.

- Monitors are posted at the entrance to ensure staged and orderly entry and that anyone under the influence of drink or drugs is to be excluded.

3) What we ask of our Volunteers:

- To help the Companions carry out its charitable activities;
- To complete a volunteer registration form before first volunteering;
- To perform your volunteering role to the best of your ability;
- To follow the Companions policies, procedures and standards;
- To meet time commitments and to give reasonable notice if you are not able to attend so that other arrangements can be made;
- To provide references if required;
- To allow us to carry out a DBS check if required.

Safeguarding – if you suspect it report. The Activity Leader is the nominated safeguarding officer on any given activity (soup kitchen etc.), but any matter can also be reported at the time or after to the CoM Chair, Paul Letman and the CoM Safeguarding Officer companions.safeguarding@orderofmalta.org.uk

If you have any problems or enquiries contact Paul Letman on 07730 070403 or companions.chair@orderofmalta.org.uk or Kate our London Coordinator at companions.london@orderofmalta.org.uk our Secretary, Annie Eyre at companions@orderofmalta.org.uk

To become a Companion visit: orderofmalta.org.uk/companions
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