



**Welcome to  
The Queen's C of E Primary School  
A Guide For Adult Helpers/Volunteers  
2022**

**Our Ideal Adult Helper/Volunteer:**

- Demonstrates our school values of Love, Compassion and Respect
- Respects confidentiality
- Consults the class teacher but uses their own initiative too
- Is there to help all the children
- Helps to encourage good behaviour and follows the school behaviour policy
- Acts as a good role model to the children
- Realises that sometimes plans change, so can be flexible
- Has a good sense of humour
- Follows and complies with our safeguarding procedures

**Could this be you?**

*Updated Sept 2022*

## **Welcome to The Queen's Church of England Primary School**

Thank you for wanting to help our children in school. We value your contribution to the children's learning and appreciate your help. We have produced this booklet to give you the information you will need and hope that you find the time you spend with us rewarding and enjoyable.

The Governors of the school would like to give a special thanks to the adult helpers who so generously give up their valuable time to support and enhance the children's learning as well as their emotional, social and spiritual growth. Your help is of enormous value to us.

### **How can I help?**

We know that some parents can help on an occasional basis, and some are able to offer more time. Some helpers plan their involvement and others are more spontaneous.

All help is greatly valued and enables us to provide an enriched curriculum for the children. Some of the ways you can help are listed below, but feel free to suggest any others. The possibilities are endless.

- Reading (individual and group reading) usually during Guided Reading sessions 8.45-9.15am
- Small group work (mainly literacy and maths)
- Art / DT projects
- Supporting multiplication table practise (Y2 upwards)
- Accompanying children to church or on visits/trips (e.g. swimming, class trips)
- Transporting/ accompanying children to sports events
- Special weeks with a particular focus e.g. Art or Science week / Events to celebrate diversity
- Library / Orchestra
- Regular jobs which always need doing: e.g. sharpening pencils, sorting class libraries, sticking in children's work, mounting work for displays.

### **Who do I Contact?**

When helpers are required for particular events in class or whole school details will be usually sent out via the class teacher/class reps, or given in the school newsletter if for a whole school event such as Art Week.

If you have a particular skill or would like to help in class with any of the above, please speak directly to the class teacher.

Contact can be either via a message left at the office or [info@queens.richmond.sch.uk](mailto:info@queens.richmond.sch.uk)

### **Our Values – Working with Children**

We are proud of our children at The Queen's School and have high expectations of their behaviour. Most of our adult helpers work with either individual children or small groups of children. In your role as an adult helper you may not necessarily be working with your own child or in your child's class, you are volunteering to work at the school and may work in any year group.

All adults who work in the school are expected to follow similar guidelines relating to the aims, values and ethos of the school and to follow the school's practice in terms of behaviour management. We firmly believe that all adults have a responsibility to provide consistent guidance to children and act as positive role models. You can refer to the school's Behaviour Policy to help you. (You can find this policy on our website)

In school the children are encouraged to:

- address all helpers correctly and respectfully at all times e.g. using Miss/Mrs/Mr, even if you may be known to them out of school by your first name
- be polite
- take turns in speaking and listening
- listen when an adult is talking
- use appropriate and respectful language when engaging with other children or adults

If you feel that children in your group are not behaving appropriately and they do not respond to requests to behave, please send them to their class teacher. Alternatively send a child with a message: if you are working outside of the classroom your group should not be left unsupervised.

Please note that if any child wants to go to the toilet or leave the classroom for any reason they should ask the class teacher.

### **Independence**

We encourage all children to work as independently as possible. However, all children are individuals with differing needs. Try to use specific praise, so children know what they have done well e.g. *'Well done for using your phonics to sound out that word'*. Also praise children for their efforts and progress and then offer support as they try on their own.

### **Physical Contact**

You should not pick up or handle children and all physical interactions with children need to be carefully considered. Positive handling/restraint procedures should only be followed by trained members of staff. Appropriate and safe methods of comforting children are a touch on the hands, shoulders or top of the back. No child should be lifted, carried or sat on an adults' laps

### **Important Information**

#### **DBS Check**

All adults in school need to have a current DBS check specifically for The Queen's School. If you do not have this, please ask at the school office.

#### **Volunteer induction**

Before helping in school, all adults need to have completed the volunteer induction. **This can be found on the school website in the 'For Parents' section under 'Volunteer Induction'** where you'll be required to read information, listen to our podcasts and complete the Induction Form. All documents for induction are accessed through The Queen's school website: [www.queens.richmond.sch.uk](http://www.queens.richmond.sch.uk)

#### **Signing In**

Please sign in at the office and obtain a visitor's badge. Please ensure that you sign out when you leave. Please do not wait alone in a classroom without prior agreement from a member of staff.

#### **Absences**

If your plans change and you cannot help at a time that has been planned please call the office as it is helpful to know as soon as possible.

#### **Changes to timetable**

If there are changes to the timetable which may affect your usual role, we will endeavour to contact you. However, it is very useful to us if you are willing to support a different year group - your flexibility is appreciated.

## **Emergency procedures – Fire/ Lockdown**

It is a requirement that all volunteers have familiarised themselves with the emergency procedures, displayed in every classroom and know the nearest call point, the closest fire exit and the meeting point (the designated fire assembly point is Zone 3 - the large playground area at the front of the school).

The fire alarm is automatic, however, in the event of the alarm not sounding, all adults are responsible for breaking the fire glass to initiate the alarm.

There are set procedures that children and teachers follow in the event of a fire/emergency evacuation. In the event of an emergency you should follow the directions of the class teacher, but if you are with a group not in the classroom (e.g. in the hall) it is your responsibility to get those children out of school by the nearest fire exit to the assembly point.

### **If the fire alarm rings:**

- Leave the building immediately
- Check all children have left the room and door is closed
- Use the closest emergency exit
- Assemble on zone 3 tarmac area - children to join their class
- Volunteers to gather at visitors meeting point - see sign held up by admin staff
- Do not re-enter the building until it has been confirmed as safe

## **FULL LOCK DOWN (Shelter)**

### **SIGNAL:**

**A tannoy message will be given “take Shelter”**

### **On hearing this signal, the immediate actions are:**

- All outside activity to cease, pupils and staff return to building unless instructed otherwise
- All adults and pupils remain in building and external doors and windows locked
- No one, apart from emergency services, will be allowed to enter or leave the building until the all clear is given.
- Updates will be given over the tannoy
- Visitors/ volunteers on site should return children to their classroom and make their way to the SENCO office (opposite the Co – Headteachers’ office), unless instructed differently.

## **Emergency / medical need / First Aid**

Please report any minor incidents immediately to the class teacher/or the main office, where there is always a trained first aider.

In the situation of a medical emergency, the school procedures must be followed:

- There is a telephone in every classroom and designated work areas
- The Tannoy system can relay messages to all areas in the school including outside spaces and is managed via the school office.

**In an emergency, using the phone: Press \* 99 #** your message will be heard on a speaker from all phones in the office area.

### **Give the following details:**

- **Year group/ class / location / child’s name**
- **Request -**
  - **adult assistance**
  - **Epipen needed - ambulance to be called**
  - **First aider needed**

This is a one-way broadcast – the office can't respond to confirm that the message has been received - so please **keep repeating the message until help arrives**.

In a space where there is no telephone (E.G 3G or playground, the emergency card system will remain in use:

- A Red emergency card - adult assistance required immediately
- Green Emergency card – First aider needed
- Green Anaphylaxis cards - EpiPen needed (an ambulance will be called).

The EpiPen/medication will be brought immediately and an ambulance called. Your class teacher will advise you of any special medical needs, if appropriate.

### **Playtime**

Playtime is a time when we encourage the children to develop their social skills and independence and therefore ask that you **do not** go outside with the children. We suggest that you take this opportunity to take a break or possibly help the teacher with classroom preparation.

### **Toilets**

Please use the visitor's toilets, which are located in the main reception or the accessible toilet on the first floor opposite the library.

### **Mobile Phones**

These need to be set on silence and not used when you are in school.

### **Refreshments**

Unfortunately the size of our staffroom is too small to accommodate helpers as well as staff but if you are in school for an extended period of time the teacher or teaching assistant will be happy to get you a drink: please feel free to ask if they forget. We would also remind you we are a nut free school.

### **Hot drinks**

For health and safety reasons please do not bring any hot drinks into school or with you when accompanying children on trips. Hot drinks given to you in school will be in a cup with a lid.

### **Trips Out of School**

The Queen's School's policy is that it is at the discretion of the class teacher organising the trip to decide which group to allocate adult support to (it may not be the group with your child) and we ask that you respect their decision on this.

### **Parking**

Unfortunately visitors/helpers who are not members of staff are unable to use the car park. There is free parking in local streets within short walking distance of school.

### **Safeguarding and Confidentiality:**

All children are different and unique in their learning styles and you will see children working at widely differing ability levels in all areas of the curriculum. This is obviously confidential and information concerning the children's progress is a matter for the parent and teacher and should not be discussed outside of school.

You may encounter a situation where other parents ask how a particular child is progressing or to comment on behaviour. This is not something which should be discussed (if need be a general comment should ensure that confidentiality is not breached) and refer them to the class teacher.

Young children can be very trusting and talkative, particularly when working in small groups, and may discuss their lives at home. Obviously, any information they divulge is confidential. However, if you hear any information which causes you concern it is important, as part of your safeguarding responsibility, to inform the class teacher and/ or the safeguarding leads within the school.

**The Safeguarding leads are:**

Designated Safeguarding Leads:	Ms Stroud-Turp – Headteacher Ms Verge – Deputy Headteacher
Deputy Safeguarding leads:	Ms Demir - Assistant Head Ms Hurst - SENDco

You may also see teachers or teaching assistants dealing with inappropriate behaviour. Obviously behaviour issues in school are just as confidential as other matters and should not be discussed around the school or with other parents. If you have any concerns about anything you see or hear, please speak to the class teacher or one of the safeguarding leads.

**If you would like to be a parent helper/volunteer, please follow the steps below:**

1. **Apply for a DBS check** – forms available from the school office
2. **Complete the Volunteer Induction** - visit The School's website [www.queens.richmond.sch.uk](http://www.queens.richmond.sch.uk)  
This can be found in the 'For Parents section' under 'Volunteer Induction' where you'll be required to read information and complete the Induction Form
3. **Bring your completed induction form and DBS certificate** in to the office
4. **Read this leaflet carefully** and if you have any queries, please contact The Assistant Head via [info@queens.richmond.sch.uk](mailto:info@queens.richmond.sch.uk)

**We look forward to welcoming you as a parent helper/volunteer at The Queen's School.**