

Ely Station

- The area where you will be working is outside the main railway station. Please go to the Ticket Office and introduce yourself to the Station Manager or the person in charge.
 - You are required to sign in and sign out at the end of the day.
 - Please remember to have your ID with you on your **mobile phone**. For example, you may need to show this when you are entering the station to go to the toilets. The ID card should have the mobile number of your contact at **Volunteering Matters**.
 - Your high-visibility jacket will be given to you at the station; the jacket is now yours to keep but you must bring the jacket with you **every time** you are doing a shift.
 - Please wear sensible shoes as you will be standing for a long period of time.
 - Ensure that you have your induction – that you know where the toilets are, the emergency exits and you know the location of the evacuation assembly point.
 - The station will provide drinking water; we also suggest that where possible bring a bottle of water and a snack in case you get hungry.
 - Expenses are up to £5 per shift; this includes your travel fare to and from the station & a coffee or drink.
 - If you are unable to make a shift please cancel as soon as possible, on Timecounts or text your contact at Volunteering Matters (ID card).
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Be polite, friendly and calm to the public – **do not** confront anyone who does not have a mask on, it is not your job to question anyone.

Do not ask any member of the public why they do not have a mask on – if the station is handing out masks, you can politely offer a mask, and the person is free to refuse the mask.

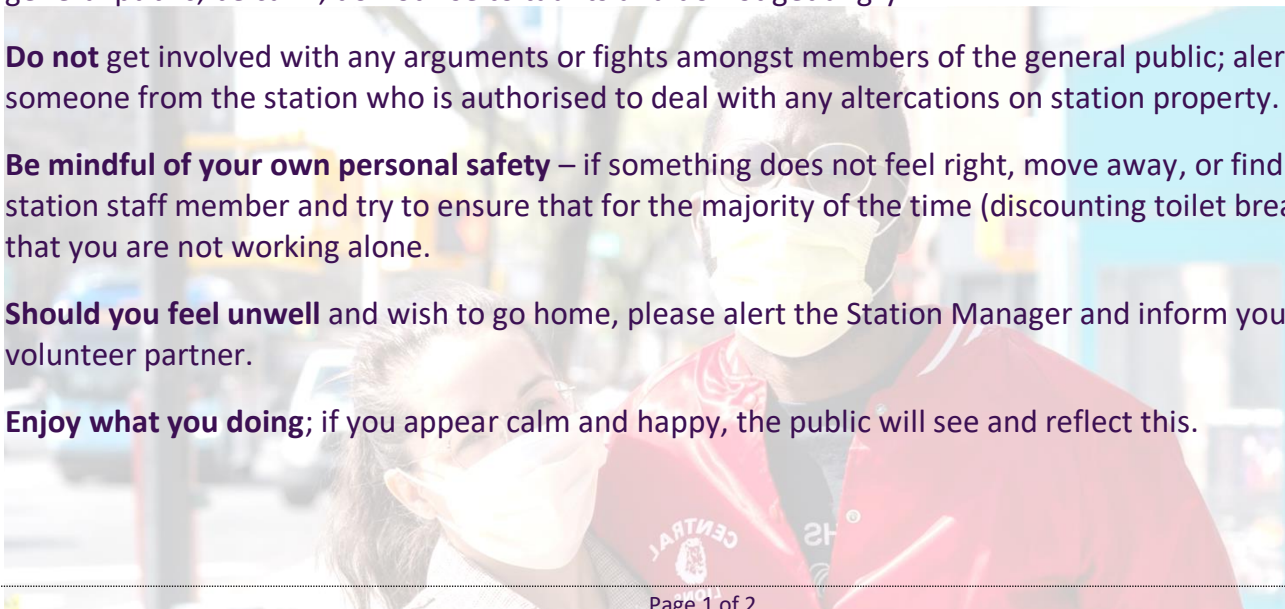
If anyone is abusive towards you – take the moral high ground and walk away. Do not argue with the general public; be calm, do not rise to taunts and do not get angry.

Do not get involved with any arguments or fights amongst members of the general public; alert someone from the station who is authorised to deal with any altercations on station property.

Be mindful of your own personal safety – if something does not feel right, move away, or find a station staff member and try to ensure that for the majority of the time (discounting toilet breaks, etc.) that you are not working alone.

Should you feel unwell and wish to go home, please alert the Station Manager and inform your volunteer partner.

Enjoy what you doing; if you appear calm and happy, the public will see and reflect this.



General Do's and Don'ts While Volunteering as Journey Makers

DO	DON'T
Abide by relevant protocols and codes of conduct when volunteering outside the station environment at all times. These will have been agreed between the Station Manager or their designate and the LDP prior to you starting in your role.	Put yourself at risk – ever!
Wear Face coverings and HiViz Vests as required. <u>We provide the hivi jacket you must provide your own mask</u>	Enter any restricted areas for the public / go on or near the train track at any time.
Take off HiViz Vests when going onto station premises to use the toilet facilities	Cross any boundaries that are deemed to be inside the station environment while volunteering.
Report any incident immediately to your on-site Volunteer Coordinator (the person/Station Manager on duty at the station).	Ignore the risk assessment – be aware of potential identified risks.
Be open, pleasant and enthusiastic in your role.	Have contact with any unknown pets.
Listen to what passengers are asking and help as much as you are able to e.g. walk along (at a safe distance) to take them to where they need to be.	Avoid any confrontation with passengers; if they ignore your advice or you, let it go. Refer to staff as appropriate.
Refer passengers to station staff for help you are unable to provide. Please do not answer queries regarding train-timetables, refer the person to station staff.	Use drugs or alcohol.
Take careful note of all advice and instructions from the Volunteer Coordinator during the on-site induction.	Do anything that is strictly forbidden and/or in place for your health and safety.