

## Carillon Tower and War Memorial Museum Volunteer Induction

**Aim.** To familiarise new volunteers with the policies & procedures and the layout of the tower and museum.

**Introduction.** You have an important part to play in the running of the museum, the security of the displays and the safety of the public depends on those volunteers and staff on duty at the time. Unless there is a volunteer present the public are unable to access the upper rooms. You are expected to engage with the public and answer questions about the tower and the museum objects.

Procedures	Action
<p><b>Structure of the Organisation.</b> The museum is a registered charity and is also an accredited museum this means that the museum service accepts that we are run to national standards. A full time member of the museum service is nominated as our, 'Museum Mentor.'</p> <p>We have a chairman, secretary, treasurer and executive committee who meet once a month. Anyone can attend the meetings, join in the discussions but only the executive committee can vote on proposals. The AGM is held in April.</p>	Explanation
<p><b>Time of arrival.</b> Opening times are published at the start of each season; if you are going to be late or unable to attend you should ring the Carillon or the Charnwood Museum. The Carillon will still be opened without the volunteer but there will be no access to the upper rooms.</p>	Explain & give carillon and Charnwood Museum no.s
<p><b>Parking.</b> Volunteers are allowed to use the Leisure Centre car park whilst on duty. You will need to display a pass that will be issued to you if required. If you attend an organised visit outside of normal opening times a day pass will be issued.</p>	Check need for pass
<p><b>Dress Code.</b> You will be engaging with members of the public and of course the building is a War Memorial so volunteers are asked to dress appropriately.</p>	Explanation
<p><b>Security.</b> The museum attendant is responsible for the security of the building the volunteers are responsible for the security of the exhibits. Doors to the upper floors to remain locked when unattended. Members of the public should be encouraged to leave any bags they may have with the attendant.</p>	Explain, show keys and cupboard for bags.
<p><b>Location of toilets.</b> There are pay toilets in the park; if these are closed there are further toilets in the Charnwood Museum.</p>	Explanation
<p><b>Refreshments.</b> There are no facilities within the Carillon, there is a café located alongside the Charnwood Museum and another at John Storer House. Members of the public should be discouraged from bringing refreshments into the tower.</p>	Explanation
<p><b>Monies.</b> The ground floor museum is free to visitors but there is a small charge for visiting the upper rooms and the balcony The museum attendant is responsible for all monies from ticket sales and the sale of items from the cabinet.</p> <p>You may be asked occasionally to witness the emptying of the donation boxes. The procedure will be explained to you at the time.</p>	Explanation

<p><b>Health and Safety.</b> We all have a duty of care for one another; there are a number of Health and safety rules to ensure the safety of both staff and visitors.</p> <ol style="list-style-type: none"> <li>Sign in on arrival at the museum and sign out when you leave.</li> <li>Check communications with the radio.</li> <li>No more than 30 people in the tower at any one time.</li> <li>No one under the age of 18 allowed upstairs unless accompanied by a <u>responsible</u> adult. There is no right of access to the upper floors and entry can be refused.</li> <li>No entry to the upper rooms unless they are manned by a volunteer.</li> <li>There is a panic button located alongside the desk, this alarm sounds in a security centre.</li> <li>There is a ramp to allow wheelchair access to the ground floor only. It can only be used under the supervision of the attendant.</li> <li>There is a First Aid box in the cupboard on the ground floor the museum attendant can give first aid.</li> <li>Adults with children should be advised to take care climbing the stairs.</li> <li>There is separate Risk Assessment for school visits in the folder</li> <li>There is a personal radio in each room, at the start of each duty check communications with the attendant.</li> </ol>	<p>Explanation</p> <p>Show location</p> <p>Show location</p> <p>Show location</p> <p>Explanation Show location and read through</p> <p>Demonstrate</p>
<p><b>Visitors.</b> The museum attendant records the numbers of all visitors, there is a visitor's book and you should ask all visitors to sign it, the book should be located next to the donations box to encourage donations.</p> <p>There are copies of a simple 'Feedback Slip' in each room, visitors should be encouraged to complete one. Completed slips can be placed in the donation box on the ground floor.</p>	<p>Show location</p> <p>Explanation</p>
<p><b>Comments book.</b> Any queries or comments that you are unable to deal with should be entered in the 'Comments Book' (on the attendant's desk) the person who deals with the item signs and dates the page and gives details of the action taken.</p> <p>Any observations about the building or maintenance should be reported to the attendant.</p>	<p>Explanation &amp; show location</p>
<p><b>Museum's Policies.</b> There is a Policies &amp; Procedures manual in the Volunteers Drawer that contains all the museum's policies. You are not required to read them through but you may wish to familiarise yourself with the contents.</p>	<p>Explanation &amp; show location</p>
<p><b>Accepting Objects.</b> You should resist the temptation to accept to accept donated items. However occasionally donors will insist on leaving the item in that case use the 'triplicate book in the Volunteers Drawer to record the details, instructions on its use are with the book.</p>	<p>Explain and demonstrate</p>

### Conducted Tour of the building

<p><b>Ground Floor.</b> Location of electrical switches, light etc. Location of keys. Location and type of fire extinguishers. Setting off the fire alarm. There is a copy of the Fire Orders on each floor. Overview of displays.</p>	<p>Explain and demonstrate</p>
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<p><b>Yeomanry Room</b> Location of electrics, lighting &amp; heaters. Sow fire door stops. Location and type of fire extinguishers and fire alarm call point. Overview of displays. Demonstration of 'Handling Objects'.</p>	
<p><b>Airborne Room.</b> Location of electrics lighting and heaters. Location and type of fire extinguishers and fire alarm call point.. There is a copy of the Fire Orders on each floor. Overview of displays. Demonstration of 'Handling Objects'.</p>	
<p><b>Bell Chamber &amp; Balcony.</b> Location of light switches. Location and type of fire extinguishers. There is a copy of the Fire Orders on each floor.</p>	
<p><b>Key Phone Nos:</b> Chairman Mr Mel Gould.   Tel: 07849137025                            Charnwood Museum        Tel: 01509 233754                            Carillon Tower                Tel: 01509 263370</p>	