



EYAI

Enhancing Young Adults' Independence · Registered charity in England and Wales, no. 1195406

Health and Safety at Work Policy for Volunteers

Pippa's Community Café and Community Outreach with Vulnerable Young Adults

Reviewed annually, or sooner if there are significant changes to activities, premises, or legislation

1. Introduction

This policy sets out the health and safety responsibilities and procedures for volunteers working at Pippa's Community Café and in the wider community supporting vulnerable young adults. Enhancing Young Adults' Independence (EYAI) is committed to providing a safe, inclusive, and supportive environment for all Trustees, volunteers, and the clients and customers we serve. This policy applies to all volunteers operating within the café and during community activities.

2. General Health and Safety Responsibilities

- All volunteers must take reasonable care for their own health and safety and for the safety of others, particularly the vulnerable young adults they support.
- Any hazards, unsafe conditions, or incidents must be reported promptly to the café manager or designated health and safety lead.
- Volunteers are responsible for maintaining a tidy and safe environment, ensuring that walkways and exits are clear at all times.
- Volunteers working with clients, whether in Pippa's Community Café or out in the community, must make sure they have read and are following the appropriate risk assessments.

3. Fire Safety Procedures for Stone Village Hall

- If you discover a fire, immediately sound the alarm and alert others in the hall.
- Call the Fire Brigade (dial 999), speaking slowly and clearly. Provide your name, the café's address — Stone Village Hall, 50 Oxford Road, Aylesbury, Bucks, HP17 8PB — and the nature of the emergency.
- Only use a fire extinguisher if you are trained to do so and it is safe; never put yourself or others at risk.
- Evacuate the premises using the nearest safe exit.
- During evacuation, volunteers must remain calm, avoid running, and assist vulnerable young adults and customers. Use the buddy system where possible to support those who require additional help.
- Proceed directly to the designated assembly point for roll call. Never return to the building until the Fire Brigade has confirmed it is safe.

4. Risk Assessment

- Risk assessments will be conducted regularly to identify potential hazards in the café and during community activities for volunteers, clients and café customers.
- Control measures will be put in place to minimise risks, and these will be reviewed and updated as necessary.
- All volunteers must participate in risk assessments relevant to their activities and follow documented safety procedures at all times.

5. Communication and Training

- All volunteers will receive initial and ongoing training in health and safety, fire safety, and supporting vulnerable individuals where necessary.
- Clear, accessible information about emergency procedures will be provided, and volunteers are encouraged to ask questions if unsure.
- Open communication is encouraged. If in doubt – ask!

6. Review and Updates

- This policy will be reviewed annually, or sooner if there are significant changes to activities, premises, or legislation.
- Feedback from volunteers is welcomed and will be considered in future updates to ensure the policy remains effective and relevant.

By following this policy, all volunteers at Pippa's Community Café and in the community can help ensure a safe, welcoming environment for everyone, especially the vulnerable young adults we support.

I have read and understand my responsibilities within the health and safety for volunteers working in Pippa's Community Café and in the community with EYAI clients.

Signed: _____ Print Name: _____ Date: _____
