



guidelines for stewards

November 2011

Illness

If the person is unconscious, make sure that they can breathe, and call an ambulance at once. If the person is conscious, ask them to sit or lie down comfortably, and ask them to describe the problem and whether they know what is wrong. If they ask for an ambulance, call one without delay; the postcode is SM5 3PD. If they say it is a recurring problem, ask them whether they are carrying medication for it, help them to find it, but do not administer it yourself. If the problem appears to you to be severe, or is not easing within five minutes or so, call an ambulance. If the person says they do not need an ambulance, you should act on your own opinion.

Inappropriate behaviour

If in your opinion a visitor is behaving inappropriately, such as smoking, eating and drinking, shouting or swearing, damaging something or thieving, politely but firmly ask them not to. Photographs and videos may be made in church provided others are not disturbed. If the problem seems severe, or if you feel personally threatened, consider calling the police.



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Cover

Three stewards should be present when the church is open to the public, so that no-one is left on their own if one goes to the toilet. If relief stewards do not appear as scheduled, those going off duty may ask visitors to leave and then close the church.

Aim

The main duty of the stewards is to welcome visitors. Their secondary duty is to look after the church; for example, visitors may not know that gold leaf is delicate. Answer questions if you happen to know the answers, but do not be afraid to say that you do not know; the early history of All Saints is quite mysterious. Beware becoming so engrossed by one visitor that you neglect others. Try to stand where you (supported by the other stewards) know who is coming and going and what is going on throughout the church.



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Resources

- Light switches
- Mobile phone for calling for help; the postcode is SM5 3PD
- Leaflet guide to the church
- Keys to all doors to facilitate emergency exit
- Microphone system for announcements
- Fire extinguishers
- Stop-cocks for managing a burst pipe
- Details of aid agencies in case a visitor admits some problem such as addiction
- First Aid Box for first treatment of minor injuries
- Accident Book for recording all injuries and near-misses



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Fire

Call “fire” (using a microphone if possible) and ask every visitor to leave the building. Unlock additional doors if needed. If the fire is major or uncontrollable call the fire brigade at once, leave the building, closing all the doors to limit draughts. If the fire is minor and accessible and you have been trained, you may fight it using a fire extinguisher, but do not put yourself or others in danger.

Injury

If there is any possibility that the injury is severe, including any jarring of the head or back, call an ambulance; the postcode is SM5 3PD. If there is no doubt that the injury is slight, such as a minor cut or abrasion, it may be covered using the bandages in the First Aid Box, but recommend that they seek medical help afterwards. Record in the Accident Book the date and time, the name of the injured person (or if they do not give it, a rough description), a broad description of the injury, and the affected part and side of the body. If the occurrence of the injury indicates that some feature of the church poses danger, consider how to protect other visitors, and inform the Rector, or failing that one of the wardens, or clergy, or a PCC member, at the earliest convenience.

If there is a near-miss that indicates a potential for accidents, record this in the Accident Book and inform one of the wardens or clergy as if the incident had actually occurred.