

## Guidance for communicating with others via Assemble

Only the Volunteering Team and your volunteer manager(s) will have access to your profile and personal details. We will never share your contact details with another volunteer without speaking with you and getting your consent first.

It is possible to message members of staff via Assemble. This may be helpful if you are unable to find their Rainbows email address.

There are also options within Assemble around communicating with other volunteers on your immediate team. But other volunteers will only ever be able to see your name and volunteer role. You can change this if you would prefer not to be contacted by other volunteers (please see our guide on how to change this setting, which you'll find in the Document Hub).

Using the message centre is a great way to connect with volunteers in your team. We've designed it to strengthen the Rainbows community of volunteers and so that you can support each other in your roles.

Please keep in mind the following guidance when interacting with others on Assemble:

### The golden rule: Think First!

Before messaging another volunteer, pause and take a moment to think first:

- Have you spoken to this volunteer in person before messaging them? Do you know them?
- Would they welcome you contacting them? Would it surprise them?
- What are you messaging about? Is it polite, friendly and positive? Is it appropriate? Would you say that to them in person?
- If in doubt, ask a member of staff before you message someone.

### Respecting boundaries

- **Participation is optional** – not everyone will be available to message on Assemble, and it's a personal choice whether someone would like to.
- **Be mindful of tone** – keep messages friendly, polite and respectful. If you are unsure whether something is appropriate. Check with a member of staff or the Volunteering Team. If you receive an inappropriate message of any kind, please report this to a member of staff straight away!
- **Never any pressure** – if someone doesn't respond, that's OK. Equally, if you don't want to respond to others that's absolutely fine too. Everyone has different preferences on how much they want to interact with others.
- **Keep it relevant** – please do not message others to promote products or services. This includes asking others to volunteer at your own activities or events. If you want to discuss sharing a personal venture with others, speak with the Volunteering Team and we discuss this with you.

## Privacy first

- You won't see anyone's personal contact details, and they won't see yours.
- We would advise that you don't share your personal contact details with another volunteer.
- Rainbows staff have the ability to monitor messages for safety and security reasons.
- It is possible to "block" someone from messaging you via Assemble. Speak to a member of staff if you are not happy with how someone is communicating with YOU.

## Good practice tips

- Introduce yourself when messaging someone new, and explain why you're messaging them.
- You may like to add a photo to your profile, and add some information to your "About me" section on your profile. Please make sure that this appropriate to be shared with others.
- Use labels on the message centre to organise your messages.
- Please also refer to the Rainbows Volunteer Handbook, which can be found in the Document Hub.
- If you're ever unsure about how to use the message centre in Assemble, the Volunteering Team are here to help. Call us on 01509 283 956.

Please remember that, as a volunteer with Rainbows, you agree to abide by the Rainbows Volunteer Agreement, which includes treating fellow volunteers and staff with courtesy and respect. Failure to do so may result in the ending of your volunteering with the organisation.

The Volunteering Team can be contacted on **01509 283 956** or  
[volunteer@rainbows.co.uk](mailto:volunteer@rainbows.co.uk)