

Volunteer Identity Card Guidance

**Introduction**

A credit card sized ID (identity) card will be issued to you after your induction with Dorset Fire & Rescue Service (DFRS).

Your ID card is an important source in validating your identity. It is a vital piece of identification for internal use, as well as, external use when interacting with members of the public and service users.

Your ID card will display the following information:

* name
* volunteer number
* photograph
* statement that identifies you as a volunteer for Dorset Fire & Rescue Service.
* contact details for Dorset Fire & Rescue Service control centre.

The ID card is your responsibility and you should keep it safe, secure and available for use when required.

**Lost or Stolen card**

If your card is lost, stolen or damaged, contact the Volunteer Coordinator and ask them for an ID Card Replacement Form (DFRS-55). This should be signed by the Volunteer Coordinator who will forwarded to our Employee Resourcing team where a replacement will be issued.

If a lost or stolen card is recovered, once a replacement has been issued, please return it to Employee Resourcing so it can be destroyed.

**Change of details**

Alternatively, if you have a change of circumstance that needs to be reflected on the card, for example change of name, please contact the Volunteer Coordinator and ask them for an ID Card Replacement Form. We will inform the Employee Resourcing team of the changes required so that the amendments can be made.

**End of volunteering role**

When your volunteering with DFRS ends you must return the card to your line manager who will forward the card to Employee Relations for disposal.