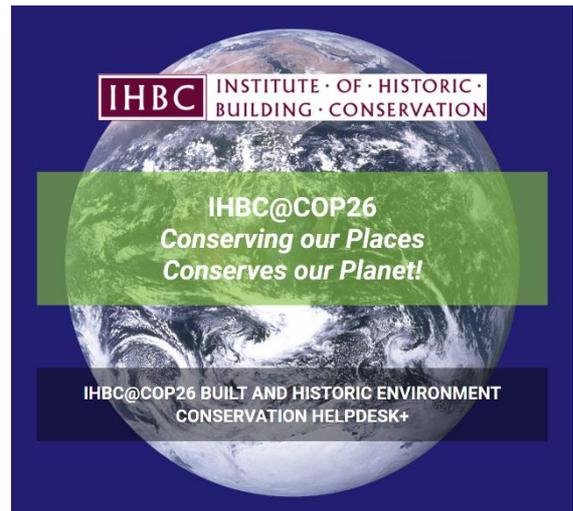


HOST & VOLUNTEER GUIDE COP26 CONSERVATION HELPDESK+

Take advantage of the IHBC@COP26 built and historic environment virtual 'Conservation Helpdesk+', because: *Conserving our Places Conserves our Planet!*

It's easy to host a COP26 'Conservation Helpdesk+' session and more:



- **Easy access:** Just a clicked link from the '[Conservation Helpdesk+](#)' programme gets you in to the virtual Zoom platform so you can start hosting
- **COP26 contribution:** The IHBC@COP26 'Conservation Helpdesk+' service reaches select COP26 linked networks, including #CultureCOP26, [Climate Fringe](#) etc
- **Volunteer hosts** help visitors address questions and source solutions, notably by guiding visitors to [IHBC support, resources and networks](#).
- **Feature Hosts** offer sessions on relevant themes or topics, operating as a general answering service or featuring events (videos, podcasts, discussions etc.) or activities, such as aspects of conservation practice)
- **Support for hosts:** Technical guidance sessions on Zoom are available by arrangement with the IHBC

Hosting proposals: Offers to host sessions across any available times across COP26 - from 31 October to 12 November - should be sent to the IHBC Director, Seán O'Reilly, at director@ihbc.org.uk.

- **Other essentials:**
 - All sessions underpin the COP26-critical message: *Conserving our Places Conserves our Planet*
 - If a Volunteer Host cannot answer a question, it can be passed to the IHBC support team at IHBCHelpdesk@ihbc.org.uk
 - If the Helpdesk+ service is closed, occupied with a feature event, or simply unable to assist, visitors or hosts can use the Conservation Helpdesk+ Zoom chat facility (when available) or send queries to IHBCHelpdesk@ihbc.org.uk, or on Twitter use #IHBCHelpdesk. The IHBC will respond as soon as possible.
 - All session hosting may count as [IHBC CPD hours](#)

Promoting Helpdesk+ Visitors: The IHBC will promote features and services across its [news](#) and networks, but does not guarantee visitors to any Helpdesk+ sessions. All hosts are strongly encouraged to use their networks and social media to promote their participation using [#IHBCHelpdesk](#)

IHBC Networks include social media as well as:



Key messages for IHBC@COP26

The [IHBC](#) is hosting the IHBC@COP26 built and historic environment 'Conservation Helpdesk+' as a global public service because *Conserving our Places Conserves our Planet*

The virtual 'Conservation Helpdesk+' guides and supports visitors on any and all aspect of built and historic environment conservation, because *'Conserving our Places Conserves our Planet!'*

The 'Helpdesk+' is a free, globally-accessible and voluntary public service, with hosts ranging from conservation professionals to students, all with a key message for COP26: *'Conserving our Places Conserves our Planet!'*

Hosts at the 'Conservation Helpdesk+' guide visitors to information resources and support, underpinned by the IHBC and our networks. For more specific conservation questions, specialist advice from professionals and government is recommended, including the ['15 minutes free advice'](#) service from members of [IHBC's HESPR network](#).

The IHBC's 'Conservation Helpdesk+' web page encourages donations to the [IHBC's CREATIVE Conservation Fund](#).



Conservation Helpdesk+: Summary service description

The IHBC@COP26 virtual 'Conservation Helpdesk+' opens on the Zoom platform for at least 5 hours each day of COP26, typically 3PM-8PM (15.00-20.00) local time. Opening times are in multiples of 1-hour sessions. Sessions are listed on our [Conservation Helpdesk+ webpage programme](#) and in our internal and partner Helpdesk+ promotion, and signposted by the Helpdesk+ service, hosts and partners when relevant.

To host an agreed 'Conservation Helpdesk+' session, simply click the Zoom link identified on the [Conservation Helpdesk+ web page programme](#) shortly before the scheduled session, and then see who comes along and how you can help. The IHBC does not guarantee visitors to any session, but will promote the general service and any Feature Sessions across its networks.

Hosts for Helpdesk+ sessions can serve either as IHBC Volunteer Hosts, offering general guidance mainly on the [IHBC's support for conservation](#), or as Feature Session Hosts, offering sessions with specific themes or content suited to the Zoom platform, from answering questions to broadcasting, and hosting discussions to exploring advocacy or technical matters *etc.*

Volunteer Hosts offer general guidance on the IHBC's operations resources and networks, notably those linked from our [Web resources and guidance](#).

Feature Session Hosts offer more specific or specialist advice and content on an aspect linked to built and historic environment conservation. **Arrangements must be agreed with the IHBC and work with the Zoom platform used on the Conservation Helpdesk+.** For everyone's convenience each session should last one hour, though any number of sessions can be agreed in advance.

The format of Feature Sessions can range from themed 'Helpdesk+' session answering relevant questions, to videos, discussions, films and - as featured by the IHBC for COP26 - [our new podcasts](#).

Feature Session Hosts

- The content of a Feature Session is the responsibility of the Feature Host
- Feature Session hosts may include organisations or individuals that want to offer built and historic conservation advice, guidance or other features via the Helpdesk+ service

- Feature Sessions must be agreed with the IHBC, first by contacting the IHBC Director Seán O'Reilly director@ihbc.org.uk
- As this is a public service underwritten by the IHBC, there is no fee for hosts or for visitors, but the IHBC web support will encourage donations to the [IHBC's CREATIVE Conservation Fund](#)
- Any agreed sessions will be posted on the website programme, with detailed timings and links/passwords, and promoted by the IHBC across its networks, including [News services](#), [Recognised CPD providers](#) and the [CPD Circular](#), [HESPR services](#) network, the IHBC learning-led [MarketPlace](#), and wider partnerships, notably [Conservation Wiki](#).
- The IHBC does not guarantee any visitors to Conservation Helpdesk+ sessions. We will post Feature Session updates regularly and will direct any Helpdesk+ visitors to relevant Feature Sessions.
- Hosts of Feature Session MUST be familiar with the Zoom platform and any technology relevant to their proposals. If the technology needed for the session cannot be operated by the Feature Host on the day, the session will revert to the usual Helpdesk+ format. Any re-scheduling of the Feature Session will be by arrangement. The IHBC does not have capacity to offer technical advice during a session, though it can address queries in advance by email to contact@ihbc.org.uk.

IHBC Volunteer Hosts

- The Zoom platform for the [Conservation Helpdesk+](#) is open much of every day of COP26, but details will change. Current scheduling is reported on the online programme, which is regularly updated
- IHBC Volunteer Hosts help on general queries on conservation, principally by guiding visitors to [IHBC online support, resources and networks](#)
- Volunteer Hosts should confine any advice to that available on or offered through the [IHBC website](#)
- Volunteer Hosts should pass on any other questions from visitors to the IHBC support team at IHBCHelpdesk@ihbc.org.uk, noting that they will be answered as soon as possible.

Resources to help and next steps

- If you are interested in contributing as a Conservation Helpdesk+ Feature Host or Volunteer Host, contact the IHBC Director Sean O'Reilly at director@ihbc.org.uk.
- If you would like to serve as an IHBC Volunteer Host, please familiarise yourself with the IHBC's web-based resources, notably those linked by panels on the IHBC's [Homepage](#)
- If you would like to serve as a Feature Host, please be sure you are able to operate the Zoom service appropriately. We do not offer

technical guidance for Helpdesk+ sessions on the day, but help is available in advance through the IHBC support team, reached at Helpdesk@ihbc.org.uk

Event resources, contacts etc.

- The 'Conservation Helpdesk+' web page carries the most up to date information on the event programme, links and contacts *etc.*
- General email queries should be sent to to Helpdesk@ihbc.org.uk
- Urgent queries should be directed to Sean O'Reilly IHBC Director: M - 07814 976117; E: director@ihbc.org.uk
- IHBC technical support *etc.*:
 - Michael Netter: services@ihbc.org.uk
 - Joanna Theobald: contact@ihbc.org.uk
- Conservation practice: Fiona Newton: operations@ihbc.org.uk

Benefits to Hosts

- Sessions will promote conservation practice and standards to COP26
- Volunteer session hosting counts as [IHBC CPD hours](#)