

# HEMEL HEMPSTEAD DAY CENTRE LTD

Company Registered in England No: 1288177

Registered Charity No: 272688

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## Volunteering Policy

### **Statement**

The Centre in the Park is a purpose built day care centre for the elderly. We offer high quality, high needs day care for the most vulnerable elderly of the borough. Giving them a chance to stay living in their own homes by collecting them daily and bringing them to our centre for care on all levels. We not only having a friendly bright and welcoming environment for them but offer them excellent breakfast, lunch and tea to take home if they wish all cooked on site by our own cook. We also offer services to them including chiropody, bathing, a hairdresser and manicures.

Due to the high dependency needs of our members the Centre in the Park employs qualified carers, drivers, cooks and managers, but also seeks to involve volunteers in the day to day running of the centre to:

- ensure our centre meet the needs of our members
- provide new skills and perspectives
- increase our contact with the local community we serve
- become trustee board members
- help us to fundraise
- provide “time” to talk to our members
- provide entertainment for our members
- provide “one to one” help with IT in our internet cafe

A volunteer is someone who does not receive any financial compensation other than reimbursement of expenses and who undertakes tasks at the request or on behalf of The Centre in the Park.

### **Principles**

Volunteers are an established and valued part of CITP. The volunteers are crucial in contributing to the continued development of the organisation and are valued for their diverse skills and contributions. This Volunteering Policy is underpinned by the following principles:

- CITP will ensure that volunteers are properly integrated into the daily working of our day care facility
- CITP will not introduce volunteers to replace paid staff
- CITP expects that staff at all levels will work positively with volunteers and, where appropriate, will actively seek to involve them in their work

- CITP recognises that volunteers require satisfying work and personal development and will seek to help volunteers meet these needs, as well as providing the training for them to do their work effectively
- CITP recognises that volunteering needs to be a mutually beneficial experience and aims to provide an environment that is supportive, inclusive and friendly

## **Practice Guidelines**

The following guidelines deal with the practical aspects of the involvement of volunteers

### **Recruitment**

Anyone interested in volunteering with CITP will be invited for an informal talk with the centre manager to find out what they would like to do, their skills, suitability and how best their potential might be realised. They will receive a DVD showing the work of CITP and will be asked to complete a simple registration form and to supply two written references. If the volunteer's role requires "one to one" work with our members they will be required to have an enhanced CRB check carried out

### **Volunteer Guidelines**

CITP will not issue contracts to volunteers but will make sure the volunteer is fully aware of the role expected of them and what they can expect from volunteering at the CITP. The volunteer relationship is one of trust and mutual understanding. No enforceable obligation contractual or otherwise can be imposed on volunteers to attend. Likewise CITP does not undertake to provide regular volunteering opportunities, payment or other benefit for any activity undertaken.

### **Expenses**

All volunteers will have their travel and other expenses reimbursed whilst undertaken activities for CITP.

### **Induction and training**

All volunteers will receive an induction into CITP from the centre manager and their own area of work. Training will be provided as appropriate. Wherever possible, volunteers will be entitled to receive additional training on the same basis as paid staff.

### **Support**

All volunteers will have a named person as their main point of contact. They will be provided with regular supervision to feed back on progress, discuss future development and air any problems.

### **The Volunteer's Voice**

Volunteers are encouraged to express their views about matters concerning CITP and make a positive contribution to its development and planning for the future.

### **Insurance**

All volunteers are covered by CITP's insurance policy whilst they are on the premises or engaged in any work on behalf of the centre.

### **Health and Safety**

Volunteers are covered by CITP's Health and Safety Policy.

### **Equal Opportunities**

CITP operates an equal opportunities policy in respect of both paid staff and volunteers. Volunteers will be expected to have an understanding of and commitment to our equality and diversity policy.

### **Problem Solving**

We aim to identify and solve problems at the earliest possible stage. Should a volunteer have a concern/grievance to raise he/she should proceed as follows:

**Stage 1** – Have an initial discussion with the member of staff they work with

**Stage 2** - If after an informal discussion the problem is not resolved the volunteer should put their concern to the centre manager who will convene a meeting with the volunteer within a week

**Stage 3** – If this does not solve the problem the volunteer should put their concerns in writing to the Chair of Trustees who will then convene a sub group comprising of 3 board members with one week of receiving the letter. The volunteer may be accompanied by a colleague to this meeting. A written record of the meetings will be kept which will include any agreement that is made to resolve the problem. The decision of this sub-committee is final.

### **Confidentiality**

Volunteers will be bound by the same requirements for confidentiality as paid staff. A copy of the confidentiality policy is available upon request.

## **Volunteer Guidelines**

Thank you for choosing to volunteer with The Centre in the Park. Volunteers are an important and valued part of our organisation and we hope that you enjoy volunteering with us and feel a full part of our team.

Please take a moment to read the guidelines below as they tell you what you can expect from us, and what we hope for from you. We aim to be flexible, so please let us know if you would like to make any changes and we will do our best.

### **Induction**

We will provide a thorough induction on the work of our centre, its staff, your volunteering role and the induction and/or training you need to meet the responsibilities of this role.

### **Supervision, Support and Flexibility**

We will explain the standards we expect for our services and encourage and support you to achieve and maintain them. You will be provided with a named person who will meet with you regularly to discuss your volunteering and any successes and problems. CITP will do its best to help you develop your volunteering role with us.

### **Expenses**

CITP will reimburse your out of pocket expenses – for travel, phone calls etc on a monthly basis upon receipt of a standard claim form (exceptions will be made to this where the need for reimbursement is more urgent). Mileage rates for travel expenses are set with due regard to the rates recommended by the Inland Revenue. Expenditure for non-recurring items/service will need prior approval of the centre manager.

Expenses will be reimbursed by The Centre in the Park providing; fares are evidenced by tickets and any other expenditure is evidenced by original receipts.

### **Health and Safety**

CITP undertakes to comply with the Health and Safety at Work Act, 1974.

We will provide adequate training where necessary and feedback in support of our health and safety policy.

So far as is reasonably practicable CITP will ensure that the working environment for all employees and volunteers is safe, with minimum risk to health.

We will provide adequate insurance cover for our volunteers whilst undertaking work approved and authorised by us.

All volunteers are required to familiarise themselves with the CITP Health and Safety Policy.

All CITP volunteers must read carefully our policy for safeguarding vulnerable adults and children and should not attempt to take on any role that needs a qualified member of staff.

### **Equal Opportunities**

All employees and volunteers shall be afforded equal opportunities in accordance with our Equality and Diversity Policy.

### **Confidentiality**

You must not disclose any confidential information received in the course of your volunteering with CITP except where disclosure is allowed under the terms of the Confidentiality Policy for example if disclosure is required by law.

### **Equipment Use**

Volunteers with CITP will have the use of equipment and resources required to perform their voluntary tasks. In doing so we ask that volunteers along with staff observe the following:

To avoid the introduction of viruses, no unauthorised software will be loaded onto CITP computers. This also included software that can be downloaded from the internet.

Volunteers sending personal emails should do so infrequently and in their own time. Volunteers should only access Internet sites relevant to the performance of their duties.

Personal data held on computer/manual files will be kept secure and in accordance with our data protection procedures.

Computers will be protected through the use of passwords.

Resources e.g. photocopying should only be used in connection with your activities as a volunteer on behalf of CITP or otherwise by prior agreement with the centre manager.

**Please sign these guidelines to acknowledge your agreement. One copy should be retained by you and the second copy returned to the Centre in the Park**

Signed: \_\_\_\_\_ Date: \_\_\_\_\_  
Volunteer

Signed: \_\_\_\_\_ Date: \_\_\_\_\_  
On behalf of The Centre in the Park

**Policy dated November 2011  
Reviewed and approved July 2017**

Hemel Hempstead Day Centre Ltd is a non-profit making company 'Limited by Guarantee' the sole purpose of the company is to provide for the comfort and welfare of its members who are elderly residents of the Borough of Dacorum