

## **VOLUNTEER POLICY AND CODE OF CONDUCT**

Dementia Harborough is run entirely by volunteers and governed by a board of trustees, who are also volunteers. We work to agreed policies and procedures, which are underpinned by our registered charity status. The role of the volunteer is vital to our success and the support that can be provided to our members. We greatly appreciate and are committed to supporting our volunteers and this document sets out our policy relating to:

- Volunteer support
- Commitment and development
- Expenses
- Absence
- Gifts
- Insurance
- Using their car whilst volunteering
- Grievance procedure
- Code of Conduct for Volunteers

### **Volunteer support**

We want to ensure our volunteers enjoy volunteering with us and feel valued and supported. We are therefore concerned to ensure volunteering with Dementia Harborough is right for you and that you support our aims and principles and share our values. Anyone who applies to volunteer will be treated with respect and courtesy. Potential volunteers must engage in the application process, which includes an application form, face to face discussion and references, before being registered as a volunteer with Dementia Harborough. Volunteers will receive induction training, including dementia awareness, and continuing support, which may include further training, as well as regular reviews, following registration.

### **Commitment and development**

Volunteers will be required to give a minimum commitment of 6 months to the charity following registration and induction. After the 6-month period, volunteers will receive regular development reviews, to ensure they are enjoying volunteering with us, feel supported and adequately trained, are working within our policies and procedures and promoting our principles and values. The volunteer will be reappointed or may be asked to stand down following a review. A review can be requested at any time but the first will be scheduled to take place within 18 months of the end of the initial 6-month period.

### **Expenses**

Volunteers can claim reasonable travel expenses at £0.45 per mile for private car use, or on production of public transport tickets incurred whilst volunteering, so that they are not disadvantaged by volunteering with Dementia Harborough. Please discuss this with the volunteer coordinator before claiming. All other expenditure (e.g. buying

resources for meetings) must also be discussed with and authorised in advance by the volunteer coordinator. It is the responsibility of the volunteer to stay within the agreed expenditure in order to prevent them from being out of pocket.

Expenses should be claimed monthly on the form provided and sent to the volunteer coordinator with receipts. Claims must be authorised by 2 trustees before payment. Training on how to claim expenses will be provided to all new volunteers at induction.

## **Absence**

Volunteers are assigned to tasks at Dementia Harborough Café or Singing for Memories sessions, or other tasks such as supporting trips, promotional or awareness raising activities, developing, making or shopping for materials, by agreement with the volunteer coordinator / activities organiser in advance. Should a volunteer be unable to honour this commitment for any reason e.g sickness, holidays or unforeseen events, they should let the coordinator know as soon as possible, so that another volunteer can be allocated. Volunteers will be given details of how to contact their coordinator in these circumstances.

## **Gifts**

It is not good practice for a volunteer to encourage the giving to or receiving of gifts, including money, from a member. Should a gift be offered, it should be politely declined and the member referred to this code of conduct.

## **Insurance**

All registered volunteers with Dementia Harborough are covered by the charity's insurers in respect of public liability whilst volunteering.

Volunteers must report any incidents that occur whilst volunteering, by contacting their coordinator without delay, giving all relevant information (e.g. time, place, circumstances, names and address of any witness).

## **Using a car whilst volunteering**

Volunteers do this entirely at their own risk and should contact their insurer if in any doubt about their cover.

## **Grievance procedure**

Where a volunteer wishes to bring a grievance against another volunteer or member, they should inform their co-ordinator, who will investigate by discussion with the relevant parties. The co-ordinator will inform the individual who is the subject of a grievance procedure at the earliest opportunity. All involved parties will be informed of the outcome in writing. If the Co-ordinator cannot make a decision they will seek the advice from a Dementia Harborough trustee. The board of trustees reserves the right to make the final decision.

## Code of Conduct for Dementia Harborough Volunteers

Whilst volunteering you are expected to:

- adhere to the policies and procedures of Dementia Harborough
- respect and protect members' rights to make decisions for themselves
- be honest and trustworthy, being a positive role model to others
- be reliable and dependable – ensuring that any arrangements made are honoured but in the event that this is not possible, to explain why
- refrain from smoking, using alcohol or other substances which may be harmful whilst you are volunteering
- respect the confidentiality of members and avoid sharing any information disclosed to you, unless you are concerned that someone may be at risk of harm. See also our Safeguarding policy.
- not seek, hold or pass on any personal information in relation to members, except where required to perform your role. Dementia Harborough holds member data securely by their written consent, in accordance with GDPR.
- refrain from using any device to record photos, videos or voice recordings of members for the purpose of using them on social media without the express written permission of the member concerned
- adhere to the risk assessment instructions and inform your coordinator of any additional risks identified
- never be alone with anyone with dementia at any time during sessions
- never abuse, neglect, exploit or harm members or volunteers, in any way
- refrain from inviting members into your home in the course of volunteering
- not lend money or give gifts to members, or borrow money or accept gifts
- not promote any business or other outside interests
- avoid developing an intimate or inappropriate relationship with members
- report immediately to your coordinator any accidents or incidents that occur
- report immediately to your coordinator any concerns that might compromise your ability to carry out your role in a competent and safe manner
- participate in support, training and supervision sessions
- update the coordinator with changes to your contact or emergency details
- provide at least two weeks' notice of your intention to stop volunteering