



# ***Volunteer Handbook***



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## ***Mission Statement***

The Sanctuary Trust is a practical expression of God's love, providing support and encouragement for people who are homeless or seeking to take control of their lives through addressing drug, alcohol or other, homeless-related problems.

### ***Aim***

- To help people take a full place in society, and live independently.
- To give vulnerable people opportunity to improve the quality of life by providing a stable environment this enables them to take greater responsibility for their lives

### ***Volunteer Handbook***

This handbook aims to demonstrate the principles for involving volunteers in Sanctuary Trust volunteer activities. This handbook was established on 11 Mar 2013 and will be reviewed in line with the Establishing and Reviewing Policies and Procedures, policy and procedure.

The purpose of this handbook is to provide overall guidance and direction to staff, volunteers and management (Management committee). The handbook is intended as a guidance and does not constitute either implicitly or explicitly a binding contractual agreement. Sanctuary trust reserves the right to change any aspect of this handbook at any time and to expect adherence to the changed handbook.

### ***Volunteering Definition***

Volunteering is an important expression of citizenship and is an essential component of democracy. Volunteers are people who unpaid and of their own free will, contribute their time, energy and skills to benefit the people in the community.

### ***Commitment***

Sanctuary Trust recognises the right that people have to participate in the life of their communities through volunteering. It also acknowledges that volunteers contribute in many ways, that their contribution is unique, and that it can benefit users of services, staff, local communities and the volunteers themselves. Sanctuary Trust values the contribution made by volunteers, and is committed to working in ways which are encouraging, supportive and which develop volunteering.

## ***Values and Principles of the Sanctuary Trust***

- Recognises the important role played by volunteers both in the work of the Sanctuary Trust, and the important and valuable contribution made by volunteers to fabric the local community.
- Acknowledges the unique contribution made by volunteers to the life of communities, participants, paid staff and to the volunteers themselves.
- Attempt to use the volunteer's skills, knowledge and experience in a way that will meet both the volunteers and the organisations needs.
- Recognises that volunteers complement the role of paid staff.

## ***Responsibilities***

The appointed volunteer coordinator is responsible for the developments of voluntary activities within the Sanctuary Trust.

### ***Volunteer's rights and responsibilities***

#### ***The Sanctuary Trust believes volunteers have the right to:***

- Know what is expected from them
- Have clearly specified lines of support and supervision
- Be shown appreciation
- Have a safe work environment
- Be insured
- Be trained
- Be provided with opportunities for personal and professional development
- Be treated fairly and equally

#### ***The Sanctuary Trust expects volunteers to:***

- Be reliable
- Be honest
- Respect confidentiality
- Make the most of training and support opportunities
- Carry out tasks in a way which reflects the aims and values of the organisation.

## ***Recruitment of volunteers***

- The Sanctuary Trust will recruit volunteers on a pro active basis, with the intent of broadening and expanding the involvement of the local community.
- Volunteers will be recruited in accordance with all of our policies and procedures.
- The sole qualification for volunteer recruitment shall be to suitably perform the required tasks.
- All prospective volunteers will be required to complete an assessment & application form.
- All prospective volunteers will meet with the manager to find out what they would like to do, what skills they have that will enable them to carry out the role, suitability to the volunteer role and how best their potential can be reached.
- Volunteers will be asked to provide the name of at least two people who are willing to act as a referee. This person must not be related to the prospective volunteer.

### ***Volunteer Agreements and Task Descriptions***

- Each volunteer will have a Volunteer Agreement establishing what the organisation undertakes to provide them.
- Each volunteer will have a Task Description that will clearly outline what their role within the Sanctuary Trust is and will have a written outline of specific tasks they will be undertaking.

### ***Induction & Training***

All volunteers will receive an induction into their role by the volunteer coordinator they will receive an induction pack which will include:

- a task description
- a volunteer agreement
- Expenses
- policies
- a sample supervision form
- An exit interview form.
- Programme completed

Volunteers will be entitled to receive additional training this can only be accessed if the course is beneficial to the role the volunteer is carrying out at the Sanctuary Trust.

### ***Expenses***

#### **Payment of volunteer out of pocket expenses**

Sanctuary Trust will reimburse the following type of volunteer out of pocket expenditure:

- Travel to and from the place of volunteering (based upon public transport fares)

#### ***Procedure for claiming expenses***

1. At the end of the volunteering day, volunteers will complete a volunteer expenses claim form (see Volunteer Induction Pack).
2. The form will be given to their line manager, or in their absence a member of the management team for authorisation.

3. Once authorised, the manager will then pass the form to the Finance Officer for processing.

### **Payment**

The claim will be reimbursed in cash on the same day, if this procedure is not followed the volunteer needs to report this to their line manager, or in their absence a member of the management team. Please ensure that a receipt is given to a member of staff.

### ***Criminal Records Check***

If volunteers will be working directly with vulnerable members of the community they will be required to undergo a CRB Check to ascertain their suitability for the role.

***Volunteers who do not agree to this check may be refused!***

## ***Unacceptable Behaviour***

Set out below are examples of behaviour which the Sanctuary Trust treats as unacceptable behaviour such behaviour may result in volunteers being asked to leave.

- theft, dishonesty or fraud
- smoking, on Trust premises
- assault, acts of violence or aggression
- unacceptable use of obscene or abusive language
- possession or use of or being under the influence of non-medicinal drugs or alcohol on Company premises or during volunteer hours
- wilful damage to Company, staff, volunteers or customer property
- serious or gross negligence
- bringing the Sanctuary Trust into disrepute
- unlawful discrimination, including acts of indecency or harassment (please refer to the Equal Opportunities Policy set out in this Handbook)
- serious breach of health and safety policies and procedures
- breach of confidentiality, including the unauthorised disclosure of Company business to the media or any other party
- unauthorised accessing or use of computer data
- unauthorised copying of computer software

## ***Support & Supervision***

Supervision sessions are a vital part of, motivating, supporting and training volunteers.

### ***Benefits of supervision***

Effective supervision should benefit the service and volunteers.

#### **Benefits for the volunteer coordinator and the service are that:**

- Problems can be identified at the earliest possibility
- The volunteers' objectives can be monitored
- Volunteer's retention rates may be increased
- A relationship can be developed with the volunteers
- There may be improvements in volunteer's performance
- Leadership can be exercised (e.g. clarifying and affirming the vision of service delivery)
- Communication may be improved between the volunteer and volunteer coordinator

### ***Benefits to the volunteers are that***

- They have "space" away from their volunteer position in a private one-to-one setting
- Potential issues can be discussed
- Areas of their volunteer position that need improvement can be identified at an early stage
- Training and development needs can be identified
- They can receive feedback about their volunteering
- They may have increased feeling of being valued by the organisation
- A relationship can be developed with their supervisor
- They can develop clarity about their volunteer role
- Their motivation and volunteer satisfaction may be increased
- Communication may be improved between the volunteers & supervisor

### ***Supervision meeting***

It is the volunteer coordinators responsibility to ensure that supervision happens regularly, usually every two weeks for new volunteers, when volunteers are deemed to be confident supervision will take place every month.

It is important that both the volunteers and supervisor prepare for the supervision session, considering what they want to discuss and to achieve from the meeting.

A standard format can be helpful, as long as time is allowed for other issues. A mutually agreed agenda will ensure all relevant issues are covered. Records of meetings should be kept and retained on the volunteers file. The volunteer should receive a copy. All documents should be treated as confidential with only management and the volunteer's having access.

### ***Group supervision for volunteers***

Many of the principles and aims of individual supervision can be applied to group supervision. Group supervision can be particularly effective, providing a range of different perspectives on service delivery issues. However, group supervision can provoke anxiety, as individuals may feel vulnerable in front of colleagues, although some individuals may prefer the less intimate approach. Whilst the group may learn from group processes, the group dynamics may interfere with the supervision process. It should be noted that there can also be competition between group members for time and attention. Group supervision will be recognised during volunteers meetings.

## ***Problem Solving Procedure***

While we do not have legal duties towards volunteers, and do not wish to create a contractual relationship with them, we feel that it is important that problems or complaints are dealt with fairly, openly and consistently. To help with this we have put in place the following procedures.

### ***If a volunteer has a complaint about the Sanctuary Trust, a member of staff or another volunteer***

We hope that most problems can be solved informally. But if this is not the case the volunteer should raise the matter formally with the volunteer co-ordinator.

If the complaint is against the volunteer co-ordinator, then the volunteer should request a meeting with the appropriate senior manager **Vida Slater**.

If the issue is not resolved then it should be put in writing to the **David Lackner-Smith**. The matter should be dealt with within 14 days.

There is a compliments concerns & complaints form on the website at <http://www.sanctuarytrust.org.uk/contact/compliments-concerns-and-complaints/>

### ***If there is a problem with a volunteer's behavior***

Again, hopefully this can be resolved informally. Many 'problems' are simply due to training needs, a lack of support, inappropriate roles and so on. Where informal measures are not enough the volunteer co-ordinator will raise the issue in a formal meeting with the volunteer. The volunteer will be entitled to put their case. If it is felt necessary an informal warning may be issued, with steps agreed to improve conduct.

If the issue is still not resolved a meeting involving the volunteer, volunteer co-ordinator and the appropriate senior manager will be called. This may result in a formal warning, with the understanding that following another warning the volunteer will be asked to leave.

If a volunteer is believed to have behaved in a manner that has or could have seriously affected the Sanctuary Trust – for example theft, bullying, or violence – they will be immediately asked to leave while the matter is investigated by the volunteer co-ordinator and the appropriate senior manager. The volunteer will be able to put their case forward, and a decision will be made within 14 days. If the complaint against the volunteer is upheld they will be excluded from volunteering.

***In all cases volunteers have the right to be accompanied at meetings on these issues by a volunteer, member of staff or friend.***

***Volunteers can appeal decisions to the senior management team, and will receive a response within 14 days.***

## ***Code of Conduct***

The Sanctuary Trust's Code of Conduct is set out below. It covers the main standards of behaviour the Sanctuary Trust requires from volunteers, and service users.

The Sanctuary Trust Rules and the examples of unacceptable behaviour are not exhaustive. All volunteers are under a duty to comply with the standards of behaviour and performance required by the Sanctuary Trust and to behave in a reasonable manner at all times.

- Volunteers are expected to dress appropriately, be polite, courteous, and reliable in dealings with colleagues, organisations, and users of the Trust's services and activities;
- A high standard of personal cleanliness and hygiene is required. This creates a good impression on service users, visitors, stakeholders and colleagues;
- Jewellery, make up and fashion may be worn in moderation. Excess and extravagance is not appropriate; i.e., no revealing clothes such as short skirts or low cut tops or trousers that reveal underwear; volunteers should not wear any clothes which carry inappropriate, inflammatory, racist, sexist etc logos;
- The consumption of alcohol, or taking of drugs (unless prescribed by a medical practitioner), or abuse of any intoxicating substance or solvent on any of the charities premises is forbidden and considered unacceptable behaviour.
- Sanctuary Trust operates a no-smoking policy. Smoking is allowed in designated areas only;
- Any form of gambling or betting is not permitted on Sanctuary Trust premises or anywhere else when acting on behalf of the Sanctuary Trust or operating under its direction. Lending or borrowing of money is also forbidden;
- Canvassing or selling of goods is not allowed unless under the authority and order of the Project Manager;
- Speech and general demeanour should at all times be moderate, edifying and polite;
- On no account will relationships with service users, colleagues or stakeholders be used in pursuit of personal aims or in such a way as to involve the said groups or individuals in any dispute. Appropriate policies and procedures are in place and should be followed. I.e. Complaints or problem solving for volunteers.
- Volunteer or other contact with service users must not extend beyond normal working hours except for special events such as leisure activities organised or authorised by Sanctuary Trust, on condition that the contact is cleared and authorised by the Project Manager and any other relevant agency.
- As the Christian ethos of Sanctuary Trust puts great emphasis on leading by example all volunteers are expected to maintain this Code of Conduct for the benefit of the service users.
- Volunteers will be expected through agreed procedures and without fear of recrimination to bring to the attention of management any deficiency in the provision of service.
- Volunteers must report any impropriety or breach of procedure
- Volunteers must be aware of what information must or may be disclosed to others and act accordingly.
- Volunteers must also ensure confidential information as seen only by those with a right to see it.
- Volunteers must not use information gained through their volunteering for personal gain and volunteers must not pass it on to others who might use it in that way.
- Volunteers must declare any personal connections with service users.
- Volunteers must comply with the law and with Sanctuary Trust policies on equality.

# ***Confidentiality***

## ***The Sanctuary Trust has a confidentiality policy which all volunteers must adhere to.***

Volunteers are responsible for maintaining the confidentiality of all information to which they are exposed whilst volunteering with Sanctuary Trust, whether this information involves a single member of staff, volunteer, client or other person or involves the main business of the organisation.

Failure to maintain confidentiality will result in the termination of the agreement between Sanctuary Trust and the volunteer.

## ***General Aims***

The aim of the confidential Policy is to ensure a confidential service.

The Sanctuary Trust takes the maintenance of confidentiality seriously. Any breach of this policy or its procedures which could lead to asking a volunteer to leave.

## ***Who is it for?***

- The policy is for the guidance and information of:
- Service users
- Staff
- Other agencies and individuals
- Management committee
- Volunteers

## ***General principles***

Information will only be obtained and collected to ensure proper service delivery in its widest sense

Service users have a right to know what information is held about them and why.

Personal information will be recorded in a way that is clear, honest, non discriminatory and objective. Information may be in written form, on case notes, computer files, in letters to other agencies and individuals or may be verbal and not formally recorded. The policy applies whatever the form. A list of types of information is appended. Care will be taken to ensure that all information is safely stored and secure, and only disclosed in accordance with these procedures.

Information no longer required will be destroyed.

Service users have a right to see any information held about them providing this does not infringe another person's right to confidentiality. Information of a confidential or personal nature will not be shared with any outside agency without the informed consent of the service user. The Sanctuary trust reserves the right to withdraw this promise in cases of risk of danger or harm to the person, project or community, or in certain circumstances involving criminality or immoral practices. Where possible the service user will be informed of the disclosure.

Service users not satisfied that this policy and its procedures have been adhered to, or with the procedures themselves, should use the complaints procedure.

All service users sign a disclaimer form to the effect that relevant/necessary information will be shared with other agencies

## ***Volunteer***

Information obtained about volunteers this will include some personal information such as date of birth, next of kin etc. All information is securely locked away and no one has access to this.

No information about volunteers formally or informally obtained should be disclosed without the consent of the volunteers.

### *Changes in Personal Details*

Volunteers must notify the Sanctuary Trust of any change in personal details, including change of name, address, telephone number or next of kin. This will help the Sanctuary Trust to maintain accurate personal details in compliance with the Data Protection Act 1998, and ensure it is able to contact the volunteers or another designated person in case of an emergency.

## ***Equal Opportunities and Diversity Policy***

The Sanctuary Trust is committed to providing a working environment in which volunteers are able to realise their full potential and to contribute to its business success irrespective of their gender, race, disability, sexual orientation, marital status, part time status, age, religion or belief. The Company values the differences that a diverse workforce brings. This is a key employment value to which all volunteers are expected to give their support.

The Sanctuary Trust is committed to identifying and eliminating unlawful discriminatory practices, procedures and attitudes throughout the Company. The Company expects volunteers to support this commitment and to assist in its realisation in all possible ways.

Specifically, The Sanctuary Trust aims to ensure that no volunteers or candidate is subject to unlawful discrimination, either directly or indirectly, on the grounds of gender, race (including colour, nationality or ethnic origin), disability, sexual orientation, marital status, part time status, age, religion or belief. This commitment applies to all aspects of employment, including:

- recruitment and selection, including advertisements, job descriptions, interview and selection procedures;
- training;
- promotion and career development opportunities;
- terms and conditions of employment, and access to employment related benefits and facilities;
- grievance handling and the application of disciplinary procedures; and
- selection for redundancy

Equal opportunities practice is developing constantly as social attitudes and legislation change. The Company will keep its policies under review and will implement changes where these could improve equality of opportunity. This commitment applies to all the Company's employment policies and procedures, not just those specifically connected with equal opportunities and diversity.

### ***Promoting Equality and Diversity***

Sanctuary Trust is committed to promoting equality and diversity in the Company as well as in those areas in which it has influence.

Volunteers will be trained on this Equal Opportunities and Diversity Policy and will be provided with equality and diversity training appropriate to their needs responsibilities.

All those who act on Sanctuary Trust behalf will be made aware of the organisations Equal Opportunities and Diversity Policy and will be expected to pay due regard to it when volunteering.

### ***Harassment***

Harassment is physical, verbal or non verbal behaviour which is unwanted and personally offensive to the recipient, and which causes the recipient to feel threatened, humiliated, intimidated, patronised, denigrated, bullied, distressed or harassed.

### ***The way in which complaints of unlawful Discrimination and Harassment will be handled***

Discrimination and harassment are often complex matters, and there is no single way of dealing with every suspected or alleged instance. In some cases volunteers may be able to deal satisfactorily with an issue by raising it with their immediate manager.

Should a volunteer feel that they have been harassed by a third party they should initially speak to their line manager, providing full details of their complaint, to see if the matter can be resolved

informally. If a volunteer wishes to make a formal complaint he or she should use the problem solving which is set out in the Volunteers Handbook.

## ***Property and Equipment***

Except for use on authorised Trust or service user business, volunteers are not permitted to make use of the Sanctuary Trust's telephone, fax, postal or other services.

Volunteers must not remove Trust property or equipment from Trust premises unless for use on authorised Sanctuary Trust business or with the permission of management.

Where a volunteer damages property belonging to the Sanctuary Trust; either through misuse or carelessness, the Sanctuary Trust reserves the right to charge the volunteer in respect of the damaged property.

On leaving the organisation the volunteers must return all Sanctuary Trust property, Sanctuary Trust vehicles, documents or any other items belonging to the Sanctuary Trust. This list is not exhaustive.

### ***Lost Property***

- If you find money or property left on any Sanctuary Trust premises, you must hand them into the Project Manager immediately.
- Managers are to keep lost property for a period 2 weeks then dispose of in way appropriate to the article lost.
- Medication should be logged when, by whom and where found and taken to local chemist.

### ***Stolen Property***

- If you have had money or property stole, report immediately to appropriate line management who will contact the police.

### ***Damaged property***

- Any damage must be reported to appropriate line management.
- No payment can be made for property damaged by any omissions from the activities of Sanctuary Trust, its volunteers, trustees" or beneficiaries or third parties (visitors etc.). This does not affect statutory rights.

# ***Vehicles and Driving***

## ***Driving Licences and Driving Offences***

- In order to be permitted to use a Sanctuary Trust vehicle a volunteer must hold a full and valid U.K. driving licence.
- Volunteers must normally be aged at least 25 years old and hold a clean driving licence to be permitted to drive Sanctuary Trust vehicles.
- Volunteers who drive Sanctuary Trust vehicles are required to submit up to date copies of their driving licences to the Sanctuary Trust annually, and whenever there is any change to the details on the licence, such as the addition of penalty points.
- If a volunteer is charged or convicted of driving offences, or has his or her driving licence endorsed, the volunteers must report this fact to management at the earliest opportunity and in any event within 24 hours.
- Driving-related fines are the responsibility of the volunteers who incurs them, whether or not incurred in the course of Sanctuary Trust business, and must be paid immediately by the volunteers. If a volunteer fails to pay a driving-related fine, the Sanctuary Trust will directly charge the volunteer the cost of paying this fine. In certain circumstances the Sanctuary Trust may pay the fine on behalf of the volunteers, depending on the circumstances at the time. All requests for such treatment should be made to management, who will consider each request on a case by case basis.
- If a volunteer is disqualified from driving, and the volunteer is required to drive for all or a significant proportion of his or her job, the Sanctuary Trust reserves the right to terminate the volunteer.

## ***Daily Observation***

Any defects or damage observed at any time by volunteers or residents, whether the vehicles are in use or stationary, in the observer's control or not or whether the observer is in or outside contracted volunteer hours should be noted in the vehicle log which is situated..... If it is not possible for the observer to access the log, e.g. the observer is out side contracted working hours and/or not in the Sanctuary building, the defect or damage must be communicated at the earliest opportunity, ideally to the Health and Safety Manager or Operations Director, or at least to another member of staff who can complete the necessary communication.

## ***Using Sanctuary Vehicles***

- When using a Sanctuary vehicle the driver must complete all sections of the vehicle log, which is kept.....
- No vehicle is to be taken without prior arrangement and completing the relevant departure details in the log.
- On return, the remainder of the log must be completed.
- Any sections of the log that are not applicable to the current use must be completed with the reason for it not being so. (Using the term N/A without noting an appropriate reason is unacceptable)
- Any accidents, parking fines or police involvement, such as vehicle checks, must be brought to the attention of Sanctuary Management, i.e. Operations Director, member of the Management Committee or other senior staff member.

- From the moment the keys leave the Sanctuary General Office, to the moment they are returned to the same, the driver is responsible for the vehicle.
- When vehicles are being used to transport Sanctuary volunteers it would be prudent and therefore advisable to avoid having all or most of Sanctuary volunteers travelling in the same vehicle at the same time in order to reduce the chances of an incapacitated volunteers team in the event of a vehicle accident.

### *Booking the use of Sanctuary Vehicles*

The person or organisation that has authority and responsibility for the intended use must arrange vehicle bookings through Sanctuary Management i.e. for Sanctuary use; the Director has authority and responsibility. For church fellowship use, the Pastor/Church leader (ship) has authority and responsibility. For local community use, the owner/Manager/Coordinator of the organisation or project has authority and responsibility. For personal use, the person has authority and responsibility.

When receiving booking requests for Sanctuary vehicles, volunteers must check that the person has the correct authority and the booking must be confirmed through Sanctuary Management either directly or at the next volunteers meeting.

### *Maintenance*

Volunteers are wholly responsible for ensuring the proper maintenance of the vehicle in accordance with the manufacturer's recommendations and the requirements of U.K. law. The Sanctuary Trust will normally meet the costs of maintaining and repairing Sanctuary Trust vehicles where those costs arise in the course of normal use of the vehicle.

### *Accidents and Damage*

If damage to a Sanctuary Trust vehicle is incurred as a result of volunteer's negligence, the volunteers will be liable for the total cost of repairing the vehicle. Volunteers are responsible for paying any insurance excess following a claim for damage to a Sanctuary Trust vehicle.

### *Driving Under the Influence of Alcohol or Drugs*

If a volunteer is in charge of a Sanctuary Trust vehicle while under the influence of alcohol or drugs (prescribed or otherwise) where that alcohol or drug use has any potential effect on the volunteers' fitness to drive, he or she will subject to asking to leave there volunteer position.

### *Use of Vehicles on Sanctuary Trust Business*

Volunteers are required to drive in a safe, lawful and efficient manner, in all weather and traffic conditions, observing the recommendations of the Highway Code.

Volunteers must not take a vehicle onto the road if they know or suspect that it has a serious defect.

The image that the Sanctuary Trust presents to its customers is influenced by the cleanliness and appearance of its vehicles. Volunteers are asked voluntarily to wash and clean Sanctuary Trust vehicles as often as it is necessary to maintain a smart professional image.

Volunteers are required to use the most direct routes when carrying out Sanctuary Trust business. Volunteers are required to advise management of any problems or delays which could affect the scheduling for that day.

Volunteers must always lock and alarm the vehicle when they leave it unattended.

The safety and security of the vehicle, passengers or loads are the responsibility of the driver.

### *Use of Sanctuary Mini Bus (And Other Company Vehicles)*

General Statement of Purpose:

Sanctuary Trust will endeavour to provide vehicles and transport to fulfil the mission statement, aims and purposes of the company.

### *Priority Order of Use*

- Sanctuary vehicles are to be used mainly for transporting service users to Sanctuary planned and volunteered events (mainly in the case of a mini bus), or for the fulfilment of company requirements under the authority and order of management.
- Second priority, if not needed for the above, is use by a church fellowship.
- Third priority is local community use.
- Fourth priority is personal use, although this is to be discouraged, except in exceptional circumstances.

### *Booking Sanctuary Vehicles*

Any required vehicle use will be noted in the diary, including repairs, to prevent confusion and disappointments over availability.

No forward bookings are permitted for reasons 2 – 4 unless it is within 7 days of the need.

If a Sanctuary vehicle was requested for reasons 2 – 4 but was already required for reason 1 arrangement may be made if the hirer offered a suitable alternative vehicle for the required Sanctuary use.

In case of -

- a request that is not straight forward
- a personal request by a member of volunteers/Management Team
- a conflict of interest
- an appeal
- The management will make final decisions.

### *Mobile Telephones and Driving*

It is a criminal offence to drive (or have another person drive) a motor vehicle while using a 'hand held' mobile telephone.

For the purposes of the legislation, driving will include sitting in a stationary vehicle with the engine running and a hand held mobile telephone will include any hands free mobile telephone if it is held at any point during the call. Using a hands free mobile phone while it is in its holder will not be an offence.

Passengers in vehicles are not prohibited from using hand held mobile telephones; however, they must not hold it for the driver to use in a moving vehicle.

### *Hand Held Mobile Telephones*

Volunteers must:

- never use a hand held phone while driving;
- keep the phone switched off while driving; and
- only use the phone once the vehicle has been parked in a safe place and the engine has been switched off

### *Hands Free Mobile Telephones*

Even a hands free phone can cause distraction and it should not be used for making calls while driving. Volunteers who wish to make a call while driving should only use the telephone once the vehicle has been parked in a safe place and the engine has been switched off.

It is also preferable not to use a hands free telephone for taking calls if at all possible. In circumstances where volunteers must take a call they should say they are driving and end the call quickly.

Where a hands free telephone is used to take a call whilst driving the telephone must remain in its holder at all times and must not be held at any point during a call.

### *General*

Volunteers should:

- use voicemail or call divert so that messages can be left while driving;
- use breaks from driving to take calls – this also reduces tiredness;
- never stop on hard shoulders except in an emergency; and
- never require any other volunteers to breach the terms of this policy

Breach of any of the terms of this policy may result in asking you to leave your volunteer position.

## ***Office and Mobile Telephones***

Sanctuary Trust telephones is provided for business purposes. Personal calls must be kept to a minimum level.

The Sanctuary Trust reserves the right to charge the cost of excessive personal telephone calls made by volunteers on Sanctuary Trust office or mobile telephones.

## ***Health and Safety***

Volunteers are required to gain an understanding of the Sanctuary Trust's health and safety procedures, observe them, and ensure that safety equipment and clothing are always used. Volunteers must report all accidents, however small, as soon as possible, making an entry in the Sanctuary Trust's Accident Book.

### ***Health and Safety Policy***

Our statement of general policy is:

- To provide adequate control of the health and safety risks arising from company work activities;
- To consult with our volunteers on matters affecting their health and safety;
- To provide and maintain safe equipment;
- To ensure safe handling and use of substances;
- To provide information, instruction and supervision for volunteers;
- To ensure all volunteers are competent to do their tasks, and to give them adequate training;
- To prevent accidents and cases of work-related ill health;
- To maintain safe and healthy working conditions
- To review and revise this policy as necessary and at regular intervals.

***Signed: Barry Wild - Chair***

***Overall Responsibility***

***Date: 25th February 2012***

***Review date September 2013***

### ***Responsibilities***

Overall and final responsibility for health and safety

Mr. B Wild - Chairman

Overall responsibility for ensuring this policy is put into practice is delegated to

Mr D.N.Lackner-Smith – Director of Operations

Day to day responsibility for ensuring this policy is put into practice is delegated to  
Project Managers

To ensure health and safety standards are maintained and improved, the following people have responsibility in the following areas:

- General Building Kitchen & Fire – Project Manager
- Day to Day Risk Assessments – All Volunteers
- Financial stability – Mr. Richard Shaw – Finance Director
- Human Resources management – Natwest Mentor

### ***All volunteers have to:***

- Co-operate with supervisors and managers on health and safety matters;
- Not interfere with anything provided to safeguard their health and safety;
- Take reasonable care of their own health and safety;
- Report all health and safety concerns to an appropriate person (as detailed in this policy statement).

### *Health and safety risks arising from our volunteer activities*

- Risk assessments will be undertaken by volunteers when necessary.
- The findings of the risk assessments will be reported to the appropriate person following procedure.
- Action required to remove/control risks will be approved by the Project Manager (and Director of Operations if necessary) who be responsible for ensuring the action required is implemented.
- Management will check that the implemented actions have removed/reduced the risks.

Assessments will be reviewed every 6 months or when the work activity changes, whichever is soonest.

### *Note*

We must assess risks to the health and safety of anyone who may be affected by the work activities, so that we can weigh up whether we have done enough or need to do more to comply with the law – see Management of Health and Safety at Work Regulations 1999. We will find some examples of key areas that we should consider, at the end of this guidance. We will need to involve a number of different people, including our safety representative and volunteers, to do the risk assessments. We need to record the significant findings of our risk assessments in a separate document. Our policy statement only records our arrangements for ensuring the assessments are done, and are kept up to date. Once we have done our risk assessments we must take the necessary action to remove or reduce the risk as is reasonably practicable. For more guidance see HSE's free leaflets:

Five steps to risk assessment I N D G 1 6 3 (rev1) 1998 and

A guide to risk assessment requirements: Common provisions in health and safety law INDG218 1996.

### *Safe equipment*

- All volunteers will be responsible for identifying all equipment needing maintenance.
- The Project Manger will be responsible for ensuring effective maintenance procedures are drawn up.
- The Project Manager will be responsible for ensuring that all identified maintenance is implemented.
- Any problems found with equipment should be reported to the appropriate RSL in the case of white goods and fixtures and to the Project Manager in all other cases.
- The Project Manger will check that new equipment meets health and safety standards before it is purchased.

### *Note*

We will need to ensure that all plant and equipment (e.g., vehicles, gas appliances, ladders, electrical equipment, lifting equipment, air receivers, and ventilation) that requires maintenance (e.g. pre-shift checks, servicing, thorough examinations) is identified and that the maintenance is done. A logbook will be used to record the maintenance checks. When buying new or second-hand plant and equipment, we must check it meets health and safety standards before buying it. We can find more guidance in the:

- Provision and Use of Work Equipment Regulations 1998,
- Lifting Operations and Lifting Equipment Regulations 1998
- and HSE's
- Buying new machinery INDG271 1998.

### *Safe handling and use of substances*

The Project Manager will:

- be responsible for ensuring that all substances that need a COSHH assessment are identified and assessed
- ensure that new substances can be used safely before they are purchased
- ensure that all actions identified in the assessments are implemented
- The Operations Team will be responsible for ensuring that all relevant Project Managers are informed about COSHH assessments and information is passed onto volunteers and volunteers.
- Assessments will be reviewed periodically, when a new product is purchased and when work activity changes.

### *Note*

We must assess the risks from all substances hazardous to health – see Control of Substances Hazardous to Health Regulations (COSHH) 2002. These are known as our COSHH assessments. We should do assessments on substances we use (e.g. adhesives, paints, cleaning agent, solvents) and substances generated from work activities (e.g. dust, fume, vapour). Our assessment should identify any health risks. If there is a risk we should take steps to remove or control the risk. We can find more guidance in H S E's:

COSHH:

A brief guide to the Regulations I N D G 1 3 6 (rev 2) 2003 (free);

COSHH essentials: Easy steps to control chemicals HSG193 1999 ISBN 0 7176 2421 8

COSHH ACOP and guidance L 52002 ISBN 0 7176 2534 6.

### *Information, instruction and supervision*

The Health and Safety Law poster is displayed in the main offices

Leaflets are issued by the Operations Team and/or Project Managers

Health and safety advice is available from Project Managers and the Operations Team

Supervision of young workers and trainees will be monitored by the Project Manager. Line managers are responsible for ensuring that volunteers working at locations under the control of other employers are given relevant health and safety information.

### *Note*

The Health and Safety Information for Volunteers Regulations 1989 require employers to display a poster (or to provide leaflets) telling volunteers what they need to know about health and safety. We are required to have access to competent advice, either in-house or, if not available, external (e.g. employers organisations, trade associations, trades unions, TECs, consultants). If you have young workers and/or take on trainees or students on work experience, you will need to ensure that they are properly instructed and supervised. We must also do specific risk assessments for young people – we need to take account of their inexperience, lack of awareness of risks and immaturity (see the Management of Health and Safety at Work Regulations 1999). If our volunteers go to work for another employer on our behalf we will need to check that they are given relevant health and safety information for that location, by that employer/company.

### *Competency for tasks and training*

- Induction training will be provided for all volunteers by the Project Manager and the Operations Team and all volunteers will receive an induction pack including volunteer's handbook.
- The Project Manager will identify and provide job specific training and will monitor all training for the project.
- Specific areas of special training are:
  - Child protection procedures
  - Basic Food Hygiene
  - Whistle Blowing (No Secrets)

- Fire protection & safe use of portable fire extinguishers
- Care of Substances Hazardous to Health
- Dealing with aggressive persons
- Welfare benefits training
- Training records are kept at Sanctuary Trust operations office
- All volunteers will identify training needs

### *Note*

All volunteers must be given health and safety induction training when they start at their volunteer placement. This can be combined with other useful information (e.g. induction and hours of volunteering). It needs to cover basic health and safety such as first aid and fire safety. Volunteers will need job specific training, which includes the health and safety aspects of the job. We also have to provide health and safety training for people when risks change, or periodically, e.g. if skills do not get used regularly. Some jobs will require additional special training (e.g. manual handling, driving, slinging techniques, confined space entry and asbestos removal). We may wish to refer to our company-training programme. It is important to keep records of training (even training we have provided in-house) to show that volunteers have received training. We should monitor the training records, so that refresher training is given when necessary.

### *Accidents, first aid and volunteer-related ill health*

There are no jobs that require Health surveillance:

- Health surveillance does not need to be arranged
- Health surveillance records will not need to be kept

The first aid boxes are kept in the kitchens, Main offices and minibus

The appointed person's first-aiders are all workers who work alone or during the night

All accidents and cases of work-related ill health are to be recorded in the accident book. The book is kept in the main office

Project Managers are responsible for reporting accidents, diseases and dangerous occurrences to the enforcing authority.

### *Note*

Volunteers must receive health surveillance for certain work (e.g. work with flour, lead, chrome, asbestos, noise, isocyanides and some chemicals). This will identify any health problems early on so that action can be taken before a volunteer's condition worsens. Our COSHH assessments should identify all areas and the type of health surveillance needed. Where records should contain details of the volunteers the health surveillance procedures, dates and conclusions, the health care professional doing the surveillance will hold the actual medical records as these are confidential. We can find more information in HSE's

- Health Surveillance at work HSG61 1999; Understanding health surveillance at work: An introduction for employers INDG304 1999 (free)
- And in a number of free leaflets on specific substances.

Providing immediate first aid can prevent minor injuries becoming major ones. As a minimum we must have a first aid box and an appointed person to take charge of first aid requirements. We can find more information in HSE's free leaflets

- First aid at work – Your questions answered I N D G 2 1 4 1997
- Basic advice on first aid at work INDG347 2002.

Recording accidents (even minor ones) means we can see whether we have a problem in a particular area. We must report certain types of accidents and ill health at work, using Form 2508 or Form 2508A – see the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 1995.

## *Monitoring*

- To check our working conditions, and ensure our safe working practices are being followed, regular risk assessments and Health and Safety checks will be carried out.
- Any accident or any recurring illness which may or may not cause absence from work will be investigated.
- Reports to the Operations Team and Management Committee will be made on a regular basis.
- Project Managers are responsible for investigating accidents and work-related causes of sickness absences.
- Project Managers are responsible for acting on investigation findings to prevent a recurrence. (Though in some cases a whole team effort is required by the project volunteers)

## *Note*

We must be able to show that we are checking working conditions and systems of work, i.e. that we are monitoring health and safety. We can do this actively and reactively, i.e. before and after something goes wrong. **ACTIVELY:** you or any other appointed person can carry out inspections, have reports submitted to you by managers, do spot check visits, safety representative inspections, etc. Trade Union safety reps have the right to carry out inspections and investigate accidents. **REACTIVELY:** we can investigate any accidents or sickness absences that occur. Investigating accidents is a useful way of reviewing our safety systems – ask yourself why the accident really happened and what we can do to stop it happening again. Similarly, if we have a number of volunteers absent because of similar ailments, this might mean there is a problem with their jobs causing ill health. When you find out what went wrong – put it right.

## *Emergency procedures –fire and evacuation*

Project Managers are responsible for:

- Ensuring the fire risk assessment is undertaken and implemented.
- Escape routes are checked every week
- Fire extinguishers are maintained by the housing association and checked every 12 months
- Alarms are tested every week
- Emergency evacuation will be tested every week

**Health and Safety Officer:** .....

## *Fire*

Plan of all floors, with indication of where extinguishers are kept. Only people who have received training in the use of extinguishers should attempt to use them. In any case they should only be used if the fire is minor and you feel you can tackle it without putting yourself, or others, at risk. Training to be given to volunteers and residents by a qualified fire officer. There must be a clear path to fire exits at all times. Sanctuary has an automatic fire alarm.

When you hear it: LEAVE THE BUILDING

- Volunteers to locate fire by zone indicator.
- Confirm there is a fire.
- Inform fire brigade

## *In Case Of Fire*

All buildings are fitted with an automatic fire alarm. On hearing the alarm, make your way to the nearest exit. Do not re-enter the building until the Officer in Charge, or Assistant, confirms it is safe.

Nearest exit: Next nearest

Nearest fire extinguisher:

This location.....

This location

A fire drill will be held monthly. The system will be tested weekly and serviced four times a year. Kitchen fire-fighting equipment - at least one fire blanket and CO2 gas extinguisher.

### *Kitchen Safety and Hygiene*

All Volunteers that are in the kitchen to have basic food hygiene certificate. Sharp knives to be returned to the locked box after use and checked by staff daily. Working surfaces to be cleaned after use. Cooking, especially with hot fat, must not be left unattended. A volunteer must check to ensure the kitchen and storage areas such as fridges, freezers and larders are clean and tidy daily, to include cooking utensils, food preparation areas and serving areas. This includes facilities to cook, and heat food.

### *Refrigerator and Freezers*

To be kept in good service, clean and operating at 4-6 degrees C for refrigerators and -22C for freezers. Meats, poultry, fish and game must be stored at the base of the refrigerators. Unsealed, fresh and pre-heated food to be covered; and on no account stored in metal tins or vessels. Containers such as ceramic, plastic, nylon or glass must be used. Foods must not come into contact with each other, especially meat, poultry, game and fish and this includes meat etc. coming into contact with vegetables. Care must be taken to see that food is not stored longer than the sell-by date and that any leftovers which can be re-used are labelled and dated. All fresh, pre-cooked, re-usable food to be consumed or discarded in reasonably safe time and not to be stored longer than reasonably safe to do so, at the discretion of the Health and Safety officer, or trained member of staff. Food to be dated when they should be discarded.

### *Freezers*

All foods to be contained in sealed packages or containers dated and labelled showing a safe date by which the food must be consumed or discarded.

### *Food Preparation Areas and Utensils*

All working surfaces such as worktops and cutting boards to be kept free from cuts, scratches and defects. Cutting boards and knives, when being used for red and white, cooked and uncooked meats to be kept separate and apart from other foods. Nylon or plastic cutting boards to be used and colour coding to be adhered to.

### *General Hygiene and Safety in the Kitchen*

**NO SMOKING** in the kitchen/dining area, recognised food preparation areas or while handling food or storing food. The kitchen must have adequate lighting. The floor must be kept clean and free from spillages. Spillages must be dealt with at once. If the floor is left wet, a warning sign must be used to indicate. The kitchen must be well ventilated especially when cooking is taking place. Re-heated food to be cooked or re-heated to a boiling temperature for more than 2 minute; cold foods to be kept cold.

voice excessively as working at such a high stress levels can put volunteers at risk by losing composure and self control and aggravating the situation.

### *Personal hygiene, protective clothing and inoculations*

Hands are to be washed before preparing any food. Volunteers preparing or handling food to be well groomed and wearing clean clothes, preferably an apron. Other items of protective clothing to be considered for use in the kitchen: rubber gloves for washing up, a protective hat or headgear, oven gloves.

Volunteers are not permitted to handle or prepare food if they have open sores, cuts or breaks in the skin on the hands, without the use of clean and new rubber gloves. If the volunteer is preparing food has an injury or wound on any part of his anatomy and there is a danger that the wound may contaminate any food stuff, or is in any way thought to be unhygienic, he/she must not be permitted to handle/prepare food in the kitchen and other areas.

Any protective wound dressing used by the person preparing food must be of the type visibly recognisable in case the dressing becomes dislodged, for example, blue, and not flesh coloured.

### *Accidents*

All accidents are reported in the accident book kept in the general office. First aid: minor injuries can be treated using the first-aid kits in either office. More serious injury, person taken to Rochdale Infirmary, or ambulance called. Staff should be trained in first aid and the aim should be to have at least one trained member on each shift.

In conjunction with RIDDOR 1995 as displayed in the office.

### *Risk Assessments*

Must be carried out as per risk mapping programme

## *Lone Volunteer Policy*

### *The Sanctuary Trust responsibilities*

The Sanctuary Trust has an obligation under the Health and Safety at Work (etc) Act 1974 (HSW Act) and the Management of Health and Safety at Work Regulations 1999 (MHSW Regulations) to provide a safe, secure environment for every volunteer. This includes the risk of volunteer working alone. Employers are also under a duty to provide facilities for first aid under the Health and Safety (First Aid) Regulations 1981. The purpose of this policy is to ensure that any risks associated with volunteering in isolation are identified and action is taken to remove or reduce those risks. Volunteers should bear in mind that although it is the legal responsibility of the organisation to provide safe systems of work, volunteers have a responsibility to follow safe working practices.

### *To do this, volunteers should:*

- Ensure they do not take unnecessary risks
- Make their managers aware of any medical conditions that might have developed
- Seek and follow advice from their manager
- Follow all health and safety procedures
- Report any incidents including threats and potentially dangerous situations using the Incident Reporting form. ***These forms can be found in all Sanctuary Trust premises.***

### *Can people legally work alone?*

Although there is no general legal prohibition on working alone, the broad duties of the HSW Act and the MHSW Regulations still apply. Establishing safe volunteering practices for lone workers is no different from organising the safety of other volunteers, except that lone workers do face particular problems.

### *Reporting risks*

Reducing risk must take priority. Any risk that would pose an immediate threat must be acted upon instantly in order to reduce risk. If any volunteer notice an element of risk whilst volunteering, whether it be a risk to themselves, their clients, or the public, it is that volunteer's duty to report the risk.

## ***Dealing with Awkward and Aggressive Service Users and Customers***

When dealing with awkward and difficult service users and even aggressive customers, the aggression being physical, verbal or both, an appeasing, placating or tempering course of action or procedure must be called upon.

The volunteer must immediately assess the risk of danger to him or herself and avoid putting themselves in danger wherever possible, constantly reviewing the situation as it changes and making new assessments, being prepared to quickly change any course of action made in dealing with the incident.

Simultaneously an assessment must be made of any danger or impending danger to other persons in the immediate vicinity. To sum up, an employed worker, volunteer or manager dealing with a volatile or potentially volatile situation where there is the potential for physical or verbal violence or abuse must assess the danger and review the situation consistently and constantly.

After the initial risk assessment, if the situation is considered too dangerous to get involved, it is necessary to follow self-preservation procedures. A safe place must be sought such as an office where the doors are lockable and there is access to a telephone and the alarm sounded to summon help (personal attack or panic alarm). For incidents that are not defused by sounding a personal attack or panic alarm or other means the police must be called using the emergency number 999 if it is felt this is necessary.

Volunteers must avoid approaching dangerous situations alone. It is necessary to summon the help of another volunteer or member of staff. If time allows it is important to have a period of consultation with another volunteer and employed member of staff on how to approach the situation. It is imperative that volunteers only get involved if the situation can be confidently managed safely.

Volunteers must remember to be part of the solution and not part of the problem. A calm conduct must be maintained at all times, however, it may be necessary to use firm verbal commands to uphold authority. It is important that this is done without being threatening, tempering the authoritarian approach as the situation calms. Time should be taken at first if necessary to attain composure and maintain that composition. It is imperative that volunteers are aware of their own and the residents frustration that may lead to a loss of temper resulting in shouting or raising of the