

The Leonardo Trust

VOLUNTEER HANDBOOK



5 Dunyeats Road

Broadstone

Dorset

01202 698325

info@leonardotrust.org



The Leonardo Trust

Helping people who care for others

Volunteer Handbook

Welcome

Thank you for volunteering at the Leonardo Trust. Volunteers are very important to us and we want to support you. This information should help you to get started but if you have questions at any time or if you would like to receive information in a different way please ask.

About Us

The Leonardo Trust is an independent charity set up in 2001 to help people in Dorset who care for a sick or disabled relative or friend, full time, at home. The Leonardo Trust knows that being full-time carer is hard work and that getting time off can be difficult. Everyone needs some time to themselves for short periods of rest and relaxation. If finding the money for a few hours extra respite care or to pay for whatever you would like to do to relax is difficult, we want to be able to help.



Who volunteers?

We have a number of people who give their time in a broad range of ways in a voluntary capacity. We have opportunities for people to get involved in coffee mornings, administration, to be a Trustee, to assist with befriending services etc. There are also tasks that are one-offs or that can be done from home.

Many people volunteer – it is an expectation which helps to keep the costs down for everyone. Volunteers generally do what they do to assist the charity to meet its goals but also because they like their involvement:

- They want to help because they like being around the charity and its great work
- They want to learn new skills and meet new people
- They have skills that the charity needs
- They want something to do with their time
- They enjoy their time helping others

We encourage people to help out as much as they can, and encourage an “everyone pitches in culture”

Getting Started

You may already be familiar with the charity and the work we accomplish, but if not please ask and we will be happy to show you around including:

- The toilets
- Where equipment and supplies are kept
- First Aid facilities
- Where to park cars or bicycles
- Where to get a drink when you need it
- Areas where smoking is allowed
- Taken through the Codes of Conduct

Volunteer Handbook

NB: If a DBS check is needed for your role we will let you know how to obtain this and cover the costs associated.

Volunteer Form

When you start, you need to sign a volunteers agreement and fill in a Volunteer Registration Form which has your contact details, and details of a person to contact in an emergency. This is for our use only and will not be used for any other reason or passed onto a third party.

Keeping Everyone Safe

In the next few visits you will also be shown:

- What to do if you hear the fire alarm
- What to do if you hurt yourself
- Where the first aid kit is located
- Who can assist with your injury

If you see something that you think is unsafe, please alert the Operations Manager

What You Can Expect From Us

Whilst at the Leonardo Trust you can expect to:

- Be treated with respect and equal to others
- Receive help and/or training for you to learn and develop skills
- Be given tasks that match your interests and skills
- Be provided with safe working conditions
- Be protected by insurance
- Be thanked and recognised for volunteering

What We Expect From You

All volunteers are expected to:

- Treat everyone with respect, be polite and well behaved
- Follow the rules and procedures – you will be taken through these
- Ask if there is anything you don't understand
- Adhere to the Codes of Conduct
- Work together with other volunteers
- Be reliable, and let relevant people know if you can't come / will be late
- Ask for support when needed, talk about any concerns you may have
- Let us know on your Registration Form if you have any medical conditions we should know about
- Notify the us of any change of address or phone number as soon as possible

Volunteers may choose to leave at anytime, we ask for as much notice as possible. The Trustees also reserves the right to terminate a position if for justifiable reasons the person is considered unsuitable for the role.

Volunteer Handbook

Concerns or Complaints

From time to time, issues and grievances will unfortunately occur – this is natural and we would like to try to resolve this as soon as possible:

If you have a concern or a complaint, you can:

- Speak directly to the person around which the complaint is directed;
- Speak to the Operations Manager;
- Or speak to the Chairman of the Trustees.

It is **OK** to raise concerns.

Conduct

Volunteers are expected to follow codes of conduct. Inappropriate behaviour may lead to disciplinary measures from the Trustees. Examples are:

- Bad language / abusive behaviour directed at anyone
- Breach of trust
- Neglect of duties and responsibilities
- Failure to attend or lateness
- Theft or inappropriate removal of property
- Physical violence
- Use of alcohol or illegal drugs while undertaking volunteer duties
- Committing a criminal offence while undertaking volunteer duties
- Smoking whilst in your role, in the presence of clients

Protecting People's Privacy

From time to time you may need to collect contact details and health related information from clients – it is important that this information is stored securely, and NOT distributed unless consent has been given. This information is only to be used for the purpose for which it was collected. For more information, discuss with the Operations Manager.

Dress code

Volunteers set the tone for the charity and need to dress appropriately for their duties. Comfortable and neat dress is appropriate for most volunteer roles.

Emergency

Volunteers should familiarise themselves with safety practices and emergency procedures adopted by the charity. At a minimum, there should be access to a phone.

Loss of personal property

Volunteers should exercise caution to protect their personal property. Purses, wallets or other valuable items should never be left unattended. If an item is lost or stolen, a Member of staff should be notified, but the Trustees cannot be held responsible for replacement

Non-smoking environment

We are a smoke-free environment. Smoking is not permitted in any indoor or enclosed areas. The designated area is outside the offices away from the front entrance.

Responsible disposal of cigarette butts is requested as is restraint from smoking in the presence of clients whilst in your volunteer role.

Volunteer Handbook

Reimbursement of expenses

The volunteer is responsible for expenses incurred, except where purchases are made on behalf of the charity or the task has unusual cost level attached. Purchases of this nature should be approved by the Operations Manager or Trustees in writing prior. Receipts or invoices will be required for reimbursement.

Safety and liability

If a volunteer is injured during the course of volunteer service the Operation Manager must be notified and the appropriate accident report forms need to be completed. Full details of our insurance policy can be obtained from the office on request.

Thank you again for joining our team of volunteers!

