



DRC VOLUNTEER HANDBOOK

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Welcome to Waltham Forest Disability Resource Centre. We are a developing and forward thinking Centre where ideas and hard work are appreciated and encouraged. You are an important asset to the Centre and it is vital that we all remember the goodwill and success of the Centre depends upon successfully meeting our customers' needs.

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If you require this document in a larger print size, please inform your Line Manager

Disability Resource Centre

This Handbook, The Complaints Procedure and Equal Opportunities policy together with your Individual Statements and any additional rules that may come into force from time to time (and which will be notified to you) form an agreement of minimum expectation.

These documents are not intended to form a contract, and obligations on behalf of both parties are binding in honour only. If there are any points upon which you need clarification you should ask the Volunteer Co-ordinator or your nominated person.

1. PERSONAL DETAILS

You should check these carefully and if there are any errors you advise the Volunteer Co-ordinator straight away. Any changes to your personal details (particularly changes in name, marital status, address and telephone number) should be notified to the Volunteer Co-ordinator as soon as possible.

2. REFERENCES AND POLICE CHECKS

All volunteers will be asked to supply two personal references and be subject to a Criminal Records Bureau check before they are allowed to start performing their chosen tasks. These measures have been put in place to protect service users and the Centre from unscrupulous people and for no other reason.

The Centre will keep all personal records in a way that complies with the Data protection act of 1998

3 VOLUNTEERING TASKS AND DESCRIPTIONS

Your volunteering intentions are set out in your Individual statement and your normal duties are as detailed your task description. However, this doesn't mean you can't do further tasks if you wish to. You will not be assigned any task you cannot reasonably perform, or do not wish to perform. You can alter your task description at any time by meeting with the Volunteer Co-ordinator.

4. NORMAL HOURS OF VOLUNTEERING.

Your normal hours are as set out on your Individual statement.

5. ABSENCES AND SICKNESS

If you are not going to be able to perform your tasks, e.g. taking a holiday, please inform the Volunteer Co-ordinator giving at least seven days notice. If you're unwell, please ring the Centre and leave a message for the Volunteer Co-ordinator.

The Law states the Centre must be informed if you happen to come into contact with certain diseases. These notified diseases are listed on page 9

6. NOTICE

The Centre asks that you give as much notice as possible if you intend to stop volunteering.

If the Centre wishes to end its volunteering agreement with you it will do so in writing, giving reasonable notice.

The Centre will be happy to provide references on request for any of its volunteers.

7. COMPLAINTS PROCEDURE.

Please read the attached Complaints Procedure.

It is important to the Centre that all volunteers feel happy and secure whilst attending their tasks. Any harassment, abuse, bad language or bullying is not to be tolerated and the Centre will encourage the use of this procedure to insure such behaviour is addressed and dealt with.

The Centre asks you to conform to and use the complaints procedure as and when needed.

8. SIGNING IN/FIRE REGULATIONS

All volunteers must sign in at reception when they report to start their duties. All must be aware of the fire evacuation procedures. Training will be provided.

9. VOLUNTEERS EXPENSES

All volunteers are eligible for expenses incurred during the period of time spent volunteering. Only real and necessary expenses will be met.

Transport

The Centre will pay for transport to and from the Centre, at public transport rate, on the production of a valid receipt.

If using a car, the following will apply: - 30p per mile with a daily limit of £3.00, to claim this allowance a mileage form must be obtained from the bookkeeper.

Cost of caring

Cost of childminding, or dependant care will be met, for the actual time spent volunteering. Please note: - the Centre will only pay registered carers and only on receipt of an invoice. The maximum we can consider paying is up to five pounds (£5.00) per day.

All claims for expenses must be made to the bookkeeper within seven working days of the expense being incurred.

Food and drink

The Centre will pay for the lunch of volunteers whose tasks last more than 4 hours a day. The maximum cost of such lunch must not exceed £2.50, payable on production of a valid receipt, or at the bookkeepers discretion.

If the task of volunteering means you are out of the local area and eligible for lunch expenses, the sum of up to five (£5.00) is allowed, and will be reimbursed on production of valid receipt.

A voucher proving eligibility for such expenses must be signed by you, and another authorized person such as the Co-ordinator, Volunteer co-ordinator, or Deputy Volunteer co-ordinator, at the time of reimbursement.

The snack bar will provide free drinks at relevant times, e.g. midmorning, which will be recorded on a voucher.

10. SUPERVISION AND TRAINING

The Centre is very aware of the needs of all its volunteers. We promise to provide regular meetings where you can discuss all aspects of volunteering with both the Volunteer Co-ordinators and other volunteers. To provide supervision and support in any aspect of the task you choose to do.

The Centre will periodically reward its volunteers by providing social events, certificates of worth and other such tokens.

The Centre will provide, free of charge any training deemed by the Volunteer Co-ordinator, task line manager or Co-ordinator to be of use to you in performing your chosen tasks.

11. CONFIDENTIALITY.

You must not disclose to any other person any information of a confidential nature that you may come across in your volunteering, this includes lists of users, suppliers, plans, or files, paper and electronic. Any of these or other confidential items in your care must be kept secure, and unwanted material must be shredded.

12. RULES, PROCEDURES AND POLICIES.

In this handbook are many references to Disability Resource Centres' rules, policies and procedures, which have been developed over the years to promote the smooth, effective and safe operation of the Centre. Please abide by all of the rules. However all policies and procedures are subject to change and/or review, and we ask you to observe any such changes accordingly. Any changes will be circulated, and displayed on notice boards and in newsletters.

13. MISCELLANEOUS.

Acceptance of gifts

You may not without the prior written consent of the Co-ordinator, accept any kind of gift, from customer, supplier or service user of the Centre.

Accidents/first aid

If you have any accident whilst at the Centre it must be recorded in the accident book, which is located in the Administration Office. The First Aid Kit is located in the First Aid Room. Due to the risk of allergies no medication will be distributed to volunteers

Alcohol and drugs

Alcoholic drink must not be brought into the Centre for consumption, unless during a social event at which you are attending as a guest. This also applies to the possession of and being under the influence of drugs except when medically prescribed. Lunchtime consumption of alcohol is not acceptable unless as stated above.

Betting & gambling etc.

Gambling of any nature on the Centres' premises is prohibited. You may not sell tickets for events or raffles or undertake private trading on the premises unless the Centre gives prior written permission

Car Parking

The Centre is not bound to provide volunteers car parking spaces and accepts no liability for damage or loss incurred if your vehicle is parked on the Centres' premises.

Equal Opportunities

You will be expected to follow the procedure as laid down in the Centres' Equal Opportunities Policy, which will be explained to you and given to you in writing.

Equipment Repair

If equipment breaks down please contact the Volunteer Co-ordinator at once. Please do not put up with equipment that is not on good working order as this affects the efficacy of the Centre.

Footwear and specialist clothing

The Centre advises all volunteers that appropriate footwear should be worn at all times, that if after any risk assessments have been made there is a recommendation for safety footwear, it will be supplied and must be worn whilst undertaking such tasks. Any specialist clothing needed for your task will be supplied.

Health and Safety

We will take all reasonable steps to ensure your health safety and welfare whilst volunteering. You must familiarise yourself with the Health and Safety Policy and fire rules, which will be given to you with this handbook

Internet, email and Anti-virus policy

This must be followed if you access the Centres' computer systems.

You must not use the Centres' computers to access E-mails or the Internet for private use, unless as part of your volunteering tasks.

You are reminded that information stored or processed on the Centres' computer system will not be confidential. As a result, you should not use the Centres' PCs for confidential matters such as Internet Banking or Paying a Bill, or accessing private E-mail. You **MUST NOT DOWNLOAD** anything without express permission.

Anti- Virus Policy

1. Do not accept unsolicited e-mails from people you don't know. If you have doubts about the origin of any e-mail, delete it unread.
2. In particular be careful about e-mails with attachments. Never open an attachment (particularly one with the extension .exe or .doc) unless you are sure of its purpose. Again, if uncertain – delete it.
3. Do not disseminate information about viruses that arrives via e-mail. (These are frequently hoaxes, which can waste almost as much time as real viruses.) If you receive anything like this, inform the Systems Administrator.
4. Because certain kinds of viruses can only be carried by floppy disks, the use of floppy disks in the Centres' computers should be limited and avoided if possible. If you have to use a floppy disk, ensure that it is virus-scanned before use. If in doubt, do not open a floppy disk. Ideally send and receive documents via email.

Notification Of "Notifiable Diseases"

Should you contract or come into contact with any person suffering from a "Notifiable disease" you must immediately inform the Volunteer Co-ordinator and should not report for volunteering until cleared to do so by your doctor. Notifiable diseases include: Mumps; Measles; German Measles; Chicken Pox; Cholera; Diphtheria; Typhoid; Dysentery; Glandular Fever; Poliomyelitis; Scarlet Fever; Smallpox; Tuberculosis; Paratyphoid Fever; Food Poisoning.

Notice boards

Please read the information displayed on the notice boards regularly to ensure you are up to date. If you wish to display anything on a notice board ask the Volunteer Co-ordinator. Items of a political or religious nature cannot be considered.

Personal effects

The Centre cannot accept responsibility for personal effects left unattended but is concerned about any theft, in which case please report to the Volunteer Co-ordinator. Property found in the Centres' premises should be sent to the Administration Office and items of value will be passed to the police if not claimed.

Presentations and collections

In order to protect you, collections and presentations may only be made with the prior permission of the Co-ordinator.

Public relations

Only those volunteers expressly authorised to do so may communicate with the media about the Centre or its users. If you are approached for information, take the contact's name and telephone number and say that a Centres' representative will get in touch as soon as possible. Notify these details to the Volunteer Co-ordinator immediately.

Smoking

All parts of the Centre's premises are designated "NO SMOKING AREAS".

Vaccination

The Centre advises all volunteers to have a tetanus vaccination or booster, and to keep it up to date. It also recommends that Hepatitis vaccination be obtained. Your G.P. will be able to give more information on this and other vaccinations such as for influenza.

Work environment

First impressions are important and when we come into contact with the public their impression of how professional, organised and motivated we are will affect our Centre. Please help by ensuring that your particular work area is organised and free from litter, as this looks better, creates a more pleasant environment and is also safer.

We hope you have a fulfilling and rewarding time volunteering at Waltham Forest Disability Resource Centre. We thank you for all your future effort.

Welcome to the team!