

Mencap Stackpole Gardens

Volunteer Pack

Introduction

This pack is based on the standard pack produced by Mencap Region. It is tailored for the specific purposes of Mencap Gardens and may be amended from time to time by the Management Committee of the Gardens. Where it is identical to the Regional model this has been indicated by use of italics. Not all the contents of the MENCAP Regional document are included.

Volunteer Policy

Volunteers are an integral part of Mencap's activities. Volunteers will not be used as a substitute for paid staff. Mencap will expect Volunteers to adhere to its policies and procedures. This will apply to practices and procedures set out for work in the Gardens as set out herein. These may be added to from time to time.

Boundaries

Volunteers will be given a role description and asked to sign an agreement. This is so that the volunteer knows what is expected of Mencap and what Mencap can expect of the volunteer.

Mencap strongly discourages volunteers from having any additional contact with people they support outside of official Mencap activities unless they have prior approval from their supervisor.

This is because any relationship needs to be clearly defined and understood by everyone involved.

Things to remember:-

- The volunteer should not pass on his/her address or telephone number
- Try not to lend money to the people you support, always encourage them to pay for themselves.
- Do not make promises without first referring the matter to a supervisor.
- Do not tolerate behaviour that you would not accept from anyone else.
- Treat adults like adults whether they have a disability or not.

Remember people are individuals with their own needs. Always speak to your supervisor if you are unsure about someone's behaviour or what is and isn't appropriate.

Volunteers should not work on the same project with a partner or member of the family.

For the purposes of the Gardens the supervisor will in the first instance be the Head Gardener or the Course Administrator if volunteering work is related to provision of any course. Any matters of disagreement or dispute are to be referred to an officer of the committee.

Mencap Code of Conduct for Staff and Volunteers

Working hours - These are to be agreed with a designated employee, and thereafter adhered to. The volunteer will not be expected to carry out private work during the agreed times committed to Mencap

Confidentiality - Issues relating to Mencap's work, clients and other staff are not to be disclosed to third parties without the clearance of the supervisor

Health and Safety - Volunteers will be briefed by the Supervisor or Course Administrator. Volunteers will not use powered equipment without the express permission of the Supervisor, and neither will a volunteer have authority to permit anyone else to use such equipment. Volunteers shall not take service receivers off the site or allow them to carry out activities not specifically agreed in advance with the full-time Staff

Petty Cash:- The responsibility for cash at the Gardens is with the Head Gardener. Volunteers will not be authorised to handle cash without the express approval of the Management Committee.

Produce:- Volunteers shall not take plants or produce from the site unless bought at the normal retail price*.

Personal Belongings:- Volunteers will be responsible for their own belongings and will not be allowed the use of any items belonging to clients. Volunteers will not be authorised to borrow any equipment from the Gardens for use off-site.

Medication and Drugs:- Anyone on a course of treatment that may have an effect on their performance should notify the Supervisor

Alcohol and drugs:- Alcohol and drugs shall not be brought onto the premises, other than as specifically authorised by the Supervisor. Volunteers must not arrive at site under the influence of alcohol, drugs, etc. This may lead to Mencap deciding it no longer wants a volunteer's services.

In the case of the Gardens any member of the Full Time staff shall have authority to bar a volunteer from the site if a volunteer or service receiver is under the influence of alcohol or drugs but power of permanent exclusion will rest with the Officers of the Committee

Smoking:- Volunteers are required to comply with locally agreed practices.

Acceptance of Gifts:- Volunteers must never encourage service users to make gifts, and before accepting any gift it should be discussed with the Supervisor.

Pets:- These are not to be brought to the site.

Private telephone calls and letters :- These are not encouraged. Out-going calls which would be viewed as exceptional will be charged for.

Procedures for expressing suggestions, concerns and complaints about Mencap Services.

All matters of significance shall be raised with the Head Gardener or Course Administrator. This will include any complaint raised by any service receiver or any member of staff or volunteer.

If a volunteer or a member of staff wish to further raise an issue it should be referred to an Officer of the Management Committee. Failing satisfaction, the matter should be recorded in writing and submitted to the Secretary of the Management Committee with a request that it be raised at the Management Committee of the Gardens.

Decisions of the Management Committee will be final and in the case of Volunteers will not be open to appeal.

Insurance.

Anyone who becomes a volunteer of Mencap (upon signing the volunteer agreement) is automatically covered by Mencap's block insurance scheme. Insurance as required by law is held by the Gardens, but Personal Accident Cover is not provided.

Reporting

Any incident should be reported to your supervisor immediately. Follow up a verbal report with a written report.

Discipline

The Head Gardener is charged with maintaining discipline in the Gardens, and taking responsibility for service receivers when they are on site. The Head Gardener's decisions shall be complied with. In the Head Gardener's absence these responsibilities will transfer to the course administrator and then to the assistant gardener.