



Version No. 1  
Dated: 22nd November 2022

We believe that voluntary workers can make a significant contribution to Creative Active Lives CIC by giving their time and sharing their skills and expertise with others. Volunteers bring with them a range of skills and experience that can enhance the team of Creative Active Lives and its users. We welcome and encourage volunteers from the local community.

A volunteer is an unpaid adult who provides support to our company.

### **Becoming a volunteer**

Anyone wishing to become a volunteer, either for a one off event or on a more regular basis, should approach Rachel Conlisk email: [rachel@creativeactivelives.org.uk](mailto:rachel@creativeactivelives.org.uk). Before starting to help, volunteers will complete a short interview with Rachel Conlisk, where references will be checked, along with suitability for working with children and vulnerable adults where appropriate. Induction paperwork will be shared and a staff member will be allocated to supervise the volunteer. To ensure the safety of our users at all times, all volunteers will be required to complete a DBS (Disclosure & Barring Service) check. Details of this certificate will be recorded.

### **Policies and Procedures**

Volunteers are bound by our Creative Active Lives Policies and Procedures - including Code of Conduct, Safeguarding and Vulnerable Adults, Safeguarding and Child Protection & Online Safety & Social Media Policy. These policies will be provided to all volunteers. All staff members & volunteers should be aware that information relating to users or members of staff is totally confidential. Whilst working, volunteers may hear conversations which are of a confidential nature. All information relating to users and staff is totally confidential and volunteers must respect this. Any concerns that volunteers have about the children or adults they come into contact with should be shared in accordance with the Safeguarding Policies and Procedures in place.

### **Safeguarding**

The relevant policies will be shared with the volunteer.

### **Volunteers' Responsibilities**

The volunteer's most important responsibility relates to his/her duty of care to the users. Creative Active Lives CIC works with disadvantaged children, young people and adults who have dementia, physical and learning disabilities, and refugees.

Volunteers are required to

- Follow instructions carefully and work to a reasonable standard of competence.
- Notify Creative Active Lives as early as possible if they are unable to fulfill their volunteer commitments.

### **Health and Safety**

Health and Safety will be discussed at induction. The supervisor should ensure that volunteers are clear about emergency procedures (e.g. fire evacuation) and about any safety aspects associated with a particular task. An Emergency contact number will be requested from Volunteers. Volunteers need to exercise due care and attention and report any obvious hazards, near misses or concerns to the supervisor.

### **Cancellation of Agreement**

When concerns arise about a volunteer, opportunities to remedy the problem or improve an area of concern will be offered wherever appropriate. A volunteer's agreement can be canceled at Creative Active Lives' discretion and where:

- There is no more suitable work available.
- The volunteer fails to follow requirements outlined in the volunteer policy and elaborated through induction training.
- Behaves towards a user or staff member in a manner deemed inappropriate or improper
- Repeatedly fails to meet commitments without notice.

This policy was agreed and adopted

Signed \_Rachel Conlisk\_\_\_\_\_ (Director) Date\_22/11/2022\_\_\_\_\_

### **Volunteer Checklist**

- Name, Address
- Interview
- References
- DBS check
- ID check
- Policies and procedures supplied
- Emergency Contact Details