



Health and Safety Policies

ADKC is committed to the Health and Safety of its volunteers and will make them aware of any health and safety issues.

A copy of the ADKC Health and Safety Policy is available at the ADKC office.

If a volunteer has any concerns about health and safety issues when they arrive at a member's home or during the course of an activity they should call the ADKC office and discuss these with staff before undertaking any task. The volunteer's health and safety is very important and if a volunteer feels at any time that a task endangering to their health in any way or that they do not feel able to complete a task they should stop and contact the office immediately.

In the Event of an Accident

Any accident or incident which may endanger the volunteer or their member's health and safety must be reported as soon as possible. A record will be kept of any incident reported and ADKC will ensure that they comply with any relevant legislation and take any action necessary.

Confidentiality

ADKC is committed to providing confidentiality everyone who uses our services. As a volunteer for ADKC you are likely to have access to information about our members which is highly personal. Both staff and volunteers are asked to treat this information as completely confidential. This means not talking about or passing on any information to anyone outside ADKC

As the information we hold on volunteers and organisations is entered onto a database, it is subject to the Data Protection Act. Our service users have the right to see the records. General information and

statistics gathered for planning and monitoring purposes is always made anonymous.

What To Do if Problems Occur

If volunteers have any complaints or problems relating to their voluntary work with ADKC they should raise it with the Volunteer Co-ordinator who will talk it over with you and anyone else concerned. A written record of the discussion will be kept. If the volunteer is unhappy with the outcome of this discussion they should put your complaint in writing to the Director. This complaint will be acknowledged within 7 working days and investigated within 28 days.

If the Volunteer Co-ordinator feels that the volunteer's performance is unsatisfactory this will be discussed with the volunteer. This discussion will be recorded. If the offence is serious, the volunteer will be suspended while the allegation is investigated.

If after the investigation ADKC is satisfied that the volunteer has been guilty of gross misconduct the volunteer will normally be dismissed. Examples of gross misconduct are criminal conduct, violence, racial or other verbal abuse, breach of confidentiality, damage to ADKC property or incapacity to work due to being under the influence of alcohol or drugs. If the volunteer wishes to appeal against any such disciplinary action they must do so to the Director.

ADKC
v♥lunteer

Volunteer's Code of Conduct

1. You must let the Volunteer Co-ordinator and / or the member you are working with know if you are unable to complete a task or make an appointment that you have agreed to do.
2. You should carry your ADKC Identification Card when working on the ADKC premises or working on behalf of ADKC outside the centre. You **MUST** wear your ID card when visiting or working with ADKC members. You must return your ID card to ADKC immediately if your position as a volunteer is terminated for any reason. If you are already a volunteer and you do not have an up-to-date ID card please let the Volunteer Co-ordinator know and arrange to receive one as soon as possible.
3. You must not accept payments or gifts for the work you do as a volunteer. Some people may want to express their thanks to you as an individual, but you must tell them that you would prefer them to make a donation directly to ADKC or that you must accept the gift on behalf of ADKC. If it is difficult to refuse a gift, you should inform the Volunteer Co-ordinator.
4. You must not enter into an intimate relationship with any ADKC member.
5. You must not be adversely affected by drink or drugs when volunteering for ADKC.

Volunteer Expenses

Volunteers who work on the One-to-One Project or the Help Service can claim expenses for the following costs accrued while volunteering:

- Travel expenses, up to the cost of a travelcard.
- Refreshment expenses if working for more than three hours- £5 for a half day, £10 for a whole day.
- You may also be entitled to claim additional expenses as long as these are agreed with ADKC prior to claiming.

The following guidelines apply to the payment of expenses:

- It is not always possible to get receipts, but wherever possible volunteers are encouraged to do so.
- Expenses are usually paid out by ADKC at the end of the month. However, if you should require these expenses to be paid earlier than this please do not hesitate to ask.
- Expenses are paid by cheque unless otherwise requested.

Claiming Benefits while Volunteering

Volunteering for ADKC will not affect your entitlement to Jobseekers Allowance (JSA) or Incapacity Benefit if you adhere to the following guidelines:

- If you are claiming JSA, you should inform your local Job Centre that you are doing voluntary work. To claim JSA you have to be available for work. You cannot turn down work on the grounds that you are doing voluntary work, or you will lose your right to JSA. Therefore if a job interview or a job vacancy arises, you must be prepared to be available at 48 hours notice.
- The voluntary work you do for ADKC can actually strengthen your JSA claim, as it can be used as proof that you are gaining job skills, updating your CV and seeking professional references. There is no limit to the number of hours that you can volunteer while claiming JSA. However, make sure that you continue to actively seek work at the same time as volunteering for ADKC. You can ask to see all the details of the job vacancies that may be circulated at ADKC, which enables your volunteering to become part of your job search.
- If you are receiving Incapacity Benefit, you can volunteer for up to 16 hours a week without your claim being affected.
- ADKC is happy to confirm in writing to Employment Services or any other Benefits Agency the details of your voluntary role here. Please ask the Volunteer Co-ordinator if this is necessary.