



Volunteers Handbook

Introduction

Thank you for offering to give some of your time and experience to assist us. We rely on volunteers to help achieve our objectives.

We provide equal opportunities and are committed to the principle of equality regardless of race, colour, ethnic or national origin, religious belief, political opinion or affiliation, sex, marital status, sexual orientation, gender reassignment, age or disability. We will apply policies that are fair, equitable and consistent with skills and abilities. Volunteers can assist by supporting us in implementing these policies to ensure equality of opportunity.

Please study this handbook carefully. It contains some simple rules and helpful information.

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General Rules and Procedures

A. Changes in personal details

We may need to contact you in emergency so please notify us of any change of address, emergency contact etc. We ask for your birthday so we can celebrate with you if you do not wish this to happen please cross out.

B. Statements to the media

Volunteers must not make any statement to reporters from newspapers, radio, television etc. in respect of our organisation. Any enquiries should be directed to the Daphne Aikens.

C. Protective Clothing

Where appropriate you may be loaned protective clothing. This must be returned to us after use.

D. Volunteer's property

No liability is accepted for any loss of, or damage to, property brought onto our premises, or our clients' premises. You are advised not to take any personal items of value to work or to leave any items at work overnight.

E. Standards of dress

Some volunteer posts require that you do wear foodbank clothing. They will be lent to you whilst on duty, but you must not take these off site without permission.

You may come into contact with customers and members of the public. It is important that you present an acceptable image in terms of appearance and standards of dress. You should wear clothes appropriate to your tasks, and they should be kept clean and tidy at all times.

F. Time commitment

If you are unable to attend at any of the times when you have arranged to help us, due to ill health or other commitments, please let the Project Supervisor know as soon as possible as we may need to make arrangements for cover.

G. State Benefits

Voluntary work may affect your eligibility for state benefits. We advise you check this with the appropriate agencies.

H. Record Checks

Because this the foodbank work involves the care of children or vulnerable adults, acceptance of volunteers is also dependant on the following:

1. Your written consent to obtaining a standard/enhanced disclosure from the Criminal Records Bureau or an approved umbrella body. If checks prove unsatisfactory or you refuse to complete the necessary application forms we will not allow you to volunteer.
2. Such disclosure being acceptable to us.
3. Proof of identity – Birth and or marriage certificate (where appropriate), passport or a new style driving licence.
4. Satisfactory written references.
5. That you will supply a photograph of yourself for retention in your records

I. Housekeeping

Work areas must be kept clean and tidy at all times.

J. Telephone calls & mobile phones

Incoming personal telephone calls are allowed only in the case of emergency. Outgoing calls can be made with the permission of the Project Supervisor. Personal mobile phones should be switched off during your time volunteering.

K. Buying or selling of goods

You are not allowed to buy or sell goods other than on behalf of the foodbank on our premises or during your working hours.

L. Collections

Collections on our premises are only allowed with our permission. If you wish to obtain sponsorship, conduct raffles, request donations etc. for a good cause, please discuss this with the Project Supervisor.

M. Training

We only provide the training necessary for the tasks you have volunteered for and any further volunteering activities it is agreed you can undertake.

N. Problems

Should you have any problems related to your treatment by us, our employees, other volunteers or the people we serve, please raise these with the Project Supervisor who will attempt to resolve the issue. If you are unhappy with the outcome you may raise the issue with your immediate manager.

Standards

Volunteers are expected to behave responsibly while with us. Normally we would bring any difficulties to your attention informally. However, the behaviour listed below would result in us refusing any further voluntary assistance from you.

- A. grossly indecent or immoral behaviour, deliberate acts of unlawful discrimination or serious acts of harassment;
- B. dangerous behaviour, fighting or physical assault;
- C. incapacity at work or poor performance caused by intoxicants or drugs;
- D. possession, supply or use of illicit drugs;
- E. taking part in activities which result in adverse publicity to ourselves.
- F. theft or unauthorised possession of money or property, whether belonging to us, another employee, or a third party;
- G. destruction/sabotage of our property, or any property on the premises;
- H. serious breaches of the health and safety rules which endanger life.
- I. maltreatment of service users;
- J. failure to report an incident of abuse, or suspected abuse of a service user by an employee, other volunteer or a member of the public; and
- K. convictions for any offence which might affect your suitability for the volunteering duties you are involved in.

Security

A. Rights of search

1. We have the right to carry out searches of volunteers and their property (including vehicles) whilst they are on our premises or business.
2. If you should be required to submit to a search, you will, if practicable, be entitled to be accompanied by a third party to be selected from someone who is on the premises at the time. This right also applies at the time that any further questioning takes place.
3. You may be asked to remove the contents of your pockets, bags, vehicles, etc.
4. Whilst you have the right to refuse to be searched, refusal by you to agree to being searched could result in us refusing to accept any further voluntary assistance from you.
5. We reserve the right to call in the police at any stage.

B. Confidentiality

1. All information that:
 - a. is or has been acquired by you during, or in the course of your engagement, or has otherwise been acquired by you in confidence,
 - b. relates particularly to our business, or that of other persons or bodies with whom we have dealings of any sort, and
 - c. has not been made public by, or with our authority,shall be confidential, and (save in the course of our business or as required by law) you shall not at any time, whether before or after the termination of your engagement, disclose such information to any person without our prior written consent.
2. You are to exercise reasonable care to keep safe all documentary or other material containing confidential information, and shall at the time of termination of your engagement with us, or at any other time upon demand, return to us any such material in your possession.
3. As a Volunteer you will be required to sign a confidentially agreement.

C. Use of computer equipment

In order to control the use of the foodbank's computer equipment and reduce the risk of contamination the following will apply:

1. the introduction of new software must be checked and authorised. You cannot introduce new software of any kind without approval from the Operations Director..
2. only authorised individuals will have access to our computer equipment.
3. only authorised software may be used on the foodbank's computer equipment.
4. only software that is used for business applications may be used.
5. you may not bring software onto or remove it from the our premises without prior authorisation from the Operations Director.
6. unauthorised access to the computer facility may result in termination of your relationship with us.
7. unauthorised copying and/or removal of computer equipment/software will result in us refusing to accept any further assistance from you.

D. Virus protection procedures

In order to prevent the introduction of virus contamination into the software system the following must be observed:

1. unauthorised software including public domain software, magazine cover disks/CDs or Internet/World Wide Web downloads must not be used.
2. all software must be virus checked using the foodbank's standard testing procedures before being used.

E. Internet policy

Where appropriate, duly authorised volunteers may make use of the Internet as part of their work. You may only release information via the internet with the prior agreement of the Operations Director. The use of the internet to access and/or distribute any kind of material which is offensive or unrelated to your tasks will result in termination of your relationship with us.

F. E-mail policy

1. You may only use the e-mail system with the prior approval of the Business Manager and unauthorised use may result in termination of your relationship with us.

Volunteers using the e-mail system should observe the following points:

- a. they comply with our communication standards (the Project Supervisor will advise you of these).
 - b. e-mail messages and copies should only be sent to those for whom they are particularly relevant.
 - c. e-mail should not be used as a substitute for face to face communication or telephone contact. Flame mails (i.e. e-mails that are abusive) must not be sent. Hasty messages sent without proper consideration can cause upset, concern or misunderstanding.
 - d. if e-mail is confidential the user must ensure that the necessary steps are taken to protect confidentiality. The foodbank will be liable for infringing copyright or any defamatory information that is circulated internally or externally.
 - e. offers or contracts transmitted by e-mail are as legally binding on the organisation as those sent on paper.
2. We will not tolerate the use of the e-mail system for unofficial or inappropriate purposes including:
 - a. any messages that could constitute bullying, harassment or other detriment.
 - b. personal use (e.g. social invitations, personal messages, jokes, cartoons, chain letters or other private matters).
 - c. on-line gambling.
 - d. accessing or transmitting pornography.
 - e. transmitting copyright information and/or any software to the user.
 - f. posting confidential information about other volunteers, workers, employees, the foodbank or its clients or suppliers.

Health, Safety, Welfare and Hygiene

A. Safety

1. The Project Supervisor will advise you of the health and safety requirements and any hazards associated with your responsibilities.
2. You must not take any action that could threaten the health or safety of yourself, other volunteers, workers, employees, customers or members of the public.
3. You should report all accidents and injuries whilst on voluntary duties, no matter how minor, in the accident book. The Project Supervisor will advise where this is kept.

B. Refreshment making facilities

We provide refreshment making facilities. Please keep these facilities clean and tidy.

C. Smoking Policy

Our policy of not smoking within any building must be complied with at all times.

D. Alcohol and Drugs

1. We have a duty to ensure, so far as is reasonably practicable, the health and safety and welfare at work of volunteers, employees, workers and, similarly, you have a responsibility to yourself and your colleagues. The use of alcohol and drugs may impair the safe and efficient running of the foodbank and/or the health and safety of our volunteers, workers, employees and other parties.
2. If, during volunteering with us, your performance or behaviour are affected as a result of alcohol or drugs, or we believe you have been involved in any drug related action/offence, you may be subject to further action and, dependent on the circumstances, this may lead to termination of your relationship with us.

E. Lost property

Articles of lost property should be handed to the Project Supervisor who will retain them whilst attempts are made to discover the owner.

F. Parking

No liability is accepted for damage to private vehicles, however caused. The foodbank is not responsible for parking charges or fines incurred while working or volunteering for the foodbank.

G. Hygiene

1. Any exposed cut or burn must be covered with a first-aid dressing.
2. If you are suffering from an infectious or contagious disease or illness such as rubella or hepatitis you must not report for work without clearance from your own doctor.
3. Contact with any person suffering from an infectious or contagious disease must be reported before commencing work.

H. Hygiene for food handlers

1. You must wash your hands immediately before commencing work and after using the toilet.
2. Any cut or burn on the hand or arm must be covered with an approved visible dressing.
3. Head coverings and overalls/uniforms, where provided, must be worn at all times.
4. No jewellery should be worn, other than wedding rings, without the permission of the Project Supervisor.
5. You should not wear excessive amounts of make-up or perfume and nail varnish should not be worn.
6. If you are suffering from an infectious or contagious disease or illness, or have a bowel disorder, boils, skin or mouth infection, you must not report for work without clearance from your own doctor.
7. Contact with any person suffering from an infectious or contagious disease must be reported and you must have clearance from your own doctor before returning to volunteering.
8. You must report to your support officer before returning to volunteering.

Equal Opportunities Policy

A. Statement of policy

1. We recognise that discrimination is unacceptable and although equality of opportunity has been a long standing feature of our employment practices and procedure, we have made the decision to adopt a formal equal opportunities policy. Breaches of the policy will lead to disciplinary proceedings and, if appropriate, disciplinary action.
2. The aim of the policy is to ensure no job applicant, employee or worker is discriminated against either directly or indirectly on the grounds of race, colour, ethnic or national origin, religious belief, political opinion or affiliation, sex, marital status, sexual orientation, gender reassignment, age or disability.
3. We will ensure that the policy is circulated to any agencies responsible for our recruitment and a copy of the policy will be made available for all employees and volunteers and made known to all applicants for employment.
4. The policy will be communicated to all private contractors reminding them of their responsibilities towards the equality of opportunity.
5. The policy will be implemented in accordance with the appropriate statutory requirements and full account will be taken of all available guidance and in particular any relevant Codes of Practice.
6. We will maintain a neutral working environment in which no employee or worker feels under threat or intimidated.

B. Training and promotion

1. Senior staff will receive training in the application of this policy to ensure that they are aware of its contents and provisions.
2. All promotion will be in line with this policy.

C. Monitoring

1. We will maintain and review the employment records of all employees and volunteers in order to monitor the progress of this policy.
2. Monitoring may involve:
 - a. the collection and classification of information regarding the race in terms of ethnic/national origin and sex of all applicants and current employees;
 - b. the examination by ethnic/national origin and sex of the distribution of employees and the success rate of the applicants; and
 - c. recording recruitment, training and promotional records of all employees, the decisions reached and the reason for those decisions.
3. The results of any monitoring procedure will be reviewed at regular intervals to assess the effectiveness of the implementation of this policy. Consideration will be given, if necessary, to adjusting this policy to afford greater equality of opportunities to all applicants and volunteers.

Discrimination or harassment complaints policy & procedure

A. Introduction

1. We recognise that personal harassment, which may or may not be associated with discrimination, can occur.
2. Personal harassment takes many forms and people may not always realise that their behaviour constitutes harassment. Personal harassment is unwanted behaviour towards an individual by another person or persons. Examples of harassment include:
 - a. insensitive jokes and pranks.
 - b. lewd or abusive comments about appearance.
 - c. deliberate exclusion from conversations.
 - d. displaying abusive or offensive writing or material.
 - e. unwelcome touching.
 - f. abusive, threatening or insulting words or behaviour.

These examples are not exhaustive and formal action, at the appropriate level, will be taken against volunteers, workers or our own employees committing any form of personal harassment.

B. Policy

We deplore all forms of unlawful discrimination and personal harassment and seek to ensure that the working environment is sympathetic to the workers we use.

C. Complaining about discrimination or harassment

1. Informal complaint

We recognise that complaints of discrimination, personal harassment and particularly of sexual harassment can sometimes be of a sensitive or intimate nature and that it may not be appropriate for you to raise the issue through the Project Supervisor. In these circumstances you are encouraged to raise such issues with a senior employee of the foodbank, whether or not that person has responsibility for you.

If you are the victim of minor discrimination or harassment you should make it clear to the discriminator/harasser, on an informal basis, that their behaviour is unwelcome and ask them to stop. If you feel unable to do this verbally then you should hand a written request to the discriminator/ harasser, and a senior employee of the foodbank.

2. Formal complaint

Where the informal approach fails or if the discrimination or harassment is more serious, you should bring the matter to the attention of a senior employee of our trust as a formal written complaint and again the person noted above can assist you in this. If possible, you should keep notes of the harassment so that the written complaint can include:

- a. the name of the alleged discriminator or harasser.
- b. the nature of the alleged discrimination or harassment.
- c. the dates and times when the alleged discrimination or harassment occurred.
- d. the names of any witnesses.
- e. any action already taken by you to stop the alleged discrimination or harassment.

On receipt of a formal complaint we will take action to separate you from the alleged discriminator/harasser to enable an uninterrupted investigation to take place. This may involve a temporary transfer of the alleged harasser to another area until the matter has been resolved.

The person dealing with the complaint will carry out a thorough investigation in accordance with our procedures. Those involved in the investigation will be expected to act in confidence..

When the investigation has been concluded, a draft report of the findings and of the investigator's recommended course of action will be sent, in writing, to you and to the alleged discriminator/harasser. If you or the alleged discriminator/harasser are dissatisfied with the draft report this should be raised with the investigator within five working days of receiving the draft. Any points of concern will be considered.

The investigator will decide whether or not the issue should be handled via our disciplinary procedures if an employee is involved.

Once the process has been completed, whether it takes report form only or requires a disciplinary sanction, a final report in writing will be sent to you and the alleged discriminator or harasser.

D. General Notes

1. If the report concludes that the allegation is well founded, the discriminator or harasser will (if an employee) be subject to disciplinary action in accordance with our disciplinary procedures. Should the discriminator/harasser be a volunteer, similarly fair procedures will be adopted before any decision about continuation of their engagement, or any other measure such as a reprimand, is taken.
2. If you bring a complaint of harassment you will not be victimised for having brought the complaint. However if the report concludes that the complaint is untrue and has been brought with malicious intent we will, subject to a fair procedure as above, no longer accept any further voluntary assistance from you.

Hammersmith & Fulham Foodbank Confidentiality Agreement

Parties to this agreement:

1. Hammersmith & Fulham Foodbank
2. Name: _____
Date: _____

While working with or employed by the Hammersmith & Fulham Foodbank, in either a volunteer, self employed or paid capacity:

- A. You will receive personal, financial and project information relating to its donors, clients, including identity, partners and beneficiary groups, which is considered to be confidential to The foodbank or the owner of that information.
- B. You are given access to this information in order that you may carry out your duties working or volunteering with the foodbank.

It is hereby agreed:

1. While working with the foodbank in either a paid, self employed or a volunteer capacity and after termination (however caused) of work, you will observe strict secrecy as to the affairs of The foodbank. This particularly covers client identity, information on The foodbank database, partners and projects.
2. This information will not be divulged to a third party (except another foodbank member authorised to receive this information) during your work with the foodbank or after you finish working with The foodbank except in the proper course of your duties or with the written permission of the Trustees.
3. You will not remove from the foodbank without authority or allow others to remove, or copy the contents of documents, computer disks, tape, or tangible items, which contain foodbank information or belong to the foodbank.

4. You will return to the foodbank on request and particularly upon termination or end of working with the foodbank all documents, computer discs, tapes, photographs and other tangible assets in your possession or under your control, which belong to the foodbank or which contain or refer to any confidential information.
5. If you have foodbank information on a personal computer, CD, tape or disk or under your control you agree to delete or return it.
6. You will keep client identity secret. The exception to this is where you are subject to law to declare it. (For example where there is compelling evidence of a serious crime, act of terrorism, or offences against children.) You will not copy client records.
7. I have read the Hammersmith & Fulham Foodbank confidentiality agreement dated today's date and agree to abide by it and I understand my responsibilities. I understand breaches may constitute Gross Misconduct and could result in dismissal, termination of paid or volunteering employment with The foodbank or/and prosecution

Signed _____ Date _____

Name _____

Witnessed by:

Signed _____ Date _____

Name _____

Position _____

On behalf of Hammersmith & Fulham Foodbank
co-ordinated by Christchurch Fulham
Registered Charity 1130653, Registered in England and Wales

Volunteer Application Form



Thank you for your offer to help with The Hammersmith and Fulham Foodbank.

In order for us to process your application please would you answer the following questions:

If you have any questions about your application or would like help completing it please contact Daphne Aikens at the foodbank .

Hammersmith and Fulham Foodbank

Christchurch Fulham

67 Studdridge Street

London SW6 3TD

Tel: 0207 736 4261

E-mail admin@hffb.org

Your Details

Your Name: _____

Address: _____

Postcode: _____

Tel No: _____

Date of Birth: _____

E-mail address: _____

Next of Kin:

Name: _____

Tel No: _____

Relationship: _____

Contact in case of emergency (if different from above)

Name: _____

Tel No: _____

Relationship: _____

References

(please note that neither referee should be a close family relation or a foodbank employee)

Referee 1

Name: _____

Address: _____

Tel No: _____

Referee 2

Name: _____

Address: _____

Tel No: _____

I would be interested in helping in the following areas:

- | | |
|---|--|
| <input type="checkbox"/> Helping in the Foodbank Centre | <input type="checkbox"/> Maintenance / DIY |
| <input type="checkbox"/> Helping in Warehouse | <input type="checkbox"/> Assisting in Office |

I am available for:

- One off events i.e. supermarket collections, Harvest food sorting, Christmas box sorting
- 1-4 hours a week day _____ am pm
- Full Day(s) day(s) _____
- Full Time (Monday-Friday)

Do you have any health problems that we should be aware of? Yes No

details:

Please tell us your previous work experience or qualifications:

Are you willing to complete a form for us to submit for a Criminal Records Bureau check? Yes No

If you have any criminal convictions (except those 'spent' under the Rehabilitation of Offenders Act) please give details:

Please State your reasons for volunteering:

Please give us any information you think may be useful to us:

Signature: _____ Date: _____