



## **VOLUNTEER POLICY & AGREEMENT**

### **WELCOME!**

The Greyhound Trust relies on the support of its volunteers who give up their time, energy and skills to help find thousands of loving homes for retired racing greyhounds each year. Thanks to the extraordinary efforts of volunteers nationwide and across the Trust's network of branches, the percentage of greyhounds retiring from racing that go on to enjoy a happy and safe retirement in a home is at an all-time high.

We appreciate everything you do to make such a difference to these wonderful dogs. Volunteers are involved in many areas, including greyhound care, adoption and fundraising. Volunteers are also ambassadors for The Trust, promoting our work and the suitability of greyhounds as pets to the general public. In return, we want your volunteering experience to be positive and rewarding. We hope you will enjoy the opportunity to work with colleagues and get great satisfaction from caring for the greyhounds and preparing them for life in a new home.

This document sets out our volunteer policies that provide information, advice and guidance about how you can contribute to our work. It also explains what we ask for and what you can expect from us. I hope you find it helpful but if you have any questions or would like more information, please contact us.

Thank you very much for your support

Lisa Morris-Tomkins  
Chief Executive

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## **SECTION 1 - OUR VOLUNTEER POLICIES**

### **GENERAL EXPECTATIONS, IDENTIFICATION AND ATTIRE**

To help ensure an amicable and positive volunteering experience for all and to protect the Trust's reputation, we ask that volunteers treat each other, members of the public and Trust staff with courtesy and respect. Volunteers should always behave in a civil fashion and communicate politely using only appropriate language.

Please strive to avoid any possible confusion between your voluntary role on behalf of the Trust and any voluntary or paid role/s on behalf of any other organisation. When carrying out any public-facing duties as a volunteer, please wear your Greyhound Trust photographic identification badges. This is particularly important when fundraising or carrying out a home visit. We also ask that volunteers wear suitable attire with a Trust branded top when representing the charity at public shows and events.

### **DUTIES**

We ask volunteers to perform such duties as are assigned, within the scope agreed with each volunteer, and to comply with all reasonable directions given by the branch, Trust staff or Trustees of the charity.

In all reasonable circumstances a volunteer must be guided by common sense and be prepared to act accordingly. In any case where action must be taken and it is not possible to obtain the authority or permission of the branch, Trust staff or Trustee of the charity, the Volunteer should take such action as he or she thinks best in accordance with The Trust's objects and report as soon as possible to the branch, a member of Trust staff or a Trustee.

If volunteering at kennels used by a branch, please report to the Kennel Manager or member of permanent staff upon arrival and on leaving the site. Please do not work on kennel property outside normal working hours for the kennels, unless by prior arrangement. All duties at a kennel should be carried out at the direction of the Kennel Manager.

You must not enter a kennel or remove a greyhound from a kennel unless authorised to do so by the Kennel Manager.

When walking greyhounds it is very important that the Trust's walking protocols are adopted. Each Volunteer should only walk one greyhound at a time. All greyhounds should be muzzled and all leads and collars must be securely fitted and checked by an experienced branch volunteer or Kennel Manager before leaving the branch kennels. Only muzzles, collars and leads provided by the branch kennels should be used. Particular care must be taken when walking greyhounds on public land.

### **INSURANCE**

All registered volunteers, regardless of age, are covered by the Trust's public and products liability insurance. This indemnifies volunteers against legal liability to pay damages arising out of accidental injury to any person and/or accidental damage to property provided Greyhound Trust policies and guidelines are adhered to.

The insurance does not extend, for example, to unauthorised work or to authorised work carried out by persons not authorised by the Trust; or to work or activities which are not properly supervised. It is therefore most important that you comply with the conditions of the Greyhound Trust's insurance and do not do anything which might result in the insurance being voided.

### **EXPENSES**

You are welcome to request reimbursement of reasonable out-of-pocket expenses if authorised in advance by a branch, a member of Trust staff or a Trustee of the charity. Please submit your claim accompanied by receipts, vouchers or other evidence of actual payment and within two months of

incurring the expenses. Please be advised that, as a Volunteer, we cannot offer and you will not receive any salary, gratuity, payment in kind, or privileged use of the Trust's facilities.

### **MOTOR VEHICLES**

(a) If you are driving any vehicle belonging to the charity then you must first have received permission from a member of Trust staff, to ensure the vehicle insurance is valid, and be able to produce a valid driving licence when requested. In the event of being convicted of any motoring offence (other than one for parking) then you must report that to the branch forthwith and stop driving any Trust vehicle immediately until (if at all) you receive written authority to do so.

(b) If you drive any other vehicle (i.e. not belonging to the charity) in connection with the Trust's activities, you do so at your own risk and must be able to produce a valid driving licence certificate of insurance and (if applicable) MOT certificate on request. It is the responsibility of the Volunteer to ensure that his or her motor insurance provides full cover for any use of the vehicle for Trust purposes. (Driving in connection with charitable volunteering is often classified by insurers as "social, domestic and pleasure", which is part of your standard cover and therefore there should not be any additional cost, but we recommend you first check with your insurer). If we have agreed to reimburse your expenses for travelling in your own vehicle, we use a standard mileage rate.

### **HEALTH AND SAFETY**

The Trust is under a duty to ensure so far as is reasonably practicable the health, safety and welfare of volunteers and members of the public who are affected by its activities.

As a volunteer you can expect a safe and healthy working environment. Please help contribute to maintaining a safe volunteering environment. Take reasonable care for your health and safety and that of other persons who may be affected by your acts or omissions and co-operate with the Trust so far as is necessary to perform any duty or comply with any requirement imposed by any law.

It is important for all volunteers to:

- Perform their duties safely and efficiently;
- Avoid doing anything which does or might injure any other person or expose any person to risk;
- Make full and proper use of all safety and protective equipment and clothing;
- Adhere to all procedures specified or any instructions issued with any plant or machinery or substances used at work;
- Report any actually or potentially unsafe conditions, system of work, buildings, vehicles, plant or other equipment.

We recommend that if working with animals you maintain an up to date inoculation against tetanus.

### **SMOKING AND SUBSTANCE ABUSE**

We want to provide a safe and healthy volunteering environment. The Trust operates a no smoking policy and therefore smoking is not allowed on Trust premises, including in branch kennels, show trailers and under gazebos.

Volunteering whilst under the influence of alcohol or drugs cannot be accepted.

### **FUNDRAISING**

We encourage volunteers to hold events to raise funds for the Trust. Please discuss a fundraising proposal in advance with a Trust member of staff so we may support it, for example with promotional materials.

All fundraising material written to raise money on behalf of the Trust must state that funds are being raised for The Greyhound Trust, a registered charity (nos. 269668 and SC04407) in order to care for and to find good homes for greyhounds.

It is important that you do not use the Trust's name, logo or charity number or in any way imply or permit it to be believed that a fundraising event is approved by the Trust if it has not first been discussed with a Trust member of staff. Some fundraising events, such as certain types of raffle, must be conducted in accordance with local authority or national regulations. Please seek advice from the central office before undertaking any sort of raffle or lottery.

Money raised on the Trust's behalf, must be kept separate from any other person's money. All cash and cheques collected must be correctly recorded and all monies received should be paid into the Charity's bank account, details of which are specified below, or a branch bank account within 14 days:

Lloyds Bank  
Sort Code: 300009  
Account Number: 01380316

Please notify us when you have paid funds into our account so we can acknowledge receipt with our thanks.

Where practicable, money received (as cash or cheque) that totals more than £100, should be banked on the day of receipt if possible. For safety reasons, it is advised that two people should bank such sums of cash together. Where money cannot be banked on the day of receipt, it should be stored in a locked money box or safe.

#### **CONFIDENTIALITY AND DATA PROTECTION**

All information relating to the Trust (including its organisation, finances, supporters and activities) is confidential. It is important for all volunteers to keep this information confidential and not use or disclose it except as authorised or required by his or her duties and shall use best endeavours to prevent the use or disclosure of it by any other person.

All records in any medium (whether written, computer readable or otherwise) including accounts, documents, photographs, filmed material and private notes about the Trust and its activities and all copies and extracts of them made or acquired by the Volunteer in the course of his or her work shall be the charity's property and must be used for Trust purposes only, returned to the Trust on demand at any time; and returned to the Trust without demand if the Volunteer ceases for more than one month to be actively involved with the charity's work.

The Trust is registered with the Information Commissioner's Office and has a Data Protection Policy. Please ensure you are familiar with this policy; it is published at: [www.greyhoundtrust.org/policies](http://www.greyhoundtrust.org/policies)

#### **MEDIA RELATIONS**

We ask that you do not make any comment to or provide materials to representatives of the media, other than with the prior approval of a member of Trust staff. Please direct all media enquiries to the Trust's Media, Communications and Events Manager who will be very happy to help.

#### **EQUAL OPPORTUNITIES**

The Trust is committed to equal opportunities and diversity. This commitment is reflected throughout the charity's policies and practices.

#### **SAFEGUARDING CHILDREN**

The Trust recognises the valuable contribution that young volunteers can make and the ideas, enthusiasm and commitment they bring to the role. The welfare of young people is paramount and

those under 18 years of age are defined as “children” for the purposes of child protection legislation. The Trust has in place a Safeguarding Children Policy that applies to all Trustees, staff, volunteers and anyone working on behalf of the charity. Please ensure you are familiar with this policy; it is published at: [www.greyhoundtrust.org/policies](http://www.greyhoundtrust.org/policies)

The consent of a Parent or Guardian must be provided before a child can carry out volunteer duties for the Greyhound Trust. Children under 16 must be accompanied and under the direct supervision of a parent or guardian at all times when volunteering for the Trust.

### **CONCERNS AND COMPLAINTS**

If you have any problems or complaints about your volunteering role or experience, or about any issue to do with the operation of the Greyhound Trust, please contact a member of Trust staff immediately. The Trust takes the concerns of its volunteers very seriously and is committed to handling concerns and complaints promptly, sensitively, fairly and reasonably and with due confidence.

### **REPRESENTATION**

Except when expressly authorised in writing, the Volunteer is not the agent of the Trust in any way and does not have any authority or right to assume any obligation of any kind express or implied on behalf of The Trust or to bind or commit the Trust in any way.

A Volunteer should not represent him or herself as working for, or employed by or in any way connected with, the Greyhound Trust or its activities after ceasing for more than one month to be actively involved with its work.

### **CEASING TO BE A VOLUNTEER**

The Trust reserves the right to refuse the offer of services of a volunteer, generally or in any particular case, and to remove an individual from the list of volunteers. The Trust may exercise these rights at any time, with or without prior notice and without giving any reason.

If you wish to stop volunteering for the Trust please provide as much notice as possible of the date from which you will cease volunteering.

### **FURTHER INFORMATION**

Please contact us at:

The Greyhound Trust  
2<sup>nd</sup> Floor, Park House  
1-4 Park Terrace  
Worcester Park  
Surrey KT4 7JZ

T: 020 8335 3016

F: 020 8337 5426

E: [info@greyhoundtrust.org.uk](mailto:info@greyhoundtrust.org.uk)

W: [www.greyhoundtrust.org.uk](http://www.greyhoundtrust.org.uk)

You can follow us on Twitter [@greyhoundtrust](https://twitter.com/greyhoundtrust) and at [www.facebook.com/greyhoundtrust/](https://www.facebook.com/greyhoundtrust/)

## SECTION 2 – VOLUNTEER AGREEMENT

Once you have read the Volunteer Policies, please complete and return this page so we can register you as a volunteer. If you are under 18 it is essential that your Parent or Guardian signs the form to give consent for you to act as a volunteer.

### YOUR DETAILS

Title: \_\_\_\_\_ First name: \_\_\_\_\_ Surname: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ Post code: \_\_\_\_\_

Telephone number: \_\_\_\_\_ Emergency Contact: \_\_\_\_\_

Date of birth (if under 18): \_\_\_\_\_

Email address: \_\_\_\_\_

Branch you would like to volunteer with: \_\_\_\_\_

I enclose 2 copies of a passport photo and would like to receive a Volunteer Identity Pass:

### DECLARATION AND AGREEMENT

I have read and understood the above policies, and agree to comply with them and such additional substituted and amended terms and conditions as are notified to me in writing from time to time.

This agreement reflects the hopes and intentions of the Volunteer and the Greyhound Trust and is binding in honour only. It is not intended to be contractually binding in any way on either party. Neither the Volunteer nor the Trust intends any employment relationship to be created now or at any time in the future.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

### PARENT OR GUARDIAN CONSENT (Required for all volunteers under 18 years of age)

I give consent for my child named above to carry out volunteer duties for the Greyhound Trust.

Your name: \_\_\_\_\_

Relationship to child: \_\_\_\_\_

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Please return this form to:

**The Greyhound Trust, 2<sup>nd</sup> Floor, Park House, 1-4 Park Terrace, Worcester Park, Surrey KT4 7JZ**

Or please give it to the lead volunteer at your local branch.