

Colwall Orchard Group (COG) Volunteer Charter

Volunteers are an essential part of Colwall Orchard Group (COG). Whatever commitment you are able to offer it will be valued and we hope that you will enjoy working with us. This agreement tells you what you can expect from us and what we hope to expect from you. We aim to be flexible, so please let us know if we can do more to make your experience an enjoyable one.

Colwall Orchard Group will

- Introduce you to volunteering with COG and will provide a *Volunteer Welcome Letter* that includes this *Volunteer Charter* that summarises what you can expect from COG and what COG hopes to expect from you
- Provide you with opportunities for training so that you can carry out your volunteer activities to the best of your ability
- Provide you with a named point of contact (a *Lead Volunteer*) for all activities undertaken
- Aim to make volunteer activities engaging, informative, entertaining and enjoyable
- Respect your skills, dignity and individual needs and do our best to meet them
- Keep you informed about volunteer activities and opportunities
- Insure you against injury you may suffer or cause due to negligence
- Apply our equal opportunity policy
- Address any problems which you report to us
- Carry out risk assessments and act upon them to ensure your wellbeing and safety
- Provide a first aid kit at all activities and events, and wherever practically possible, provide a qualified first aider
- Provide you with the adequate tools and equipment needed for the tasks and advise you about any equipment you may need to provide yourself
- Request that you complete a *Volunteer Information Form* to provide details of emergency contact details and known medical conditions.

We expect you to

- follow COG's rules and procedures, including Health and Safety, equal opportunity and confidentiality
- declare any known health issues that may impact upon your ability to volunteer safely with COG
- only volunteer with COG whilst not under the influence of alcohol or drugs
- act as an ambassador for COG whilst volunteering with us
- follow the *Code of Conduct for Colwall Orchard Trust*, if you are serving as a member of the COG Board of Trustees

Safeguarding children and adults at risk

Colwall Orchard Group is committed to safeguarding children and adults at risk and will not tolerate inappropriate relationships between volunteers and children or adults at risk.

All volunteers working for COG have a responsibility and duty of care to report any suspicion or concern and a right to do so in confidence by whistleblowing to one of the COG named Safeguarding Officers.

COG Safeguarding Officers

Wendy Thompson on 07544 530017
or
Lindsay Williams on 07947 869400

But do not delay if you believe the situation to be urgent.

If you, as a volunteer for COG, believe that a child or an adult at risk of harm, is in immediate danger or has been abused, you have a responsibility to immediately contact

Herefordshire Council on 01432 260800 (children) or
Herefordshire Adult Services Team on 01432 260715 during office hours.

If the situation is urgent outside of office hours contact
Emergency Duty team on 01905 768020 or the **Police on 999**.

After doing this, please pass details to the Safeguarding Officers named above and email COG at secretary@colwallorchardgroup.org as soon as possible.

Equality and diversity

- We actively seek to recruit volunteers from all backgrounds, cultures, abilities and ages.
- We will keep records of all our volunteers, solely for the purposes of keeping you informed about volunteering with COG. Your information will not be shared with anyone else.
- The charter is an agreement only and is not a legally binding document or a contract of employment.