

STRIPEY STORK VOLUNTEER HANDBOOK



Welcome to Striphey Stork! Thank you so much for the time and support you are giving to our growing charity. We are only able to achieve our goals and reach for new targets with the fantastic support of our volunteers.

This handbook aims to serve as a useful guide; it contains valuable information that will assist you in your volunteering work, whether you are helping occasionally or on a regular basis.

If you need further explanation of any information in this handbook, please ask one of our team.

We hope that you will enjoy volunteering with us – we want you to feel like a part of Team Stork!

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1 Who Are We

Stripey Stork, established in 2013, is a volunteer-powered organisation which believes that all children deserve the same start in life and that valuable items should be re-used in the local community.

1.1 Charity Details and Contact Information

Registered charity in England and Wales (1161613)

Registered address: 51A Albert Road North, Reigate, Surrey RH2 9EL

Email: info@stripeystork.org.uk

Website: www.stripeystork.org.uk

Facebook: facebook.com/stripeystork
facebook.com/groups/stripeystorkvolunteers

Twitter/Instagram/LinkedIn: @stripeystork

1.2 Our Core Team

Nicola Dawes - Founder & General Manager (info@stripeystork.org.uk)

Charlotte Dance – Volunteer Coordinator (volunteer@stripeystork.org.uk)

Sonya Allan – Referrals Coordinator (refer@stripeystork.org.uk)

Lydia Beatty – Donations Coordinator (donate@stripeystork.org.uk)

Sophie Johns – Funding Coordinator (funding@stripeystork.org.uk)

Nancy Jones – Office Manager (office@stripeystork.org.uk)

Susy Moore – Communications Manager (communications@stripeystork.org.uk)

Donna Pariser – Community Ambassador (partnerships@stripeystork.org.uk)

1.3 Our Trustees

Karen Lord – Chair of Trustees

Jenny Benfield – Treasurer and Trustee

Margarida Littlefair – Secretary and Trustee

Darren Cassidy – Trustee – Information Technology

A full profile of all our trustees is available on our website.

2 What We Do

We collect donations of pre-loved and new baby equipment, clothes, books, toys and other essential items for babies and children (of up to 16 years of age) and, after checking that they meet current UK safety standards, rehome them with local families experiencing hardship via a network of health

professionals. Stripey Stork prides itself on passing on items in great condition. We want the families who receive items from Stripey Stork to feel like they are receiving a gift and not a handout.

3 Who We Help

Stripey Stork supports children and parents experiencing hardship. We work in partnership with support services such as children's centres, health visitors and social service agencies.

We don't take direct referrals from families in need and we don't have families visiting our premises to select items for themselves. If someone is in need of support, they can only be referred to us by someone in a professional role such as health visitor, outreach worker or social worker. These community professionals (our referral sources) visit our warehouse by prior arrangement to collect items which they then deliver to families in need.

This ensures that the identity of recipients is kept confidential, that all donations go directly to the families that our referral sources support, and that each item goes to someone who specifically needs it.

More information about our supporters and funding is available on our website.

4 Our Volunteers

Volunteers are integral to the success of Stripey Stork and we rely on our volunteers to help us in so many different ways. Checking and sorting our physical donations, preparing bundles for our referral sources to deliver to the families we help, sharing skills and ideas with us, helping us to raise vital funds and spreading the word about our services to the local community that we serve are just a few examples of this.

We want you to be (and to feel yourself to be) part of Team Stork. This means ensuring there is a structure in place for our volunteers to contribute to our work and ensuring that all our staff work together with our volunteers and actively seek our volunteers' involvement where appropriate.

We want you to find your time with Stripey Stork fulfilling, to feel that you have enough support in the tasks you take on for us and to know that your input is recognised and appreciated.

We aim to make our volunteering opportunities as accessible as possible so that we can involve volunteers from a wide range of backgrounds and abilities in our work.

5 How To Find Us

Our office address is 51A Albert Road North, Reigate, RH2 9EL. We are a 12 minute walk from Reigate train station and we are near bus routes 420/460.

We have just five allocated parking spaces outside Stripey Stork and need to save some of those spaces for people collecting or donating items. We encourage all our volunteers to use permit-free parking on the surrounding residential roads, or, even better, to walk or cycle to our office instead of coming by car. Please do not park in spaces allocated to other businesses in the immediate vicinity. Stripey Stork cannot be held liable for damage or theft related to your vehicle whilst you're parked outside Stripey Stork, or at any location where Stripey Stork volunteers are meeting collectively for an event.

Our regular volunteers will come to our office to assist with sorting and organising donations. If you volunteer to take part in one of our other community events, we will ensure that you are kept aware of the specific location. Details of these special events are posted on Facebook and Twitter.

6 Office Facilities

Our office and warehouse area is spacious with storage areas allocated to different types of stock. The clothing bundling area is where most of the volunteers will gather on a daily basis. Some key points to bear in mind:

- We are located on the ground floor and have step-free access to most areas of the building. We have a mezzanine level, accessed by (ten) steps, where we store toys and books and which provides an area for larger groups to gather for meetings.
- The toilets, lockers and kitchen are located on the ground floor.
- Wheelchair access is via the main shutter doors. While our main warehouse space and office are wheelchair accessible, the toilets and kitchen may not be due to their door widths.
- Our dress code is informal. We strongly suggest flat or sturdy shoes as standing for periods of time and lifting/manoeuvring items will often be required. We also suggest wearing warm, layered clothing as the warehouse can be cool in winter.
- We will provide a Stripey Stork apron for each volunteering session. This will keep your clothes clean and means that we collectively look well-presented.
- Please note that smoking is not permitted inside our premises.
- You are welcome to bring your own non-alcoholic drinks and snacks to the office. There is a small kitchen with sink, kettle and other essentials. We have tea and coffee available to all volunteers.
- Handbags, wallets and valuables can be stored in lockers but we request that you do not bring high value items to our premises
- Wifi access is available to volunteers and visitors:
Network name: ZyXEL_DO61
Wifi key: LNCD83EJH3

6.1 Local Amenities

The nearest convenience store with an ATM is: The Co-operative Food, 51 London Road, Reigate, RH2 9PR. Morrisons supermarket and pharmacy is a 7-minute drive or 15-minute walk away in Reigate's town centre.

6.2 Health and Safety

All volunteers are covered by, and subject to, Stripey Stork's Health and Safety Policy, a copy of which is available on Stripey Stork's website. All staff and volunteers should see accident prevention as a collective and individual responsibility and take care to make sure their activities do not put others at risk. Should you identify a safety hazard or incident, you must report it to a staff member who (as soon as it is safe to do so) will take immediate action to prevent the hazard/incident from happening again.

All volunteers will be asked to 'sign in' every time they enter our building. This provides a list of people present in case of evacuation.

A first aid box and an Accident Reporting Book, are on the open shelf in the kitchen, just above the urn. Please inform the Volunteer Coordinator or the Office Manager if you have taken anything from

the first aid box, so that it can be replaced promptly. Any accidents, slips, trips or near misses must be recorded in the Accident Reporting Book.

On your first visit to Stripey Stork, you will be told the fire regulations in place and shown the escape exits in the event of an emergency. A summary of these regulations can be found in Appendix 2.

If you have any concerns or queries regarding your health or safety whilst volunteering, please inform the Volunteer Coordinator (or the team member running the volunteer session) promptly. If you have a medical issue which may require urgent medical treatment, please make this known to the Volunteer Coordinator, or another staff member, at the time of your induction.

In the event of an emergency, there is landline phone in the office which can be used to call the emergency services (call 999).

Should you volunteer at one of our community events in an alternative location to our office, we will ensure that you are fully briefed on fire escape procedures, toilet facilities etc. at each new premises where we collectively gather for any length of time.

7 Privacy

7.1 Your Privacy

Stripey Stork respects your privacy and right not to be questioned about your personal circumstances, your disability or prescribed medication that you are taking. You will be asked for some personal details on your first day in the office, such as a suitable emergency contact name and number. If there is anything you want to tell us about your health and safety at this time, it will be treated confidentially.

Our full privacy policy is available on our website.

7.2 Client Privacy

Whilst volunteering at our offices you will come into contact with social workers, health visitors and other professionals visiting the premises to collect items. During these visits, it is possible that some information regarding the families we are providing for is shared. You should treat this information with confidentiality and not in any way use it outside the office. The same principle applies to any documents you might come across.

8 Equal Opportunities

Stripey Stork has an equal opportunities policy for both paid staff and volunteers. A copy is available on Stripey Stork's website.

We are committed to treating all volunteers and volunteer applicants equally and fairly. We won't discriminate against any volunteers because of their age, disability, ethnic origin, gender, marital status, nationality, political beliefs, race, religion, sexual orientation or socio-economic background. We accept volunteers based on their suitability for the role.

Our volunteers and our staff are responsible for ensuring that their actions are not discriminatory to others.

9 Volunteer Sessions

9.1 Hours & Holidays

Our regular volunteer sessions run from 9:00am to 11:30pm Monday to Friday. Our Stripey Stork Volunteers' Facebook group contains all the upcoming session dates and you can select which sessions you are able to attend. Any changes to sessions, or corporate group sessions on days other than Thursdays, will be put on our Volunteers' Facebook group.

Our warehouse is usually closed for volunteers during bank holidays and the state school holidays for Reigate and Banstead. The Volunteer Coordinator will ensure that you know when these holidays will fall.

Before your first session, we will confirm your availability and check which days and times you are able to volunteer with us. We offer a flexible working environment to our volunteers and try to accommodate volunteer requirements.

9.2 Getting Started

Upon arrival at Stripey Stork, we will ask you to 'sign in'. You will be invited to hang up your coat and to wear a Stripey Stork apron (with a name badge) over your clothes. You will be shown around the premises so that you feel comfortable with the environment.

You will always be offered a cup of tea! Volunteers are welcome to help themselves to tea and coffee at any time – and to take a break as and when needed.

9.3 Paperwork

We will ask you to complete a simple registration form (Appendix 3) which contains your emergency contact details and gives you the opportunity to let us know of any relevant personal health and safety requirements.

If you are going to be undertaking any physical work (involving lifting or carrying) we will ask you to read and sign guidelines on safe manual handling (Appendix 1), and on this we will ask you to highlight any known injuries etc. that we will need to bear in mind when allocating tasks.

We will also ask you to complete a Volunteer Agreement (Appendix 4) which sets out what you can expect from Stripey Stork and what we at Stripey Stork hope for from you.

None of the above mentioned documents is a contract; Stripey Stork has no intention of creating a contract with any of our volunteers.

9.4 Tasks

We will outline the tasks that you will be performing but we will ask you to be flexible, as priorities can change fairly quickly depending on the needs of the referral sources.

If you have a preference for some tasks over others or have relevant skills, please let us know, so that we can do our best to accommodate your likes and dislikes.

We will always need helping hands to check and clean books and toys, test equipment, sort clothing into appropriate bundles and distribute donations. Once you become more familiar with our work, you might start to make up new baby packs and help gather items for specific requests.

During our volunteer sessions, we work together to ensure everyone is comfortable with their tasks. If you are unsure of which tasks need to be completed on any given day, please speak to the Volunteer

Coordinator, or the team member in charge of your session. We will make sure you have regular supervision to feedback on progress, discuss future developments and air any problems.

9.5 Donation Sorting & Item Quality

Our utmost priority is to make sure that the items we recycle are of the quality that we would expect for our own families. Unfortunately, a small number of the donations kindly gifted to Stripey Stork are not of the quality that we require. Part of your role will be to make decisions on such items but we will guide you initially so that you are comfortable with the required standards.

We do not pass on broken, dirty, scruffy, torn or otherwise inappropriate items to our families. We would like to exceed expectations of the referral sources and the families benefiting from the items.

Arrangements for cleaning, recycling or disposal of various items will be explained to you when you start.

9.6 Finishing Your Session

At the end of the session, we ask you to return any items belonging to Stripey Stork (such as the apron) and wash any mugs in the kitchen. We also ask you to sign out in the registration book by writing your 'time out.'

We will follow up your first session with an email. Please do respond with any queries or suggestions you may have.

9.7 Volunteer Lunches

We hold volunteer lunches approximately every month, usually on a Tuesday or Wednesday from midday for an hour. We use the opportunity to gather our volunteers for a light lunch and update everyone with news, upcoming events etc. We often invite a guest speaker to give an informal presentation about their work and interactions with Stripey Stork. It is usually rewarding (and moving!) to hear about difference Stripey Stork's work makes to the lives of local families suffering hardship.

10 Community Events

Stripey Stork is actively involved in a wide variety of annual and one-off events within the local community. The success of these events often depends on our fantastic volunteers giving their time and energy to supporting us 'out and about.' Whether you're a dab hand at putting up gazebos or shaking a fundraising bucket, there are always plenty of opportunities to get involved.

11 Corporate Groups

We often engage with corporate groups who come to Stripey Stork to undertake volunteering as part of their Corporate Social Responsibility programs. Generally speaking, corporate volunteers will be at Stripey Stork every Thursday (and sometimes Fridays) and they will be assigned tasks which do not overlap with the duties of regular volunteers.

If your company offers paid volunteering as part of their Corporate Social Responsibility policy or you are part of a team who want to help a good cause, then we'd love to hear from you!

12 Insurance

All volunteers are covered by Stripey Stork's Public Liability insurance policy while they are on the premises or engaged in any work on Stripey Stork's behalf.

13 Expenses & Petty Cash

Volunteers are able to claim for reasonable travel expenses and to be reimbursed for any purchases they have agreed to make on behalf of the charity. Please be aware that you are not able to claim travel for routine travel to and from our premises to attend a volunteer shift.

The Office Manager can provide a copy of the expenses form and can explain how to complete it. All expenses are processed promptly and you will be reimbursed directly to your bank account.

Petty cash is available for purchases such as milk, coffee etc for the office. Anyone purchasing items will be asked to bring back a receipt for our records.

14 Items for sale

There are items for sale at the office that support our ongoing fundraising efforts. Speak to any of our team members if you want to purchase any items or have ideas on where they could be sold.

14.1 New Baby Cards

Two designs of unisex new baby cards with a Stripey Stork design at the office are available at £1.50 each.

14.2 Stylish Stork Cards & Prints

Our Stylish Stork cards designed by luxury design brand Proud Couture are a general greeting card (perfect as birthdays or thank you cards) and are available at £2.50 each or 5 for £10. A4 sized prints for the design are also available framed with a mount, at a price of £30.

15 Communication & Feedback

If you want to clear up any concerns or make suggestions about how you think we can improve our practices, please be open with your thoughts. We love to hear ideas for how we can improve our processes and service. Please do not hesitate to speak to our General Manager directly or email her on info@stripeystork.org.uk.

15.1 Facebook Volunteer Group

The best way to keep up to date on Stripey Stork volunteer sessions and events is to join our Facebook group:

<https://www.facebook.com/groups/stripeystorkvolunteers/>

We use this page to keep our volunteers up to date with news, events and our regular volunteer lunches. If you do not use Facebook, please let the Volunteer Coordinator know so that we can communicate with you in other ways.

We are also active across all social media platforms, if you want to follow our news and events.

15.2 Complaints

Any complaints volunteers may have will be dealt with in line with Stripey Stork's Complaints Procedure, a copy of which is available on Stripey Stork's website.

15.3 Ending Your Time As A Volunteer

If you want to stop volunteering for any reason, please let us know. We can update our records and remove you from any Facebook groups/ mailing lists. Any personal details that we hold on our records will be destroyed.

We welcome any feedback you have about your experience volunteering with Stripey Stork. Our feedback form is at Appendix 5.

APPENDIX 1:

MANUAL HANDLING GUIDANCE



We want you to have a safe and rewarding experience working with us. Please read these guidance notes taken from UK Health and Safety Executive advice on manual handling and then sign to say that you have read and understood them. Please ask for help and don't take on a task you can't manage.

Manual handling causes over a third of all workplace injuries. These include work-related musculoskeletal disorders (MSDs) such as pain and injuries to arms, legs and joints, and repetitive strain injuries of various sorts. The term manual handling covers a wide variety of activities including lifting, lowering, pushing, pulling and carrying. If any of these tasks are not carried out appropriately there is a risk of injury.

Why is dealing with manual handling important?

Manual handling injuries can have serious implications. They can occur almost anywhere in the workplace and heavy manual labour, awkward postures, repetitive movements of arms, legs and back or previous/existing injury can increase the risk.

What do I have to do?

To help prevent manual handling injuries in the workplace, you should avoid such tasks as far as possible. Does the item really need to be moved or can the activity be done safely where it is by redesigning the task? Can products or materials be delivered directly to where they will be used?

Where it is not possible to avoid handling a load, for any lifting activity always take into account:

- your capability
- the nature of the load
- environmental conditions
- training
- work organisation

If you need to lift something manually:

1. Reduce the amount of twisting, stooping and reaching
2. Avoid lifting from floor level or above shoulder height, especially heavy loads
3. Adjust storage areas to minimise the need to carry out such movements
4. Consider how you can minimise carrying distances
5. Assess the weight to be carried and whether you can move the load safely or need any help – maybe the load can be broken down to smaller, lighter components
6. Consider whether you can use a lifting aid, such as a trolley
7. Think about storage as part of the delivery process – maybe heavy items could be delivered directly, or closer, to the storage area
8. Reduce carrying distances where possible

Good handling techniques for lifting

Think before lifting/handling. Plan the lift. Can handling aids be used? Where is the load going to be placed? Will help be needed with the load? Remove obstructions from the route such as discarded wrapping materials. For a long lift, consider resting the load midway on a table or bench to change grip.

Adopt a stable position. The feet should be apart with one leg slightly forward to maintain balance (alongside the load, if it is on the ground). Be prepared to move your feet during the lift to maintain your stability. Avoid tight clothing or unsuitable footwear, which may make this difficult.

Get a good hold. Where possible, the load should be hugged as close as possible to the body. This may be better than gripping it tightly with hands only.

Start in a good posture. At the start of the lift, slight bending of the back, hips and knees is preferable to fully flexing the back (stooping) or fully flexing the hips and knees (squatting).

Don't flex the back any further while lifting. This can happen if the legs begin to straighten before starting to raise the load.

Keep the load close to the waist. Keep the load close to the body for as long as possible while lifting. Keep the heaviest side of the load next to the body. If a close approach to the load is not possible, try to slide it towards the body before attempting to lift it.

Avoid twisting the back or leaning sideways, especially while the back is bent. Shoulders should be kept level and facing in the same direction as the hips. Turning by moving the feet is better than twisting and lifting at the same time.

Keep the head up when handling. Look ahead, not down at the load, once it has been held securely.

Move smoothly. The load should not be jerked or snatched as this can make it harder to keep control and can increase the risk of injury.

Don't lift or handle more than can be easily managed. There is a difference between what you can lift and what you can **safely** lift. If in doubt, seek advice or get help.

Put down, then adjust. If precise positioning of the load is necessary, put it down first, then slide it into the desired position.

I have read and understood these guidance notes. I have made the team aware of any pre-existing complaints that may restrict me from certain physical activities.

Signature: _____

Name: _____

Date: ___/___/___

APPENDIX 2:

SUMMARY OF FIRE REGULATIONS



The premises have been checked and a fire evaluation has been carried out. The fire alarm is checked regularly.

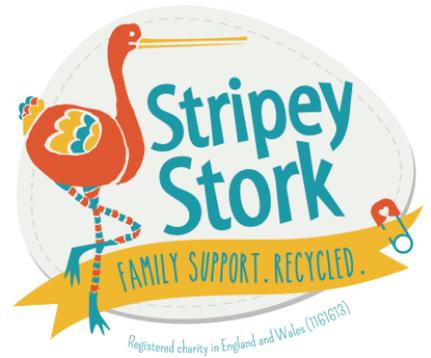
Emergency exits are situated at the front of the building (the reception door and the roller shutter door) and at the rear of the building (on the right hand side beyond the kitchen).

In order to minimise the risk of fire the following actions should be taken:

- Ensure that the washing machine is only on if people are present in the premises and is NEVER left working
- Ensure that access to exits are always kept clear
- Please do not leave any items on the staircase leading to the mezzanine
- Familiarise yourself on how to use the fire extinguishers just outside the kitchen and near the roller shutter door
- Upon leaving the premises ensure that the following has happened:
 - Switch off all the lights
 - Switch off all electric equipment, if possible by switching off the socket on the wall
 - Ensure that the urn is turned off at the plug socket

In case of a fire or alarm at our warehouse, please follow the directions of the staff or the fire warden. Please exit the building via the nearest exit, leave what you are doing and do not go back for personal belongings. Please assist others as needed. Go down the slope in front of the building and wait on the pavement on the left in front of the Stripey Stork sign until further notice. The team member in charge of the session or fire warden will dial 999.

APPENDIX 3: VOLUNTEER CONTACT DETAILS



Name:	
Contact telephone number:	
Contact email address:	
Emergency contact name:	
Emergency contact number:	
Borough where you live:	

Induction date:

Inducted by:

Shown fire procedures Yes/No

Shown location of First Aid box Yes/No

Would you like to be included on our Volunteers page on Facebook Yes/No

Please take this opportunity to mention below any reasonable adjustments we may need to make to accommodate any personal health and safety requirements. They will be treated in confidence.

During your session we may take photos which we'll use on social media and other marketing activities. We'll assume you consent to this unless you inform us otherwise.

Signature: _____

Name: _____

Date ___/___/___

APPENDIX 4: VOLUNTEER AGREEMENT



Volunteers are hugely important and valued at Stripey Stork. We really hope that you enjoy volunteering with us and feel a part of our friendly team.

This agreement tells you what you can expect from us and what we hope from you. We aim to be flexible, so please let us know if you would like to make any changes and we will do our best to accommodate them. Our Volunteer Coordinator is Charlotte Dance; her email is volunteer@stripeystork.org.uk

At Stripey Stork, we will do our best...

- to introduce you to how the organisation works and your role in it
- to provide you with a welcoming and positive environment
- to provide any training and guidance you need
- to provide a main point of contact so that you can discuss the tasks allocated to you; please inform us if any tasks are not suitable for you to undertake.
- to respect your skills, dignity and individual wishes and to do our best to meet them
- to insure you against injury
- to provide a safe workplace
- to apply our equal opportunities policy
- to apply our complaints procedure if there is any dispute or problem
- to consult with you and keep you informed of possible changes within the organisation

I, _____, agree to do my best:

- to undertake tasks to the best of my ability
- to inform the Volunteer Coordinator if I am not able to attend a scheduled volunteer session
- to inform the Volunteer Coordinator if I am experiencing any difficulties with my volunteer work or would like more support
- to follow Stripey Stork's rules and procedures, including health and safety, equal opportunities and confidentiality
- to make helpful and constructive suggestions about how we can improve our services to the community
- to be a positive representative of Stripey Stork

Please note that this agreement is not a legally binding contract of employment.

Signature: _____

Date: __/__/__

APPENDIX 5: VOLUNTEER FEEDBACK FORM



Name:	
Start Date of Volunteering:	
End Date of Volunteering:	
Day/s Volunteered:	
Average hours per week:	

What are your main reasons for leaving?

- Retirement/Ill Health
- Employment
- Moving away from the Area
- Return to Education
- Lack of Time
- End of Fixed Term Placement (e.g. work experience; Duke of Edinburgh etc)
- Other (please detail below)

Do you have any suggestions for how we could improve volunteering at Stripey Stork? Do you have any other comments related to your volunteering?