

STRIPEY STORK VOLUNTEER HANDBOOK



Thank you so much for offering your time and support, we are only able to help the number of families that we do with the support of our volunteers.

This handbook contains useful 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 – welcome to Team Stork!



Last updated: Sept 2022

Contents

1	<i>Who We Are.....</i>	<i>4</i>
1.1	Charity Details and Contact Information	4
1.2	Our Core Team	4
1.3	Our Trustees.....	5
2	<i>What We Do.....</i>	<i>5</i>
3	<i>Who We Help</i>	<i>5</i>
4	<i>Our Volunteers</i>	<i>6</i>
5	<i>How To Find Us.....</i>	<i>6</i>
6	<i>Office Facilities</i>	<i>6</i>
6.1	Local Amenities	7
6.2	Health and Safety.....	7
7	<i>Privacy.....</i>	<i>8</i>
7.1	Your Privacy.....	8
7.2	Client Privacy.....	8
8	<i>Equal Opportunities</i>	<i>8</i>
9	<i>Volunteer Sessions.....</i>	<i>9</i>
9.1	Hours & Holidays.....	9
9.2	Getting Started.....	9
9.3	Registration Process.....	9
9.4	Tasks.....	9
9.5	Donation Sorting & Item Quality.....	10
9.6	Finishing Your Session	10
9.7	Volunteer Lunches	10
10	<i>Community Events</i>	<i>10</i>
11	<i>Corporate Groups.....</i>	<i>11</i>
12	<i>Insurance</i>	<i>11</i>
13	<i>Expenses & Petty Cash.....</i>	<i>11</i>
14	<i>Items for sale.....</i>	<i>11</i>
14.1	New Baby Cards	11
14.2	Stylish Stork Cards & Prints.....	12
15	<i>Communication & Feedback.....</i>	<i>12</i>
15.1	Facebook Volunteer Group.....	12
15.2	Complaints	12

15.3 Ending Your Time As A Volunteer12

APPENDIX 2: SUMMARY OF FIRE REGULATIONS 15

APPENDIX 3: VOLUNTEER CONTACT DETAILS 16

APPENDIX 4: VOLUNTEER AGREEMENT 17

APPENDIX 5: VOLUNTEER FEEDBACK FORM 18

1 Who We Are

Established in 2013, we are a volunteer-powered organisation.

Stripey Stork believe that every child deserves the **same start** and that by sharing the items our families have outgrown we can support a circular economy in a focused and meaningful way.

Our vision is that **every child in Surrey** has access to the essential things they need to develop and meet their potential.

Our mission is to **alleviate the impacts of childhood poverty** by providing a practical way for families to help each other with kindness and purpose.

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 DL	Founder & Chief Executive	nicola@stripeystork.org.uk
Trustee Contact	Board of Trustees	trustee@stripeystork.org.uk

Operations team

Sara Beadle	Operations Manager	sara@stripeystork.org.uk
Sonya Allan de Figueroa	Referrals Coordinator	sonya@stripeystork.org.uk
Elaine Arnell	Referrals Coordinator	elaine@stripeystork.org.uk
Lydia Beatty	Donations Coordinator	donate@stripeystork.org.uk
Abbie Curd	Volunteer Coordinator	abbie@stripeystork.org.uk
Laura Scott	Volunteer Coordinator	laura@stripeystork.org.uk
Victoria Stansfield	Volunteer Co-ordinator (Young People)	victoria@stripeystork.org.uk
Nancy Jones	Office Manager	office@stripeystork.org.uk

Funding, Finance and Impact team

Sophie Johns	Funding, Finance and Impact Manager	funding@stripeystork.org.uk
Hazel King	Finance Officer	hazel@stripeystork.org.uk

Partnerships team

Donna Pariser	Partnerships Manager	partnerships@stripeystork.org.uk
Jayne Allen	Marketing Executive	jayne@stripeystork.org.uk

More details (and photos!) of the team can be found here: <https://stripeystork.org.uk/who-we-are/>

1.3 Our Trustees

Karen Lord – Chair of Trustees
Jenny Benfield – Treasurer and Trustee
Margarida Littlefair – Secretary and Trustee
Lynn Turner - Human Resources Trustee
Charlotte Walker – Commercial Trustee
Simon Talbot – Process and Technology Trustee
Nazanin Nankali – Inclusion and Young People Trustee
Trudy Mills – Referral Partners and Families Trustee

A full profile of all our trustees is available on our website: <https://stripeystork.org.uk/who-we-are/>

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 take referrals from health professionals who are working with families in need. If a family needs support, they can be referred to us by someone in a professional role such as health visitor, midwife, school, or social worker. These community professionals (our referral sources) visit our warehouse by prior arrangement to collect items which they then deliver to families.

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:
<https://stripeystork.org.uk/partnerships/>

We also provide stock to other organisations who are working to support families in similar ways. We are part of the Surrey Baby Bank Forum and other networks which connect us with these partner organisations, both regionally and nationally.

4 Our Volunteers

Volunteers are integral to the success of Stripey Stork, and we rely on our volunteers to help us in so many 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 daily. 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 it will help you feel part of Team Stork for the day!
- 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.

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.

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. 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.

A full First Aid Station (including a defibrillator) and an Accident Reporting Book are located on the wall outside the kitchen. A further First Aid box with plasters etc is located on the shelf in the kitchen (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.

Many of our Staff are fully First Aid trained – a list is available on the First Aid Station near the kitchen. We also have a qualified Mental Health First Aider in our team (Operations Manager Sara Beadle), who is available to talk to if you have any concerns about your own, or someone else's mental health.

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: <https://stripeystork.org.uk/privacy-policy/>

7.2 Client Privacy

Whilst volunteering at our offices you may 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. You can request a copy of this from any member of staff.

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 9:30am to 12:30pm Monday to Friday plus occasional evening or weekend events. Our Stripey Stork Volunteers portal will list all available sessions and you will be able to select the sessions which you are able to attend once you are fully registered.

Our warehouse is usually closed for volunteers on bank holidays. The Volunteer Coordinator will ensure that you know when the warehouse will be closed.

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 and a biscuit! Volunteers are welcome to help themselves to tea, coffee or water at any time – and to take a break as and when needed.

9.3 Registration Process

We will ask you to complete a simple registration [form](#) (available on our website) which contains your emergency contact details and gives you the opportunity to let us know of any relevant personal health and safety requirements.

We will then contact you to let you know the next steps and invite you for a trial session.

When you register as a volunteer, we will also 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, as sometimes these involve lifting or carrying.

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.

Once you have completed your trial session, you will have access to our Volunteer Portal, where you can change and manage your own shifts.

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. We have written guidelines for all of our tasks, copies of which can be found at the various work stations throughout the warehouse.

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 and appropriateness 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 or appropriateness 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 very tired clothing. We do not hand out clothing, games or books with camo print, war imagery, offensive language, or otherwise inappropriate or offensive items. We take care to curate our toys, games and books to make sure that outdated, potentially inappropriate items are removed and current safety standards are adhered to.. 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 3-4 months, on a weekday 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. Corporate volunteers will usually be assigned tasks which do not overlap with the duties of regular volunteers but will occasionally be working alongside regular volunteers, e.g. at the clothes sorting table.

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 Safeguarding

All volunteers are covered by our Safeguarding Policy, a copy of which is available in the warehouse, or by emailing sara@stripeystork.org.uk. You, and those around you, have a right to work safely and without harm. If you have any concerns about your safety or wellbeing working at Stripey Stork, please speak to the Volunteer Coordinator, or ask to speak to the Designated Safeguarding Lead (Operations Manager, Sara Beadle).

13 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.

14 Expenses & Petty Cash

Volunteers can 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.

15 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.

15.1 New Baby Cards

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

15.2 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.

16 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 Chief Executive directly or email her on nicola@stripeystork.org.uk. You can also contact our Board of Trustees directly, using the email address trustee@stripeystork.org.uk.

16.1 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.

16.2 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: <https://stripeystork.org.uk/wp-content/uploads/2020/06/Complaints-Procedure-May2020.pdf>

16.3 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 electrical equipment, if possible by switching off the socket on the wall
 - Ensure that the urn is turned off at the plug socket and the water heater is turned off at the wall switch.

In case of a fire or alarm at our warehouse, please follow the directions of the staff. 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:	
Do you have any allergies or health conditions that we need to be aware of? Do you need to carry with you an EpiPen, inhaler or any medication to manage your allergy / health condition?	
Address:	
Date of Birth:	

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

Would you be happy to help at evenings/weekends if the need arose Yes/No

During your session we may take photos which we'll use on social media and other marketing activities. Do you consent to this? 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.

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?