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Welcome from Fiona, CEO

Dear volunteer,

Along with the rest of the team here at Dementia Adventure, may I extend a very warm, personal welcome to you. We are so thankful to have you on board.

Without you, we just would not be able to reach and serve those living with dementia and their carers to help them live a more active and fulfilled life in the way that we do. Your interest, help and commitment mean that we can deliver supported holidays and make connections in the local community that, in turn, help the people we serve to better understand the benefits of the outdoors and connecting with nature, and to access these for themselves. It’s such a joy to see the transformational impact, especially for those living with dementia. I am delighted that, through your support in whatever role you play, you too will be able to share that joy.

I hope you will find this handbook helpful. The team is here to support you, of course, in whatever way we can. So please don’t hesitate to make contact. I shall also look forward to having an opportunity to meet you soon if I haven’t already and to thank you in person for your willingness to give your time to be part of the team bringing much needed support to so many.

Best wishes

Fiona

Fiona Petit
Chief Executive Officer
Welcome from the Volunteers Team

Welcome to volunteering with Dementia Adventure. We thank you wholeheartedly for giving your time and energy to become a volunteer for us. Volunteers are incredibly important to our work and we welcome individuals who are keen to volunteer as much or as little of their time to support us in a number of exciting and enjoyable ways. There is huge potential for the involvement of volunteers throughout the charity: supporting holidays, becoming a Community Connector to represent us, assisting with administration at our head office in Essex or contributing to our fundraising efforts. And much more!

Volunteers are central to the way in which we intend to deliver real quality of life changes for people living with dementia all over the country. We are extremely flattered that people from all walks of life with many diverse interests and talents come forward to volunteer for us, and that includes you. We very much see who you are and all you bring as making us more diverse and successful as a charity.

Volunteering is an excellent opportunity to gain experience and develop skills, whilst being part of a friendly and enthusiastic team. All of our volunteers come to us because they care deeply that people with dementia are treated with compassion and empathy and thoroughly enjoy making people’s lives easier and more adventurous.

Thank you so much for your gift of time.

Janet, Hayley & Eleanor
Section One:

Dementia Adventure & Being a Volunteer

Introduction
This is your Volunteer Handbook. We have developed this handbook as a user friendly and helpful guide to enable you to navigate your way through your volunteering role and our policies and procedures as easily as possible.

We hope you will digest the contents of this handbook carefully at your leisure and refer to it during your time volunteering with us. It explains the basics about our approach to thinking differently about dementia and our approach to risk that we feel everyone should know. It also signposts you to the right contacts, tools and information to help you understand what volunteering with us is like and make your volunteering role as easy and enjoyable as possible.

We encourage you to like our page on Facebook follow us on X and Instagram and subscribe to our Newsletter if you have not done this already.

An electronic copy of this handbook will be available on our online Volunteer Hub along with any relevant policies, procedures and forms mentioned throughout. Please don’t share this link with anyone outside the organisation. You can find it by visiting: Volunteer Hub

Please speak to the Volunteers Team should you need any guidance on any aspect of this handbook or your role.

Telephone: 01245 237548

Email: volunteering@dementiaadventure.co.uk
About Dementia Adventure

Vision:
A more active and fulfilled life for everyone living with dementia.

Mission:
Supporting people with dementia to get outdoors and experience the benefits of nature.

Values:

~Positivity
We look at what is possible, rather than what isn’t. We encourage ‘positive-risk taking’ that enables people with dementia to connect to nature for enjoyment and for their health and wellbeing.

~Care
We put the individual first, not the condition. We listen and take time to understand what life is like for others. We will work with you to find solutions tailored to your circumstances.

~Connection
We enable people to connect to the benefits of nature, themselves and their community. To enjoy passions, dreams and interests, and reduce isolation and loneliness.

~Empowerment
We inform, inspire, and equip you to take action that suits your own circumstances. We work with you, supporting you to make the right choices.
- **Inclusivity**
  We believe support should be available for everyone living with dementia, and those who support them, regardless of gender, race, religion, ability or socio-economic status.

**The Dementia Adventure Team**

Volunteers are incredibly important to our work, and we very much see volunteers as part of the Dementia Adventure Team, working alongside the staff. If you've yet to ‘meet’ the staff team you can find us here: [https://dementiaadventure.co.uk/about-us/meet-the-team/](https://dementiaadventure.co.uk/about-us/meet-the-team/)

We welcome individuals to volunteer in a number of exciting and enjoyable ways, and encourage all our volunteers to bring their skills and interests with them. The charity could not exist without all the individuals that volunteer with us, and we are much enriched by the diversity of volunteers and the skills, experience and expertise they bring. We like to work with volunteers to find out where and how they would like to support us, and which opportunity will suit them best.

**How volunteers are involved**

<table>
<thead>
<tr>
<th>Holiday Supporter</th>
<th>Supporting people living with dementia and their family caregivers to have a holiday at one of our nine holiday destinations. Holidays run Monday - Friday, are all at beautiful locations and involve a whole range of activities.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community Connector</td>
<td>Promoting Dementia Adventure and our mission at local community events such as dementia and memory cafes, People’s Postcode Lottery events, Hubs, Women’s Institute, Rotary, U3A and similar groups/organisations. This could be ‘staffing’ a stand at an event, or giving a short talk about what we do at a local community group, or delivering leaflets to local carers groups.</td>
</tr>
<tr>
<td>Role</td>
<td>Description</td>
</tr>
<tr>
<td>-------------------------------</td>
<td>-----------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Fundraiser</td>
<td>Participating in a fundraising event of whatever scale - a marathon, long trek, short walk, or cake sale - every penny counts.</td>
</tr>
<tr>
<td>Community Fundraiser</td>
<td>Coordinating fundraising within the local community by organising, promoting and running a variety of fundraising activities/events in your community such as a quiz night, golf day, bake off, coffee morning etc.</td>
</tr>
<tr>
<td>Photobook Designer</td>
<td>Designing and creating beautiful photo books for families after they have attended a Dementia Adventure supported holiday</td>
</tr>
<tr>
<td>Admin Support</td>
<td>Working ‘remotely’ at home or at the Dementia Adventure office supporting the team with a range of administration tasks that keep the whole organisation going!</td>
</tr>
<tr>
<td>Great Dunmow Allotment Project</td>
<td>Supporting people living with dementia on a weekly or fortnightly basis (Fridays) at our allotment in Great Dunmow, Essex</td>
</tr>
<tr>
<td>Employee Volunteers</td>
<td>Employees who use their employee volunteering time to support us in a variety of ways, sharing their professional skill, supporting a project, being a Dementia Adventure Ambassador in their workplace.</td>
</tr>
<tr>
<td>Ambassadors &amp; Patrons</td>
<td>Promoting our work through their vast networks, speaking on our behalf at functions, leveraging connections to support our mission and work.</td>
</tr>
<tr>
<td>Researchers</td>
<td>Assisting Dementia Adventure with specific research based tasks to help evidence the success of our work.</td>
</tr>
<tr>
<td>Trustee Board</td>
<td>Playing a very important role in making sure that the charity is run in the interests of people living with dementia and their carers. Strategically overseeing the management and administration of the organisation.</td>
</tr>
</tbody>
</table>
Benefits of volunteering with Dementia Adventure

By volunteering with Dementia Adventure you could be:

- Meeting new people, being part of a friendly and enthusiastic team
- Gaining experience, learning new skills and increasing knowledge
- Sharing and making use of your experiences, exploring your talents, and gaining confidence
- Gaining a better, more positive understanding of people living with dementia
- Gaining more confidence to actively engage and support people living with dementia to enjoy outdoor activity and overcome barriers
- Developing and achieving personal goals
- Having fun and feeling inspired
- Getting to know and being involved in your local community, giving something back
- Spending time outdoors in stimulating environments and keeping active yourself
- Improving your wellbeing through social interaction, supporting others, working as a team, and enjoying new activities
- Getting back into a working environment
- Accessing training and support from Dementia Adventure as well as our volunteer resources

Think about what motivated you to get involved, and what you would like to get out of volunteering with Dementia Adventure. We’d love to
hear about this from you, and discuss how we can then help you to find the right role, and gain the most fulfilment for the time you give us.

**Representing Dementia Adventure**

When volunteering for us, you will be meeting lots of people living with dementia, their carers, other professionals and members of the public, and often you will be acting as the ‘face’ of Dementia Adventure. When doing so we would ask that you be mindful of the impression of the charity you are giving. The way you conduct yourself will determine the impression received about us.

We would like to be seen as a caring and friendly charity, at the same time being professional and efficient, so we ask that you do your best to achieve this impression. Below are a few tips to help you project a positive and friendly approach and we ask that you do your best to:

- Be polite and welcoming to everyone
- Be helpful and take responsibility for solving problems if confident to do so
- Not air any concerns that you may have to members of the public or clients - discuss them with the appropriate member of the team
- Not discuss confidential charity matters (budgets/working practices etc) with anyone outside the charity as outlined in the Volunteer Agreement

Dementia Adventure is committed to communicating in plain language with the public to:

- Encourage greater interest and involvement in the work of the organisation
- Promote access to services provided by Dementia Adventure and its partners
- Encourage the debate needed to improve services

It is essential that any communication with the media is co-ordinated, to ensure that all members of Dementia Adventure are giving the same message. All media enquiries and contact should be directed through the Communications Manager, who is responsible for coordinating the production, timing and issue of press releases. In the
absence of the Communications Manager the key communications contact will be the Head Office. The full PR & Communications Policy is available upon request from the Volunteers Coordinator.

Promoting Dementia Adventure

We would love our volunteers to promote Dementia Adventure and our work. This could be in a formal capacity as a Community Connector or informally through your everyday life. Spread the word with your friends, family, work colleagues, sports club or local community group. Talk to them, tell them about our work and your role and give them a leaflet or share stories about us with them on social media.

- Like our Facebook page: Dementia Adventure
- Follow us on Twitter: @DementiaAdv
- Follow us on Instagram: dementia_adventure
- Share our amazing You Tube videos: dementiaadventure
- Join us on LinkedIn: Dementia Adventure

Please never share private information about staff/volunteers or clients or use anybody’s name or image without their prior permission. Please do not post any photographs on your private social media of clients/volunteers as we may not have their permission. If you are not comfortable using social media, we would still love to hear about what made your volunteering experience special, so please do include your favourite quotes in your feedback.

You might already be a member of a Women’s Institute or Rotary Club or you might attend a Dementia Café. Talk to the Volunteers Team about how we could support you to promote Dementia Adventure at one of their meetings or events.

Here is some information about us that you may want to use:

Award winning charity

Dementia Adventure is a multi-award winning charity. We are based in Essex but work nationally and have an international following. We think differently about dementia. Our positive focus is on the
individual and not on the condition. We look at what people can do, not what they can’t. We concentrate on ‘the possible’. With the right support, people can continue to do the things they have always enjoyed, keep active and remain a valued member of society. Our work aims to enable people living with dementia to get outdoors, connect with nature, themselves and their community, and keep a sense of adventure in their lives. We support people living with dementia to access the significant mental health and wellbeing benefits of getting outdoors by:

- Building confidence and motivation
- Identifying and removing barriers
- Increasing knowledge and understanding
- Increasing opportunities for engaging with nature
- Encouraging connection to people, places and nature

We offer a range of services and support:

Dementia Skills Sessions

Free training for people supporting somebody with dementia. Attendees can connect online with experienced dementia trainers to learn how to think differently about dementia, understand more about the condition and receive practical tips and guidance to help them in their role.

Supported Dementia Holidays

As an alternative to traditional respite for people with dementia and their carers we enable both parties to enjoy a holiday, supported by our fully trained team.

Training & Consultancy for Organisations

Our experienced trainers deliver a range of tailored training and support. We can upskill staff and volunteers who support people living with dementia, help create inclusive and accessible services across an organisation, and support the set-up of a nature-based
programme specifically for people living with dementia in their local community.

Research

Research underpins all our work at Dementia Adventure. We are an evidence-led charity, making sure what we do benefits people living with dementia. We collaborate with academic institutions and the public sector to contribute to the evidence on activity in nature and the benefits it brings to people living with dementia.

Through the publication and sharing of reports and films we inspire people to understand what is possible. We provide practical solutions focused on positive risk-taking to support people with dementia to enjoy the physical, social and emotional benefits that outdoor activities and connection to nature brings.

Our research steers what we do, and provides robust evidence to back our provision. We seek to inspire families, individuals and organisations to take action for themselves, and also to shape and influence their local community.
Training and Support for Volunteers

All volunteers joining us at Dementia Adventure are asked to attend a Volunteer Induction before they begin volunteering with us. While you are volunteering with us, we will do our best to support you to fulfil your role. This may involve role training, which will be planned with as much flexibility as possible to enable you to participate. We strongly encourage all of our volunteers to attend Dementia Adventure’s online two hour ‘friends and family’ training session, *Mood & Motivation*. The other course, *Understanding Dementia Better* would be a good refresher for your induction training further down the line.

Throughout your volunteering you will be supported by the Volunteers Team, and we encourage you to contact them in the first instance of any query or concern.

You may also be given a specific point of contact who can give you the best day-to-day support for the tasks you are undertaking.

Support Resources

We have a variety of support resources for each role which can be found on our Volunteer Hub: [Volunteer Hub](#)

On the Hub you will find downloadable documents, including expense forms, ‘How to’ guides, Talk presentations, Agreements and Policies.
**Expenses**

We are committed to offering you out-of-pocket expenses necessarily incurred in your role. You have volunteered your time unpaid to support our work and we do not want you to be out of pocket as a result of your volunteering. We are happy to reimburse your out-of-pocket expenses so please keep all your receipts in order to claim what is due to you.

You are able to claim reimbursement for your travelling costs to and from your place of volunteering and other costs incurred in your role.

**Examples include:**

- **Travel cost from your home (and return) to attend or support:** A training or induction event, a holiday location, or to support an event.

- **You are able to claim reimbursement for a lunch,** something like a sandwich and a drink, when you are volunteering at an offsite event. There is an upper limit of £10.

- **If staying overnight to attend an event** your accommodation costs can be covered by Dementia Adventure but we ask that you choose the most economical option. Please confer with the Volunteers Team before booking accommodation. **You are able to claim reimbursement for breakfast** with an upper limit of £10 as well as an evening meal with an upper limit of £20 (if not included with your accommodation).

- **When volunteering to support a holiday,** we do not charge volunteers for accommodation, food or holiday activities.

To make a claim, please use the Expense Form which can be found on the online Volunteer Hub and send a copy to the Volunteers Coordinator with a copy of all necessary receipts.

**Insurance**

You are insured under Dementia Adventure’s public liability policy for anything that you might do (intentionally or not) whilst volunteering.
for any pre-approved activities. If you are supporting a holiday and you have an annual travel insurance policy, it might mean you have additional financial compensation in the event of an accident. We will provide extra insurance for you if you are sailing, or if you go abroad.

**Boundaries**

Appropriate boundaries set the parameters of what is and is not acceptable behaviour by volunteers in their roles. Clear boundaries allow us to develop trusting relationships with our clients who know what to expect from us.

Keeping appropriate boundaries means that we are befriending someone we encounter in our volunteer duties with Dementia Adventure in order to offer them support rather than being their friend in a social sense.

To demonstrate appropriate boundaries show respect for your team members and try to act consistently as a team. Support each other, try not to contradict one another, share tasks/duties and give a consistent impression, so that all clients know what they can expect from the team and so that unrealistic precedents are not set. It is important not to stress our own strong views that we may have for example, religion, politics etc. These subjects should not be discussed.

We suggest that you don’t socialise with clients outside of formal volunteering time. Socialising can blur the private and professional roles and it could make maintaining confidentiality difficult. We also suggest that you be mindful of the type and amount of information you disclose about yourself.

If you are unsure of a situation that you think may be a boundary issue, for example you know a client outside of the event or have supported them or their family in the past, you should discuss this with the Volunteers Coordinator as soon as possible for support and advice.
**Alcohol and drugs**

Dementia Adventure aims to provide a safe and healthy environment, for all its volunteers, paid employees, and service users. Dementia Adventure does not permit its volunteers to consume alcohol, take recreational drugs, or consume anything that would impair judgement or practicalities during their time volunteering with us. Any volunteer either arriving at their place of volunteering intoxicated or becoming so whilst volunteering will be asked to leave their volunteering role.

**Gifts**

Some clients, families, or members of the public may offer you a small gift as thanks for the help you have given. All gifts of money should be handed in to the Dementia Adventure office or the Adventure Leader (if supporting a holiday).

Alternatively you could try and encourage them to write a letter of thanks that we can use to talk about Dementia Adventure or encourage them to give the gift to the charity in a way to include gift aid.
Confidentiality

We ask volunteers to adhere to our confidentiality agreement. In the course of volunteering, you may have access to confidential information relating to Dementia Adventure or our clients. This may include: details of our funding; our marketing and future funding plans; our terms of business with third parties; details of our negotiations with potential third parties; the personal and sensitive personal data you or we hold about clients, including their names, addresses and details of their medical conditions.

We expect you not to use or disclose this information to any person either during your time volunteering with us or at any time afterwards unless required to do so by law and to process all third party personal and sensitive personal data entrusted to you in accordance with guidelines issued by Dementia Adventure, including keeping such data secure.

Our confidentiality agreement can be found on our Volunteer Hub: Volunteer Hub

Hearing your views

Whatever your role as a Volunteer at Dementia Adventure, we would like to hear your views. This will either be informally when you begin to volunteer with us or by email and tools such as SmartSurvey or Beacon (our database) to complete short questionnaires as you go. We are always very keen to hear how things are going from your perspective, what we could do to improve things for both our clients and our volunteers and any other thoughts you may have.

With around one hundred volunteers around the country it’s hard for us to come together as a team. We do run online meetings from time to time and would welcome any opportunities to facilitate regional or local networking. If you would like to be put in touch with volunteers in your area let us know.

Raising your concerns
Dementia Adventure wants you to be happy while you are volunteering with us. We will do our best to make your volunteering enjoyable and meaningful. Occasionally, concerns are raised. Concerns during your time volunteering should initially be raised with the Volunteers Coordinator as soon as possible, if this is not appropriate, with the Head of Operations. We encourage communications between all members of the team and your views are valid and important.

As you do not have specific legal rights as a volunteer, it is important that we have a procedure in place to ensure that volunteers are treated fairly and not discriminated against. Concerns may arise in a number of ways. A volunteer may raise a concern about another volunteer, a member of staff or Dementia Adventure itself. The following procedure will ensure consistency, provide a means of identifying a solution and demonstrate our commitment to Best Practice.

**Stage 1: Verbal Discussion**

The initial concern, whether about a member of staff, the charity or another volunteer, should be discussed informally with the Volunteers Coordinator. Many issues can be resolved at this stage. The concern should be raised with the Volunteers Coordinator on the day when the incident occurs or as soon as possible thereafter. If the concern is about the Volunteer Coordinator the volunteer should talk to the Volunteers Manager or Head of Operations.

**Stage 2: Concern in Writing**

If the volunteer is not satisfied with the outcome of the verbal discussion, the volunteer should raise the concern in writing to the Volunteers Manager or Head of Operations. A written complaint should be made within five working days of the verbal discussion. The Volunteers Manager or Head of Operations will arrange a time to meet/speak with the volunteer to discuss the concern and aim to resolve it. The volunteer will be given the option to be supported during the meeting by a person of their own choice. Another member
of the Operations Team may also be included to offer support to both parties.

Stage 3: Opportunity to Appeal

If the volunteer is still not satisfied with the outcome there is a right to appeal in writing within five working days to the Head of Operations or CEO. The volunteer will be invited to a meeting with the Head of Operations or CEO and will be given the option to be supported at the meeting by a person of their own choice. After the discussion, the Head of Operations or CEO will write to the volunteer to explain the decision taken in response to the appeal within five working days of the meeting. This decision will be final. If, after this, the volunteer feels the concern remains unresolved then it would be inappropriate for the volunteer to continue volunteering with the charity.

Concerns about your volunteering

If we think there is a problem with the role you are undertaking, we will talk to you as soon as possible. Dementia Adventure undertakes to treat all volunteers with dignity and respect and a decision to ask a volunteer to leave would only be taken after consideration of all the circumstances.

Dementia Adventure can ask you to stop your volunteering duties immediately and at any time should your behaviour compromise the safety of clients/the public/team, or the integrity, values or reputation of Dementia Adventure. If a volunteer is accused of harassment, theft, being under the influence of alcohol and/or drugs, abuse of clients (this list is not exhaustive), you will be asked to stop volunteering while the matter is explored.

If somebody raises a concern about your role, attitude or conduct while you are volunteering, as you do not have specific legal rights as a volunteer, it is important that we have a procedure in place to ensure that you are treated fairly and not discriminated against. The following procedure will ensure consistency, provide a means of identifying a solution and demonstrate our commitment to Best Practice.
Stage 1: Verbal Discussion

The first step will be an informal discussion about the concern with the Volunteers Coordinator. This is an opportunity for the volunteer to hear about the concern and to provide their side of the story. It may also be an opportunity to seek to identify some solutions if required and appropriate. Concerns cannot be raised anonymously. The volunteer has the right to know what concern has been raised and by whom. The volunteer will be given the option to be supported during the discussion by a person of their own choice. Another member of the Operations Team may also be included to offer support to both parties.

Stage 2: Concern in Writing

If the concern hasn’t been or cannot be resolved with a verbal discussion, the volunteer may be issued with a written letter outlining the concern raised and an invitation to a more formal meeting. The volunteer should be given the opportunity to state their case to the Volunteers Coordinator. The volunteer will be given the option to be supported during the discussion by a person of their own choice. Another member of the Operations Team may also be included to offer support to both parties. Depending on the nature of the concern, objectives could be set or help, such as further training, offered. However, if at this stage the volunteer is asked to stop volunteering with the charity, there is an opportunity to appeal.

Stage 3: Opportunity to Appeal

If a volunteer is asked to leave there is an opportunity to appeal in writing to the CEO within five working days of the decision having been made. The volunteer will be invited to a meeting with the CEO and will be given the option to be accompanied to this meeting by a nominated person of their choice. After the meeting the CEO will write to the volunteer to explain the decision taken within five working days of the meeting. This decision will be final.

Volunteer Link
We have a newsletter for volunteers called ‘Volunteer Link’ which we send out to you by email every three months. Please do feel free to suggest content for up and coming issues. You may well be asked to talk about your own volunteering ‘story’!

Previous editions can be found on our website on the Volunteer Hub: Volunteer Hub
Section Two:

Policies and Procedures

Dementia Adventure has policies and procedures in place which we would ask that you follow. Policies and procedures on many aspects of the work at Dementia Adventure are produced and updated on a regular basis through the Trustee Board.

The policies and procedures in place at Dementia Adventure are:

1. Volunteering Policy

2. People:
   a. Equality, Inclusion & Diversity Policy
   b. Positive Work Environment Policy including definitions of Harassment and Bullying and Procedures for Dealing with Alleged Harassment or Bullying and, Procedure for Dealing with Alleged Harassment or Bullying from a Third Party
   c. Recruitment, Retention & Induction policy
   d. Complaints & Compliments policy & procedure
   e. Involving people living with dementia procedure

3. Communications:
   a. PR & Communications Policy
   b. IT and Communications
   c. Social Media

4. Financial procedures:
   a. Financial policy & procedure
   b. Financial Reserves policy
   c. Financial Investments
   d. Ethical Fundraising and Donor Acceptance
   e. Financial Assistance for individual beneficiaries of Dementia Adventure Holidays

5. Privacy:
a. Privacy policy  
b. Volunteer Confidentiality Agreement  
c. Data Protection Policy  
d. Policy Statement on the Secure Storage, Handling, Use, Retention and Disposal of Disclosures and Disclosure Information

6. Safety:  
a. Risk Management policy  
b. Health, Safety & Hygiene policy  
c. Safeguarding Policy & Safer Working Practice Guide  
d. Critical Incident  
e. Anti-Bribery Policy & Procedure  
f. Public Interest Disclosure (Whistleblowing)  
g. Alcohol & Drugs Policy  
h. Conflict of Interest policy  
i. Rules for driving on Charity Business

If you would like to look at any of the above policies please contact the Volunteers Team who will be happy to send you a copy electronically.