



# THE BLUE CROSS

*Britain's pet charity*

## VOLUNTEER CHARTER

**The Blue Cross recognises the importance of volunteers in achieving its charitable objectives and is committed to ensuring that all volunteers are involved effectively and properly acknowledged for the generous gift of their time and expertise.**

### **What we will offer our volunteers**

- Membership of a team as part of which you will be able to make a worthwhile contribution to helping animals in our care, promoting responsibility towards animals and supporting pet owners in our community.
- A welcome to volunteers from all sections of the community and wherever possible we will accommodate people with special needs.
- Induction and training enabling you to fulfil your role effectively.
- Support and guidance from a staff member so that you will feel secure and confident in what you are doing.
- Public liability, personal accident and professional indemnity insurance cover as appropriate.
- Personal protective equipment required to enable you to perform your work safely, as appropriate.
- A health & safety policy and accident procedure, as appropriate.
- Assurance that you will be treated as a valued team member and without discrimination. The Blue Cross welcomes your comments and suggestions.
- Out of pocket expenses.
- Assurance that you and your contribution will be appreciated at all times.

### **What we expect from our volunteers**

- To complete the training programmes offered both at your induction and during your period of service.
- To attend feedback review sessions with your volunteer co-ordinator or manager to discuss progress and ensure everything is going well.

- To know and follow Blue Cross guidelines and policies at all times. Of particular importance are the following, details of which will be provided as appropriate during volunteer induction:

Health & Safety  
 Animal handling methods  
 Cash handling and accounting rules  
 Offering support in Pet Bereavement

- To respect decisions made by The Blue Cross regarding animals in our care, including those in foster care homes.
- To respect and care for any Blue Cross equipment provided to assist you in your volunteer role, and return it upon completion of that role.
- To abide by the principle of confidentiality and respect all confidential information relating to The Blue Cross, fellow volunteers, employees, members of the public and service users.
- To ensure any comments or statements made on behalf of The Blue Cross are in line with Blue Cross guidelines and policy. If unsure please check with your volunteer co-ordinator or explain that they are your views and not necessarily those of the Blue Cross. Any media contact (including newspapers, radio, TV, websites and forums) must be through our press office.
- To be reliable and to let us know in good time if you cannot attend.

N.B. Whilst we appreciate the goodwill shown by volunteers in giving their time and expertise freely, if the behaviour of a volunteer does not complement or support the objectives of The Blue Cross, the person in charge may ask the volunteer to adjust their behaviour. The Blue Cross aims to identify and resolve any problems at an early stage, but, in circumstances where this is not possible, the volunteer may be informed that their services are no longer required. It is not intended that a volunteer should have the status of employee or worker in relation to the volunteering activities undertaken, nor that they should derive a personal financial benefit from undertaking such activities.

I have read and understood the Blue Cross Volunteer Charter

Signed..... (Volunteer) Date.....

Signed.....(Blue Cross Staff) Date.....

(Nov 2008)