

# Volunteer Code of Practice



It is Lagan Valley Regional Park's intent that all volunteering activities are conducted in a positive, safe manner in which all volunteers can undertake roles in a productive and professional manner. It is with this intent that the 'Volunteer Code of Practice' is presented to contribute to good volunteering practices and standards of conduct. Below you will find some guidelines that we hope all volunteers will adhere to:

- We each have a responsibility for ensuring the safety of ourselves and others. Volunteers are required to follow safe working practices at all times. If you are in doubt as to the safe method of doing any task, ask your supervisor for help or support.
- We aim to keep our equipment in good working condition and provide a safe working environment. If you are aware of a fault or problem please discontinue work and let your supervisor know.
- We will provide you with personal safety equipment where appropriate: it is important that you wear it when carrying out certain roles.
- If you, or someone you are with, has an accident, report it to your supervisor and seek medical attention from a medical professional and/or LVRP staff member who is certified to perform first aid. An incident report form must be completed in each case and given to your supervisor.
- The consumption of alcohol and drugs is strictly forbidden at any time.
- Smoking is prohibited in all Lagan Valley Regional Park sites except where there are designated areas.
- Volunteers are not permitted to operate LVRP vehicles due to current insurance arrangements.
- For safety reasons, access to the stairs in the Lock Keeper's Cottage and the deck of the barge, is not permitted.
- For insurance purposes, animals, (with the exception of Guide Dogs), are not permitted within any working environment, including the Lock Keeper's Cottage, barge, volunteer tasks and LVRP events.
- Volunteers will be supplied with a personal alarm and mobile phone, where necessary, for their safety. We recommend you keep it with you if you are lone working.
- LVRP employs a practice of fair and non-discriminatory treatment for all. Verbal or physical abuse, bullying or threatening behaviour is not tolerated. If for any reason volunteers feel threatened or vulnerable while volunteering at any time they should leave the area immediately and contact Lagan Valley Regional Park staff on duty.
- Volunteers should always follow procedures and guidance to avoid situations where they may be alone with children or vulnerable adults. See guidance and Policies & Procedures for the Protection of Children and Vulnerable Adults.

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- Remember, that throughout the entire volunteer experience, you are representing yourself and LVRP. Your actions will reflect on all of these parties. All volunteers are expected to conduct themselves in a friendly, courteous and professional manner when dealing with service users, visitors, other volunteers, or LVRP staff.
- LVRP Volunteers are highly valued and relied upon for the work that they do. If you cannot volunteer at the times agreed you should notify LVRP staff, giving as much notice as possible so that alternative arrangements can be made.
- Volunteers are provided with information and ongoing training to equip and support them in performing their role. The Volunteer Coordinator will monitor and guide volunteers in the performance of their role, and recommend training or role changes where required.
- LVRP will follow the Volunteer Complaint's Procedure where a volunteer's work practices could endanger themselves or others, or if a volunteer's behaviour, performance or repeated absence or lateness negatively affects LVRP or the service it aims to provide.
- LVRP aims to redress any concerns raised by volunteers. If a problem arises during your volunteer activity, please speak to the Volunteer Coordinator as soon as possible.