



CROSSKENNAN LANE ANIMAL SANCTUARY VOLUNTEER CHARTER

Crosskennan Lane Animal Sanctuary (CLAS) recognises the importance of volunteers in achieving its charitable objectives and is committed to ensuring that all volunteers are effectively utilised and properly acknowledged for the generous gift of their time and expertise.

- That you will be treated as a valued team member and without discrimination. CLAS welcomes your comments and suggestions.
- Appropriate and reasonable out-of-pocket expenses.
- Assurance that you and your contribution will be appreciated at all times.

What we expect from our volunteers. 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.
- Appropriate insurance cover is in place for all activities that you may be asked to carry out for us
- Appropriate personal protective equipment to enable you to perform your role safely
- Appropriate health & safety environment, briefings and training Assurance
- To complete the training programmes offered both at your induction and during your period of service.
- To know and follow CLAS guidelines and policies at all times.
- Of particular importance are the following, details of which will be provided as appropriate during volunteer induction and training:

Health & Safety

Animal handling methods

Restricted areas on site at CLAS

- To abide by the principle of confidentiality and respect all confidential information relating to CLAS, fellow volunteers, employees, members of the public and service users.
- To ensure any comments or statements made on behalf of CLAS are in line with CLAS guidelines and policy. If unsure please check with the CLAS Committee or explain that they are your views and not necessarily those of CLAS. Any media contact must be through our press officer.
- 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 CLAS, the person in charge may ask the volunteer to adjust their behaviour. CLAS 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.

VOLUNTEERS CONTACT

Email volunteer@crosskennanlane.org.uk