

MY VOLUNTEER INDUCTION

PARKINSON'S^{UK} CHANGE ATTITUDES. FIND A CURE. JOIN US.



MODULE THREE:

Volunteering practicalities

You've joined a team of committed volunteers and staff who work together to find a cure for Parkinson's and improve the lives of those living with the condition. So, while you may be new to the organisation and are finding your feet, you're not alone. Parkinson's UK welcomes, encourages and values volunteers. We do our best to provide everything you need to know to carry out your volunteering role, from understanding health and safety issues to explaining how you claim expenses.

“Even if you've been a volunteer for years it's still important to do this module. This information is here for you in one place, and you can always come back to it if you need to.”

Elisabeth, Volunteer

What you'll learn

At the end of this module, you will:

- know what resources can support you in your role and explain why they're important
- have an awareness of health and safety issues affecting your volunteering
- identify and explain why some behaviour and decisions can be detrimental to Parkinson's UK

Activities

This module consists of three tasks and some top tips:

- Task one: Things you need to know
- Task two: Health and safety
- Task three: Being an ambassador
- Top tips

“As a volunteer, you will be amazed at the courage and determination and sense of humour of those who have Parkinson’s in what can be very difficult circumstances.”

Pat, branch secretary





TASK ONE:

Things you need to know

By now, you probably have a good idea of what Parkinson's UK does and who we support. If you'd like to find out more, please take a look at modules one and two.

Your task

Read about everything from claiming expenses to our policies on equality below. Some of the issues won't apply to what you're doing now but it's useful to know that these policies and resources exist should you need them in the future.

Equality and diversity

At Parkinson's UK, we're committed to promoting equality and valuing diversity in our work and organisational culture, including volunteering. We welcome volunteers from diverse backgrounds and work to ensure equal opportunities for all.

As a volunteer, you're also responsible for creating this culture of inclusion at Parkinson's UK. So, signing up to become a volunteer means carrying out your volunteering in a way that reflects the organisation's approach to equality and diversity.

Read more about this issue at parkinsons.org.uk/equality

Data protection

Under the Data Protection Act 1998, Parkinson's UK has legal obligations whenever it handles personal data. This is information that identifies a living person which is held on a computer (such as in electronic files, emails, or databases) or an organised filing system (including paper files in a filing cabinet or an archive box).

Personal data could include someone's name, address, email address, telephone number and date of birth. Under the Act, we need to make sure the information we keep about people is good quality, relevant, up to date, protected and secure.

Particular care must also be taken when handling sensitive personal data as more restrictive requirements apply to this type of information. This includes details of someone's racial or ethnic origin, political opinions or religious belief and sexual orientation, amongst others.

People have a right to request any personal data we hold about them and can do so by contacting our data protection officer.

If your volunteer role involves handling personal information, you should check with your staff member what training you need, and whether you need to sign a confidentiality agreement.

It is important to report any data protection related incidents to your staff contact as soon as possible so that any adverse effects can be minimised. Do speak to them if you have any questions or concerns about this issue.

Confidentiality

The charity also owes a legal duty of confidentiality to the people we hold information about. That means restricting access to information to those who “need to know”.

Parkinson’s UK does not sell personal data, and in general does not share it with third parties unless it is legally obligated to or has someone’s consent.

Confidentiality is also an essential principle of the services we provide. So, to ensure that the people and organisations we work with trust us, it is vital that you understand what information we can and cannot share.

As a volunteer, someone might share personal information with you in the course of your role. For example, a carer could discuss their finances. You must be careful not to share this information with others who don’t have a strict need to know as it can easily become gossip. Confidentiality is still important even if a situation might seem informal.

Your staff contact can help with anything that you’re concerned about around this issue and other formal support is available to volunteers in certain roles.

If your volunteer role involves handling confidential information, you must sign a confidentiality pledge.

Do report confidentiality-related incidents to your staff contact as soon as possible so that any adverse effects can be minimised. Do speak to them if you have any questions or concerns about this issue.

Read more on our commitment to data protection and confidentiality at parkinsons.org.uk/privacy or ask your staff contact for more information.

Safeguarding

We take people's safety very seriously at Parkinson's UK. That means everyone who works or volunteers for, or represents the charity, needs to show care and integrity to the people we connect with.

Safeguarding is about keeping vulnerable people safe, especially adults at risk of abuse, while protecting and supporting those who work and volunteer for us. It is important that you are aware of what to look out for and do if you're concerned about someone you meet through your volunteering.

Find out more about our commitment to safeguarding at parkinsons.org.uk/safeguarding

Talk to your staff contact about who to call in your area if you have a safeguarding concern. If you are unable to reach them, or you are not a volunteer or group member and have any safeguarding concerns, please contact the designated protection officer on safeguarding@parkinsons.org.uk or call 0844 225 9853.

Claiming volunteer expenses

We don't want your volunteering for Parkinson's UK to disadvantage you in any way, including financially. So we'll reimburse all reasonable expenses that you incur when you carry out your volunteering activities for Parkinson's UK, according to our Volunteer expenses policy.

Ask your staff contact for a volunteer expense claim form and submit your receipts with it.

Further information can be found at parkinsons.org.uk/volunteer

Volunteering and benefits

If you are claiming state benefits, inform Jobcentre Plus about your volunteering. We can provide a letter confirming you are a volunteer if you need it.

In most cases, state benefits should not be affected if you are a volunteer. If you're claiming state benefits, you're allowed to receive expenses as long as they only cover out of pocket costs. If there's any kind of profit, your benefits could be reduced or suspended.

Speak to your staff contact if you would like to know more.

Induction, learning and development

This online induction aims to make you feel welcome, comfortable and supported in your role. You have the opportunity to ask your staff contact any questions about volunteering at Parkinson's UK.

We will provide opportunities for you to learn, such as training and networking events. These will help you perform your volunteering role effectively and give you an opportunity to expand your role if you want to.

Speak to your staff contact to find out more.

What support you can expect from Parkinson's UK

We appreciate and recognise all volunteering contributions, no matter how big or small, in ways that are meaningful, from sending thank you cards to featuring case studies in our communications.

Your staff contact is there to support you. Do discuss any issues and concerns that you may have with them, as well as your progress, any successes, and your learning and development needs.

Speak to your staff contact to find out more.

If you have any problems

We hope that you won't experience any problems while you're volunteering, but know that, sometimes, issues can arise. For example, perhaps you're experiencing a problem involving another volunteer or are struggling to carry out your role.

Our problem solving policy and procedure provides a framework for how we try to solve problems involving volunteers in an open, fair and timely manner.

Speak to your staff contact to find out more about how we can support you to resolve any problems you're having in your volunteering role.

Read our problem-solving policy and procedure.

Giving feedback and making a complaint

We want to hear all your feedback, whether it's positive or negative.

So, if you have a complaint, comment or compliment about anything to do with Parkinson's UK, do let us know.

You can send an email to feedback@parkinsons.org.uk, call us on 020 7963 9324 or write to us at User involvement manager, Parkinson's UK, 215 Vauxhall Road, London SW1V 1EJ.

Moving on

We hope you enjoy being a volunteer for Parkinson's UK. However, we know that sometimes people want to move on from their volunteer role, for a wide variety of reasons.

If you want to do this, please inform your staff contact, giving as much notice as you can. You will be asked to complete a moving on questionnaire to help us to learn from your experience.

There may be times when Parkinson's UK will need to end a volunteer role because of changes in circumstance, funding or organisational structure. If this happens, you'll have as much notice as possible. You will also have the opportunity to discuss how you feel with your staff contact, and where possible and appropriate, will be offered an alternative volunteer role.

Complete module four to help you think about times when it might be appropriate to move on from your volunteering.

“Everyone has something to offer as a volunteer, even if it's just to raise the profile of Parkinson's, getting people talking about and being more aware of the condition”

Marjorie, branch treasurer



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TASK TWO: Health and safety

We want you to feel safe and secure in your volunteering role and have a moral and legal duty to ensure you do.

Our health and safety procedures and policies cover everything from things to bear in mind when you're organising an event to staying safe on the roads. They outline how we'd like volunteers and staff to work together to minimise risk or injury.

Your task

Talk to your staff contact about which of the following issues are relevant to your role and they can print out the policies, and trainings that might be helpful.

Introduction to health and safety

It's vital you read our general introduction to health and safety at Parkinson's UK. This training will take around 20 minutes to complete and will help you think about what general health and safety issues apply to your volunteering role.

Driving safely

Whether you've had your license for 50 years or five, we'd really appreciate it if you could read this information on staying safe when you're driving on Parkinson's UK business. It will help to remind you of common driving hazards.

Assessing risk when you're planning an event

What's a risk and what kind of health and safety issues do you need to bear in mind when you're organising an event for Parkinson's UK? This training will take around 20 minutes to complete and will help you form a checklist of things to consider.

Sitting at a desk correctly and safe manual handling

You can cause damage to your body if you don't sit at a computer correctly and if you lift a heavy object in the wrong way. This training addresses both these issues and will help you minimise the risk of injury. It will take around 30 minutes to complete.

Health and safety in the office

It's important to think about any hazards when you're volunteering in an office environment, from too many plugs in a socket to overstocked cupboards. This training highlights things to look out for and should take around 35 minutes to complete.

Personal safety

From things to think about if you're on your own to what to do if you're worried about someone's behaviour, this training will help you take responsibility for your safety whilst volunteering.



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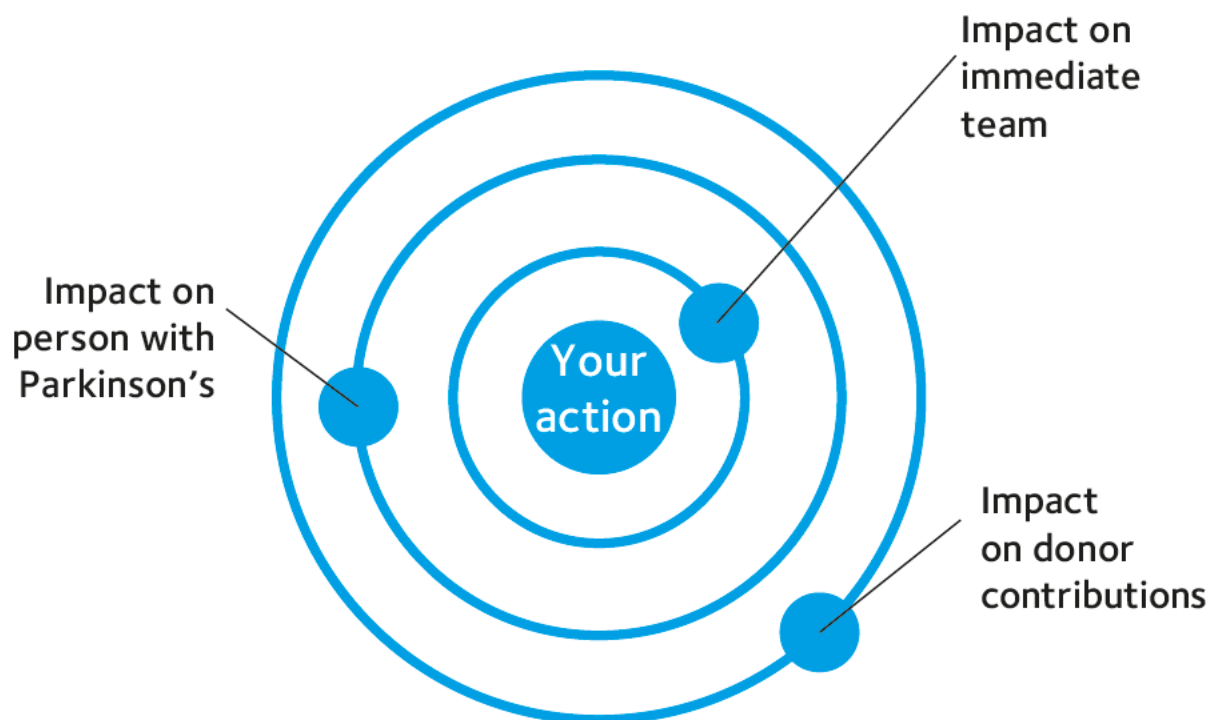


TASK THREE: Being an ambassador

“We” at Parkinson’s UK, includes staff and volunteers, working together. We’re all working to find a cure for Parkinson’s and to improve life for everyone living with the condition. Our common values are at the heart of everything we do, and form the basis of how we work together to achieve our aims.

Your task

As a new volunteer, it’s important that you familiarise yourself with the values and bear them in mind when you’re representing Parkinson’s UK. If you haven’t already, you can familiarise yourself with our values in module two, task one.



Why do we ask you to do this?

Because even your smallest decision or action as a volunteer can have a wider impact on the charity.

You might be familiar with the ‘ripple effect’, and above, you can see how the concept can be applied to your volunteering.

Maria's story

Maria and her local Parkinson's UK group are planning an event to help pay for a new exercise class. Group members have five minutes to put forward their ideas. Maria can't wait to tell everyone about the great venue she has found for the event. As Alwyn and Steve, who are also volunteers, begin to share their thoughts, Maria starts to interrupt and say why her idea is so much better.





Maria remembers the charity's values

1

Maria **remembers the charity's values** and realises that she is acting selfishly. She immediately apologises to the group for interrupting.

2

She makes an effort to listen to everyone's suggestions, shares her own and gives constructive feedback. A unanimous decision is made on the venue for the event.

3

All the volunteers from the group turn up at the event and work together to get as many people as possible to donate to Parkinson's UK.

4

At the end of the event, Josh, another volunteer, is delighted to tell the staff contact that the group have raised enough money to start running the exercise class for people with Parkinson's. He thinks the group's teamwork was key.



Maria forgets the charity's values

1

Maria has **forgotten our values** about listening and being united.

2

Alwyn, Steve and the rest of the group feel awkward and tense because Maria has been rude. A venue is decided upon quickly.

3

Alwyn and Steve decide to not attend the event because they were upset by how Maria behaved in the initial meeting.

4

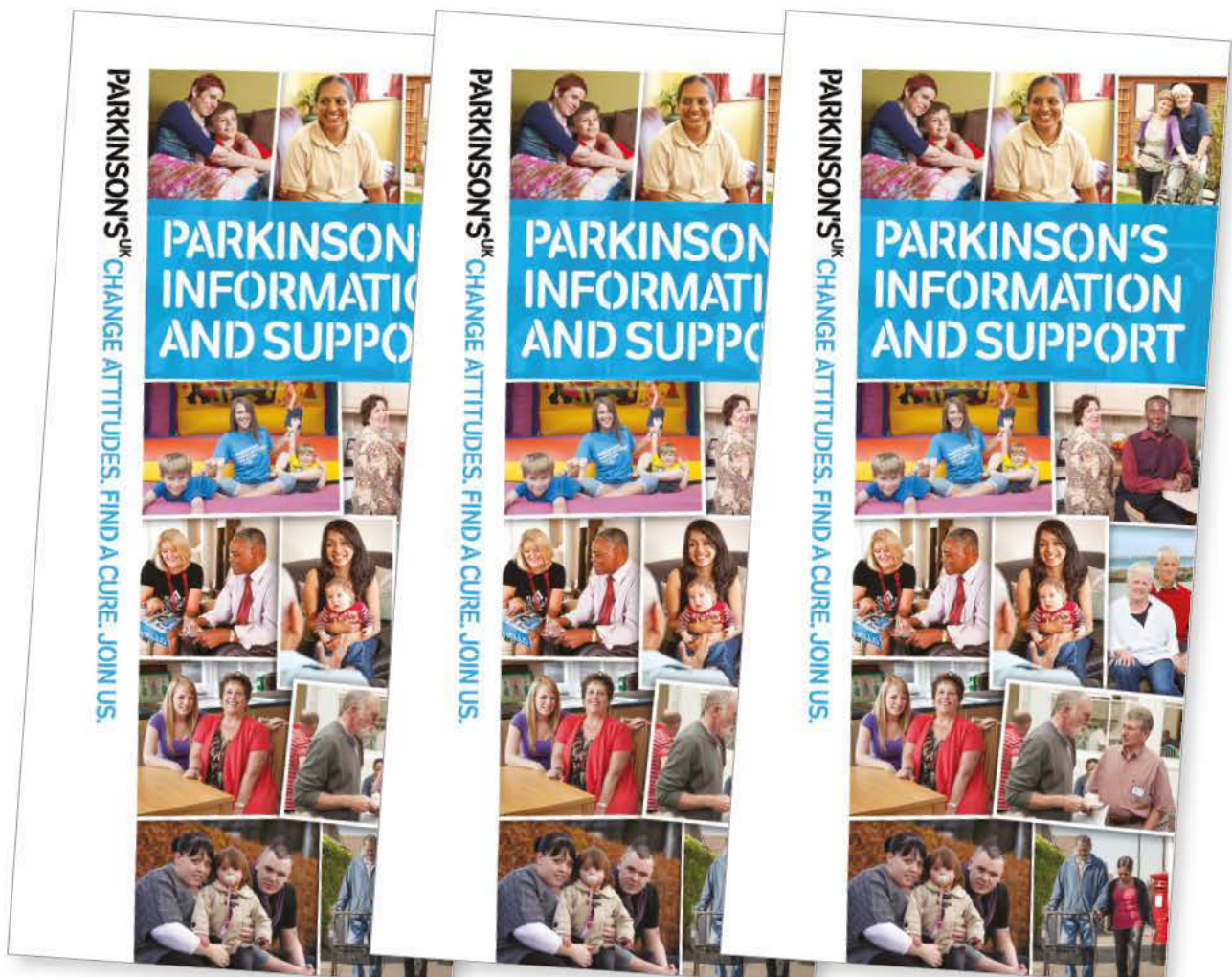
Alwyn and Steve leave the group because they'd expected Maria to apologise and felt her actions had caused too much bad feeling. The event doesn't happen and Josh, another volunteer, is disappointed to tell the staff contact that the group can't run the exercise classes for people with Parkinson's.

Ultimately, the way we all work together has an impact on the people at the heart of our charity – those living with Parkinson's. Your friendliness and kindness makes a difference.

James's story

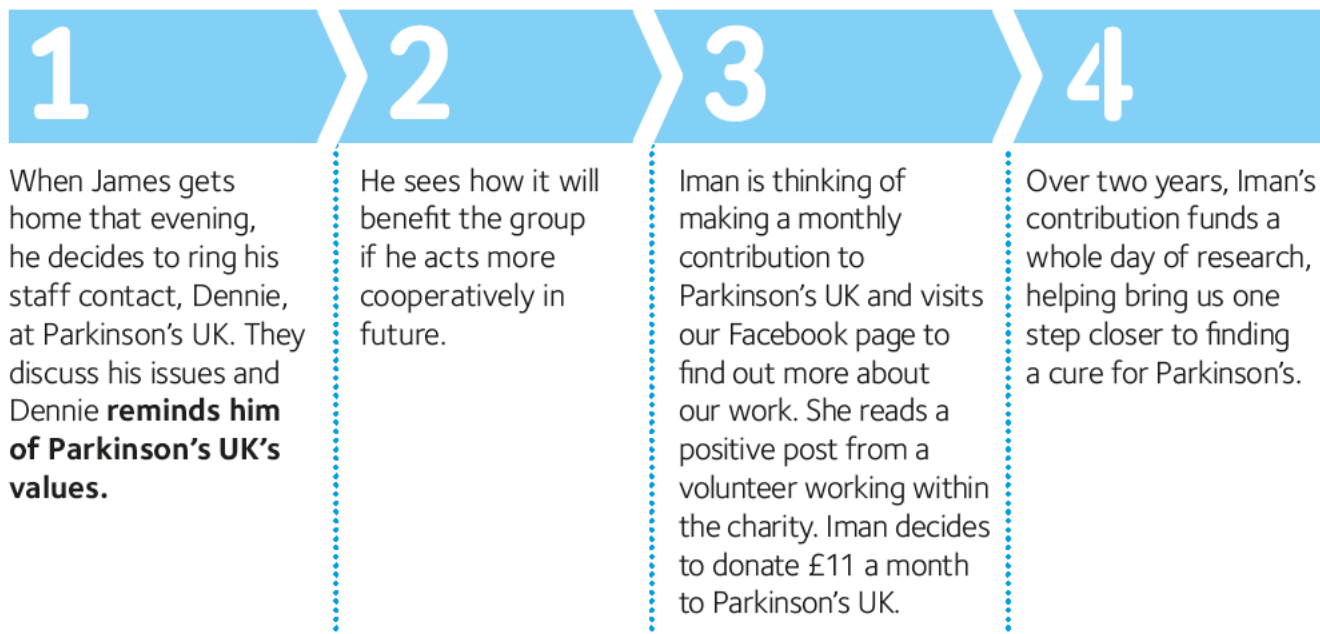
Minda has been organising a volunteer group to distribute Parkinson's UK leaflets at local surgeries and pharmacies. James is one of the people who will deliver the leaflets. He thinks it would be helpful to take half to a cycling shop as he knows the owner. Minda, and the rest of the group, aren't sure this is the best thing to do with the leaflets as they have lots of places to target.

The group asks James to only take a handful of leaflets to the cycling shop. James tells the group he is unhappy with their decision and gets angry.





James remembers the charity's values



James forgets the charity's values

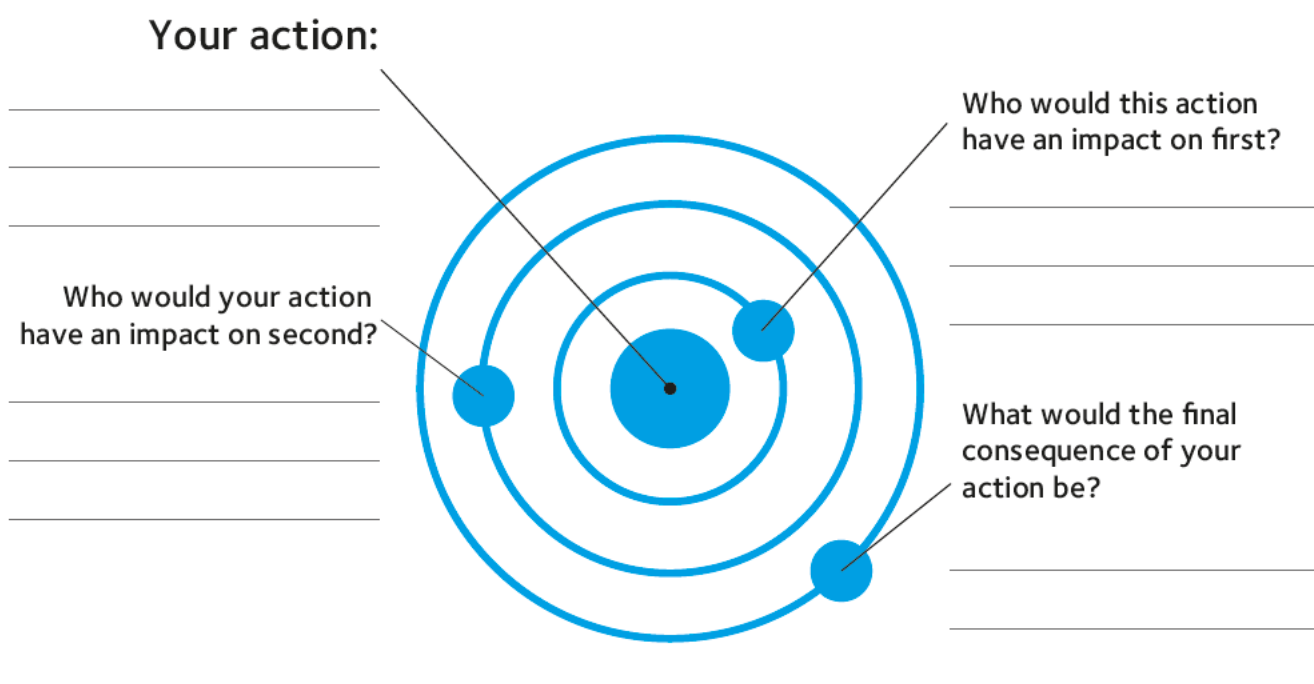


Ultimately, the way we all work together has an impact on the people at the heart of our charity – those living with Parkinson's. Your friendliness and kindness makes a difference.

“I’ve learnt that Parkinson’s UK has many very dedicated, knowledgeable and experienced staff. I’d advise new volunteers to learn as much about the condition as you can”

Dick, who helps interview new staff at Parkinson’s UK

Now try filling out your own version of the ripple effect diagram.





TOP TIPS

- 1** Revisit the information in this module if you need to at a later date. Some of it might not apply to your volunteering at the moment but could be useful in the future.
- 2** Speak to your staff contact if you have any questions about Parkinson's UK policies and procedures that can support you in your volunteer role. You'll find these in tasks one and two.
- 3** Look out for case studies of volunteers who are great ambassadors for the charity in your regional Parkinson's UK publications.

“Volunteering for Parkinson's UK has given me a new lease of life and helped me make some good friends. I get so much more out of it and so will you.”

Jenni, who gives talks on living with Parkinson's



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Congratulations you have completed your volunteer induction



“Volunteers make a massive difference in the lives of people living with Parkinson’s. So on behalf of the charity, the trustees, the staff, all of our members, everybody affected by Parkinson’s I want to say a massive thank you for the work that you do volunteering for Parkinson’s UK.”

Steve Ford, Chief Executive Parkinson’s UK

Thanks to the Parkinson's UK volunteers who helped write and review this induction.



Every hour, someone in the UK is told they have Parkinson's. Because we're here, no one has to face Parkinson's alone.

We bring people with Parkinson's, their carers and families together via our network of local groups, our website and free confidential helpline. Specialist nurses, our supporters and staff provide information and training on every aspect of Parkinson's.

As the UK's Parkinson's support and research charity we're leading the work to find a cure, and we're closer than ever. We also campaign to change attitudes and demand better services.

Our work is totally dependent on donations. Help us to find a cure and improve life for everyone affected by Parkinson's.

Parkinson's UK

Free* confidential helpline **0808 800 0303**

Monday to Friday 9am - 8pm, Saturday

10am - 2pm. Interpreting available.

Text Relay **18001 0808 800 0303**

(for textphone users only)

hello@parkinsons.org.uk

parkinsons.org.uk

*calls are free from UK landlines and most mobile networks.

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