

## 1. Policy statement

Our volunteers make an incredible difference to the lives of people affected by Crohn's and Colitis and the contribution of our volunteers is essential in enabling us to meet our strategic aims and objectives.

We want to ensure all our volunteers have a good experience volunteering with us and that we ensure that we follow best practice in all aspects of volunteering.

This policy sets out the key principles and standards that guide our work with volunteers, our approach to volunteering and our commitment to volunteers.

## 2. Scope

This policy applies to all volunteers who work with the charity and all staff who work with volunteers.

At Crohn's & Colitis UK we define volunteers as people who provide unpaid support to the work of Crohn's & Colitis UK in accordance with an agreed role description. They are formally recognised and registered as a volunteer with Crohn's & Colitis UK and may take part in training and support processes, as determined by their volunteer role.

The following activities are considered outside of the scope of volunteering at Crohn's & Colitis UK:

- pro bono work/services
- internships
- informal work experience/shadowing
- formal work experience programmes/placements
- patient involvement/engagement activities - for example direct participation in research projects, or one off, time limited focus group activity.

## 3. Policy description

We provide volunteer roles that are flexible, inclusive and offer the chance to learn new skills, develop personally and make a valuable difference.

The relationship between volunteers and Crohn's & Colitis UK is based on trust, understanding and mutually-agreed expectations. It is important to distinguish this from the relationship of employment where additional legal requirements exist.

## **Our Commitment to volunteers**

As part of the volunteering experience, Crohn's & Colitis UK will:

- provide a clear volunteer role description
- ensure that all volunteers are given appropriate induction, training, guidance and support aligned to their specific role and activities, including making reasonable adjustments
- ensure volunteers are aware of and comfortable with the time commitment required for their volunteering role
- recognise and celebrate volunteers' contribution
- reimburse out of pocket expenses (in line with our expenses policy)
- work within the scope of our values, policies and procedures.

## **What we ask of our volunteers**

As part of the volunteering experience, Crohn's & Colitis UK expects volunteers to:

- support the achievement of the charity aims and objectives by volunteering in partnership with other volunteers, staff and the public
- volunteer within the scope of our values, policies and procedures, with particular reference to data protection, safeguarding, confidentiality, financial management and legal obligations e.g., health and safety
- maintain and protect our reputation and integrity, acting responsibly and within the law
- remain accountable for their actions by being open to learn, listen and receive feedback
- be inclusive and treat everyone fairly with dignity and respect.

## **Volunteer recruitment**

We are committed to offering flexible and accessible volunteering roles in line with our [Equality, Diversity and Inclusion policy](#) so that our volunteers are representative of the whole community of people with Crohn's and Colitis in the UK. We welcome interest in volunteering from the whole Crohn's and Colitis community. We recognise that people choose to volunteer for many reasons and can offer a wide range of skills and experiences.

We are committed to a fair and safe recruitment process and all volunteers will be asked to complete a Volunteer Application Form. For some roles we may also carry out informal interviews or reference checks depending on the role. Volunteers must successfully complete the recruitment process and be registered with us before undertaking any volunteering activities.

We monitor optional demographic data provided by our volunteers to help us identify any gaps in our volunteer representation and explore ways in which we can better facilitate and achieve engagement with communities that may be underrepresented.

## **Insurance**

Crohn's & Colitis UK's public and employer's liability insurance policies provide cover for the activities of volunteers. The organisation does not insure personal possessions against loss, theft or damage. Volunteers using their own vehicles for the course of carrying out their role are required to ensure they are adequately covered with their own insurance company.

## **Safeguarding**

Crohn's & Colitis UK is committed to ensuring that every child and adult at risk who participates in activity or accesses services provided by us can do so in an enjoyable and safe environment and should be protected from abuse. Volunteers are required to operate in line with the [Safeguarding Policy](#) and the guidance and training provided to them.

## **Confidentiality & Data Protection**

It is the responsibility of volunteers to maintain confidentiality in their role. This means that any information about volunteers, supporters, beneficiaries, or staff is not disclosed outside of the organisation.

## **4. Policy responsibility and accountability**

The People and Organisational Development Committee is accountable to the Board of Trustees for the volunteering policy.

The Senior Leadership Team is responsible for the implementation of this policy including:

- taking reasonable precautions to keep volunteers safe in the course of their work in line with legal requirements and health and safety policy
- challenging behaviour in relation to, or by, volunteers that is not consistent with our values, could harm the reputation of Crohn's & Colitis UK or is unlawful
- establishing volunteering, and working with volunteers, as enriching and enjoyable experiences focused on achieving charitable aims.

## **5. Review date**

Crohn's & Colitis UK undertakes to review the policy:

- as a minimum every three years
- following change in legislation or best practice guidance provided by NCVO (National Council for Voluntary Organisations)
- following review of a serious incident or report.

Changes to this policy will be approved by the Board of Trustees.

## **6. Policy Date**

This policy was agreed by the Crohn's & Colitis UK People and Organisational Development Committee on 20 October 2023.