



# The Green Hub Project for Teens

Volunteering – Connecting – Learning

## Green Hub Project Garden Volunteer Commitment



Helping teens to take care of their own mental health





# Adult Volunteer Code of Conduct

The Green Hub Project Garden is a safe, private space in which our teen volunteers can enjoy the many benefits of gardening. A place where everyone makes a difference and is treated with respect. It is important for us all, to consider how we work and behave, both collectively and individually.

## We therefore ask everyone to:

### 1. Look after the wellbeing and safety of yourself and others by:

- **Treating everyone kindly, considerately and respectfully, including:**
  - Speaking to each other politely and gently.
  - Being non-judgemental or discriminatory.
  - Treating others with dignity, free from harassment or bullying.
  - Not asking intrusive questions.
  - Not counselling or giving personal advice, however well-meaning.
- **Respecting privacy and confidentiality**
  - To maintain privacy, we strongly advise against giving out personal information, although people are free to discuss what they feel comfortable with, while volunteering.
  - We expect all conversations to be treated as confidential. This is extremely important as the garden is a place of trust. Please do not abuse it.
  - Please do not take unauthorised photographs or videos of others while in the garden.
  - Visitors are not allowed in the Teen Garden during sessions.

**Please note: If we are concerned about the safety of a volunteer, and/or of others, we will breach confidentiality to ensure the relevant person/s is protected and supported.**

- **Caring for yourself and others by:**
  - Reading and following the Green Hub Project's Health and Safety procedures and instructions, given to you in this Welcome Pack, at Induction and in garden sessions.
  - Completing the mandatory Induction. It is for your, and others', safety.
  - Being alert to, and immediately reporting, potential garden hazards to Garden Manager.
  - Promptly sharing concerns or problems so they can be solved quickly and safely.
  - Informing us (where appropriate) of any medical considerations, disabilities or access requirements that may affect your volunteering, so we may support you.
  - Wearing (or keeping your volunteer ID on you) and wearing appropriate clothing for gardening, the weather, and/or safety clothing, as required.





- **Enabling safeguarding**

- If you have any concerns in relation to the safety and/or wellbeing of any volunteer/s, please promptly contact the Garden Manager or the Chair.
- Please speak with the Garden Manager about anything that has upset you while volunteering, preferably before leaving the garden.

**Please see our Safeguarding Policy for further information.**

- **COVID**

- Please do not come to the garden if you are unwell and especially if you have possible symptoms of COVID.
- Please ensure that you read and comply with COVID procedures before entering Luck's Yard Chiropractic Clinic and while in the garden.
- Should you contract COVID please notify the Garden Manager promptly and follow NHS guidelines.

## **2. Be reliable and punctual by:**

- Reading and responding to any communications sent by the Green Hub Project.
- Committing to a minimum of 3 months of volunteering.
- Letting us know of any changes in your circumstances that may affect volunteering.
- Arriving on time for the start of your session and leaving promptly at the end.
- Please contact us promptly if you are running late or can't make a session.
- Informing the Garden Manager promptly if you wish to stop volunteering.

## **3. Contribute to, and engage with The Green Hub Project by:**

- Reading the **Green Hub Project Welcome Pack** and any other information sent to you.
- Reading and abiding by this Volunteer Code of Conduct.
- Reading and, if in agreement, signing and returning the Volunteer Agreement at the end of this Pack.
- Carrying out your volunteer role reliably, willingly and to the best of your ability.
- Helping to support the Green Hub Project and its volunteers in delivering its aims and objectives
- Acting under the direction of the Garden Manager.
- Attending Induction, and any training that might assist you in your voluntary role.
- Taking part in any feedback as requested.





# Green Hub Project Policies

## Volunteer registration

All volunteers are asked to complete a Volunteer Registration Form, which provides the Green Hub Project with your contact information, emergency contact details and other basic information.

Please let the Garden Manager know if there is anything you believe would be helpful to share with others in the garden to ensure the smooth running of sessions and/or for safety purposes.

## General Data Protection Regulation (GDPR)

We are committed to keeping all Green Hub Project Volunteers' and Committee Members' data safe. Your data will be held securely and confidentially. It will only be accessed by authorised personnel. Additional online GDPR training is provided to the limited Committee Members that have access to personal data as part of their role.

## Equality and Diversity (Detailed policy applies)

We are committed to a policy of treating all volunteers and volunteer applicants equally and fairly. We will not discriminate against any volunteers because of their age, disability, ethnic origin, gender, marital status, nationality, political beliefs, race, religion, sexual orientation or socio-economic background.

Any act of harassment, bullying or discrimination is unacceptable and will be dealt with in accordance with our Complaints Procedure Policy.

## Health and Safety (Detailed policy applies)

The Green Hub Project has a duty to ensure the health, safety, welfare and security of all of its members and volunteers. Everyone is therefore expected to follow all applicable health and safety practices and procedures. Appropriate information and instruction will be provided within this Welcome Pack, at Induction and during garden sessions to enable you to carry out your activities safely.

Volunteers are also required to read and abide by all of the Green Hub Project Health and Safety advice provided in this Welcome Pack. Please speak to the Garden Manager for details of role specific training, safe ways of working, how to report incidents and anything of concern.





- **Insurance**  
We provide adequate public liability insurance cover for all volunteers in the garden while undertaking work approved and authorised by the Green Hub Project.
- **Smoking**  
Please note that smoking, including the use of e-cigarettes, is not permitted within Luck's Yard Chiropractic Clinic or in the garden.
- **No nut policy**  
For health reasons, food or drinks that contains nuts are not permitted within Luck's Yard Chiropractic Clinic or in the garden.

## Safeguarding (Detailed policy applies)

The Green Hub Project has a Safeguarding Policy and procedure. Our policies actively promote the welfare of young people and adults at risk with whom it comes into contact by establishing appropriate safeguarding standards across all its activities, events and venues. The policy must be followed by all members and volunteers.

- **Disclosure and Barring Service Check (DBS)**  
The Green Hub Project works with and supports young people (volunteers and mentors) in the garden in a variety of ways. All volunteers over 18 years and Committee Members will therefore be required to successfully complete a DBS check. DBS checks assist in ensuring that the most suitable people are appointed to roles when working with vulnerable groups.

## Dealing with complaints

Although dealing with complaints can be difficult, it can also give us an opportunity to improve the way we do things.

We hope to resolve in a fair and transparent manner, any problems, difficulties or grievances that may arise in relation to any member or volunteer of the Green Hub Project. In the garden, complaints would ideally be raised and satisfactorily resolved during, or at the end of a session.

If this is not possible for whatever reason, we will try to meet and discuss the issue with the Garden Manager.

In the unlikely event that the matter remains unresolved, is for a very serious issue, or where the complaint occurs outside of the garden setting, the situation will be dealt with fairly and in person, to include one or more representatives from the Membership Committee.

**Our policies form part of this Welcome Pack and you are asked to read and understand them.**

Should you require any further information, please speak to the Garden Manager or contact us at [admin@greenhub.co.uk](mailto:admin@greenhub.co.uk)







# Volunteer Agreement

Please read this agreement carefully, before both you sign and date it. Once completed, please give either take it to Luck’s Yard Clinic by post or in person, or email a copy to [admin@greenhub.org.uk](mailto:admin@greenhub.org.uk)

**As a Green Hub Project Volunteer, I agree to:**

- Help support The Green Hub Project in delivering its aims and objectives through the details set out in this Pack.
- Read and follow The Green Hub Project’s policies and procedures and adhere to the behaviours, (paying particular attention to Privacy and Confidentiality) as outlined in the Volunteer Code of Conduct.
- Operate as part of a team with other volunteers and act under the direction of the Garden Manager.
- Carry out the volunteer role to the best of my ability, reliably and willingly.
- Attend Induction and any further support identified to assist me in my voluntary role.
- Bring my Green Hub Project ID, my own gardening gloves and any necessary prescription medication to each session and wear appropriate gardening clothing for the weather.
- Participate in giving and receiving feedback about my volunteering as needed.
- Read **The Green Hub Project Welcome Pack** and any relevant information given.
- Accept a duty of care for myself and others, following The Green Hub Project’s Health & Safety guidelines where applicable.
- Inform The Green Hub Project of any medical considerations, disabilities or access requirements that may affect my volunteering, so that support can be arranged.
- Read and reply promptly (if asked) to communications sent by the Green Hub Project.
- Give reasonable notice where possible if I am unable to attend when expected or wish to stop volunteering.
- **I confirm that I have read and understood the following Green Hub policies:**

Health & Safety		Safeguarding	
Equal opportunities & diversity			

**By volunteering with The Green Hub Project, I accept the expectations as outlined in this agreement.**

**Name of volunteer:** \_\_\_\_\_

**Signed:** \_\_\_\_\_ **Date** \_\_\_\_\_

