



The Green Hub Project for Teens

Volunteering – Connecting – Learning

Teen Volunteer Welcome Pack



Helping teens to take care of their own mental health





Hello and Welcome

Thank you for choosing to join us in the garden.

By volunteering with us you are helping to take care of your own mental health and wellbeing as you enjoy the many benefits associated with gardening and garden related activities.

You're sure to have fun, laugh, learn a lot, get creative and also a little muddy! We hope that you will feel supported, valued, and proud to be part of this Project.

This Welcome Pack explains the things you need to know about volunteering with us. **All teen volunteers (and their parent/guardian) must read this and send a signed copy of the Volunteer Agreement back to us at admin@greenhub.org.uk before their first session.**

If you'd like further information do contact us and we will be happy to help you.

Enjoy the garden!

Tone Tellefsen Hughs DC. BSc, FRCC (paeds) & Vanessa Lanham-Day

Co-Founders of The Green Hub Project for Teens





Our Commitment To You

We aim to create a positive and uplifting experience for those who volunteer with us. In order to do this, we have established a set of commitments that will enable us to best support you.

We, the Green Hub Project, will:

- Induct you, explain your role with us and provide any relevant support you may need to carry out the jobs around the garden and to enjoy its benefits.
- Keep you informed about the work of the Green Hub Project.
- Do our best to resolve any problems or issues promptly and fairly.
- Provide a safe environment.
- Provide adequate safety equipment and training as needed to carry out garden activities.

We feel it is important for you to know that you will be looked after and trust that you will feel comfortable to approach us if you require any help.

Key Contact Information

Co-Founders and Co-Chairs: Tone Tellefsen-Hughes & Vanessa Lanham-Day

admin@greenhub.co.uk

Parent & Teen Hotline Number: Use this to send an SMS text to let us know if you can't come for any reason. It is instantly distributed to everyone who needs to know. Please do not use any other method to communicate absence information.





Essential Information

1. Time commitments

There are 12 sessions in your Green Hub Teen Garden Programme. We encourage you to come to as many as possible as this is the best way for you to get the greatest benefit, and to learn new strategies to cope with anxiety and stress.

At the end of your programme, we will give you a Volunteering Certificate, provided you have attended at least 9 sessions. This is a good thing to add to your CV and your personal statement when you apply for jobs or University.

2. Garden location

We have two Teen Gardens – one is a quiet, walled garden, hidden away behind Luck's Yard Chiropractic Clinic in Milford, and the other is part of the stunning organic small holding at Hydons Flowers in Hydestyle.

3. Sickness

- **Please do not come to the garden if you feel unwell.**
- If you have had a high temperature, vomiting, or diarrhoea you must have been recovered for at least 48 hours before coming to the garden.
- Please notify us of your non-attendance at parentliaison@greenhub.org.uk or, on the day, via the Parent Hotline (07860 027831).

4. Health and Safety

- Please ensure you sign in and out, at the beginning and end of each session or Induction.
- In an emergency, please follow the instructions given to you at Induction and by adult volunteers at the time. The emergency evacuation plans including the assembly point will be published on the garden noticeboard.
- If you see anything that you consider a risk to health and safety e.g., faulty or broken equipment, spillages, obstacles, or fire hazards, please tell the Garden Manager or an adult volunteer straight away.
- Please inform the Garden Manager of any relevant health conditions or allergies.
- Bags and possessions should be safely stored in the shelter. Mobile phones/essential medication can/should be kept with you. Please turn off phones during garden sessions.





- During Induction or at the start of garden sessions you will be instructed on how to safely use and store garden equipment. If you are ever unsure about a task or the tools needed to complete it, please ask adult volunteers for advice. They are there to help you.
- Do help us to keep the garden safe and tidy by handling tools with care and putting them away when necessary and at the end of the session.
- Smoking (in any form) is strictly forbidden in the garden and clinic.
- **Please do not bring in food or drink containing nuts.**

5. Well-being

For your own (and others') comfort, health and well-being please ensure that you:

- Are fit and well enough to attend your garden session.
- Wear appropriate clothing/shoes for the garden, weather and safety.
- Bring water with you (tea, coffee and water will also be provided in the shelter).
- Bring in a snack (if needed) **that does not contain nuts.**
- Bring in any necessary prescription medication e.g., inhalers, Epi pens.
- Take sufficient breaks or rest when needed.
- Inform adult volunteers if you:
 - Are having a bad day that may mean you require extra support.
 - Need help with anything that might make you feel more comfortable.
 - are feeling unwell (Please fill in the Accident and Illness form).
 - have an injury or accident (Please fill in an Accident and Illness form).

Please note: The bacteria associated with tetanus can be found in garden soil and can be harmful to your health. If you've never had a tetanus shot before or you're not sure about your immunisation status, please see your GP. It is recommended that you are up-to-date with your tetanus inoculation.





6. Looking out for yourself and others

We want to ensure that everyone who volunteers with **The Green Hub Project** benefits from its safe, friendly and supportive environment. For this reason, we ask that you are always considerate of the needs of others around you by:

- Always being kind, polite and respectful, and treating people with dignity, free from harassment and/or bullying.
- Treating all conversations as confidential unless you have concerns for someone's safety and/or wellbeing.
- Letting the Garden Manager or Chair know if you are concerned for the safety or welfare of another volunteer/s so that we can take action to support the person/s at risk.
- Being conscious of other people's privacy, including, never taking photos or videos in the garden.
- Speaking to the Garden Manager or adult volunteers as soon as you have any concerns, issues or complaints. They are there to help you.

Please help to support this project, yourself and those around you by acting in accordance with our policies, procedures, the Volunteer Code of Conduct, and the Volunteer Agreement, which you and a parent/carer will both need to sign and return to us.

7. Well-being feedback

As part of this project, we would appreciate it if you would share your thoughts and experiences with us.

Feedback is a vital tool to check whether your needs are being met and a way to help us all evaluate the effects of the sessions on your wellbeing. It is also important to help us to grow and improve our activities.

We will ask you to fill in a feedback form at the end of your sessions in the garden – it is an online form and can be totally anonymous if you prefer.





8. Induction

All volunteers are required to take part in the Induction process, which is likely to be part of your first session. This is for your information, health and safety.

You are welcome to have one parent or guardian accompany you in the garden at Induction, if this will make you feel more comfortable.

The Garden Manager and/or adult volunteers are the key people who will support and guide you in the garden. They will welcome you into the garden and go through your induction process on, or before, your first day.

The induction will include:

- Walking with you around the garden and showing you where everything is.
- Showing you where the facilities are – to include:
 - the whiteboard with list of jobs and updates.
 - the names of everyone in the session.
 - where the refreshment area is (for water and making tea and coffee).
 - where the toilet is located.
- Describing some of the typical activities undertaken in the garden.
- Introducing you to the other adult and teen volunteers.
- Highlighting important health and safety measures, signing in and out, emergency procedures, and where the First-Aid Kit is.
- Asking you if you have any special requirements in order to best carry out your role.

9. The garden sessions

Who will be at the garden sessions?

At each session there will always be at least two adult volunteers. At least one will be first-aid trained.

There will usually be no more than 6-8 teen volunteers per session.

Outline of how sessions are run

- **Start: Everyone to sign in.** Get together, sharing of garden news and events, discussion of shared tasks, jobs to be done and projects available.
- **Shared task:** not run every session, but a chance to do something together if you would like to e.g., planting seeds or making something. An adult volunteer will show everyone what to do.





- **Garden tasks:** from the list or whiteboard you can choose what you would like to do, working in small groups or individually but nearby – or maybe just sitting.
- **Crafts and woodwork:** on occasion there may be an opportunity to take part in a craft session to be led by volunteers with the skill or from external sources.
- **End of session:** tidy up – time to chat about the garden, plan and share ideas and feedback.
- **Close:** clean tools, wash up etc. All volunteers are responsible for clearing up at the end of the session. Everyone to sign out.

What to wear and bring to the garden

It is important that you are comfortable, safely and suitably dressed for the weather and work in a garden. Here is a checklist that we've put together to help you.

Clothing or provisions to bring with you (weather dependent).	Tick
Trousers.	
Long or short sleeved shirt.	
Jumper and/or warm coat.	
Waterproof jacket.	
Sun hat or warm winter hat.	
Gardening gloves.	
Sturdy shoes such as walking boots or trainers. No flip-flops or sandals please.	
Water, healthy snacks if needed. No nuts please.	
Sun-cream and medicines e.g., inhalers, Epi pens.	





Volunteering FAQs

Who do I speak to if I don't know what to do or don't understand something?

If you are working in the garden, please ask the Garden Manager or adult volunteers who will help you and answer any questions you may have. For all other enquiries please contact the Garden Manager.

What do I do if I am not happy with my volunteering?

There may be adjustments that we can make, which will improve the situation for you. Please speak to lead adult volunteer on the day.

What do I do if I have concerns about the safety or wellbeing of another volunteer/s?

Please speak promptly with lead adult volunteer on the day.

What should I do if I am unwell or running late to a garden session?

Parent & Teen Hotline Number: Use this to send an SMS text to let us know if you can't come for any reason. It is instantly distributed to everyone who needs to know. Please do not use any other method to communicate absence information.

07860
027831





Volunteer Code of Conduct

The Green Hub Project Garden is a safe, private space that has been setup for teenagers to enjoy the many benefits of gardening. A place where everyone makes a difference and is treated with respect.

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 in the garden 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 or share any details of others online.

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.
 - Completing the mandatory Induction at the start of your first session in the garden. It is for your, and other's safety.
 - Being alert to, and immediately reporting potential garden hazards to adult volunteers.
 - 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 your volunteer lanyard at every session 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 either of the Co-Chairs.
- If anything upsets you whilst you are volunteering in the garden, please speak with the Garden Manager or one of the adult volunteers, preferably before leaving the garden.

Please see our Safeguarding Policy for further information. Available upon request.

2. Commit to your volunteering role by:

- Reading and responding to any communications sent by the Green Hub Project.
- Committing to a minimum of 12 weeks volunteering.
- Attending all sessions on time and contacting **Teen & Parent Hotline** (07860 027831) if you are running late or can't make a session.
- Letting us know of any changes in your circumstances that may affect volunteering.
- 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, 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.
- Acting under the direction of the Garden Manager, adult volunteers and Teen Mentors (where appropriate).
- Taking part in any feedback as requested.





Green Hub Project Policies

Volunteer registration

You will be asked to complete a Volunteer Registration Form and provide your contact information, emergency contact details and other basic information during your Induction. A copy of this information will be saved in a secure folder online and a paper copy will be kept in a lanyard we will provide you with during your Induction. All volunteers are required to bring and wear their lanyards at every session. We will store these securely in the clinic between sessions.

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

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

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. Instructions will be provided at Induction and during garden sessions to enable you to carry out your activities safely.

- **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

All volunteers 18 years and over and Committee Members are required to successfully complete a DBS check before they join the Green Hub Project.

Our full safeguarding policy is available on request, as are all our policies referred to here.

Dealing with complaints.

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 appropriate adult volunteer.

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 are available on request.

Should you require any further information, please speak to the Garden Manager or contact admin@greenhub.co.uk.





Volunteer Agreement

Please read this agreement carefully, before both you and your parent/guardian sign and date it.

As a Green Hub Project Volunteer, I agree to:

- Read The Green Hub Project Welcome Pack and any relevant information given.
- 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 and adult volunteers.
- 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 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 and how it affects my well-being where possible.
- 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.
- Speak with the Garden Manager should I choose to stop volunteering before the end of 6 weeks, so that we can go through important leaver's processes.

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

Name of volunteer:

Signed:

Date

Name of parent or guardian:

Signed

Date

