The Green Hub Project for Teens

Volunteering – Connecting – Learning

Teen Volunteer Welcome Pack



Helping young people 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 benefits associated with gardening and garden related activities. This pack is designed for you and your Parent / Guardian to give you some more information about volunteering with Green Hub.



We understand that for some of you starting to volunteer could be challenging but we hope that over the 12-week Green Teens programme 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.

We include our 'code of conduct' which we want both you and your parent / guardian to sign up to before you come for your sessions. It just means that we are all agreed on the best way to get the most out of the Green Teens sessions.

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

Welcome aboard and enjoy the garden!

Tone Tellefsen Hughes & Vanessa Lanham-Day

Co-Founders of The Green Hub Project for Teens

For more information about how Green Teens works, visit:

https://greenhub.org.uk/parents/green-teens/

Our Commitment to You

We want to create a positive and uplifting experience for the young people who volunteer with us. To help with that, we will …

- Give you a proper 'garden induction' – making sure you know where everything is, how the sessions work and your role.
- We will provide any help you may need to carry out the jobs around the garden so that you can really enjoy its benefits.

Keep you informed along the way.

- Do our best to resolve any problems or issues promptly and fairly.
- Create a safe environment by providing adequate safety equipment and training to everyone involved.
- Provide you with a Volunteering Certificate, which you can use in the future to show people what you have done.

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

Key Contact Information

Absence messaging system:

07860 027831

To notify us of a child's absence, TEXT our automatic one-way message system. Giving their name, the date of the session and thereason for absence.

This alerts all Green Hub staff and Garden leaders, keeps our attendance information accurate and meets our safeguarding responsibilities.

Parent Liaison: Your parent / guardian will have one of our **Parent Liaison** team as their main **point of contact with Green Hub. They will** get **in contact in the first 2 weeks** and **can be emailed at** parentliaison@greenhub.org.uk**. They are your key point of contact for the duration of your time at Green Hub**

Essential Information

1. Time commitments

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

2. 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 let us know on the day via a text to the **Absence Messaging System (07860 027831).**

3. Health and Safety

- 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 are 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 adult volunteers straight away.
- Please inform the adult volunteers of any relevant health conditions or allergies.
- Bags and possessions should be safely stored in the shelter.
- Essential medication should be kept with you. e.g., inhalers, Epi pens
- You will be asked to store your mobile phone in a lockable cabinet.
- You will be shown 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.
- 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.**
- 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.

4. Your wellbeing

- let someone know if you …
    - Are having a bad day and may need some extra support.
    - Need help with anything that might make you feel more comfortable.
    - Are feeling unwell.
    - Have an injury or accident (if this happens the Garden Leader will fill in an Accident form).

5. Well-being feedback

- So that we can see how Green Teens is helping you, we'll ask you to share your thoughts and experiences with us.
- We will ask you to fill in a feedback form, during your garden session, on your 3rd and 10th weeks with us.
- You can fill in a paper version of the form or use your phone to scan a QR code and do the form online. We will give you your phone back 10 minutes before the end of the session if you wish to do it on-line.
- Parents & guardians are asked to fill in feedback forms after 10 weeks.

6. Induction

At your first session, one of our volunteers will explain how it all works in an induction session with you. You are welcome to have a parent or guardian accompany you in the garden at Induction, if this will make you feel more comfortable.

The induction will include:

- Walking with you around the garden and showing you where everything is.
- 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, emergency procedures, and where the First-Aid Kit is.
- Asking you if you have any special requirements that would help you.

7. 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 6-9 teen volunteers per session.

Outline of how sessions are run

- **Start:** Everyone is welcomed and given their lanyard. Your lanyard ensures everyone knows your name. It also has important emergency medical or contact information on. (An Epi pen users name will be highlighted in orange.) Once everyone has arrived there will be a discussion of the jobs to be done that day.
- **Garden tasks:** from the list of jobs given, you can choose what you would like to do, working in small groups.
- **Crafts and woodwork:** on occasion there may be an opportunity to take part in a craft activity.
- **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.

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.

- Trousers (rather than shorts)
- Long or short sleeved top (you are sometimes required to wear long sleeves for certain activities – you will be told in advance).
- Jumper and/or warm coat.
- Waterproof jacket.
- Sun hat or warm winter hat.
- Gardening gloves, if you'd like to bring your own – although we have these in the garden.
- 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.

FAQs

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

Ask the adult volunteers who will help you and answer any questions you may have. For all other enquiries, your parent / guardian should contact your Parent Liaison.

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

There may be changes we can make, which will improve the situation for you. Please speak to lead adult volunteer on the day or ask your parent / guardian to contact their Parent Liaison

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

Please speak promptly with any of the adult volunteers on the day. Or make a Safety or Safeguarding report. There are QR codes on display in the shelter, so you can do this online.

What should my parents of guardians do if I am unwell or running late to a garden session?

Absence Messaging System: To notify us of a child's absence, TEXT our automatic message system, giving their name, the date of the session and the reason for absence. **Please do not use any other method to communicate absence information.**

07860 027831

More information

- There is lots more information about Green Hub on our website, including lots of valuable resources for you.

  www.greenhub.org.uk

- Our safeguarding and Health & Safety policies are published on the Safeguarding link on the home page, as well as having links to online reporting of incidents.

Contact Details

General email: admin@greenhub.org.uk

Absence Messaging System: 07860 027831

Parent Liaisons: parentliaison@greenhub.org.uk

Safeguarding DSL: josiec@greenhub.org.uk **Website:** https://greenhub.org.uk

Teen 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. Caring for yourself and others

- **Treating everyone kindly, considerately and respectfully, including:**
  - Speaking to each other politely and gently.
  - Taking responsibility for your own behaviour.
  - Being non-judgemental or discriminatory.
  - Treating others with dignity, free from harassment or bullying (whether this is during or outside of our garden sessions and whether this is online or offline).
  - 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 unless they are a safeguarding concern. 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 your first or second 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.

- **Supporting safeguarding**

  If you have any concerns about the safety or wellbeing of any volunteers, please promptly contact the adult volunteers or your Parent Liaison

  If anything upsets you whilst you are volunteering in the garden, please speak with one of the adult volunteers, preferably before leaving the garden. If you don't feel able to raise this during the garden session, please contact your Parent Liaison.

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 the **Absence Messaging System** (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 your Parent Liaison 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 Leader and adult volunteers.
- Taking part in any feedback as requested.

Teen 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 (see website) and adhere to the behaviours, (paying particular attention to Privacy and Confidentiality) as outlined in the Teen Volunteer Code of Conduct.
- Operate as part of a team with other volunteers and act under the direction of the Garden Leader and adult volunteers.
- Carry out the volunteer role to the best of my ability, reliably and willingly.
- Bring 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 issues, disabilities or access requirements that may affect my volunteering, so that support can be arranged.
- Give reasonable notice where possible if I am unable to attend when expected or wish to stop volunteering.
- Speak with the Parent Liaison should I choose to stop volunteering at any time.
- Surrender my mobile phone into the lockable cabinet unless given permission to use it to do the evaluation form.

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**