



Volunteer charter

We are one Blue Cross. Wherever you volunteer in our charity, your gift of time and skills means together we make a huge difference every day for pets and their families. Volunteering is a partnership. Blue Cross benefits from your experience and time, and as a volunteer you can do something you care about, learn new skills and be with like-minded people. To ensure the partnership works for everyone, this charter sets out what you can expect from us, and what we ask of you in return. This volunteer charter is binding in honour only and is not a contract of employment.

We live our values

At Blue Cross we are compassionate, inclusive, and courageous. You can expect to see our team demonstrating these important values every day. We ask that you also live our values.

We talk to each other

We'll make sure you're aware of what's going on in your team and the wider charity. If we need to make any changes to the way we do things, or your volunteering role, we'll let you know. We ask that you keep in touch with us, share your ideas and are happy to tell us what you think when we ask you. We ask that you log in to our volunteering system, Assemble, regularly to see all your latest updates and log your hours and activities.

We value the commitment we make to each other

We will make sure that you are thanked and that we show our appreciation for all you do for us. We won't ever take you for granted. Your time is hugely important. We might decide to carry out particular tasks on certain days because you've said you'll be able to help us then. We ask that you let us know in good time if you can't fulfil your volunteering role or if you need to change the times or days you've said you'll volunteer.

We're honest with each other if things go wrong

We will tell you if something has gone wrong. If there is a problem with your standards or behaviour, we'll give you honest feedback and the chance to explain. If you're unhappy we ask that you talk to us first, are honest with us, and give us the opportunity to fix it if we can.

Please see our volunteer problem solving process.

We're inclusive and welcoming

At Blue Cross we celebrate our diverse talents and recognise that all our differences make us stronger. We want you to feel you can be your whole self while volunteering with us. We ask that you are equally welcoming to everyone you meet at Blue Cross, and help to create an open, inclusive culture.

We value learning

We will ensure that you have a proper induction and are given the training and development you need to thrive in your role. We'll also give you opportunities to learn broader skills if we can. We ask that you complete any training you're asked to do.

We look after each other

We will make sure you have a healthy and safe environment to volunteer in and that our volunteering roles don't put you at unnecessary risk. We'll do all we can to lessen any risks that volunteering might entail, including providing you with any protective equipment and training you might need. We'll ask for advice from our Safeguarding Board if we have real concerns about your emotional or physical safety. We ask that you take care of yourself, other members of your team, the pets we care for, any equipment you use while volunteering, and raise any concerns with your volunteer manager as soon as possible.

We keep data secure

We look after your personal data on a secure system, Assemble, and only people who need to contact you about your role or roles have access to your information. We don't share information you have given us with other organisations. We won't ask volunteers for money; your gift of time is more than enough. However if you choose to support us in other ways your details will be kept on a separate supporter system. We ask that you are respectful of other people's personal information, undertake any data protection training you may need, and ensure we keep Blue Cross data safe. We ask that you log into Assemble regularly to keep up to date. Please see our [data protection policy](#).

We respect what's confidential

We will not talk about you or your volunteering to anyone but you without a very strong reason. We will always talk to you first if we have a concern. During your volunteering you will hear things which we consider confidential. This might be about individual pets, our clients, or Blue Cross finances and processes. We ask that you keep what you hear at Blue Cross to yourself and ask your volunteer manager if you have any questions. If you don't understand or don't agree with something please talk to your manager and don't post it on social media. Please see our social media policy.

We share with each other

We will make sure you are part of the team, and we'll share our knowledge, skills, and experience with you. We ask that if you produce something for Blue Cross you willingly share it with us and allow us to use it in future with the best interests of Blue Cross at heart. This might be photos or films you take, design work, or written work.

bluecross.org.uk

