

# VOLUNTEER POLICY

## INTRODUCTION

Volunteering is when someone spends unpaid time doing something to benefit others. It is always a free choice made by the person giving up their time.

Volunteers aren't employees and aren't covered by employment law.

As such, it is important to note that volunteering is the volunteer's choice. Volunteer roles at Menhirs Fate are not the same as employee roles and volunteers at Menhirs Fate are not a replacement for paid staff.

Menhirs Fate LARP values the contributions of its volunteers. This policy outlines how we recruit, treat, train and support our volunteers to ensure a fair, inclusive and positive experience for everyone involved. Menhirs Fate takes responsibility for ensuring that volunteers within Menhirs Fate are appropriately involved, valued for their contribution and respected.

Menhirs Fate aims to strictly follow its internal volunteering recruitment procedure to ensure full adherence to the volunteer policy in all cases.

This policy is reviewed once a year to ensure it remains useful and up to date.

## RECRUITMENT AND SELECTION

**Eligibility:** Volunteers for Menhirs Fate must be at least 18 years old.

**Application:** Menhirs Fate utilises a simple application process to ensure that volunteer recruitment is accessible and fair. All prospective volunteers are encouraged to apply for individual roles or crewing groups against a 'role description' or by using an online form and are expected to attend an interview with the appropriate contact person which can be arranged remotely at a reasonable time. The volunteering role shall be explained either prior to, or during the meeting, with details on how it fits in with Menhirs Fate's overall aims. The next stages of becoming a volunteer shall be outlined during this meeting. On infrequent occasions, appropriate targeting may be used.

**Selection:** Selection is based on suitability and/or written criteria for each role, e.g. availability and opportunities for volunteers to create impact using their unique skills and experience. Any information that is gathered shall be stored securely, in line with Menhirs Fate's data protection procedures.

## FAIRNESS AND EQUALITY

**Non-Discrimination:** Menhirs Fate is committed to providing equal opportunities and welcomes volunteers from all backgrounds. We do not discriminate based on race, gender, sexual orientation, disability, religion or age.

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**Accessibility:** We will make reasonable adjustments to roles where possible to accommodate the needs of all volunteers, ensuring everyone has the opportunity to contribute effectively.

Information about volunteering opportunities shall be made as widely available as possible using a range of methods, to ensure that there is active engagement with a diverse range of people.

## INDUCTION AND TRAINING

**Induction:** All new volunteers will participate in a brief induction program that includes an overview of Menhirs Fate and the specific role the volunteer will play, We will also ensure volunteers are given access to our policies and procedures, and other relevant resources that they may need to access.

Within the first year we will be setting up these processes, reviewing them and improving over time and will be working to make them as smooth as possible.

**Training:** Ongoing, relevant training will be provided to all volunteers, as required, to ensure volunteers have the skills and knowledge needed to perform their roles effectively and safely. This may include workshops, briefings and hands-on training sessions, e.g. weapons checking workshops.

Volunteers will be consulted in decisions which affect them.

## SUPPORT

Regular check-ins, team meetings and constructive feedback sessions will be held to address any concerns and ensure volunteers feel supported in their roles. Volunteers should feel appropriately supported in their role and feel able to discuss all aspects of their volunteering. In this, volunteers should feel they have the opportunity to express their views and ideas and to be involved in relevant decision making. Menhirs Fate acknowledges that it is essential to give volunteers the opportunity to give and receive feedback and one-to-one meetings to see how things are going, and to get to know volunteers may include informal talks about:

- What volunteers are enjoying about their role;
- What their motivations are and what they would like to achieve;
- Successes they've had;
- Difficulties they've had;
- Support or training they might need going forward

Menhirs Fate aims to give volunteers the resources and guidance they need so that they can be as independent as possible. Debriefs at the end of events, for example, allows volunteers to talk through their tasks and any concerns that they have had.

Volunteers at Menhirs Fate are often the best support for each other. It is encouraged for volunteers to speak to and learn from others. This can be achieved by setting up group

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sessions, having a buddy system (where applicable), or by having online spaces that can be used by all volunteers.

## **HEALTH AND SAFETY**

Volunteers will receive training on health and safety procedures relevant to their roles. All safety protocols must be adhered to in order to ensure the well-being of participants. This includes the proper use of equipment (e.g. fire extinguishers) and reporting any hazards. All incidents or accidents must be reported immediately to ensure prompt action and follow-up. Volunteers will be covered by the same health and safety policies and provisions as all staff.

## **RECORDS, CONFIDENTIALITY AND DATA PROTECTION**

Records of volunteer involvement are maintained in line with data protection. Volunteers are expected to respect the confidentiality of Menhirs Fate's operations and participant information.

Volunteers will be bound by the same confidentiality conditions as Menhirs Fate's paid staff.

## **PROBLEM SOLVING, FEEDBACK AND COMPLAINTS**

Menhirs Fate recognises that problems do arise and we aim to identify and resolve these problems at the earliest stage. Any concerns should be reported to a designated volunteer coordinator if they are not resolved through open and honest communication with the individual(s) involved. We aim to resolve conflicts and concerns amicably and fairly. Formal complaints will be addressed through our established Volunteer Grievance Policy and Procedure, ensuring a fair and transparent process for all volunteers.

Feedback from volunteers is vital to providing a great experience. Menhirs Fate encourages learning through what volunteers enjoy about their roles and what may be causing any problems. When feedback is requested from volunteers, Menhirs Fate aims to demonstrate the value of this feedback by letting volunteers know what Menhirs Fate has learned, and what action will be taken as a result. This shows volunteers that Menhirs Fate values feedback and encourages volunteers to continue sharing their thoughts and ideas.

## **RELATIONS WITH PAID STAFF**

Menhirs Fate is committed to ensuring that volunteer's work complements the work of paid staff. Steps will be taken to ensure that staff at all levels are clear about the roles of volunteers and to foster good working relationships between staff and volunteers.

## **COSTS, EXPENSES AND INSURANCE**

Menhirs Fate will ensure that there is a clear and accessible system to enable volunteers to claim out of pocket expenses.

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Volunteers will also be adequately covered by insurance whilst carrying out agreed duties at main Menhirs Fate events.

Menhirs Fate will endeavour to identify and cover the costs of involving volunteers and recognises the value of designated responsibilities within specific posts for the management of volunteers.

## EXPECTATIONS

### **Menhirs Fate reasonably expects volunteers to:**

- Participate in induction sessions; online or in person where needed.
- Comply with existing policies and procedures
- Undertake volunteering tasks at agreed times
- Inform relevant staff if unable to attend
- Give some form of notice, if unable to continue volunteering (where possible);
- Raise any issues of concern relating to volunteering with the appropriate contact person
- Agree with the aims and ethos of Menhirs Fate
- Not discuss plot or backstage information with players
- Volunteers should not criticise Menhirs Fate in public forums
- Volunteers should follow escalation procedures or direct issues to the correct place to resolve them where possible. They are not required to resolve or respond to complaints unless confirmed as part of their role
- When playing during R&R or as part of crewing responsibilities volunteers should aim to engage with the game but not be disruptive or make decisions for players.

Menhirs Fate reserves the right to ask volunteers to leave their volunteering role and while volunteers may request the reasons in writing, Menhirs Fate has the right to deny this . There are systems in place for volunteers to have a positive and managed exit.