

FUNDRAISING VOLUNTEER CODE

THE STANDARDS SET OUT ARE RELATING TO THOSE VOLUNTEERS ACTING “ON BEHALF OF” THE CHARITY.

PROFESSIONAL CONDUCT:

Volunteers shall always conduct themselves with complete integrity. They shall respect the dignity of their profession and ensure that their actions enhance the reputation of themselves and the charity.

1. They shall not misuse their authority for personal gain.
2. They shall comply with the laws of the United Kingdom which relate to their professional activities, both in letter and spirit.
3. They shall not knowingly act in a manner inconsistent with this Code, or knowingly cause or permit others to do so.
4. Volunteers **MUST NOT** smoke in view of the public, nor be under the influence of alcohol or drugs. All breaks are to be taken out of view of the public and **NEVER** inside or in front of the Charity stand. Seating is provided for breaks only.
5. Volunteers **MUST** avoid causing obstruction, congestion and nuisance to the public.
6. Volunteers **MUST** be able to give the public information as to how to make a complaint.
7. Volunteers **MUST** be courteous at all times, and represent the charity in a professional manner.
8. Volunteers **MUST** only use the **AUTHORISED** materials provided by the charity.
9. **Under no circumstances** should **ANY** products or merchandise not authorised by the charity be sold, demonstrated or promoted to the public.
10. Volunteers **MUST**, when asked to do so, terminate their approach in a polite manner.

If a person clearly and obviously indicates – by words or gestures – that they do not wish to be engaged by a fundraiser – either at the initial approach or during a conversation/engagement – the fundraiser should desist from the engagement and make no further attempt to engage that person.

11. When collecting, volunteers **MUST NOT** pressurise the public into giving their support, but they can use reasonable persuasion.

- Once a verbal greeting has been made a fundraiser should not take more than three steps alongside or in pursuance of that member of the public, even when asked to do so
- In no case, should any of these ‘three steps’ involve fundraisers deliberately placing themselves directly in the path of a member of the public in such a way that they or any casual observer may reasonably construe ‘obstruction’, as set out above
- If the member of the public has not come to a halt within the three number of steps allowed for, the attempted engagement should be discontinued
- Once a verbal greeting has been made a fundraiser **MUST CLEARLY** state they are collecting for Veterans With Dogs.
- Fundraisers should not intentionally approach members of the public who are ‘on duty’ and going about their business, such as: uniformed officials, tour guides, street vendors, carers, teachers, etc
- The Charity insists volunteers **MUST NOT** exhibit any form of discrimination regards race, sex, sexual orientation, religion or belief, age, disability, pregnancy, or gender reassignment.
- Fundraisers should not approach members of the public who are seated on street furniture or are seated in the outdoor seating area of a private business.
Members of the public in queues e.g. for tourist attractions, tour guide groups, bus queues or cash point queues.
- Fundraisers **MUST NOT** position themselves within 3 metres of a:
 - shop entrance
 - Pedestrian crossing
 - Cash point machine
 - Market stall
 - Street trader, vendor, big issue seller or busker
- Fundraisers **MUST NOT** obstruct, interfere with, or disrespect members of staff from local businesses.
- Fundraisers **MUST NOT** suggest to any member of the public that the engagement they are attempting to initiate is “not about money” or that they are “not fundraising”. By definition all engagements are ultimately ‘about money’.

- ID badges **MUST** include the identity of a fundraiser, who they work for and a phone number for the relevant Charity or Agency.
- To facilitate this, ID's **MUST**:
 - be clearly displayed
 - be in the form of a badge secured about the upper front part of the fundraiser's torso
 - be of not less than credit-card size
 - be signed or in some other way authorised

BUSINESS DRESS:

- Volunteers **MUST** ensure they are wearing the VWD uniform **ONLY**.

Blue VWD Polo shirt (provided by the charity).
Black or Navy trousers and smart shoes (no trainers).

MANAGING VULNERABILITY

- Fundraisers **MUST NOT** sign up any person at any time who they may have reasonable grounds for believing, in the course of their engagement with the individual, that they are in vulnerable circumstances which mean they are unable to make an informed decision to donate. These may include, but are not limited to:
 - physical and mental medical conditions
 - disability
 - learning difficulties
 - times of stress or anxiety (e.g. bereavement, redundancy)
 - financial vulnerability (where a gift from a donor may impact on their ability to sufficiently care for themselves or leave them in financial hardship)
 - Proficiency in English
 - Influence of alcohol or drugs
- Fundraisers **MUST NOT** sign up any person under 18 years of age.

INJURY TO OTHERS:

Volunteers shall not knowingly, recklessly or maliciously injure the professional reputation or practice of Veterans With Dogs.

Volunteers **MUST** adhere to all appropriate Health & safety standards in line with VWD policy so as not to endanger the public or volunteer.

HONESTY:

Volunteers shall always act honestly and in such a manner that donors are not misled. They shall not knowingly or recklessly give false or misleading information during their duties, nor permit their colleagues to do so.

ALL money raised/collected **MUST** be collated and given to the charity. Any volunteer expenses are to be claimed via petty cash on production of receipts or mileage claim forms.

PROFESSIONAL COMPETENCE:

Volunteers are expected to strive to attain and apply a high level of competence to the efficient conduct of the work entrusted to them. They will seek to ensure that all who work with them have appropriate levels of competence for the effective discharge of their duties.

Where shortcomings exist, members will ensure that they are made good as quickly as possible. They will always endeavour to work in harmony with their colleagues and to encourage less experienced colleagues to attain and apply their own levels of acceptable professional competence.

CONFLICT OF INTERESTS:

Volunteers shall not represent conflicting or competing interests without the express consent of the charity after full disclosure of the facts.

CONFIDENTIALITY:

Volunteers shall not disclose (except as may be required by statute or law) or make use of information given or obtained in confidence from the charity, the donating public or any other source without express prior consent.

Standard collection operating hours are 9am-7pm weekdays, 10am-7pm on a weekend.