

# Volunteer Handbook



Make a friend, make a difference.  
Your journey starts **here**.

Name: .....

## Volunteer Handbook Contents

Introduction to Me2 Club .....	2
The Me2 Club Team.....	3
Volunteer Role .....	4
The Process of Becoming a Me2 Club Volunteer.....	5
Volunteer Responsibilities .....	6
Useful sources of information on Additional Needs.....	7
Top Tips from Training .....	8
Me2 Club Safeguarding Policy and Procedures.....	10
Volunteer Expenses .....	12
Me2 Club Social Media Policy and Procedures.....	13
Volunteer Data Protection and Confidentiality Policy .....	14
Volunteer Complaints Policy .....	15
Volunteer Equal Opportunities Policy.....	15
Volunteer Health and Safety Policy.....	16
Useful Contacts.....	18
Testimonials from Me2 Club Volunteers, Young people and Parents .....	19

## **Introduction to Me2 Club**

Thank you for becoming a volunteer at Me2 Club. We believe that you will have a rewarding enjoyable experience with your matched Me2 Club young person.

Me2 Club is a Wokingham based charity set up in 2003 to assist children and young people with additional needs who live in Wokingham to have an improved quality of life and to provide volunteering opportunities in the local community.

The aim of Me2 Club is to recruit and train volunteers like you to support children and young people with additional needs, so they can access out of school mainstream activities.

By encouraging and enabling ALL children to play together and to see each other as part of the same community Me2 Club challenges barriers to inclusion.

Me2 Club is a Wokingham based charity and is funded through a number of grants, trusts and community donations.

### **As a Me2 Club volunteer you are vital in making this happen.**

Me2 Club aims to offer its services to all children and young people with additional needs from all sections of the community and therefore seeks to involve volunteers who will respect and value individual needs and enjoy their role in making Me2 Club a great charity.

We offer a fair service and volunteers are required to challenge any form of discrimination experienced whilst volunteering for Me2 Club.

All volunteers will undergo a DBS check and references will be required.

Volunteers will be trained and then will be matched with a child or young person.

You will be given the name and phone number of your Activities and Volunteer Coordinator (AVC) who will work with you and support you in getting to know your child. Your AVC can always be contact by mobile phone or in the office on 01189 696369 should you need us for anything.

Please don't forget to visit and 'like' our Facebook page.

[www.facebook.com/Me2ClubCharity](http://www.facebook.com/Me2ClubCharity)

## The Me2 Club Team

At Me2 Club we have a small team of dedicated staff responsible for the day to day activities of the charity, our team of volunteers, children/young people and families.

Me2 Club is governed by a board of Trustees who are responsible for the overall control, direction and development of the charity. As well as ensuring they comply with all relevant charity laws and regulations. The board ensure Me2 Club remain solvent and deliver the outcomes for which the charity was set up.

Bernadette Ferne – Chair of Trustees  
Simon Crawford, Elfie Stalmans, Sarah Hilling, Lori Day - Trustees



Tess Eagles – Me2 Club Manager



Liz Mc Daniel – Fundraising Development Officer



Nikki Tess – Activities and Volunteers Coordinator



Jessica Haycock – Activities and Volunteers Coordinator

## Volunteer Role

Volunteers are matched with a child or young person with additional needs to support them to attend a mainstream leisure activity. This activity is usually weekly and will be in the local community.

Volunteers have the right to leave the project at any time, however we ask you to commit to a **minimum of a year** and try to provide Me2 Club with as much notice as possible ideally at least 2 months. This is so that we can continue to provide a volunteer for our Me2 Club children, ensuring they are able to continue the activity they enjoy.

There may be occasions when you will be asked to spend extra time with your matched child, for example a 'Weekend Away', these are optional and additional to your volunteer role. If volunteers are asked to undertake additional duties the volunteer has the right to decline. Any additional duties, like Weekends Away, would then be counted as Me2 Club duties and would be under our insurance.

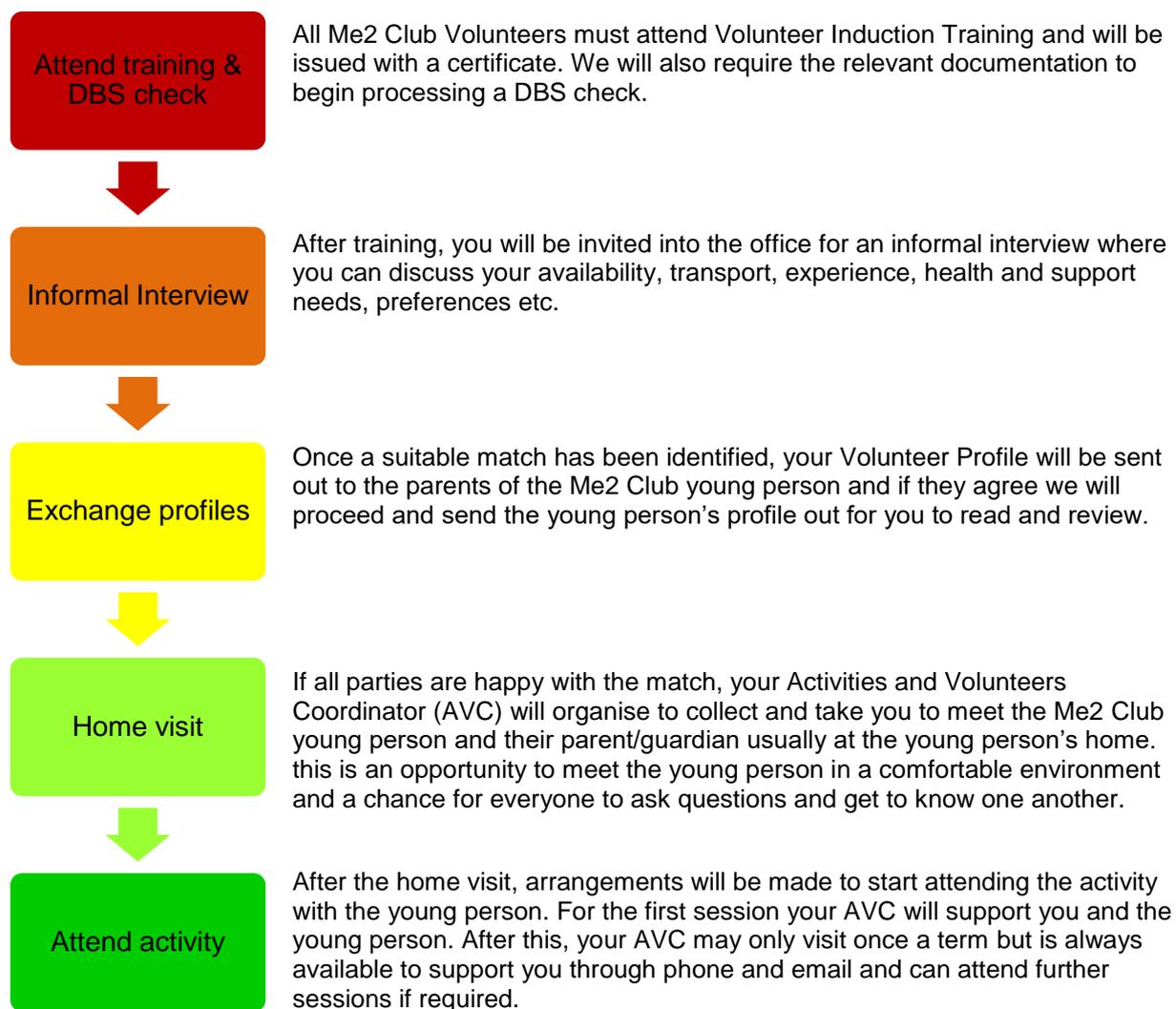
If a parent asks you to spend extra time with your Me2 Club young person this can be done as a private arrangement between you, the volunteer, and the parent, which is not covered under Me2 Club insurance, it is a separate arrangement and outside Me2 Club's remit.

Whilst volunteering for Me2 Club, there may be occasions when a parent wishes to reward the volunteer with a gift. This is not a problem, however if you feel the gift is inappropriate or makes you feel uncomfortable then please speak to your Activities and Volunteers Coordinator (AVC) about it.

Me2 Club has the right to dismiss any volunteer. Grounds for dismissal may include, *but are not limited to*, the following: -

- Gross misconduct
- Being under the influence of drink or drugs whilst volunteering
- Theft of property
- Abuse or mistreatment of clients
- Failure to abide by Me2 Club's policies and procedures
- Failure to perform duties satisfactorily, or meet physical or mental standards for performance
- The volunteer is deemed unsuitable for role by the Activities and Volunteers Coordinator or committee

## The Process of Becoming a Me2 Club Volunteer



## **Volunteer Responsibilities**

As a Me2 Club volunteer, there are certain responsibilities that you agree to take on:

- Attending induction training and an initial interview
- To attend a home visit with your Me2 Club Staff Member and your matched child
- To be reliable and attend the activity with your child each week
- To provide support that will enable your matched child's enjoyment, involvement and participation in the activity
- To abide by Me2 Club's policies and procedures (contained in this handbook)
- Respect confidentiality and sensitive information
- To provide good notice to the child's family if you are unable to attend an activity
- To inform the Me2 Club Staff Member of anything that makes you unhappy or uncomfortable

Me2 Club will support you in your volunteering through:

- Providing Induction Training to prepare you for your volunteering role
- Running additional training to further your knowledge
- Provide information and support about your matched child
- Providing support through your Activities and Volunteers Coordinator
- Reimburse your expenses incurred while volunteering for Me2 Club

You will be asked to sign a volunteer agreement to accept these responsibilities.

### **Weekends Away Project**

Me2 Club runs 3 'Weekends Away' each year for Me2 Club children and their matched volunteers.

These weekends aim to give the children the opportunity to experience a fun short break, enjoying new experiences and developing independence, but also to provide a time for them and their volunteer to build a strong bond.

'Weekends Away' are open to any Me2 Club child and their volunteer (if they would both like to and are available). Places are not guaranteed as spaces are limited. One of the 'Weekends Away' is specifically for our Me2 Club teenagers, aged 13 and over.

### **Days Away Project**

In 2017, Me2 Club piloted the 'Days Away Project', which gives our children and young people the opportunity to come away with their volunteers and peers for a day trip. Me2 Club now runs 3 'Days Away' each year for Me2 Club children and their matched volunteers.

The 'Days Away' are intended to be a fun day trip away with the Me2 Club staff, their matched volunteer and their peers. The idea behind the 'Days Away Project' is to help the children and young people gain confidence to come on our 'Weekends Away'.

As with the 'Weekends Away', the 'Days Away' are open to any Me2 Club child and their volunteer and 1 of the 'Days Away' is specifically for our Me2 Club teenagers who must be 13 or older.

### **Family Events**

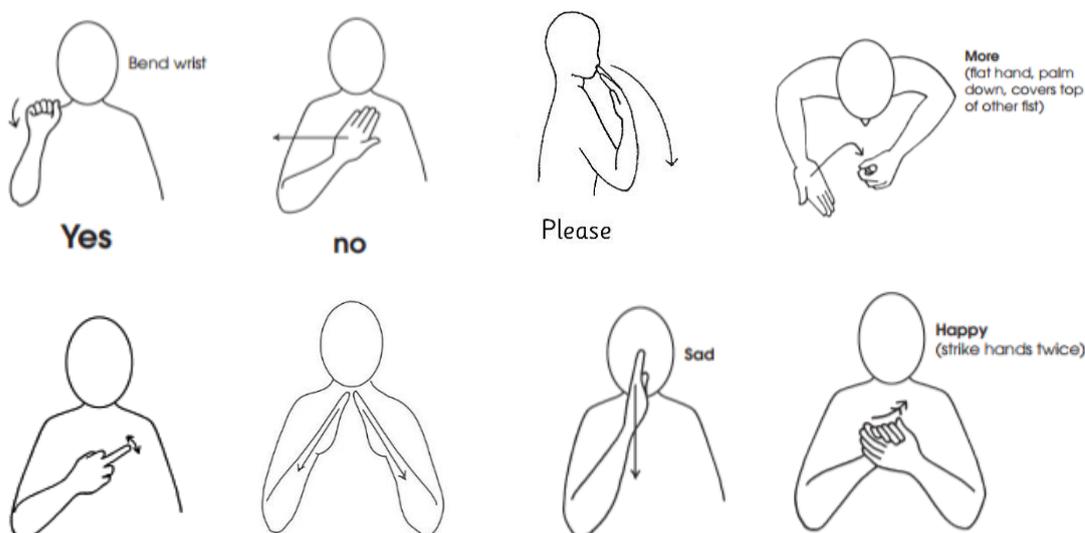
Me2 Club also run's family parties throughout the year for all our Me2 Club children and their families. Me2 Club volunteers are also encouraged to attend these events with their matched Me2 Club young person. We run a party at Easter, Summer and Christmas each year.

For more information on these opportunities visit the events page on our website:  
**[www.me2club.org.uk/events/](http://www.me2club.org.uk/events/)**

## Useful sources of information on Additional Needs

- **ASD** – Autism Spectrum Disorder is a lifelong developmental disability that affects how people perceive the world and interact with others.  
<http://www.autism.org.uk/about/what-is/asd.aspx>
- **ADHD** - Attention Deficit Hyperactivity Disorder (ADHD) is a group of behavioural symptoms that include inattentiveness, hyperactivity and impulsiveness  
<https://aadduk.org/living-with-adhd/>
- **OCD** - Obsessive Compulsive Disorder is a mental health condition where a person has obsessive thoughts and behaviours.  
<http://www.ocduk.org/ocd>  
<http://www.ocdaction.org.uk/know-more-about-ocd>
- **Global Development Delay**- Global Development Delay is when a child takes longer to reach certain development milestones than other children their age.  
<https://www.mencap.org.uk/learning-disability-explained/conditions/global-development-delay>
- **Epilepsy**- When someone has epilepsy, it means they have a tendency to have epileptic seizures. A seizure happens when there is a sudden burst of intense electrical activity in the brain causing a temporary disruption to the way the brain normally works.  
<https://www.epilepsy.org.uk/>  
<https://www.epilepsysociety.org.uk/what-epilepsy>
- **Down syndrome**- Down syndrome is a genetic condition that affects the way that a person develops both mentally and physically.  
<https://www.downs-syndrome.org.uk/>
- **Dyspraxia**- Dyspraxia is a disorder affecting fine and/or gross motor coordination in children and adults and can also effect speech.  
<https://dyspraxiafoundation.org.uk/about-dyspraxia/>
- **Cerebral Palsy** - Cerebral Palsy affects muscle control and movement. It's usually caused by an injury to the brain before, during or after birth. Children with cerebral palsy may have difficulties controlling muscles and movements as they grow.  
<http://www.cerebralpalsy.org.uk/>
- **PDA** - Pathological Demand Avoidance Syndrome will avoid demands made by others, due to their high anxiety levels when they feel that they are not in control  
<https://www.pdasociety.org.uk/>
- **ODD** - Oppositional Defiant Disorder is a childhood disorder that is characterized by negative, **defiant**, disobedient and often hostile behaviour toward adults and authority figures primarily. To be diagnosed, the behaviours must occur for at least a period of 6 months  
<https://www.nice.org.uk/guidance/cg158/chapter/Introduction>
- **Dyslexia** - Dyslexia is a common learning difficulty that can cause problems with reading, writing and spelling.  
<http://www.dyslexia.uk.net/>  
<http://www.bdadyslexia.org.uk/>
- **GAD** - Generalised Anxiety Disorder - is an anxiety disorder characterized by excessive, uncontrollable and often irrational worry over a wide range of situations and issues, rather than one specific event.  
<https://www.anxietyuk.org.uk/anxiety-type/generalised-anxiety-disorder/>

- **Learning disabilities**  
<https://www.mencap.org.uk/>
- **Basic Signing**  
<https://www.makaton.org/shop/shopping/browseStore/Free-resources> - some downloadable resources about signing.



### Top Tips from Training

Please be aware that these are general tips from training and may not be appropriate in all situations. They are included in the handbook as general advice to help volunteers when they are first getting to know their Me2 Club young person.

#### **Autism**

- Language - Explain at every stage what you are about to do, what will happen next and why
- Processing time - enough time to understand the information you are sharing and wait a few seconds for a response if it is not given immediately
- Questions should be clear and direct using language that is easy to understand and visuals where necessary – do not rely on the person to pick up the meaning of your body language
- Be considerate of literal thinking, try to avoid metaphors and sarcasm.
- Maintain a routine by being reliable and on time
- Repetitive behaviours might be a coping mechanism and therefore should be respected
- Try to be aware of the environment and how it could lead to sensory overload

## Challenging behavior

- Stop and think – Stop and try to think about the situation and what may have been the cause or trigger for the behaviour
- If possible, remove the trigger and/or change the environment
- Adopt a calm, non-threatening stance and posture
- Use a slow, controlled tone of voice
- Give clear verbal directions
- Allow time for processing and delayed compliance
- Ask for help, if needed, from the activity provider or contact your Activities and Volunteers Coordinator for guidance.
- Give the young person time and space to calm down, if appropriate, and be aware of how long it may take for adrenaline levels to return to normal.
- Think about the situation and how it could be avoided in future or consider different strategies to help the young person cope with the situation that led to the challenging behaviour.
- Remember that challenging behaviour can be a method of communication and try to consider what they may be trying to express e.g. anxiety

## Communication

- Use the young person's name and eye contact to gain attention when starting a conversation and use the young person's name to direct their attention
- Use clear and simple language and try to make instructions as concise as possible.
- Use alternative methods of communication if appropriate e.g. gestures
- Show the young person what they need to do by doing it first e.g. during a complex task show them step by step what they need to do.
- Try to avoid using sarcasm and metaphors
- Use communication aids where appropriate
- Be aware of your own body language and try to have an open posture while supporting your young person
- Give the young person time to process instructions and questions and then give them time to respond. If they do not show signs that they have understood repeat the request.
- If the young person is becoming upset, try to put less demands on them as this can be overwhelming and give them more time to process any requests.
- If the young person needs to be given time and space, try to stay nearby and pay attention to them with open body language so that they know they can approach you when they need to.

## **Me2 Club Safeguarding Policy and Procedures**

Me2 Club aims to provide the safest possible environment for the young people we work with. We are committed to safeguarding in all areas.

### **Designated Lead(s) for Safeguarding**

Tess Eagles, the Me2 Club Manager, is the Designated Lead for Safeguarding on the staff team. If you have a safeguarding concern you can contact Tess on 07821858852 or [Tess@me2club.org.uk](mailto:Tess@me2club.org.uk). If Tess is unavailable or your concern involves a Me2 Club staff member, you will need to contact the designated safeguarding lead on the Committee, Bernadette Ferne on [Bernadette@me2club.org.uk](mailto:Bernadette@me2club.org.uk).

### **Recruitment**

To keep our children and young people safe it is required that all volunteers are interviewed and character references are taken up along with an enhanced DBS check. Me2 Club has the right to refuse a volunteers' involvement if it is felt they are not an appropriate match for our young people. A reason will be given if requested.

### **Training**

All volunteers attend Safeguarding Awareness training as part of their induction training. Me2 Club's Safeguarding Policy and volunteer procedures are explained as part of this training.

### **Safeguarding Management**

Generally, concerns about young adults will arise in one of three ways:

1. Direct allegations of abuse or neglect
2. Observations or information about young adults which might suggest they are experiencing abuse or neglect
3. More general young adults care concerns

Me2 Club volunteers should follow the procedures below if they are concerned about a young adult.

#### **1. Direct allegations of abuse or neglect**

If a young person makes a direct disclosure to a volunteer the volunteer should:

- \* Tell the young person they believe them and reassure them that they will not get into trouble for being honest
- \* Tell the young person that they, as a volunteer, will do the right thing for them
- \* The volunteer should only ask open questions e.g.: Who? What? Where? When? Why? How? These questions should be minimal and only asked out of necessity and to clarify the situation
- \* The volunteer should let the young adult speak freely
- \* The volunteer will not make assumptions and should not make the young adult feel guilty or embarrassed
- \* The volunteer will write down, as soon as possible, the young person's account using the young person's language/words
- \* The volunteer will inform the young person of the actions they will take
- \* The volunteer must consult with the Activity Provider immediately (unless implicated) and then inform their Me2 Club staff member
- \* If required, the volunteer must complete any paperwork for the Activity Provider, with the support of Me2 Club staff if needed
- \* If necessary, the information surrounding the allegation may need to be shared with Social Services
- \* The volunteer, Activity Provider and Activities and Volunteers Coordinator (AVC) will agree together on how to proceed after the allegation has been reported.
- \* The volunteer must treat this information as confidential and should only share it with authorised personnel

## **2. Observations or information about young persons which might suggest they are experiencing abuse or neglect**

\* The volunteer should speak to the Activity Provider about their concerns who may contact Social Services

\* The volunteer must speak to a member of Me2 Club staff team and make a record on a Me2 Club incident form

\* If the young person is being emotionally abused or neglected the volunteer should make records of any conversations or observations, which the volunteer feels are connected to any abuse or neglect and keep this record in a safe place. These records may then be used in investigations by social services or other governing bodies.

## **3. General young adult care concerns**

\* Where there are low levels of concerns that a young person is not having their physical or emotional needs met to a satisfactory standard, the volunteer will need to discuss the young person needs in the first instance with their AVC, who in turn will need to discuss this with the Me2 Club Manager

\* The volunteer must log all these details on a Me2 Club incident form with the help of Me2 Club Staff

If it is not possible to contact a Me2 Club member of staff, all volunteers have emergency safeguarding phone numbers on their ID cards.

## **Allegations against Volunteers, Committee members or Staff Members**

If an allegation is made against a volunteer or staff member this should immediately be notified to the Me2 Club Manager, who will discuss a plan of action with the Trustees. If

the allegation is against the Me2 Club Manager, it will be dealt with by the Designated Safeguarding Officer on the Committee.

The volunteer/staff member will be suspended without prejudice while an investigation is carried out. The Me2 Club Manager will keep records of all information relating to the allegation for 3 years.

## **Safeguarding Procedures**

### **Safer Practice**

Me2 Club works to the following guidelines to promote safeguarding:

- Volunteers are instructed to avoid being 1-1 with their young adult in isolation
- Where it is assessed that a young adult's support needs create a higher safeguarding risk, two volunteers will be matched to support the young adult
- Volunteers are given guidance around safe personal care for low level needs (e.g. being in earshot of others/asking activity leader for support)
- On Weekends Away, room sharing is always same gender
- On Weekends Away, Me2 Club never has 1-1 volunteer/young adult room sharing unless at the explicit request/permission of parents (for support needs)
- All contact with Me2 Club members must be age appropriate, situation appropriate and socially appropriate
- All volunteers carry ID cards, with staff contact details as well as safeguarding emergency numbers.

## **Young Volunteers**

Me2 Club is aware of its responsibility regarding the safeguarding of all volunteers particularly those under 18 years of age. Parental consent is required for young volunteer's involvement.

Any arrangements made between volunteers and the families of a Me2 Club young adult (e.g. lifts, babysitting, social media contact) are not part of a young person's volunteering requirement by Me2 Club and would be considered a private arrangement.

Volunteers are advised to report any concerns regarding interaction with parents to their Me2 Club staff member.

## **Incident and Accidents**

All incidents and accidents involving you or the young person should be reported to your AVC as soon as possible after the situation has been resolved. If an accident or incident occurs, we ask all our volunteers to complete a Me2 Club Incident/Accident form.

This form can be accessed through our website:  
[Me2club.org.uk/volunteers/contact-information-forms/](https://me2club.org.uk/volunteers/contact-information-forms/)

Your AVC will help you to complete this form, please be aware all information will be shared with parents and activity provider where appropriate.

## **Volunteer Expenses**

Me2 Club do not expect our volunteers to be out of pocket. As a Me2 Club volunteer you are entitled to claim travel expenses to and from your activity location. This can be for public transport or claimed in mileage if you drive.

If you need to claim expenses this will need to be done within a 3-month period, please contact your Activities and Volunteers Coordinator (AVC) for an expense claim form. Alternatively, you can download a form from our website and submit it to your AVC.

Please keep all receipts of expenses incurred while undertaking Me2 Club volunteering duties as these will be required to claim expenses.

The expenses form can be accessed at:  
[Me2club.org.uk/volunteers/contact-information-forms/](https://me2club.org.uk/volunteers/contact-information-forms/)

## **Me2 Club Social Media Policy and Procedures**

Me2 Club recognises safeguarding risks related to young people using Facebook and other social media sites. We also recognise the benefits of social media for communication with and between families and volunteers. The following guidelines are in place to make social media usage as safe as possible for all concerned.

### **Volunteers**

Me2 Club volunteers are discouraged from being Facebook friends (or connected on other social media) with their matched young person.

- If a Me2 club volunteer and young person wish to be friends on Facebook or connected on social media they, or your Activities and Volunteers Coordinator (AVC), must ensure that the family is aware and that they consent. Me2 Club may also advise the family to monitor the young person's Facebook account.

If Volunteers become 'friends' with Me2 Club parents, this relationship is independent to their volunteering and safeguarding risks must be evaluated by the individuals

If Facebook/social media contact is made by a Me2 Club young person, volunteers should contact their AVC before responding.

Volunteers can be friends with Me2 Club staff member profiles

Volunteers are advised to have a high-level privacy setting to prevent inappropriate information being found by Me2 Club young people.

### **Photographs on Facebook**

Photographs of volunteers and Me2 Club young people will only be posted on Facebook only if Me2 Club has consent for public usage.

Photographs will not be tagged by Me2 Club, and it will be explicitly requested that others do not tag themselves, to avoid names being associated with children and photos being viewed by a wider audience e.g. 'friends of friends'.

## **Volunteer Data Protection and Confidentiality Policy**

### **Data Protection**

All Me2 Club volunteers must be careful about sharing information relating to their matched child and family.

All data or information collected by the Me2 Club volunteer in relationship to individuals and organisations must be used for lawful purposes which relate to the aims and objectives of Me2 Club.

Me2 Club ensures that where information is held on volunteers they are kept informed and will be made aware of when and who this information may be passed onto. Consent to hold this information is sought from volunteers on the volunteer application form.

All hard copy personal records regarding volunteers are kept securely at the Me2 Club office. However, individuals can request to see information stored and make any corrections when/where necessary. These records are retained for as long as the volunteer remains with Me2 Club and for 3 years after a volunteer has left Me2 Club, they are then shredded.

Electronic records are also kept on a password protected database in accordance with our data protection policy.

Data from volunteer application forms is added to computer databases, all electronic records are password protected. Me2 Club is registered with the Data Protection Commission Agency.

### **Confidentiality**

Both families and volunteers of Me2 Club will need to share information about themselves in order for Me2 Club to provide an effective supportive service.

The information shared may be anything from home phone number to personal details about the child's disability.

However, all information shared between Me2 Club Staff Members, families, volunteers and service providers is confidential to Me2 Club and must not be shared with anyone else unless requested by Social Services in connection with Child Protection investigations or incidents.

Please be aware that Me2 Club has an obligation to report any suspicion of child abuse to Social Services.

All information is used by Me2 Club Staff Members to ensure that the best possible match between child/young person and volunteer can be made.

## **Volunteer Complaints Policy**

As a volunteer you may have concerns or you may wish to make a complaint. There may be occasions where a family or activity provider may make a complaint regarding a volunteer. All complaints must be recorded on a complaints form.

### **Volunteer**

- If a volunteer wishes to make a complaint about the Me2 Club Project, this should be made in the first instance to the Me2 Club Staff Member
- If, after this, you do not receive a satisfactory response or your concern is about the Me2 Club Staff Member, you will need to put this in writing to the Me2 Club management committee for discussion and response

The Me2 Club Staff Member will report all complaints and actions taken to the Me2 Club management committee.

Me2 Club will continually review and monitor complaints and where necessary make appropriate changes.

If you wish to make a complaint you can download a complaints form from the Me2 Club website at: [Me2club.org.uk/volunteers/contact-information-forms/](http://Me2club.org.uk/volunteers/contact-information-forms/)

## **Volunteer Equal Opportunities Policy**

The aim of Me2 Club is to ensure inclusion of those children and families that have experienced exclusion from activities in the past or may find it difficult to access activities due to additional needs. Therefore, we will not discriminate against any volunteer on grounds of race, skin colour, ethnic origin, religion, gender, sexuality, disability or medical conditions, marital status, age, culture, employment status or education.

Me2 Club aims to ensure equality of opportunity and treatment for all its volunteers. No group or individual will be treated less favourably.

Me2 Club will promote positive images of volunteers and volunteering. It ensures that all publicity and information reflects the diverse nature of the community.

Me2 Club strives to take positive action to challenge intentional or unintentional discrimination.

A fair system is in place for recruitment and selection of volunteers; this includes an application form, DBS checks, references and an informal interview. This system will be carried out for all volunteers no matter what their background or previous experience.

All Me2 Club volunteers are given necessary training, support, personal development and access to the complaints procedure.

Me2 Club volunteers are trained in equality and equal opportunities.

Me2 Club project services may be restricted by the number of volunteers available and the number of families.

Me2 Club has a policy of monitoring the ethnic origin of volunteers and children.

## **Volunteer Health and Safety Policy**

### **Organisation**

Me2 Club management committee recognises its responsibilities for Health and Safety.

Me2 Club volunteers receive appropriate health and safety training as part of their training package. This includes information and advice on keeping both themselves and the child with additional needs safe.

Me2 Club volunteers are encouraged to report any Health and Safety concerns in the first instance to the activity provider and then to the Me2 Club Staff Member who will raise it at the management committee meeting.

### **Risk Assessment**

A preliminary risk assessment will be carried out at the proposed activity in conjunction with the activity provider, the family, Me2 Club volunteer and Me2 Club Staff Member. Information sharing about potential risks will be discussed and solutions sought.

Where risk is unacceptable and cannot be minimised for volunteer or child or both, an alternative activity will be sought.

Challenging behaviour will be recorded and volunteers will be encouraged to be aware of safety issues.

Accidents must be reported and recorded in the first instance to the activity provider and then to the Me2 Club Staff Member.

### **Health and Safety Guidelines**

- If unable to attend an activity the volunteer/family should contact the family/volunteer as soon as possible to make alternative arrangements. If necessary, contact the Me2 Club Staff Member
- Volunteers must make sure that they have a contact number and are provided with any necessary information they would need in an emergency
- Volunteers should ensure that someone knows where they are going and when they are expected back
- As the match progresses it will become the responsibility of the parent to update the volunteer of any changes to the safe support of the child/young peers their own safety and the safety of others involved in the activity. This means that any concerns should be reported as soon as possible, to the activity provider or Me2 Club Staff Member as appropriate
- If an accident occurs and the volunteer is injured, first aid should be sought from a qualified person. An accident/ incident report form should be completed as soon as possible, and contact made with the Me2 Club Staff Member
- If the child/young person has an accident first aid should be sought from a qualified first aider. If necessary, call 999 emergency services. The parents and Me2 Club Staff Member should be contacted, and an accident form completed
- For any other kind of emergency, the parents/carers, appropriate emergency service and Me2 Club Staff Member should be contacted. The group leader at the activity must be informed of the situation. If for any reason the parent/carers are unavailable the emergency services must be contacted if necessary

- Under no circumstances should volunteers drink alcohol, smoke or use illegal substances whilst volunteering with Me2 Club or before an activity with their matched child
- For a matched child with sensory needs the smell of smoke can potentially be a problem, please do not smoke before an activity to reduce the smell of smoke on your clothes.

*It is critical from a children's rights perspective that Me2 Club should:*

- \* Actively involve the child or young person and the person assisting them, in the risk assessment and decision-making processes if necessary
- \* Review the moving and handling plans with the child or young person and the person assisting them, in accordance with the Me2 Club volunteer's ability and the child's or young person's physical and emotional development
- \* Ensure that preserving the dignity of the child or young person is a key consideration.

**The responsibility of a volunteer is to:**

- \* Follow the child's or young person's individual risk assessment recommendations and moving and handling plan and use the equipment identified
- \* Co-operate with the Me2 Club Staff Member and let them know of any problems
- \* Take reasonable care to ensure that actions do not put themselves or others at risk
- \* Think about how the child/young person's wellbeing can be improved

**Our responsibility as a charity is to ensure the safety of our volunteers and others affected by their work by:**

- \* Ensuring that risk assessments are carried out by Activity leaders and, where applicable, Me2 Club staff, who have had the relevant training and understand the individual child or young person's needs
- \* Providing a detailed and clear moving and handling plan when necessary
- \* Ensuring volunteers are adequately trained

## Useful Contacts

As a volunteer you will need to communicate with the parents of your matched family and the Me2 Club Staff Member.

Please list all your Me2 Club contacts in the table below. Don't forget to also save these important contacts details to your Phone. We also advise that you pass on these contact details to a parent, partner or family member in case of emergency.

### Me2 Club:

<b>Address</b>	Parkside House, Unit 6, 15 Headley Road, Woodley RG5 4JB
<b>Phone number</b>	0118 969 6369
<b>Email address</b>	<a href="mailto:info@me2club.org.uk">info@me2club.org.uk</a>

### Matched family details:

<b>Name of child</b>	
<b>Name of parents</b>	
<b>Address</b>	
<b>Phone number</b>	
<b>Mobile number</b>	
<b>Email address</b>	

### Me2 Club AVC details:

<b>Name</b>	
<b>Address</b>	
<b>Phone number</b>	
<b>Mobile number</b>	
<b>Email address</b>	

## **Testimonials from Me2 Club Volunteers, Young people and Parents**

*"I worried I was not the 'right type' of person for this role, that maybe I was too shy or not confident enough, or that it wouldn't work for this or that reason. But at training I remember a child's mum talking of the 'very special' friendship that develops between the child and their volunteer, and it was great! I wanted that to happen for me too. There is really no special knowledge that is really important to have apart from what you've have learnt so far in life and what the training will teach you! There is no 'volunteer' type person. Everyone can be a great volunteer and enjoy a great experience with Me2!" - Me2 Club Volunteer*

*"I support a 17 year old girl with Asperger Syndrome and the fact that I am able to help lift a little of the weight off her shoulders by lending an ear is amazing to me. Also, being the reason why she is able to do the activity that she loves is what makes me love this charity so much." – Me2 Club, Volunteer*

*What score out of 10 would you give the trip? (a child's rating on the Weekend Away)*  
**"10 or 2030" - Me2 Club Young Person**

*"I always love my Me2 Club trips, they are always great fun!" – Me2 Club Young Person*

*"Me2 Club gives my son an invaluable chance to stay in a mainstream activity, he wanted to leave because he found it too hard. I have found it so hard to find a group C. loves and feels happy to take part in. To see C., go out and have fun, fills me up with joy as many people take this for granted. It's not so easy for my young lad. Me2 Club staff and volunteers service had given my lovely son a chance to enjoy normal things in life. Thank you for making C. so happy!"- Me2 Club Parent*

*"My son has got a diagnosis of Autism and ADHD. He always struggles to access mainstream activities with his problems. He is very happy to be going to a badminton club. The volunteer is amazing. He helps my son in every way he can. My son looks forward to Wednesday so he can meet his volunteer and play with him. Every week I see progress in him. I am very happy with how it is going. Thank you very much Me2 Club for making my son happy" – Me2 Club Parent*