# Volunteer Handbook

member of volunteering england

dht

DR HADWEN TRUST FOR HUMANE RESEARCH

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# Introduction

Welcome to the Dr Hadwen Trust for Humane Research (DHT). This Volunteer Handbook covers everything you need to know about volunteering with the DHT.

Your contribution as a volunteer is very important and valuable to us. Being a volunteer for the DHT means joining our staff and supporters in an ever-growing network of dedicated people all striving to help us replace the use of animals in research and testing. Without the contributions of volunteers, this would be impossible.

# What we do

The Dr Hadwen Trust (DHT) is the UK's leading medical research charity that funds and promotes the development of techniques and procedures to replace the use of animals in research and testing.

To further this aim, the DHT supports and assists scientists to implement existing techniques and develop new ones which are more human-relevant and replace animal experiments. We award grants to scientists in universities, hospitals and research organisations following a rigorous peer-reviewed selection procedure. Only those projects with the highest scientific calibre and the best potential for the replacement of animals will be awarded funding.

Funded solely by charitable donations, the DHT has awarded grants to over 140 research projects over 40 years for some of the most advanced and successful human-related techniques in the most diverse areas of medical research including cancer, asthma, Alzheimer's, kidney, heart and liver disease and diabetes, to name only a few. To date, we continue to be the UK's leading charity provider of grants solely dedicated to animal replacement research in medical research.

We endeavour through promotion and education in the scientific, political and public communities the wider adoption of such techniques and strive to increase medical progress through this interaction. As a result, the DHT has grown into one of the world's leading exponents of non-animal research and is consulted internationally for its expertise in replacement research methods by scientists, governments, education, animal welfare organisations and industry.

**We don't just talk about the problem, we are actively doing something about it.**

# How donations are spent

These are a few examples of how donations will be used:

**£10** will pay for twenty test tubes for a non-animal research project to replace animal experiments. After all, test tubes don't feel pain.

**£30** will pay for a presentation about replacement research for a scientific conference. Scientists frequently communicate the latest ideas in replacement research without using animals to each other at conferences and meetings, passing on the good news about the effective work you have helped to fund.

**£100** will pay for a multi-well three-dimensional cell culture kit to create a human cell culture model to replace dogs, cats, rabbits and mice in medical research into heart disease, cancer, liver disease and diabetes.

**£300** could purchase human bone cell lines for arthritis or osteoporosis research. DHT-funded researchers are developing a human cell culture model of various bone diseases to replace experiments on rats.

**£1,000** is needed for sodium channel proteins, essential components for test tube research into brain signalling and nerve impulses that could replace experiments on primates.

**£8,000** will pay for a specialist camera to take pictures of human cells so we can better understand how breast cancer cells develop and replace artificially induced cancers in mice.

# Volunteer Policy

## What is volunteering?

According to the Volunteering Code of Good Practice, volunteering is 'an activity that involves spending time, unpaid, doing something that aims to benefit the environment or individuals or groups other than (or in addition to) close relatives'.

## Why do we use volunteers?

We involve volunteers in our work to help spread our message and vision across the UK and to help raise vital funds to support our research. Whether it's raising awareness of our organisation in the local community, working in the office, supporting current appeals and events; or helping out with fundraising activities, our volunteers help us to achieve our goals. Volunteers add value to the DHT, bring in new skills, spirit and ideas. The DHT will not use volunteers to replace paid staff.

## Age restrictions

You must be aged 18 years or over to volunteer for us. If you are under 18, you can still support the DHT by being a Young Supporter. Please see our website for more information.

## Opportunities for volunteers

As a volunteer with the DHT, there are two main types of volunteering to choose from. These include fundraising and volunteering in the office.

### Volunteer in fundraising

Volunteer Fundraisers raise money for us in various ways, such as holding street collections and stalls, organising their own fundraising events or helping out at one of our organised events. Volunteer Fundraisers also help to raise awareness of the DHT across the UK by delivering leaflets in their local communities. As we create a national network of Volunteer Fundraisers who regularly volunteer for the DHT we expect new volunteering opportunities to be created.

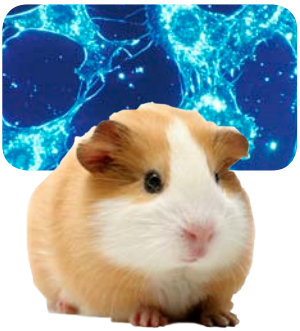
### Volunteer in the office

Volunteers to the Hitchin office will undertake a range of duties such as helping with the sale of our Christmas cards, providing administrative support, or undertaking projects in specific departments.

# Recruitment

Anyone interested in volunteering with the DHT will be asked to fill out a Volunteer Registration and Agreement Form. The form helps us to match potential volunteers to the most suitable tasks and also acts as an agreement outlining the DHT's and the volunteer's commitment to volunteering. This agreement is in honour only and is not intended to be a legally binding contract of employment. It can be terminated, by either party, at any time. If a suitable voluntary role exists, we will contact the individual with further information. If no suitable volunteering opportunities are available, we will store the volunteer's details on our volunteer database and contact them with information about future volunteering opportunities and events. Volunteer records are stored and processed in accordance with the Data Protection Act 1998 and are deleted in line with our Data Protection Policy (see page 24 for more information).

Some volunteering opportunities will have a role description and preferable skills requirement attached to them. For these opportunities, volunteers will be asked to fill in an application form, provide two references and then be invited to attend an informal meeting. This process enables us to match the volunteer to the specific tasks involved with the opportunity, which in turn helps us to create a fulfilling and rewarding experience for the volunteer.



The DHT will use a variety of approaches to recruit volunteers. These could include:

- Advertising volunteer post in Alternative News and on electronic media such as DHT website, Facebook and Twitter.
- Advertising post in the media such as newspapers or magazines and local or national radio.
- Advertising post on established volunteer opportunity websites such as Do-it, vinspired and at local Volunteer Centres.
- Display posters and flyers in libraries, Universities, community centres, adult colleges, town notice boards, railway/bus stations, cafes, sport centres, supermarket notice boards, newsagents, post offices, places of worship, doctors/dentists surgeries and other appropriate outlets.
- Booking stalls at University Fresher Fairs; markets such as Animal Aid's Christmas Fayre and at other appropriate events.
- Giving talks in the local community and across the UK.
- Issuing pro active press releases to local and national media.

## Equal opportunities and diversity

The DHT is fully committed to equal opportunities and diversity in all areas of its work. Volunteers will be expected to have an understanding and commitment to equal opportunities and diversity. The DHT will consider and take advice on how to attract people from a diverse range of backgrounds to the organisation and review this advice regularly. To help us understand who we are reaching and to better serve everyone in our community, all volunteers are asked to fill in a Volunteer Equal Opportunities and Diversity Monitoring Form. Recording this information allows us to analyse our volunteer base and create new ways to attract a diverse range of volunteers to the DHT. For more information, please see the Equality Opportunities and Dignity Policy Statement on page 17.

## Induction and training

All volunteers will receive a copy of the Volunteer Handbook introducing them to the DHT or they will be able to access it from the internet. The Volunteer Handbook contains a Volunteer Policy which explains how we look after our volunteers. It also contains important information about health and safety and how to claim travel expenses. If a volunteer has applied successfully for a volunteering post, they will be invited to the Hitchin office for an induction to familiarise themselves with the work of the DHT and to meet staff. Volunteers will receive appropriate training relevant to their role.

## Supervision and support

- Danielle Goodwin will be the main point of contact for volunteers.
- Volunteers that have applied successfully for a volunteering post, will have supervision/support meetings with Danielle Goodwin every four weeks.
- Telephone or email support will be available to all volunteers 9am – 5pm Wednesday – Friday.
- The DHT values the contribution that volunteers make and is committed to recognising the contributions and achievements of volunteers. Recognising and rewarding volunteer achievements may include holding volunteer events/meetings; consulting with volunteers; providing a dedicated volunteer area on the website or a dedicated volunteer email group; publishing regular volunteer newsletters and holding regular awards such as 'Volunteer of the Month'.
- If volunteers want to stop volunteering with us, they will be asked to take part in an informal exit interview or complete an Exit Survey Form. This will help us to understand why volunteers leave the DHT and what we can do to improve our volunteering experience.

## Expenses

Volunteers will have agreed travel expenses (usually to and from the Hitchin office and DHT organised events) reimbursed. Travel expenses must be agreed with Danielle Goodwin in advance of the event.

Travel expenses for cars, vans, motorcycles and bicycles will be reimbursed at HM Revenue and Customs approved mileage rates for 2011/2012:

- Cars and vans – 45p per mile for the first 10,000 miles, 25p per mile over 10,000.
- Motorcycles – 24p per mile.
- Bicycles – 20p per mile.

If using a weekly or monthly travelcard when travelling to and from weekly volunteering commitments on buses, trains or trams, travel expenses will be calculated by working out how many days per week/month the volunteer uses the travelcard to volunteer against the total cost of the travelcard to calculate what proportion is directly related to volunteering. The DHT must reimburse volunteers accurately and will always require receipts or travel tickets as proof of purchase when processing expense claims. Where this cannot be clearly shown, as in the case of electronic Oystercards, volunteers may find their legitimately reimbursed expenses treated as income by Jobcentre Plus and HM Revenue and Customs. If you use Oystercards as part of your travel whilst volunteering, contact Danielle Goodwin for more information. To claim travel expenses, please see the Volunteer Expenses Claim Form enclosed.

## Health and safety

The DHT has a duty of care to avoid exposing volunteers to risks to their health and safety. To protect the health and safety of volunteers, a risk assessment specific to the volunteer's role will be carried out to identify hazards and reduce risk. As a result of the risk assessment any necessary safety advice or guidance will be given to the volunteer. All volunteers will be expected to have an understanding and commitment to health and safety. For more information, please see the Health and Safety Policy Statement on page 18.

## Insurance

Once registered, all volunteers are covered by the DHT's public liability insurance whilst they are on the premises or engaged in approved registered DHT volunteering activities.

## Using your car whilst volunteering

If you use your car whilst volunteering, for example using your car to take merchandise to and from a stall, or buying food for an event, many insurance companies will count volunteering within the "domestic, social and pleasure" category of your motor insurance. However, it is important to inform your insurance company about your voluntary activities as this may affect your insurance and invalidate it. Volunteer drivers should not accept an increase in premium, and you may wish to change your insurer if your current one insists on an extra charge. Please see the Volunteer Driver Insurance Form enclosed.

## Problem Solving

While the DHT does not have legal duties towards volunteers and does not wish to create a contractual relationship with them, we feel it is important that problems or complaints are dealt with fairly, openly and consistently. We hope that all problems or complaints can be solved informally by discussing the issues with Danielle Goodwin. If this is not the case, we have a Problem Solving and Grievance Procedure in place. Please see page 22 for more information.

## Confidentiality

Volunteers are bound by the same requirements for confidentiality as paid staff. Please see the Data Protection Policy on page 24 for more information. Please be aware that a breach of confidentially is likely to result in the termination of your volunteering role and furthermore, under the Data Protection Act 1998 you could be criminally liable if you knowingly or recklessly disclose personal data in breach of the Act.

# The 3R Promise

The DHT is committed to raising the standards of volunteer management and has signed up to Volunteering England's 3R promise. The DHT has made a commitment to work towards meeting each of the criteria set out below:

We will endeavour to get it RIGHT from the beginning

- Our organisation will follow guidance on good practice and ensure it has up-to-date policies and evidence this in appropriate reports.
- Our organisation will ensure that concerns of volunteers are listened to and given due consideration.

We will offer means to achieve RECONCILIATION if things go wrong

- Our organisation recognises that sometimes things go wrong and makes sure that everyone in the organisation knows how to deal with it.
- Our organisation will identify a trustee with responsibility for volunteering who will monitor volunteer complaints and encourage rapid resolution in emerging conflicts.
- Our organisation will explore local mediation services when necessary.

We accept our RESPONSIBILITY

- Our organisation explains and accepts its responsibility for its volunteers and their well-being and respects their wish to always have a fair hearing if a conflict arises.
- Our organisation will work with the Call to Action Progress Group to share lessons and improve standards.
- Our organisation will report publicly on the implementation of its 3R promise.

For more information please log onto **www.volunteering.org.uk.**

# Policies and Procedures

To make sure we treat all volunteers in a fair, consistent and safe way, we have included some policies and procedures with this handbook. Not all of the policies and procedures will be relevant to all volunteers, this will depend on the volunteering activity that you are doing. If you need to know any more information, Danielle Goodwin will make sure you are aware of any relevant policies or procedures at your induction.

## Volunteer Code of Conduct

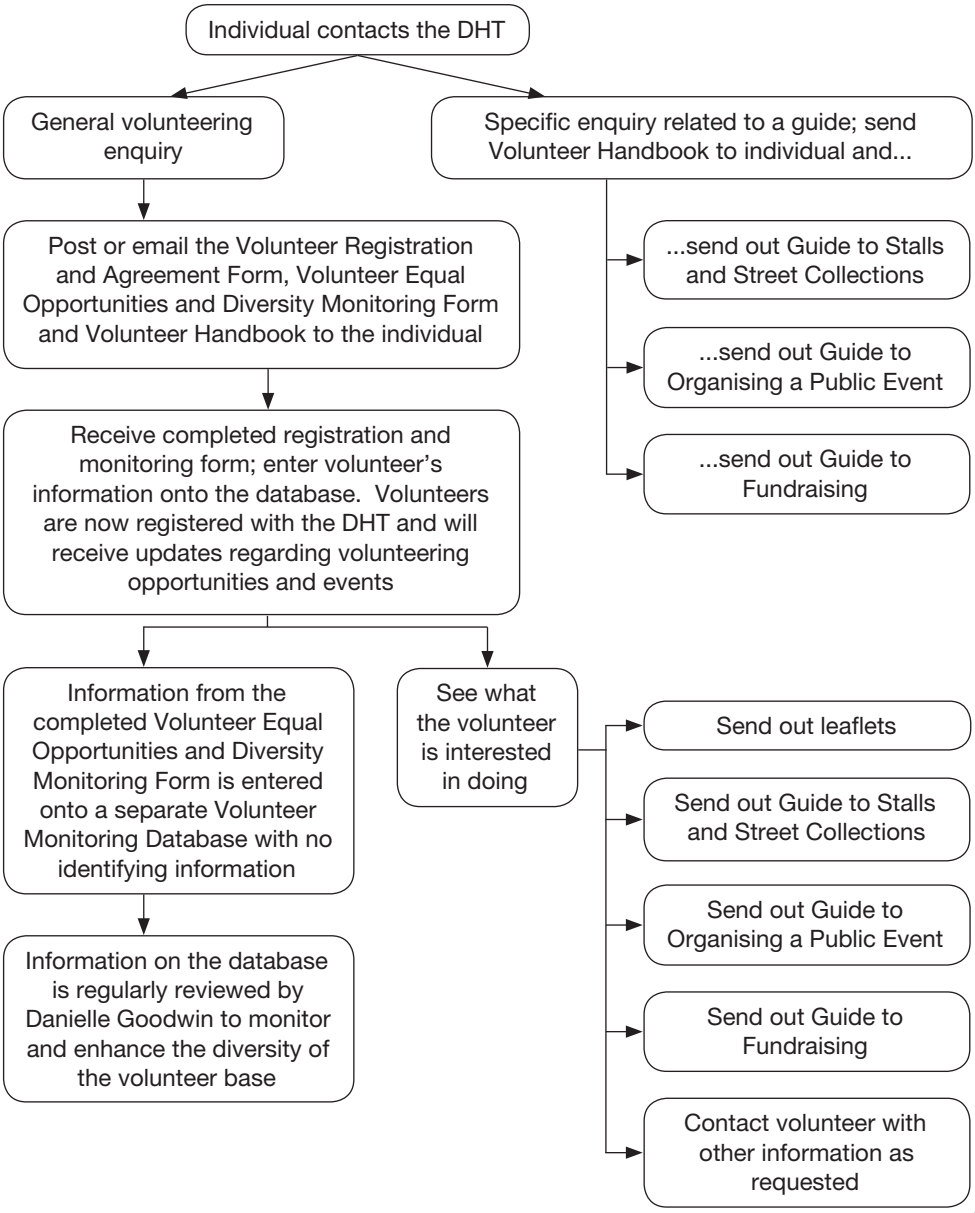
Volunteers are expected to abide by this Volunteer Code of Conduct at all times whilst volunteering with the DHT. Failure to do is a serious breach of behaviour and depending on the seriousness of the offence, you may be asked to stop volunteering with the DHT altogether. DHT volunteers will:

- Treat everyone equally, regardless of age, gender, sexual orientation, religion or disability.
- Treat other volunteers, members of staff and members of the public in a friendly, courteous and non-confrontational manner.
- Not use abusive, offensive or inappropriate language.
- Be neat, clean, well–groomed and presentable.
- Not express negative ideas and opinions about other organisations involved in animal research.
- Behave in an appropriate, mature and responsible manner and to not do anything that could bring the DHT's name into disrepute.
- Not drink alcohol or consume illegal drugs.
- Not bring alcohol or illegal drugs onto DHT premises or events.
- Work within your own competence and seek assistance where needed.
- Consider your own and others safety at all times and report any concerns immediately.
- Be prepared to accept and give constructive feedback.
- Abide by all the policies and procedures in the Volunteer Handbook.

# Recruitment Procedure

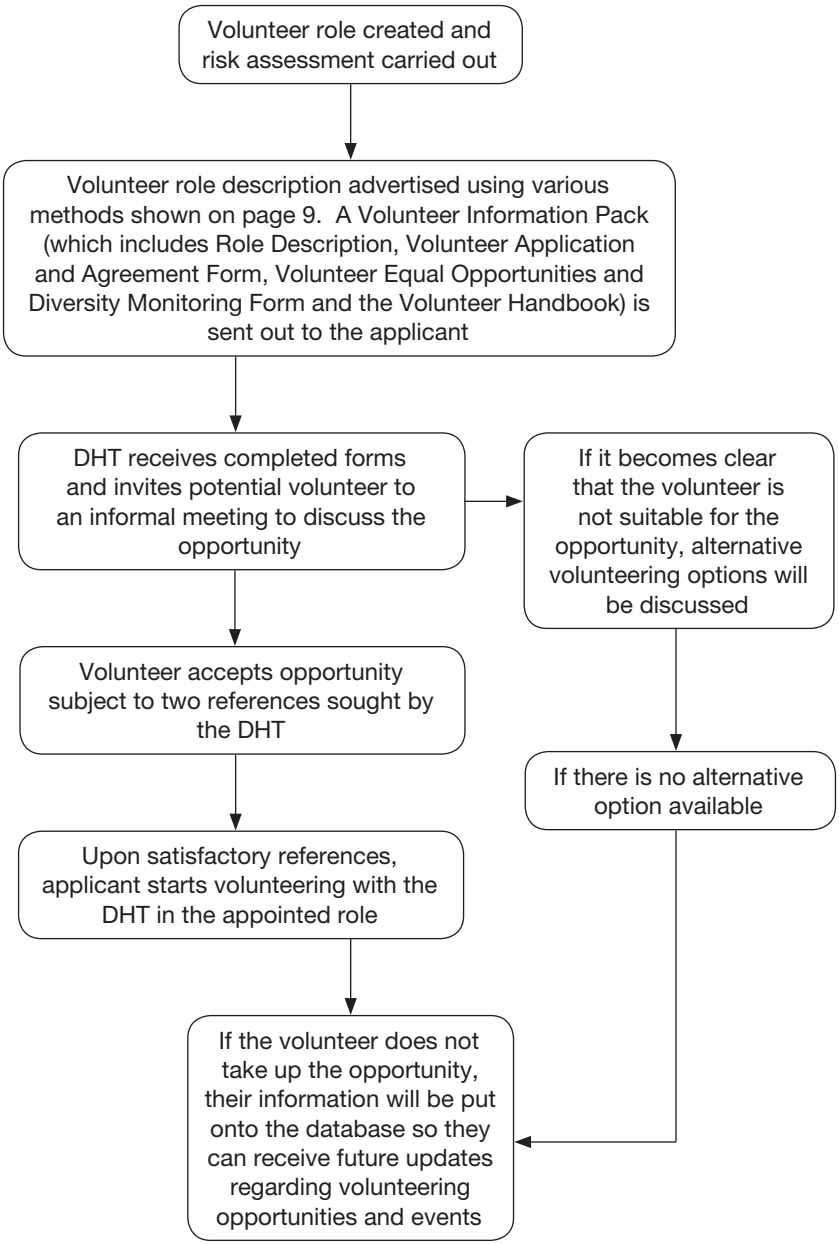
## Procedure one

This procedure will be used for people who express an interest in volunteering with the DHT:



## Procedure two

This procedure will be used for people who respond to a volunteer post with the DHT:



# Equality Opportunities and Dignity Policy Statement

The DHT is an equal opportunity employer and is fully committed to a policy of treating all of its volunteers equally. The DHT will avoid unlawful discrimination in all aspects of recruiting volunteers. The DHT will take all reasonable steps to recruit volunteers on the basis of their experience and abilities without regard to age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality and ethnic or national origins), religion or belief, sex or sexual orientation. In this policy, these are known as the "protected characteristics".

The DHT will also take all reasonable steps to provide an environment in which all volunteers are treated with respect and dignity and that is free from harassment and bullying based upon age, disability, gender reassignment, race (including colour, nationality and ethnic or national origins), religion or belief, sex or sexual orientation. In this policy, these are known as the "anti-harassment protected characteristics". All volunteers are responsible for conducting themselves in accordance with this policy. The DHT will not condone or tolerate any form of harassment, whether engaged in by volunteers or by outside third parties who do business with the DHT, such as clients, supporters, contractors and suppliers.

Volunteers have a duty to co-operate with the DHT to make sure that this policy is effective in ensuring equal opportunities and in preventing discrimination, harassment or bullying. Volunteers will be asked to stop volunteering with the DHT if they are found to have committed an act of improper or unlawful discrimination, harassment, bullying or intimidation. Volunteers should also bear in mind that they can be held personally liable for any act of unlawful discrimination or harassment. Volunteers who commit serious acts of harassment may also be guilty of a criminal offence. You should draw the attention of Danielle Goodwin to suspected discriminatory acts or practices or suspected cases of harassment or bullying. For a full version of this policy contact Danielle Goodwin.

# Health and Safety Policy Statement

The DHT is committed to ensuring the health, safety and welfare of its employees, which includes volunteers, and it will, so far as is reasonable practicable, establish procedures and systems necessary to implement this commitment and to comply with its statutory obligations on health and safety. Your contact, Danielle Goodwin, will make you aware of all relevant procedures and systems about health and safety at your induction.

While the DHT will take all reasonable steps to ensure the health and safety of its volunteers, health and safety whilst volunteering is also the responsibility of the volunteers themselves. It is the duty of each volunteer to take reasonable care of their own and other people's health, safety and welfare and to report any situation which may pose a serious or imminent threat to the well-being of themselves or of any other person. If a volunteer is unsure how to perform a certain task or feels it would be dangerous to perform a specific job or use specific equipment, then it is the volunteer's duty to report this as soon as possible to Danielle Goodwin.

Anyone who violates health and safety rules and procedures or who fails to perform their duties under health and safety legislation may be asked to stop volunteering with us. Depending on the seriousness of the offence, you may be asked to stop volunteering with the DHT altogether.

The DHT will provide and maintain a healthy and safe working environment with the objective of minimising the number of instances of occupational accidents and illnesses. The DHT will pay particular attention to:

- Maintaining the workplace in a safe condition and providing adequate facilities and arrangements for welfare at work.
- Providing a safe means of access to and egress from the workplace.
- The provision and maintenance of equipment and systems of work that are safe.
- Arrangements for ensuring safety to health in connection with the use, handling, storage and transport of articles and substances.
- The provision of such information, instructions, training and supervision as is necessary to ensure the health and safety at work of its volunteers and other persons.

The DHT also recognises its duty to protect the health and safety of all visitors to the DHT, including contractors and temporary workers, as well as any members of the public who might be affected by the DHT's work operations.

The Trustees of the DHT have overall responsibility for health and safety in the DHT. The Office Manager has responsibility for overseeing, implementing and monitoring health and safety procedures in the DHT and for reporting back to the Chief Executive on health and safety matters. The Office Manager also conducts regular inspections of the workplace, maintains safety records and investigates and reports on accidents at work.

Safety training is an integral part of an effective health and safety programme. Safety training relevant to the volunteering role will be given, such as instruction on the safe use of any equipment provided.

The DHT recognises that some volunteers may from time to time be at increased risk of injury or ill-health resulting from work activities. The DHT therefore requires that all volunteers advise Danielle Goodwin if they become aware of any change in their personal circumstances which could result in their being at increased risk. This could include medical conditions, permanent or temporary disability, taking medication and pregnancy.

First aid boxes are located at strategic points around the workplace. All volunteers will be shown the location of the nearest first aid box and will be given the names of the designated first aid personnel. This information is also displayed on notice boards.

All injuries, however small, sustained by a person whilst volunteering at the DHT must be reported to Danielle Goodwin and recorded in the accident book. Accident records are crucial to the effective monitoring of health and safety procedures and must therefore be accurate and comprehensive. The Office Manager will inspect the accident book on a regular basis and all accidents will be investigated and a report prepared, with any necessary action being taken to prevent a recurrence of the problem.

## Fire

Fire is a significant risk within the workplace. All volunteers have a duty to conduct their operations in such a way as to minimise the risk of fire and they are under a duty to report immediately any fire, smoke or potential fire hazards, such as faulty electric cable or loose connections. Volunteers should never attempt to repair or interfere with electrical equipment or wiring themselves. The Office Manager is responsible for the maintenance and testing of fire alarms and fire fighting, prevention and detection equipment.

Smoke detectors and manually operated fire alarms are located at strategic points throughout the workplace. If a smoke detector sounds or fire is discovered, it is the responsibility of any volunteer present to activate the alarm and evacuate the building. Fire extinguishers are also located at strategic points throughout the workplace. Volunteers are not expected to tackle a fire themselves. If the situation is dangerous or potentially dangerous, the volunteer should activate the fire alarm and evacuate the building immediately.

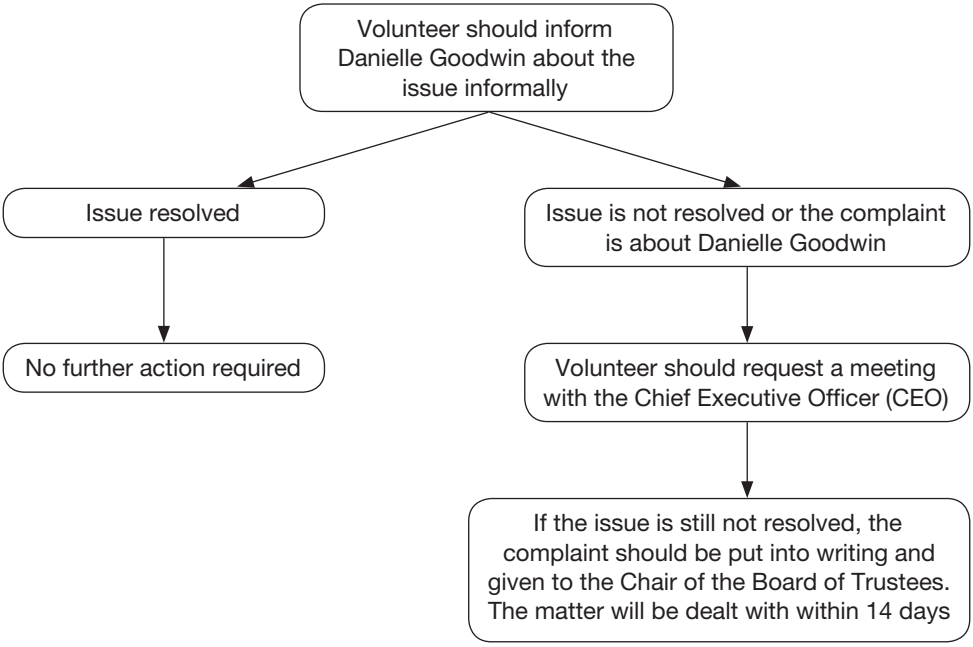
Fire doors designed to slow the spread of fire and smoke throughout the workplace have been installed at strategic points. Fire doors are designed to close automatically after opening and must never be blocked or wedged open. Fire exits are also located at strategic points throughout the workplace. Fire exit doors and corridors must never be locked, blocked or used as storage space. Emergency lighting has been installed in exit corridors and above emergency exit doors in case of power failure. Danielle Goodwin will ensure that volunteers are familiar with their evacuation route and designated assembly point in case of fire.

If you are volunteering in the Hitchin office, more information about fire safety and a list of the DHT's safety rules will be given to you at your induction.

# Problem Solving and Grievance Procedure

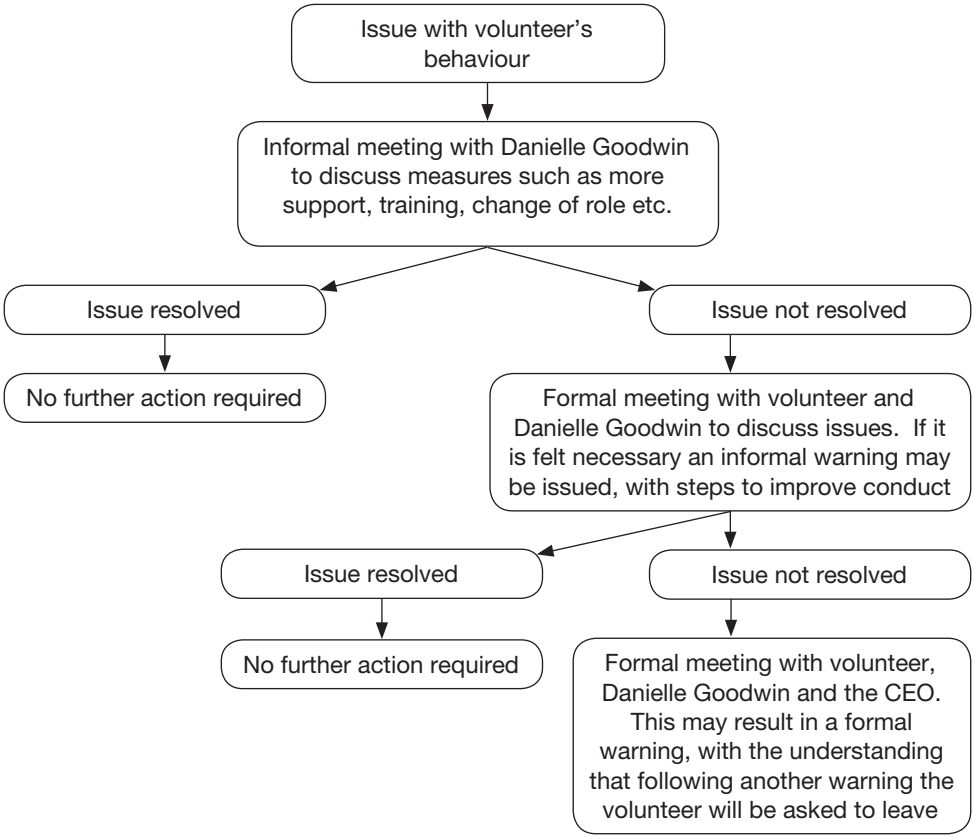
## Procedure 1

This procedure will be used if a volunteer has a complaint about the DHT, a member of staff or another volunteer:



## Procedure 2

This procedure will be used if there is a problem with a volunteer's behaviour:




## Serious breaches of behaviour

Please note that if a volunteer is believed to have behaved in a manner that has or could have seriously affected the organisation – for example theft, bullying, or violence – they will be immediately suspended while the matter is investigated by Danielle Goodwin and the CEO. The volunteer will be able to put their case forward and a decision will be made within 14 days. If the complaint against the volunteer is upheld they will be excluded from volunteering.

In all cases volunteers have the right to be accompanied at meetings on these issues by a volunteer, member of staff or friend. Volunteers can appeal decisions to the Chair of the Board of Trustees and will receive a response within 14 days.

# Data Protection Policy

In the course of your work you may come into contact with or use confidential information about employees, supporters, volunteers, suppliers or other third parties, for example their names and home addresses. The Data Protection Act 1998 contains principles affecting volunteer and other personal records. Information protected by the Act includes not only personal data held on computer but also certain manual records containing personal data, for example volunteer files that form part of a structured filing system. The purpose of these rules is to ensure you do not breach the Act. If you are in any doubt about what you can or cannot disclose and to whom, do not disclose the personal information until you have sought further advice from Danielle Goodwin who will consult with the Office Manager who is the DHT's Data Protection Officer. You should be aware that you could be criminally liable if you knowingly or recklessly disclose personal data in breach of the Act. A serious breach of data protection will be dealt with as a serious breach of behaviour as outlined in the Problem Solving and Grievance Procedure.

There are eight data protection principles that are central to the Act. The DHT and all its volunteers must comply with these principles at all times in its information-handling practices. In brief, the principles say that personal data must be:

- Processed fairly and lawfully and must not be processed unless certain conditions are met in relation to personal data and additional conditions are met in relation to sensitive personal data. The conditions are either that the volunteer has given consent to the processing, or the processing is necessary for the various purposes set out in the Act. Sensitive personal data may only be processed with the explicit consent of the employee and consists of information relating to:
    - Race or ethnic origin.
    - Political opinions and trade union membership.
    - Religious or other beliefs.
    - Physical or mental health or condition.
    - Sexual life.
    - Criminal offences, both committed and alleged.

- Obtained only for one or more specified and lawful purposes, and not processed in a manner incompatible with those purposes.
- Adequate, relevant and not excessive. The DHT will review volunteer files on an annual basis to ensure they do not contain a backlog of out-of-date information and to check there is a sound business reason requiring information to continue to be held.
- Accurate and kept up-to-date. If your personal information changes, for example you change address, you should inform Danielle Goodwin so that the DHT's records can be updated. The DHT cannot be held responsible for any errors unless you have notified the DHT of the relevant change.
- Not kept for longer than is necessary. The DHT will keep volunteer files for no longer than two years where a volunteer has stopped volunteering or if the volunteer has been inactive for a period of two years.
- Processed in accordance with the rights of individuals under the Act.
- Secure, technical and organisational measures will be taken against unauthorised or unlawful processing of personal data and against accidental loss or destruction of, or damage to, data. Volunteer files are confidential and are stored in locked filing cabinets. Only authorised staff have access to these files. Files will not be removed from their normal place of storage without good reason. Data stored on CD-ROM or other removable media will be kept in locked filing cabinets. Data held on computer will be stored confidentially by means of password protection, encryption or coding and again only authorised employees have access to that data. The DHT has network backup procedures to ensure that data on computer cannot be accidentally lost or destroyed.
- Not transferred to a country or territory outside the European Economic Area unless that country ensures an adequate level of protection for the processing of personal data.

The DHT holds personal data about you and by signing your Volunteer Registration and Agreement Form, you have consented to that data being processed by the DHT. Agreement to the DHT processing your personal data is a condition of your registration. The DHT also holds limited sensitive personal data about its volunteers and by signing your Volunteer Registration and Agreement Form, you give your explicit consent to the DHT's holding and processing that data, for example health needs and equal opportunities monitoring data.

You have the right, on request, to receive a copy of the personal information that the DHT holds about you, including your volunteer file, and to demand that any inaccurate data be corrected or removed. You have the right on request:

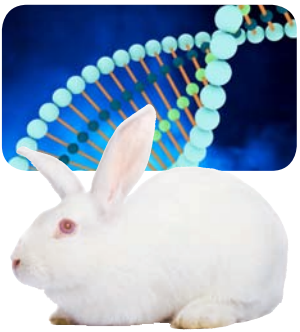
- To be told by the DHT whether and for what purpose personal data about you is being processed.
- To be given a description of the data and the recipients to whom it may be disclosed.
- To have communicated in an intelligible form the personal data concerned, and any information available as to the source of data.
- To have communicated in an intelligible form the personal data concerned, and any information available as to the source of the data.
- To be informed of the logic involved in computerised decision-making.

Upon request, the DHT will provide you with a statement regarding the personal data held about you. This will state all the types of personal data the DHT holds and processes about you and the reasons for which they are processed. If you wish to access a copy of any personal data being held about you, you must make a written request for this and the DHT reserves the right to charge you a fee of up to £10. To make this request, please speak to Danielle Goodwin who will ask you to complete a Personal Data Subject Access Form.

If you wish to make a complaint that these rules are not being followed in respect of personal data the DHT holds about you, you should raise the matter with Danielle Goodwin who will inform the DHT's Data Protection Officer. If the matter is not resolved to your satisfaction, it should be raised as a formal grievance under the Problem Solving and Grievance Procedure.

You should ensure you comply with the following guidelines at all times:

- Do not give out confidential personal information except to the data subject. In particular, it should not be given to someone from the same family or to any other unauthorised third party unless the data subject has given their explicit consent to this.
- Be aware that those seeking information sometimes use deception in order to gain access to it. Always verify the identity of the data subject and the legitimacy of the request, particularly before releasing personal information by telephone.
- Only transmit personal information between locations by fax or e-mail if a secure network is in place, for example, a confidential fax machine or encryption is used for e-mail.
- If you receive a request for personal information about someone within the organisation, you should forward this to Danielle Goodwin who will pass it onto the Executive Assistant who will be responsible for dealing with such requests.
- Ensure any personal data you hold is kept securely, either in a locked filing cabinet or, if computerised, it is password protected.
- Compliance with the Act is your responsibility. If you have any questions or concerns about the interpretation of these rules, take this up with Danielle Goodwin who will speak to the Data Protection Officer on your behalf.



# IT and Telephone Usage Policy

Some volunteers have access to computers at work for use in connection with the DHT. Use of the Internet for personal purposes is strictly prohibitied. This includes accessing sites such as Facebook, Myspace, Bebo and YouTube. Some volunteers also have access to e-mail and the Internet for exclusive use in connection with the DHT's business and as part of the normal execution of their duties. Use of e-mail for personal purposes is strictly prohibited. Unregulated access increases the risk of volunteers inadvertently forming contracts through e-mail and the opportunity for wrongful disclosure of confidential information. In addition, carelessly worded e-mail can expose the DHT to an action for libel. Unauthorised access to the Internet and unauthorised use of e-mail will be dealt with using the Problem Solving and Grievance Procedure.

Vandalism of, or otherwise intentionally interfering with, the DHT's computers/network or logging onto sexually explicit websites or the downloading and/or circulation of pornography or obscene material or using the Internet for gambling or illegal activities, is a serious breach of behaviour which will be dealt with following the Problem Solving and Grievance Procedure.

The DHT reserves the right to monitor volunteers' e-mails and use of the Internet, both during routine audits of the computer system and in specific cases where a problem relating to excessive or unauthorised use is suspected.

Communications of a sensitive or confidential nature should not be sent by e-mail because it is not guaranteed to be private. When monitoring e-mails, the DHT will, save in exceptional circumstances, confine itself to looking at the address and heading of the e-mails. However, where circumstances warrant it, the DHT may open e-mails and access the content. In this case, the DHT will avoid, if possible, opening e-mails clearly marked as private or personal.

The DHT reserves the right to deny or remove e-mail or Internet access to or from any volunteer.

The DHT licences the use of computer software from a variety of outside companies. The DHT does not own this software and unless authorised by the software developer, neither the DHT nor any of its volunteers have the right to reproduce it. To do so constitutes an infringement of copyright. Contravention is a disciplinary matter and will be dealt with in accordance with the Problem Solving and Grievance Procedure.

The DHT's computer network makes it vulnerable to viruses. Therefore, only duly authorised personnel have the authority to load new software onto the network system. Even then, software may be loaded only after having been checked for viruses by authorised personnel. This includes the use of USB devices on any computer.

The downloading of any software or games is strictly prohibited. Any volunteer found to be contravening this will be dealt with using the Problem Solving and Grievance Procedure.

## Telephone misuse

The DHT's telephone lines are for the exclusive use by volunteers in connection with the DHT's business. Whilst the DHT will tolerate essential personal telephone calls concerning a volunteer's domestic arrangements, excessive use of the telephone for personal calls is prohibited. This includes lengthy, casual chats and calls at premium rates. If the DHT discovers that the telephone has been used excessively for personal calls, this will be dealt with using the Problem Solving and Grievance Procedure and the volunteer will be required to pay to the DHT the cost of personal calls made.

Volunteers should be aware that telephone calls made and received on the DHT's telephone network are routinely monitored and recorded to assess employee performance, to ensure customer satisfaction and to check that the use of the telephone system is not being abused.

Whilst the DHT will tolerate the use of volunteers' own mobile phones for essential personal calls during normal working hours excessive use for personal calls is prohibited. Also prohibited are lengthy calls, casual chats, text messaging, e-mailing, web browsing and the taking of video and/or still images (if your phone is so enabled). Your mobile phone should be set to a silent ring during normal working hours.

# Frequently Asked Questions

## What are animal experiments?

Animal experiments (also known as vivisection) are defined in the Animals (Scientific Procedures) Act 1986 as any scientific procedures performed on a living animal likely to cause them “pain, suffering, distress or lasting harm.” At present, the Act defines an animal as any animal with a backbone; plus the octopus.

## What types of animals are used?

Many different animal species are used for animal experiments around the world including rats, mice, rabbits, guinea pigs, hamsters, cats, dogs, mini-pigs, primates, goats, sheep, birds, fish etc.

## I am not a UK citizen, can I volunteer?

Anyone from the European Union (EU) or European Economic Area (EEA) country are allowed to volunteer in the UK. If you are not an EU or EEA citizen, please check with your Home Office about your status as a volunteer in the UK. People from outside the EEA and EU who have a visa to work or study in the UK may volunteer as long as they are still undertaking the activity that is stated on their visa and as long as their visa allows them to undertake ‘unpaid work’ or volunteering. It is also possible to get a visa to come to the UK specifically to volunteer, but this must be arranged in advance and certain restrictions apply.

## What will I get out of volunteering?

Volunteering with the DHT is a great way to meet new friends and develop social networks, learn new skills, enjoy some 'me time', do something that you believe in, develop self-confidence, gain a sense of achievement and it looks great on a CV!

## What are animal experiments for?

Broadly speaking and world-wide, animals are used for research into human and animal diseases, and in basic research to expand human knowledge. Animals will also be used to test (and develop) consumer and industry products. These can include cosmetics, household cleaners, food additives and colourings, food products, pharmaceuticals, medical devices, industrial and agro-chemicals.

## What are the alternatives to animal experiments?

There is a range of different methods that can be used to replace animal experiments. These include cell and tissue cultures, analytical technology, molecular research, post mortem studies, computer modelling, epidemiology (population studies), ethical clinical research with volunteer patients and healthy subjects, and the use of microbes such as bacteria.

## I am an asylum seeker, can I volunteer?

Yes.

## Will volunteering affect my benefits?

Volunteering will not affect your benefits as long as you inform your benefits advisor and only claim actual out of pocket expenses. If you are on Job Seeker's Allowance (JSA) you can volunteer for as many hours as you like as long as you remain available for, and are actively seeking work. If you are on Incapacity Benefit please note that the '16 hour rule' which set a time limit on volunteering no longer exists.

## Can I volunteer if I am a refugee?

Yes.

## When can I volunteer?

There are various volunteering opportunities available with the DHT which require varying time commitments from volunteers. Some opportunities can take place at any time of the day and require an hour or so of your time, such as delivering leaflets in the local community and other roles may require a commitment to one day per week or month, or even a commitment to a four week full time project. If you let us know your availability, we'll do our best to find an opportunity that suits you.

## Do I have to apply to be a volunteer?

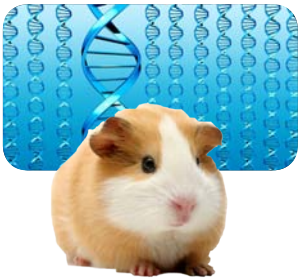
To be a DHT volunteer you need to fill out a Volunteer Registration and Agreement Form. This form will enable us to match you to a suitable volunteering role. If you are responding to a DHT volunteer post with a preferable skills requirement, you will be asked to complete an application form, provide two references and be invited to an informal meeting.

## What does the DHT aim to achieve with its research programmes?

The DHT funds the development and promotes the use of techniques and procedures to replace the use of animals in medical research. Most researchers, research funders and regulators now accept the importance of replacing animal procedures and agree that the ultimate goal is to conduct medical research and safety testing without using living animals. We believe that excellence in medical research can and should be pursued without animal experiments.

## I'm under 18, can I still volunteer for the DHT?

Unfortunately, you have to be 18 years or over to volunteer for us. If you are under 18, you can still support the DHT by becoming a Young Supporter. Please see our website for more information.



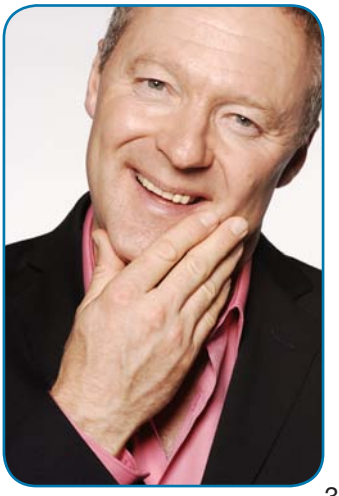
# *Thank you!*

Thank you for volunteering with the DHT.  Volunteers are an important and valued part of the DHT and we hope you enjoy your volunteering experience with us.

If you have any queries or require more information, please contact Danielle Goodwin on 01462 436819 or D.Goodwin@drhadwentrust.org.

*"The Dr Hadwen Trust is showing all the time how much can be done without resorting to cruelty - with your help they can do even more."*

***Rory Bremner, comedian***



# Why not help spread the word about the DHT?

- Tell your friends and family about the DHT.
- Sign up for our e-newsletter.
- Order copies of our newsletter Alternative News for your local school library.
- Take a copy of Alternative News to your local vets surgery, doctors surgery or library.
- Drop some leaflets in your local area.
- Like us on Facebook.
- Follow us on Twitter.

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**Registered charity number: 261096**