



## **VOLUNTEER AGREEMENT**

Volunteers are an important and valued part of Vale of Llangollen Canal Boat Trust. We hope that you enjoy volunteering with us and feel part of our team.

### **VLCBT Mission Statement**

**V**olunteer led and operated charity (513892) established in 1983.

**L**langollen based, using canals on and around Pontcysyllte Aqueduct (WHS).

**C**ommitted to providing disabled people with access to the canals via

**B**oat trips on our specially adapted narrow boat crewed by fully trained skippers.

**T**raining, to NCBA standards, is undertaken by our accredited in-house trainers.

What you can expect from us:

- An introduction to the trust, how we work and your role in it.
- Training in boat handling and ongoing support from experienced colleagues.
- A safe working environment and appropriate insurance while acting as a volunteer.
- Regular updates from the Trustees, following their monthly meetings.
- Opportunities to be part of a trip crew and in time to be lead skipper.
- To be treated with respect and to have your concerns/opinions listened to.

What we expect from you:

- To attend training and take on board all advice and learning offered.
- To apply the above, practically, for the safety & comfort of the crew, passengers and other boaters.
- To follow VLCBT rules & procedures including health and safety, equal opportunities and confidentiality.
- To represent the Trust in a positive way and be mindful of the needs of our users and other volunteers.
- To help as reliably as you are able and to give as much notice as possible if you cannot fulfil a booked commitment.

Communication is generally via email.

While emails are sent as Bcc (blind carbon copy), your mobile phone number will be added to a list, made available to fellow volunteers, for use in appropriate circumstances e.g. short notice cancellations/emergencies.

All crewing opportunities are shared in good time and allocated as fairly as possible between volunteers. You will be given log-on access to the booking calendar so you can see all trips - crewed or pending.

Whilst some of our users have health issues **you** are not expected to deal with their additional needs. That responsibility rests with their carers/support workers/family members.