

Dunorlan Park



Volunteer Welcome Pack 2018



Dear Volunteer,

Welcome to the Dunorlan Park Monday Volunteers team!

I am really looking forward to working with you and hope you enjoy your time volunteering with us.

Inside this pack you will find the following information:

- Practical Task Day Information (page 3)
- Frequently Asked Questions (page 4)
- Confidential Volunteer Information Form (to complete and return on your first task day) (page 5)
- Photo Consent & Volunteer Agreement (to sign and return on your first task day) (page 6)
- Health and Safety Information (page 7)
- Dunorlan Park Map (page 8)

Your Contact within TWBC Parks Team:

Kasia Olszewska-Martin

Parks Technical Officer

Tel: 01892 554 033

Mobile: 07500050892

Email: kasia.olszewska@tunbridegwells.gov.uk

Volunteering Day Information

When are Dunorlan Park volunteering days?

Every Monday all year round 9.30 am – 12.30 pm, although this may vary a little depending on the event, Bank Holidays, weather etc.

What is involved?

Volunteering days give you an opportunity to get involved in looking after the park, helping to maintain its natural and landscaped beauty for current and future generations to enjoy. You can help with conservation, gardening and maintenance and learn new skills at no cost. Projects range from scrub clearance and coppicing in the winter, to weeding and planting in the summer. There is no need for previous experience; staff will help you as much as possible.

What do I need?

- Sturdy footwear (walking boots/wellies, steel caps preferable)
- Suitable clothing for all weathers (e.g. warm and waterproof in winter).

Where are the task days?

The meeting point is the Dunorlan Café. The task will always take place in the park.

What is provided?

- All tools and protective equipment including gloves. A tools talk is given on the safe use of the tools, and the staff will help out throughout the day.
- There are toilets on site as well as a café.
- Refreshments- tea/coffee and biscuits during the mid-morning break.

What will I achieve?

Most of all, we hope you have a fun and enjoy the volunteer task days. You will also learn new skills, meet new people, be doing something beneficial for the environment and be learning about the park. It is also a great free way to get fit!

What do I do now?

Please fill out the volunteer information form & Confidential Volunteer Information Form. This lets us know of any relevant health issues in case of an emergency. All of this information is stored confidentially. Then sign a copy of the volunteer agreement. This is an informal agreement that sets out what you can expect from being a volunteer with TWBC, and what we expect in return.

And finally, enjoy volunteering!

Frequently Asked Questions

Do I need experience to be a volunteer?

No, experienced members of staff will provide all the training and guidance needed.

If I have a special interest, can I volunteer in that area?

Of course! Volunteers with specialist knowledge and interests (e.g. bats, flowers, tools or history) are very welcome and we will do all we can to tailor opportunities for you.

What hours can I work?

The usual hours are 9:30 – 12:30. However, you are not required to commit to these hours and can volunteer for as long as you wish (please let us know if you intend to leave early).

I'm not able to do heavy gardening or work for too long, can I still volunteer?

We welcome volunteers of all ages and abilities and will try to meet your needs. Alternatively, if you'd prefer not to take part in physical activities you may like to help with recording the wildlife or doing some archive, writing or research work some of which you may be able to do at home.

What age do I have to be to volunteer?

We have no age limits. However, if you are 16- 18 we will need to have a parent's written permission for you to volunteer. All children (under 16's) will require an adult to be present to volunteer.

Will I be working on my own?

You will be supervised and shown how to perform various tasks. Volunteers should never be working alone, unless it is under special permission from the TWBC.

Am I covered by insurance when carrying out volunteer activities?

Yes, Tunbridge Wells Borough Council's public liability insurance covers supervised volunteer activities.

Confidential Volunteer Information Form

For health and safety reasons we ask all our volunteers to fill out this form.

Personal Details:

Name:

Date of Birth: / /

Address:

Home Telephone Number:

Mobile:

Email Address:

Emergency Contact Name:

Emergency Contact Tel. Numbers:

Medical Details:

As first aiders it is in our best interests to be aware of any medical conditions you may suffer from that will help us if you ever require first aid assistance.

1. Do you currently suffer from any particular medical conditions you think we should be aware of (e.g. asthma, allergies, epilepsy, diabetes etc.)? **YES / NO**
If yes, please give details
And (where relevant) please specify any prescribed medication you will have on you at all times (e.g. inhaler, epipen):
.....

2. As you will be working outside, it is recommended that all volunteers have up-to-date tetanus inoculation. If in doubt, please check with your medical practice.

Is your tetanus inoculation up-to-date?

YES / NO

I confirm that I have read the health and safety information and other guidance in this pack and that the details given on the Confidential Volunteer Information Form are correct.

Signed:

Date:

Photo consent

We take photos during volunteering sessions. Pictures can be used in our Royal Tunbridge Wells portfolio and Facebook and in the Friends of Dunorlan Park newsletter and in local press (for example in Local Magazine or in Times of TW). Please tell us if you agree for us to take photographs of you during volunteering sessions and to use them as described above:

YES / NO

Volunteer Agreement

We (Tunbridge Wells Borough Council) agree to do our best:

- To provide personal injury & public liability insurance and pay out of pocket expenses promptly.
- To provide an induction to all aspects of your role including the organisation and relevant staff.
- To explain, and apply, policies and procedures including: Health & Safety, Diversity & Equality, Data Protection, Confidentiality, Complaints and Safeguarding.
- To provide regular opportunity to give and receive constructive feedback on your role.
- To respect your skills, individual wishes and help you to reach your personal volunteering goals.
- To accommodate any reasonable changes that would assist you.

In signing this agreement, I (the volunteer), agree to do my best:

- To volunteer to the best of my ability in my agreed role, (including volunteering in a safe manner, that does not put yourself or any other volunteers at risk).
- To give as much warning as possible if I am unable to volunteer as arranged.
- To act in line with the organisation's aims, values and policies and raise any concerns a.s.a.p.
- To act in a non-discriminatory way at all times and to report any unfair treatment.
- To take part in meetings to provide and receive feedback.

I understand:

- Some volunteering activities may be physically demanding and I consider myself fit to undertake the activities. I will promptly inform TWBC Parks Officer of any relevant changes to my health.
- It is useful to have protection against tetanus when working outdoors.
- All equipment issued to me is not my property and will be returned when requested.
- That I can refuse any activity I feel falls outside my role, or I feel unsafe in completing.
- That I am a volunteer, and not an employee of Tunbridge Wells Borough Council.
- That my involvement may be reviewed and concluded at any time by either party.

This agreement is in honour only and not a legally binding contract. It may be terminated at any time by either side.

Print Name:

Signed:

Date:

Health and Safety Information

It is important that everybody who takes part in volunteering works safely to avoid accidents that could result in injury to themselves or others. There are some simple procedures we need you to follow:

- You need to wear protective boots and gloves. We will supply these if necessary.
- In hot weather we recommend you wear a sunhat, sun cream and carry plenty of water.
- Your Confidential Volunteer Information form needs to be filled in and kept up to date.
- We will give a safety talk at the start of each activity. If at any point you are unsure about how to use a tool or have any questions about what you should be doing please ask.
- If you need to head off early during a task, please tell a member of staff (so we don't worry).
- Don't put tools down carelessly or leave them on paths (e.g. please leave rakes tines down).

Hazards to be aware of:

1. Needles – please do not touch these, just inform a member of staff.
2. Broken glass – please wear gloves and take care if removing this from the park.
3. Animal faeces – please leave be (or if you want to remove, wear gloves and wash hands).
4. Plants - some may have poisonous seeds/sap, therefore it is important to keep your protective gloves on and avoid rubbing your eyes or any open wound or eating plants.
5. Lifting - Please follow safe lifting techniques at all times (ask the Park Officer if you are unsure).

Disease and infection information:

Although unlikely, these are potential diseases/infections to watch out for:

- **Lyme disease** - transmitted from animals to humans by ticks. Symptoms can be flu-like, or a circular rash may appear. Contact your GP if you suspect you have been bitten.
- **Tetanus** – normally transmitted through contact with the soil. Enters the body through cuts, abrasions or puncture wounds (e.g. thorns). Ensure your tetanus inoculation is kept up-to-date.
- **Toxocara canis** - in dog faeces (can cause blindness in children). The risk to adults is not considered to be great, provided normal standards of hygiene are maintained.
- **Weil's disease (Leptospirosis)** - carried in rat urine (normally found near water). Infection occurs through cuts, abrasions and the lining of the eyes and mouth. Symptoms are flu-like illness sometimes leading to death. Ensure all cuts are covered with waterproof plasters.

For all of the above washing hands thoroughly before eating/drinking or smoking, and after a task will help in prevention. If you are unsure about an illness, always contact your GP.

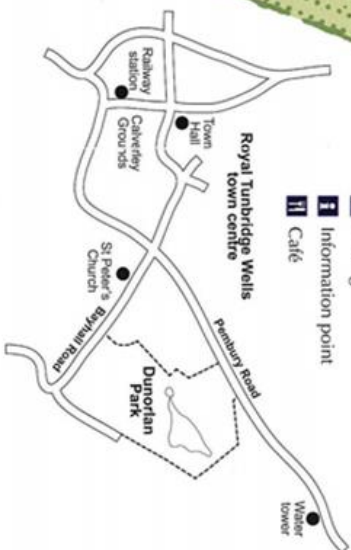
Dunorlan Park Map

Welcome to Dunorlan Park

This map will help you find your way around the park. Use the key on the right to plan your route. Information about the park's main features is included overhead. You can find out more about the park's history and events and activities in Dunorlan Park at the information points at the cafe.

Dunorlan Park is naturally hilly. However, there is a relatively level path around the lake that can be easily reached from Hall's Hole Road car park. The red paths **—** are steep and may not be suitable for some visitors. Steps are also highlighted in red.

Help to improve your health by walking the path **—** around the lake. National guidelines recommend that we all take a total of 30 minutes exercise, three days a week. The walk is nearly one kilometre long and is a very enjoyable way to reach this target.



- 1 Chalybeate spring
- 2 Terrace
- 3 Grecian temple
- 4 Rockery
- 5 Avenue
- 6 Fountain
- 7 Water garden
- 8 Cascade
- 9 Victoria Cross Commemorative Grove
- 10 Boat hire
- 11 Natural play area & dipping pond
- 12 Events field
- 13 Summerhouse
- Bus stop
- Pedestrian entrance
- Bicycle park
- Parking
- Information point
- Cafe