

## **Infinity Dogs Community Interest Company**

Registered company: 14947355

Volunteer vacancies will be advertised via the website and if you are not already known to the organisation, references may be requested. Occasionally someone may assist with a one off piece of work/project, without becoming a volunteer for Infinity Dogs.

### **Volunteer Guidance for Infinity Dogs CIC**

#### **1. Core Volunteer Principles**

Volunteers represent Infinity Dogs and uphold its values by:

- Using force-free training methods only (no aversive or corrective techniques).
- Promoting accessibility, inclusion, and equality for all disabled individuals.
- Supporting both handlers and dogs with empathy and patience.
- Maintaining confidentiality regarding clients/guardians/carers personal data and circumstances. Access to information will be restricted to a 'needs to know' basis.
- Practising professional and respectful communication at all times.
- Prioritising the welfare of both the dog and handler in every interaction.

#### **2. Responsibilities**

Depending on role and experience, volunteers may:

- Support group and one-to-one training sessions under supervision of qualified trainers.
- Help with admin, event support, fundraising, marketing, or community outreach.
- Provide peer support to other handlers in training.
- Promote Infinity Dogs' mission in the community and online.
- Some people may be identified to assist a one off piece of work eg helping at a specific event or a piece of administrative work. They are not a permanent member of the volunteer team but whilst they have input with our organisation must adhere to the same principles.
- Whilst we appreciate the contribution of all our volunteers we do not have the capacity to manage unlimited numbers.

Volunteers need to:

- Follow the guidance of the Manager and of the trainers.
- Ask for clarification when unsure how to assist.
- Report any welfare or safeguarding concerns promptly.
- Have prior approval from the Manager before claiming expenses when asked to attend training events such as Induction Days. Milage is paid at 45p per mile.

#### **3. Safeguarding and Conduct**

- All volunteers who have face-to-face contact with the ID community clients must be DBS checked.
- Volunteers must act in an open and transparent way when working with vulnerable adults or children.
- Avoid one-to-one unsupervised situations unless specifically authorised by the Manager or Head Trainer.

- Report any concerns about a person's welfare or inappropriate behaviour to Infinity Dogs' safeguarding lead immediately.
- Record incidents accurately and keep records secure and confidential.

#### **4. Training and Support**

Infinity Dogs encourages continuous learning in:

- Force-free training techniques.
  - Disability awareness and inclusive communication.
  - Canine behaviour and welfare.
  - Safeguarding and boundaries training.
- Mentored volunteering and progression routes as part of the culture.

#### **5. Wellbeing and Representation**

Volunteers are part of a supportive community where self-care matters:

- Ask for support when tasks feel overwhelming.
- Treat colleagues, clients, and dogs with compassion.
- Remember you're contributing to a team driven by mutual respect and shared purpose—empowering people and their assistance dogs to thrive.

**Where there is a breach of any of our principles at any time, the Manager/Director can ask the volunteer to leave our organisation.**