



VOLUNTEER POLICY

Pluspunt Zandvoort
community centre



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I. Introduction

There are many active residents involved in Zandvoort who, as volunteers, make a valuable contribution to society. Volunteers are also indispensable at Pluspunt Zandvoort welfare organisation (hereinafter referred to as: Pluspunt). They make it possible for Pluspunt to offer a wide range of services to all residents of Zandvoort. Everyone is welcome! It doesn't matter what your background or story is, you matter and you can and are welcome to participate.

Due to all kinds of social developments, the participation in society is changing a lot. This creates an increase in the demand for volunteers and for other volunteer tasks. Volunteering is for young and old alike, and for people who are willing and able to volunteer at various stages of their lives. Pluspunt aims to (continue to) develop and enhance the volunteer work within Pluspunt, so that the supply and demand of volunteers can be properly matched. We look closely at what you can do and what you like to do yourself. Everyone has their talents and perhaps also their limitations. We focus on the positive's on what you can do!

Pluspunt believes that it is very important not only to 'have', but also to 'keep' it's volunteers. Furthermore, Pluspunt also strives to attract the interest of new residents of Zandvoort in voluntary work. It does this by offering volunteers an organisation where every volunteer can feel at home and where it is a pleasant atmosphere to work. The volunteer's job satisfaction is paramount. To guarantee this, Pluspunt offers an environment in which the volunteer can use his/her talents and, where desired, can develop through good work guidance and professional development.

At Pluspunt there is good set of agreements for the volunteer policy. These agreements concern the vision for volunteering, the role of the volunteer in the organisation and the rights and obligations of the volunteer at Pluspunt. This volunteer policy has been written in order to properly record these agreements. This was realised in collaboration with the professional workforce together with a delegation of volunteers from Pluspunt and will serve as a guideline for both. For those volunteers who have any questions or comments about this text can contact one of the volunteer coordinators.

2. Pluspunt Zandvoort community centre

Pluspunt is a versatile organisation that has something to offer every resident of Zandvoort. Offering a wide range of services and activities readily available to all age groups. The offer consists of courses and workshops, social worker (elderly), youth and youth work and various assistance and service activities. Meeting, information and education are key concepts, whereby the interests of the client are paramount and always come first. Volunteers are interwoven with all departments of Pluspunt; they play an important role in all services. Sometimes behind the scenes, but usually in direct contact with the clients.

Mission

Pluspunt's mission is described in detail in our policy document. This document can be downloaded from the Pluspunt website (www.pluspuntzandvoort.nl). The mission is briefly as follows:

Everyone can join!

For the next four years, our focus will be on the vision that everyone can participate and as a result feel happier and healthier or experience more well-being!

Participation contributes to health, well-being and happiness. In short, that is the vision of Pluspunt. Everyone can participate! We are committed to that. Everyone counts! Not only children, young people and adult Zandvoorters with a job. The elderly, the chronically ill, people with a disability, with a problematic home situation or with psychological problems can also participate. Not only as a participant, but also as a volunteer. Our experience is that everyone has talents and that everyone can mean something to someone else.

The working method that is used on the basis of this mission provides a whole set of activities and services, which are aimed at a number of goals. Signals from the population and politics are always included in this. These goals are as follows:

1. Promoting the self-reliance of all people in Zandvoort.
2. Stimulate that people participate in social activities aimed at meeting, relaxation and development.
3. Create the conditions that people can actively work to help people with disabilities or limitations.
4. Improving the life and living conditions in Zandvoort by strengthening social networks and social cohesion.

Pluspunt's vision on volunteering

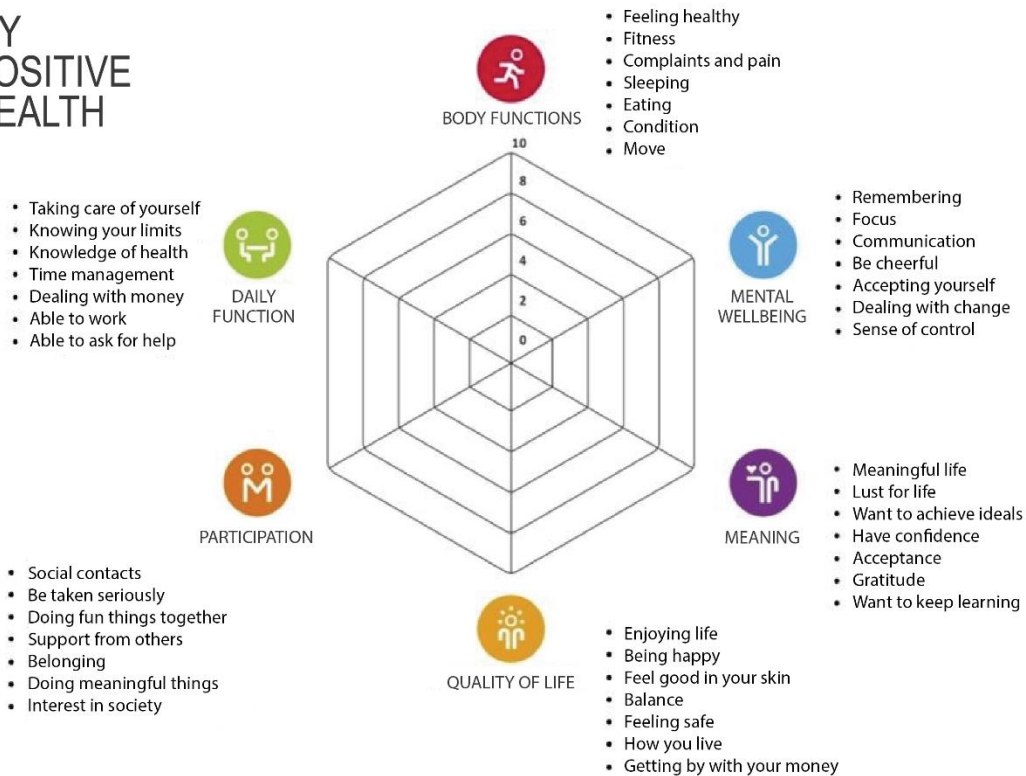
Volunteers have a noticeable added value in realising the mission of Pluspunt. In Pluspunt's vision, voluntary work is therefore a very important pillar within its organisation. Pluspunt strives for a good balance between the benefits of volunteering for the organisation on the one hand, and the pleasure that this work gives the volunteers on the other.

In addition, volunteers form a lively network; they are in constant contact with the neighbourhood and its residents. In a natural way they deliver the offer of the organisation within the neighbourhood and vice versa, they bring back information about what is going on amongst the residents to Pluspunt. It is therefore very important for us as an organisation that everyone can participate. In this way we stay informed of what is really going on in Zandvoort. Volunteering within the organisation is of great value. Pluspunt is proud of the enormous efforts of its volunteers.

Positive health and well-being

Pluspunt uses the principles of Positive Health, as developed by Machteld Huber: “Health is the ability to adapt and take control in light of the social, physical and emotional challenges of life.” This concept focuses on a broad view of health. It is not about what someone can no longer do, but what someone can do, find important and want to do. The following is important: adapting, well-being, self-direction, participation and meaning.

From 2022 we want to give all Pluspunt volunteers the opportunity to get acquainted with positive health. Volunteers are offered the workshop as a standard procedure.



3. Volunteer work within Pluspunt

Definition of volunteer work

The Netherlands Organisation for Volunteering (NOV) uses the following definition for volunteer work:

"Volunteering is work performed unpaid for others or for the community, voluntarily but not without obligation and in any organised context."

The additional explanation of the definition of volunteering is as follows:

1. **Unpaid:** Volunteering is unpaid work. Only payments that are intended for reimbursement of expenses can be made.
2. **For the benefit of others or the society:** This characteristic distinguishes voluntary work from carrying out activities purely for pleasure or training, such as e.g. sports practice. Volunteering can be aimed at individuals, groups of people or the pursuit of ideas, ideals and interests.
3. **Non-compulsory:** volunteering is done at one's own free will and not under the influence of compelling circumstances or on behalf of others. This does not alter the fact that volunteers have entered into a (moral) obligation to comply with the agreements they have made with Pluspunt.
4. **Organised relationship:** voluntary work thus distinguishes itself from unorganised and spontaneous neighbourly and family help.

Appointing volunteers

Appointing new volunteers is one of the tasks of the volunteer coordinators of Pluspunt. These professionals try to find a suitable placement within Pluspunt for every volunteer who registers. An introductory meeting verifies the potential of the volunteer's interests and possibilities. If there is no suitable position, the VIP-Zandvoort website will check whether there is a suitable vacancy elsewhere within the municipality.

Declaration of conduct

If a volunteer starts working with vulnerable people, we ask the volunteer for a VOG. For example, if the volunteer is going to work with children or people with dementia. Pluspunt will indicate during the intake whether a VOG is required. We will then prepare the VOG digitally. The volunteer can then 'collect' this digitally. The volunteer needs a DigiD for this. Of course, the VOG does not cost the volunteer any money.

Training & guidance

During the introduction period, a number of matters are discussed with the prospective volunteer. This concerns, among other things, the completion of tasks, degree of independence in performing activities, the duration of the familiarisation period. It is also discussed by whom the new volunteer will be trained and supervised. This can be a professional or a volunteer. The new volunteer will discuss the induction process with the professional at an agreed time. If necessary, agreements made can be adjusted. The aim is to have an evaluation meeting with the volunteer at least once a year.

During the introduction, the prospective volunteer receives all information about Pluspunt, a job description, the agreements made and this volunteer policy. The professional monitors the agreements as made and the quality of the work.

Executing tasks

Volunteers and professionals have different functions and therefore perform different tasks. Each volunteer is given a job description for the position he/she fulfils. These are updated annually by the professional. Pluspunt expects its volunteers to perform their work in accordance with the job description. Professionals have the task of ensuring that volunteers can (continue to) carry out their work in a good way. Pluspunt strives to ensure that tasks carried out by volunteers are in line with their personal ambitions and objectives and with the developments they experienced during their work. The professionals must keep in mind that the activities and the working method fit within the objectives of Pluspunt.

The volunteer coordinators

The volunteer coordinators are the first point of contact for all volunteers. When a volunteer carries out tasks directly with another professional, this specific professional is the first point of contact.

Responsibilities and authorities

The volunteer who has been sufficiently trained bears responsibility for his/her tasks and is therefore given the authority to make independent decisions, if this is necessary in certain circumstances. The volunteer also has an important signalling function. This means that the volunteer informs the professional about the particulars surrounding clients or the performance of tasks. The professional must also be informed when tasks can no longer be performed or when there are obstacles. The professional remains ultimately responsible and takes measures if necessary.

Work consultation

Work consultation between volunteers and professionals is necessary for many reasons. Pluspunt likes to hear about what is going on amongst volunteers. It gives volunteers the opportunity to share their experiences and receive job coaching. Observations about customers can be passed on and discussed. The needs of the volunteers become clear and can then be responded to. Pluspunt can also continue to improve its services to their clients. Work consultations take place within the various departments with the relevant professional, according to a fixed schedule. The aim is to hold a meeting with the specific groups of volunteers at least once a year. For example, carriers, call bus drivers, counter plus service employees, etc.

For specific target groups, such as elderly people with dementia, the volunteer should always consult with a professional.

Expertise and professional development

Pluspunt expects its volunteers to perform their duties as agreed and to the best of their knowledge. To be able to test this, job descriptions are available for each type of work of the various volunteer positions. During work consultations and individual interviews, the quality of the voluntary services will be assessed on the basis of the job descriptions. In order to increase expertise and improve the quality of service, training may in some cases be mandatory. Pluspunt provides appropriate training in these cases. The costs of this are paid by Pluspunt. Professionals make an annual inventory of the training requirements for volunteers and pass this on to one of the volunteer coordinators. Volunteers who need similar or the same training courses follow these simultaneously as much as possible.

Token of appreciation

Pluspunt would like to show its appreciation to all its volunteers, who are selflessly committed to welfare work in Zandvoort. That is why activities are organised for the volunteers at fixed times of the year and they receive a gift on certain occasions.

- Workshops, outings followed by celebratory drinks. Once a year from gifts and sponsors (tips party)
- Christmas gatherings and gifts
- Discount Coupon to be exchanged at Pluspunt
- Gifts for 5, 10, 15, 20 and 25, etc, for years of active volunteer work “Rosette Ribbon”

Expenses

The volunteer performs the tasks on a voluntary basis. Therefore, no financial reward takes place. Expenses such as travel costs, telephone costs and materials proven with supporting documents and via a claim form (see appendix), will be reimbursed by Pluspunt. The standards as drawn up by the tax authorities are used for this.

Parking Zandvoort

If the volunteer uses his car while performing voluntary work, Pluspunt offers the possibility to use the existing parking permits. Pluspunt is not liable for parking fines that are issued while performing voluntary work.

Voluntary work and benefits

It is allowed to do voluntary work if someone receives benefits. Voluntary work at Pluspunt can be a good way to gain work experience as a stepping stone to paid work. Furthermore, voluntary work can ensure that people who are in receipt of benefits are encouraged to use their talents and thus “participate”. If one is looking for a paid job, voluntary work should not stand in the way of reintegration. If there is an obligation to apply for a job, you must inform the UWV or the council that voluntary work is being performed. Reimbursement of expenses has no consequence for the payment of benefits, provided this reimbursement remains below the maximum. More information about this can be obtained from the UWV or the council. If the UWV or the council asks for proof of the performance of your work at Pluspunt, one of the volunteer coordinators can provide this.

4. Information and communication

Communication between volunteers and Pluspunt

Professionals play a major role in informing volunteers about important matters concerning Pluspunt in general, as well as matters concerning specific tasks in particular. This information is given digitally (e-mail), in writing or orally.

Pluspunt communicates general matters such as schedules or minutes via email. In addition, current information will be provided on the website and via social media.

Communication between volunteers and clients

If the volunteer's duties involve direct contact with clients, the professionals will refrain from providing information about a client due to privacy laws, unless particular consent has been given for this.

Under no circumstances should any personal information be passed on to third parties or made public in any other way. This obligation also continues to apply after termination of voluntary employment with Pluspunt. For this, the volunteer must sign a confidentiality/non-disclosure agreement before starting any work. You can read more about this in the next chapter: Privacy Policy.

5. Privacy policy

At Pluspunt we work with personal data to enable us to do our job properly.

Pluspunt considers careful handling of personal data of great importance. Therefore, personal data is carefully processed and secured. Pluspunt adheres to the applicable legal rules.

Personal data is all data (such as name, address, date of birth, telephone number, e-mail address) that can be traced back to a person.

This information is obtained when a form is completed, a letter or e-mail is sent or when contact is sought with Pluspunt in another way. In some cases, personal data is also provided when visiting the website.

The moment personal data is shared with Pluspunt by a client or by a third party, Pluspunt processes this data.

Pluspunt has drawn up a privacy statement (which can be read on the website) which states how Pluspunt handles personal data: which data is processed, for what purposes, who may view the data, how the data is stored, to whom data is passed on and what influence clients can have.

Pluspunt may only process personal data if there is a legal reason for doing so. Personal data is always of a confidential nature. Every employee/volunteer who works with personal data is therefore obliged to maintain confidentiality and has signed or is going to sign a statement to that effect. If a volunteer does not adhere to this secrecy policy or handles personal data carelessly, appropriate measures will be taken.

Pluspunt does not store data any longer than is necessary for the purposes of their business. How long certain data is kept, depends on the nature of the data and the purposes for which they are processed.

During the work that the volunteer performs, he or she will only record the information that is necessary to execute the function properly. Of course, this rule also applies to Pluspunt. We will not store or record unnecessary personal data of volunteers. If Pluspunt deems it necessary to use additional information, we will ask you for explicit permission to do so.

6. Working conditions

Physical working conditions

Pluspunt is responsible for the circumstances under which volunteers perform the work and the consequences of the work. The ARBO rules that apply to professionals also serve as guidelines for volunteers. A Risk Inventory and Evaluation has been made for all work performed by Pluspunt. This is regularly updated.

Pluspunt has taken out a **WA** public liability insurance for volunteers who have to use their own car for their work, as well as an additional **casco** vehicle insurance and accident insurance.

All volunteers are also insured through the Zandvoort Council.

The following insurance policies have been taken out by the Zandvoort Council.

- Traffic liability Legal persons
- Liability Volunteers
- Liability Legal entities
- Directors' liability Volunteers
- Accident Insurance Volunteers

Working climate

Pluspunt has the responsibility to ensure a good and positive working climate in which the volunteer, in collaboration with the professionals, feel valued and heard.

Complaints procedure

Pluspunt has a complaints procedure which can be read on our website.

In the event of irregularities and/or conflicts between volunteers and professionals, but also between volunteers themselves or complaints about the state of affairs, a volunteer can report this to the lead professional. If you are unable to find a solution, the volunteer can indicate this to one of the volunteer coordinators. If this course also fails, the supervisor of the lead professional will be involved. Ultimately, the manager can engage Pluspunt's management.

Attachment I

Volunteer code of conduct

Pluspunt Zandvoort stands for good manners. Respect for each other, equality, integrity, honesty and safety are central concepts here. These concepts form the basis for the code of conduct, which is used within the organisation. Pluspunt is responsible for publishing the code of conduct.

Article 1 Definitions

The term aggression means: incidents in which an employee is psychologically or physically harassed, threatened or attacked, under circumstances that are directly related to the performance of work. This also includes bullying.

The term discrimination means: Any discrimination, exclusion, limitation or preference, with the purpose or result of which the acknowledgement, enjoyment or execution of human rights of fundamental freedoms are breached in the political, economic, social, ideological or cultural field or in other areas of society where destroyed or impaired.

The term sexual harassment means: any form of sexual behaviour or sexual advances, whether verbal, non-verbal or physical, intentional or unintentional, where one or more of the following six criteria is not met in sexual contact: mutual consent, voluntary, equality, appropriate to age or development, appropriate to the situation and/or culture, self-respect.

The term alcohol consumption means: the use of alcoholic beverages.

The term drug use means: use of soft and/or hard drugs.

The term manners means: the way in which someone behaves towards someone else, in this case the way a volunteer approaches a client.

Article 2 Purpose and general principle

Aggression, discrimination and sexual intimidation on the basis of race, age, philosophy of life, political opinion, gender, sexual orientation and disability are assessed by Pluspunt as forms of undesirable behaviour. Pluspunt takes the responsibility to prevent and combat this undesirable behaviour in the day-to-day implementation of voluntary work. Pluspunt expects its volunteers to integrate this code of conduct into the daily performance of the tasks.

Article 3 Voluntary employment

Not entering into, terminating or not renewing a voluntary employment contract may not be related to grounds of discrimination prohibited by law.

Article 4 Working conditions and the workplace

- a. The arrangement of the organisation meets the relevant legal requirements, in particular the occupational health and safety legislation, but is in any case such that volunteers and clients feel safe.
- b. The interaction between professionals, volunteers and clients is determined by respect for everyone's colour, gender, philosophy, age and other grounds mentioned in this code of conduct.

- c. Discriminatory, sexist or other insulting or hurtful statements or jokes, whether oral or written, are not allowed.
- d. Aggressive acts or expressions are not allowed.

Article 5 Dealing with professionals and clients

In contacts with clients and professionals, the volunteer is guided by good manners.

- a. The volunteer is present at pre-arranged times. If unable to attend, the volunteer will inform Pluspunt in advance and, if necessary, the relevant client.
- b. External contacts with professional care providers such as general practitioners, district nurses and/or social workers always go through the professional.
- c. Alcohol consumption is not permitted during voluntary work and when dealing with clients. An exception is made in cases where volunteer and clients eat a meal at Pluspunt together. In such situations, one alcohol consumption per volunteer is allowed.
- d. Drug use is not allowed.
- e. The volunteer does not accept aggressive behaviour from professionals or clients and does not initiate aggressive behaviour towards them.
- f. . The volunteer does not accept discriminatory behaviour from professionals or clients and does not display such behaviour towards others.
- g. The volunteer does not accept sexual behaviour from professionals or clients and does not initiate sexual behaviour towards them.

Article 6 Money matters

Volunteers are not allowed to carry out money transactions for a client. An exception to this is shopping for clients. However, the client's debit card is never used in this case.

Volunteers are also not allowed to accompany the client during bank visits, unless explicit permission has been given to do so, and only if it is in the client's interest. A written agreement must be made for this, which is signed by the volunteer, professional and client (or person responsible for the client).

The volunteer will not accept money, gifts or rewards from clients or client relations that exceed the level of a small gift (such as a flower or bottle of wine). Donations can be transferred by clients to the account of Pluspunt for the benefit of the tips party for all volunteers. If a volunteer receives an amount of money from a client, this is considered a tip. The volunteer must either physically hand this in to Pluspunt or transfer it to Pluspunt's account for the benefit of the tips party for all volunteers.

Article 7 Termination of cooperation

If the volunteer does not or insufficiently observe the applicable rules of conduct as described in this code of conduct, Pluspunt can terminate the cooperation agreement with immediate effect.

The volunteer may terminate the cooperation agreement without giving any reason.

If a volunteer has not been active for more than six months, the volunteer will be deregistered, exceptions to this are possible in certain cases.

Appendix 2

Stichting Pluspunt Zandvoort
Declaration form for volunteers

Declaration form		
Submit the claim form to the administration department, Flemingstraat 5		
e quarter 20.....		week: from/to week:
Name:		Bank/ Gironr.:
Adres:		
Postc./Residence:		
Telephone cost	Local call	Sub total
 X €	€
 X €	€
		A total €

Travel cost own car	destination associated with	postcode	km.	subtotal
€ 0,31 per km				€
€ 0,31 per km				€
€ 0,31 per km				€
				B total €

Description costs	subtotal
- Public transport (please copy of OV-chip overview or ticket)	€
-	€
-	€
-	€
	D totaal €

total A + B + C + D		€
Date	Signature	