



The
Transition
Turrieffield



Volunteer
Handbook

Transition Turriefield Volunteer Handbook.

Introduction.

Welcome to Transition Turriefield. As a community group we appreciate your support and the contribution you make as a Volunteer. We aim to make your involvement with us as enjoyable and as safe as we can. This handbook gives a brief description of what Transition Turriefield does; outlines the opportunities for volunteer involvement; sets out your Rights and Responsibilities as a Volunteer; explains how we communicate with our Volunteers; and covers the most essential Health and Safety points for work at Transition Turriefield?

As a new Volunteer all this will be explained to you and you will receive a copy of this document to keep for future reference.

About Transition Turriefield.

Transition Turriefield is a community/social enterprise set up in 2011. Its legal status is a Community Interest Company. Our aim is to increase the amount of fresh local food produced in Shetland to help reduce the amount we import to the Isles. We do this to help the community cut its food related carbon footprint, reduce Shetland's contribution to climate change and increase access to high quality food, which benefits individual's health.

This is achieved by growing a wide range of produce for the community; supporting others to grow their own; offering volunteering opportunities in local food production; gathering and sharing information on methods and techniques appropriate for sustainable, year round growing in Shetland; raising awareness of the benefits of local food and increasing the understanding of carbon emissions and climate change.

Most, but not all of the produce we grow is sold direct to consumers through our veg box scheme, reducing food miles in delivery and customer travel. We further reduce fossil fuel use by using organic methods of production. Although the croft is not registered organic, our produce is grown without the use of pesticides and agrochemicals, using permaculture principles wherever possible; working with the soil and seasons to get the best out of the land without harming natural ecosystems.

Transition Turriefield also provides training and education on many subjects, from growing in Shetland, to reducing carbon emissions; practical polytunnel building, to understanding compost production. We deliver courses and workshops, host visits, school trips and open days.

Most of all we are committed to promoting local food and involving the community in our work. Many of our customers have supported our work since we started, and a great number volunteer with us on a regular basis. Not only do our supporters enable us to continue to grow food for the local community, they also create a significant community that is involved with local food production.

Volunteer involvement.

Volunteers are a key part of Transition Turriefield's day to day work. We have a huge range of ages (16 and 80+) and abilities in our work. We make every effort to ensure there are tasks available for all skill levels and physical abilities. Volunteers may be involved in a range of activities which include, but are not limited to:

- preparing growing beds, sowing, planting, weeding.
- harvesting or packing produce.
- delivering the produce.
- building raised beds and polytunnels.
- supporting the organisation with IT, administration, design, media, financial or PR skills.
- guiding and supporting the organisation as a Director on our Board.

There are number of ways you might become involved as a Volunteer:

- ***As a veg box customer.*** Your commitment as a veg box customer includes 4 hours of voluntary involvement each season. This usually involves attending one of our regular Saturday volunteer mornings and getting stuck in with whatever needs doing to get the growing done. Not everyone can make a Saturday, or likes to do physical, dirty work and we work with you to find a day and role that suits you best.

Some customers want to have a bigger involvement in our work and come along more often or take on other tasks which help in the running of the organisation.

- ***As a straightforward Volunteer.*** No obligation here, people come along for the fun of being involved; to be outside; to be physically active; to be part of something meaningful; to improve mental health. There are many different reasons people become involved. Again attendance is usually at our practical Saturday volunteer mornings, but there are other options available and you can come along to as many or as few as you want throughout the year. We are also happy for you to take a break and come back later in the year or in another season. Some volunteer roles (harvester, packer, delivery, Board member) require more commitment and we will discuss this with you beforehand if you wish to consider being involved in this way.
- ***As a placement.*** Available for individuals who would like to learn more about growing in Shetland and want to have a higher level of commitment through the season. This option is limited and only available for consideration after you have attending a few of our Saturday sessions. We usually assess on ability, motivation and level of support required. At particularly busy times in the season we might not be able to offer this type of volunteering. We will always consider your request and explain our decision.
- ***As a referral.*** You might be referred by an agency to help you gain skills or confidence. Along with your support worker, we will work with you to find out what role will suit you best. We take each request on an individual basis and will always make sure that we can offer the

most supportive, comfortable experience. At particularly busy times we might not be able to offer this type of volunteering. We will explain our decision and look for suitable alternative options where appropriate. For example, it might be more suitable to begin volunteering in the spring or autumn when staff have more time to support and supervise.

- ***As school work experience.*** We offer week long work experience opportunities to Shetland secondary schools throughout the year. These opportunities are coordinated through the school and Shetland Islands Council Education Department.

The day to day running of Transition Turriemfield can be busy and complicated. We try to keep volunteer sessions to a regular schedule so both staff and Volunteers know what to expect. Knowing the schedule allows us to be flexible if needed. Currently volunteer sessions are run on:

- ***Saturday mornings.*** 10am-12pm followed by tea and biscuits. These are run on a fortnightly basis (two per month) February to December. During the busiest period (usually May to July) we might offer a third Saturday in the month to help with any extra jobs that need to be completed. One Saturday session in each month will be slightly longer (10am-1pm), followed by an optional soup and bannock lunch. A range of jobs from 'very physical outside', to 'sit-down inside' jobs are usually available at each session. However, very occasionally it is not possible to offer light inside jobs. This is always made clear in the pre-session information.
- ***Tuesday mornings/afternoons.*** A mid-week option, 10am-12.30pm or 2.30pm-5pm every week, arranged by agreement. Available for more experienced Volunteers.

During the height of the season we are time limited to achieve our sowing and planting schedule. We try to accomplish most of this during the week and often can't provide as much support and guidance to those with less experience as we'd like. For mid-week sessions Volunteers are expected to be able to work without staff supervision if necessary? We will assess this on a case by case, session by session basis. If necessary, we might ask you to attend more Saturday sessions to gain more experience before coming along to the mid-week sessions.

- ***Other weekdays*** (except Friday). By arrangement: for placement or referral Volunteers, harvesters, packers or customers who are looking to fulfil their veg box commitment. We might not be able to offer this option if staff support cannot be provided, or suitable tasks found but will always discuss it with you and explain our decision.

Volunteer Policy.

Transition Turriemfield operates a comprehensive Volunteer Policy as part of its commitment to our Volunteer team. This ensures all Staff, Volunteers and Directors of the Board are clear about the roles, responsibilities and expectations of everybody involved. The most important Rights and Responsibilities for Volunteers are:

<p>As a Volunteer you have a Right to:</p> <ul style="list-style-type: none">▪ A clear Volunteering role.▪ Suitable instruction in the job you are undertaking, including safe handling of tools.▪ Access to gloves, eye protection, boots and waterproof clothing where necessary.▪ An opportunity to learn more about food production/organic growing/climate change.▪ The opportunity to opt in and out of Volunteer activities.▪ Support and guidance to achieve your Volunteering role.▪ Confidentiality.▪ Be respected as an individual.▪ Equality of opportunity.▪ Insurance cover whilst on the croft, or undertaking business on our behalf.▪ References if you have been regularly involved with Transition Turriemfield for 6 months or more.▪ Access to policy and procedure documents.▪ A grievance procedure when required.	<p>As a Volunteer you have a Responsibility to:</p> <ul style="list-style-type: none">▪ Communicate your intention to join in with a Volunteer session.▪ Let us know if you can't make a session you have signed up for.▪ Be sensible at all times, when using tools and moving around the site.▪ Seek to ensure the safety of yourself and others when undertaking Volunteering activities.▪ Make staff aware of any physical limitations you may have.▪ Report all accidents and injuries to a member of staff and ensure the accident book is completed as soon as possible.▪ Be sympathetic to Transition Turriemfield and its work.▪ Be prepared to work alongside others without prejudice and respect all those involved with Transition Turriemfield.▪ Be non-discriminatory in your relationships with others.
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Copies of the Volunteer policy and grievance procedure can be obtained on request.

Practicalities.

Keeping you informed.

As a customer or an individual interested in volunteering with us we will, with your permission, add you to our Volunteer email list. Information about our Saturday volunteer sessions is usually sent out in the week before the forthcoming session. The email is to offer you the opportunity to take part; let you know what jobs are likely to be on offer and remind you of whether the session is a short one (10am-12pm) or a longer one (10am-1pm) with lunch. We usually ask that you let us know whether you intend to come along, so we can prepare the right number of jobs and quantity

of food, or any special arrangements if you need them. This helps us to organise and means we are ready to start as soon as everybody has arrived.

For mid-week sessions, once agreed and arranged with you, we will contact you with information as required.

Induction and training.

We will make every effort to provide a basic induction before you start volunteering with us or at your first session. Induction includes, but is not limited to:

- An explanation of Transition Turriefield's activities.
- an explanation of how volunteering with Transition Turriefield works and a general overview of a typical session.
- a tour of the site.
- location of tools and safety equipment.
- location of toilets and hand washing facilities.
- location of first aid boxes and accident book.
- location of refreshment facilities.
- Health and safety guidelines for general activities.

Further induction, guidelines and safety procedures will be outlined as appropriate, if you take up other, non-land-working roles.

Health and safety.

Transition Turriefield is a working croft, consequently there are hazards associated with farming practices on site. It is important that you are aware of your surroundings, others working near you and of any potential dangers. Key Safety points to remember:

- Seek to remain safe AT ALL TIMES and do not undertake any task which you think might cause harm to yourself or others.
- DO NOT undertake any task which is beyond your physical abilities.
- Listen to, and follow, instructions about the tasks you will be undertaking. ASK if anything is unclear or you would like more explanation or guidance.
- DO NOT LIFT items too heavy for your physical abilities and follow lifting guidelines.
- If you are asked to undertake an activity which you believe to be dangerous, or not suitable for your abilities, please bring this to the attention of the member of staff in charge.
- Paths on site are uneven and often muddy, they can present trip and slip hazards. MAKE SURE you have suitable footwear and BE AWARE of where you are working. Take extra care if you are carrying anything, don't have a good line of sight, or are using tools whilst working on uneven ground.
- The organisation does not use powered machinery, however, there are tools, knives, scissors and other equipment which require safe handling at all times. Instruction will be given for all activities and tool use prior to starting the activity.

- Soil and compost present a risk of infection. Goggles and gloves are available to protect eyes and hands. MAKE SURE cuts and abrasions are cleaned and covered before working with soil or compost.
- Soil, dust, pollen and other airborne substances can present a risk to breathing. Dust masks are available if required. Inform a member of staff if you have asthma or other breathing problems which are potentially triggered by on site hazards. MAKE SURE you have inhalers with you and let staff and other Volunteers know where they can be found should you need assistance.
- Inform staff if you have any allergies. If you carry an Epi-pen let staff and other Volunteers know where it can be found in the event you cannot access it yourself.
- Head-room is limited in some polytunnel and building doorways. TAKE CARE when entering and leaving.
- Volunteers are welcome to walk round the site AT THEIR OWN RISK. Exploring away from paths and Volunteer work areas can present trip and slip hazards and other risks from materials, tools, equipment, animals or natural features. MAKE SURE a member of staff knows where you are at all times.
- DO NOT approach, or touch, animals on site unless accompanied by a member of staff, or permission has been given following assessment of the situation.

Please bring to the attention of staff any equipment, tools, building, paths, work area, work practices, animal or other's behaviour which you believe to be at risk of causing harm to you or others.

Lone working.

We aim to have Volunteers working together in teams and avoid lone working wherever possible. Team-working helps accomplish tasks more quickly, provides support and ensures at least one other person is present and can raise the alarm in the event of accident or injury. Occasionally Volunteers have to work alone or, in some instances, Volunteers prefer to work on their own. If appropriate, we will seek to accommodate this. However, in both instances staff will frequently check on you and the tasks being undertaken to monitor progress, answer questions and make sure you continue to be safe.

First aid boxes can be found:

- Above the desk, to the left of the door in the packing shed.
- On the shelf in the 'cara-shed' tool store next to the big gate on the main growing area.
- At the right of the door in the bathroom of the house.

The Accident book can be found in the top draw of the desk in the packing shed.

Please make sure you are aware of these locations.

Insurance.

Transition Turriemfield holds employers and public liability insurance which covers Volunteers aged 16+ and their usual activities on-site, and when undertaking work for Transition Turriemfield off-site. The current certificate can be found above the desk in the packing shed.

Parents and carers bring under 16 year olds onto the croft AT THEIR OWN RISK. Under 16s can attend volunteering sessions, but must be accompanied by an adult who will fully supervise their activities and be responsible for their welfare, and conduct during their time on the croft.

Under 16 School placements have alternative insurance arrangements in place.

Further information.

This document has set out the essential information for Volunteer involvement with Transition Turrieffield. If you would like clarification on any points; have further questions about volunteering or our work, get in touch with us, by email at: turrieffield@btinternet.com, or call 9am-6pm Monday-Friday on: 01595 870272 or by Facebook Messenger: www.facebook.co/turrieffield

Comments or Grievance.

We welcome feedback about your experience to help us improve our Volunteer involvement. Please contact us by email at: turrieffield@btinternet.com or call 9am-6pm Monday-Friday on: 01595870272.

If you would like to register a grievance relating to your volunteering, concerns should, in the first instance, be submitted in writing to the Transition Turrieffield staff. Please email: 'Volunteering Grievance' to turrieffield@btinternet.com.

Should your Grievance concern members of staff, you should submit information in writing to the Board of Directors. The appropriate email address will be made available on request, by emailing 'Volunteering Grievance, Board email address request' to: turrieffield@btinternet.com. A response to your concern will be provided, in writing, within 10 days of receipt.

A copy of the grievance procedure is available on request.

This document has been created to be suitable for use with text to speech software.

If you require the document in a large print, or other format, please contact turrieffield@btinternet.com , or telephone 01595 870272, 9am-6pm, Monday to Friday.

Please retain this document for future reference.

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