FOWLER'S
SYNDROME UK

## Volunteer Policy

**Fowler's Syndrome UK Volunteer Policy**

Volunteers are critical in the success of Fowler's Syndrome UK ("FSUK") and are essential for the organization's day to day operations.

All volunteers shall agree to abide by the policies of FSUK. Volunteers are considered partners in implementing the mission and programs of the organization, each with complementary roles to play.

Designated staff and trustees are expected to provide orientation, supervision and feedback to all volunteers serving.

A volunteer within FSUK is defined as anyone who, without compensation or the expectation of compensation performs tasks at the direction and on behalf of FSUK. Volunteers are under no obligation to provide their services, can choose to leave at any time without any notice period and are not subject to any potential sanctions if they do not perform agreed duties.

**Volunteer Equal Opportunity/Non-discrimination Policy**

To offer volunteer opportunities to all individuals, there will be no discrimination based on race, nationality, ethnicity, gender, marital or civil partner status, caring responsibilities, disability, gender identity, age, social class, sexual orientation, or religion/belief. In addition, to ensure full equality of volunteer opportunities in any area within FSUK every volunteer will be selected under fair procedures that provide equal opportunities. Typically, the selection process will follow the following stages: selection based on application, phone interview, and the basis of ability to perform the volunteer duties. The criteria used for selection will be fair and appropriate and questions at interviews will relate to the requirements of the job. If any criterion disadvantages certain protected groups, we will only use it if we are certain that it is justifiable considering the nature of the job. We will not ask questions of one protected group that we would not ask everyone. We will also not ask health-related question unless this is for a genuine and justifiable job-related reason, for equality and diversity monitoring, or to make suitable arrangements for interview or selection. If any existing or potential volunteer has any questions or concerns about any type of discrimination, they are encouraged to bring attention to this to their volunteer supervisor immediately. Volunteers should be confident knowing that doing so will not jeopardize their volunteer status.

**Volunteer Standards and Ethics**

All volunteers of FSUK are expected to maintain high standards of cooperation, attendance, accuracy and responsibility in fulfilling their obligations. Volunteers are responsible for their own actions. Each volunteer is expected to meet the highest standards of honesty, integrity, and fairness. FSUK expects volunteers to act in a way that always supports FSUK's values. Volunteers that are found participating in any type of discrimination will no longer be allowed to volunteer for FSUK as we have a zero-tolerance policy. We expect volunteers to act in accordance with FSUK's Code of Conduct and any other policies that are issued to each volunteer from time to time.

In particular, volunteers of FSUK shall at no time provide medical advice under the guise of their role in respect of Fowler's Syndrome or any other health condition.

**Recruitment**

All interested persons are able to fill out a volunteer application on our website. These applications are screened, checked and subject to a phone interview. All recruitment exercises will be conducted on the basis of merit, against objective criteria that avoid discrimination. If you are selected for a volunteer opportunity, you will then be subject to providing further information such as a background check, HIPAA training, and GDPR training. All volunteers must go through training prior to receiving their first volunteer assignment. Upon completion of orientation, you will be asked to sign a Non-Disclosure agreement.

**Placement**

Every effort will be made to place volunteers in positions that meet their needs along with FSUK's needs. Volunteers placed in a position for which they are not interested may be recommended for other volunteer positions, and or can request to be reassigned.

**Open Door Policy**

Volunteers are encouraged to reach out to the Patient Services Director if there are any complaints, questions, or concerns regarding any aspect of their volunteer work. Volunteers who are unsatisfied with any aspect of their volunteer work, rules, plans, or policies should speak to their supervisor. Should a volunteer feel that their complaint hasn't been addressed in a manner they see fit, they should contact the CEO.

To assure adherence to all Health and Safety requirements, FSUK is committed to providing a safe and healthy environment for all. You will share responsibility for achieving safe working conditions and must take care of your own health and safety and that of others, observe applicable safety rules and follow instructions for the safe use of any equipment. You will be given health and safety training to allow you to do this and should report any health and safety concerns immediately to your volunteer supervisor.

It is the policy of FSUK to provide an environment free of all forms of unlawful, or unwelcome harassment, including implied or expressed forms of sexual harassment. Harassment is any unwanted physical, verbal or non-verbal conduct that has the purpose or effect of violating a person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for them. A single incident can amount to harassment. FSUK continues to prohibit harassment on the basis of race, nationality, ethnicity, gender, marital or civil partner status, caring responsibilities, disability, gender identity, age, social

class, sexual orientation, or religion/belief. To continue to provide a safe environment please note the following:

●Please maintain a level of professionalism as you are representing FSUK as a whole
● Hostility: FSUK strictly prohibits hostility in any form against employees, attendees, volunteers, visitors, or anyone else having involvement with FSUK. Hostility under this policy includes physical harassment, intimidations, stalking, coercion, threats, joking about hostility, communicating hostility through communications such as by phone, email, voicemail, and or postal communications.

This policy will be reviewed annually, by the end of the first quarter (Q1), to ensure that it continues to meet the needs of FSUK and its community.

FSUK
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Last reviewed on [02/03/26]
Reviewed and agreed by [IH, HE]