

1. Welcome to Horizons

Firstly the Trustees and Staff would like to welcome you to Horizons and thank you for giving up your time to support us.

As a volunteer you will need to be familiar with how Horizons operates. In order to cut down on printing we have published the relevant documents on the [website](#). We can still provide paper copies if necessary. We ask you to familiarise yourselves with the following in particular:

[Code of Conduct](#)

[Safeguarding Policy and Procedures](#)

[Operational Procedures](#)

[Risk Benefit Analysis](#)

[Emergency Action Plan](#)

It is important that you take the time to familiarise yourself with the documents but please ask a member of staff if you have any queries. The documents are updated at least annually, with the new editions published before a new season (usually in February). If there are any major changes mid-season a notice will be sent out to advise everyone.

As part of the Volunteer Application process we will also ask you to sign a document to say you have read and understood the above policies and procedures.

2. Volunteer Briefings

At the start of each season we hold a Volunteer Briefing to discuss any major changes in Operational Procedures and lay out the plan for the season ahead.

At this briefing we also ask you to bring along the following completed forms so we can keep your membership details up to date. (Please remember this is also a chance for you to tell us of any changes to your DBS etc):

[Volunteer Application Form](#)

[Agreement between the Trustees of Horizons \(Plymouth\) and Volunteer Workers](#)

3. Volunteer Training

As part of our commitment to developing volunteers we offer a wide range of volunteer training both on water and ashore. We run a variety of RYA courses and also safeguarding training.

We advertise training on the [Recent Posts](#) section of the website, in our [E-news](#) and also on our [Facebook page](#).

We try to find funding for Volunteer training so we can keep the costs as low as possible.

4. Volunteer Feedback

We welcome feedback from volunteers both in an informal way at the end of sessions but also through a formal volunteer debrief at the end of each season.

This winter we also gave volunteers the chance to complete a [feedback form](#). These are still available on the website if you missed them.

Feedback is taken on board and discussed and can lead to changes or development in procedures.