



# Welcome to Guide Dogs

A dedicated introduction for volunteers



**Part two of three:**

**Our work and how we fund it**

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One of the suggestions from the feedback in 2015 (there's a survey at the end of this pack) was that we split the pack into three parts. If you have not received them all, please tell us. The packs are:

1. Sight loss; our people; and keeping in touch
2. Our work and how we fund it
3. Volunteering policies.

**Please remember to complete the 'We want your comments' section at the end of this pack to tell us whether you found the set of three welcome packs useful.**

# 1. Our work

## If you want to know more about our work...

Watch YouTube videos at

<https://www.youtube.com/user/GuideDogsUK/featured>

## Guide dogs

Photo right: Yuri being puppy walked.

A guide dog is trained to:

- walk centrally along the pavement whilst avoiding obstacles on the route
- not to turn corners unless told to do so
- stop at kerbs and steps
- find doors, crossings and places which are visited regularly
- judge height and width so the guide dog owner does not bump their head or shoulder
- deal with traffic
- guide their owner across the road, but it is up to the owner to decide where and when to cross safely.



The guide dog and their owner are a partnership, with the owner giving commands and

encouragement and telling the dog which way to go. The dog is not a miracle worker, but for some people it can offer a unique, safe and effective way of getting about independently.

Volunteers and staff are involved in the rearing and training of puppies. Dogs are then matched to Guide Dog Owners based on the needs of the owner and the character of the dog.

We also train dual purpose dogs, these are specifically trained to meet the needs of people with sight loss and an additional need such as significant hearing loss, epilepsy, physical disability, and use of an electric wheelchair.

### **If you want to know more...**

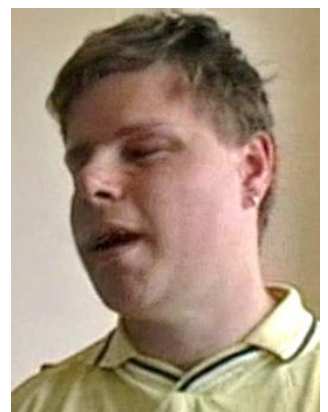
<https://www.guidedogs.org.uk/services-we-provide/guide-dogs>

Information on the cost of providing our guide dog service can be found at

<https://www.guidedogs.org.uk/about-us/how-your-money-is-helping/>

## **Guide dog owner**

Paul Cutress, a Guide Dog Owner (photograph right) talks about the difference his dog, Trent, has made to him.



“I wasn't able to walk around the high street very well, I could just about get to Tesco's but that was very difficult with a cane. Having a dog being my eyes has made it much easier. I can just hold onto him and he can guide to where I want to go.

I'm a more confident Dad, I can go out with my daughter rather than get other people to take her places.

“As a sighted person if you could see the difference it makes to someone's life, if I'm any example of that, then to give a few pounds a month isn't a big hole in anyone's pocket really.

## **Children and young people's services**

Sighted children learn by watching others; children with vision impairment often need to be specifically taught skills and concepts they would not otherwise pick up.

We offer a wide range of services and information, for children and young people with a vision impairment (CYPVI) and their families including:

- Training to help CYPVI move around safely and independently
- Life skills training such as handling money, preparing food and managing appearance
- Advice and support workshops for parents, carers and professionals, such as Parent Guidance Days



- Tailored programmes including early motor skills, sensory development, body awareness and wheelchair mobility for children with additional and complex needs
- Group sessions, such as living skills workshops, Early Years sessions and sensory groups
- Advice on choosing the most appropriate technology and sensory equipment to help CYPVI study and play
- Tailor-made large print children's books, for up to and including 25 year-olds, made especially for visually impaired or dyslexic children and young adults.

We can help parents understand how to support a child, who is visually impaired or partially sighted, in school, at home and beyond. We also provide resources to help manage meetings with professionals and signpost to any other relevant support services or collaborative partners.

Photo right: Family event at London Zoo

**If you want to know more**

...

<https://www.guidedogs.org.uk/services-we-provide/children-and-young-peoples-services>



# My Guide

Photo right: My Guide in action.

Many people with sight loss become isolated if they are unable to get out and about. My Guide is our free service that helps people with a vision impairment get out of their homes and into the community with a volunteer as their sighted guide. Sighted guiding helps to build self-confidence, increase social interaction and be part of the community.



**If you want to know more...**

<https://www.guidedogs.org.uk/services-we-provide/my-guide>

## Campaigning

Photo right: Raising the issue of shared surfaces at City Hall, London.

We campaign for the right of people with a vision impairment to have the same freedom of movement as everyone else. If you have access to the internet, you can support our campaigning work and it will only take you minutes a month. Become an e-campaigner.



**If you want to know more...**

<https://www.guidedogs.org.uk/how-you-can-help/campaigning/>



## Cities Unlocked

Getting around cities is a nerve wracking experience for many people, especially those living with sight loss.

Combining the expertise of Microsoft, Guide Dogs, and Future Cities Catapult with other organisations, Cities Unlocked has developed an in-depth understanding of the challenges people with sight loss face when using our cities.

This has enabled us to develop a new technology that could help unlock cities for everyone.

**If you want to know more...**

<https://www.guidedogs.org.uk/cities-unlocked/>

## Research

Our research programme enables us to gather the evidence we need to ensure that our policies, campaigns and services remain relevant to people with sight loss and allow them to get out and about on their own terms.

**If you want to know more...**

<https://www.guidedogs.org.uk/about-us/what-we-do/research>

## **2. Our money**

### **Ways you can help us raise funds to provide these services**

We wouldn't be able to provide the range and volume of these services without the time donated and money raised by our volunteers and staff. This section lets you know how you can help us fund our services.

### **Community Fundraising – your local link**

As a volunteer, you might fancy:

- Holding an event (e.g. a tea party, fashion show, jumble sale etc.)
  - Managing a collection box
  - Becoming a speaker or
  - Joining one of our volunteer fundraising groups.
- Guide Dogs' Community Fundraisers provide local guidance and support to those raising funds for us across the UK. Speak to your volunteer manager and/or main Guide Dogs contact to find out who your local Community Fundraiser is.

### **Challenge events**

Looking for a challenge that will help change someone's life? By taking part in a Challenge Event, you can help us ensure that when someone loses

their sight, they don't lose their freedom as well. You can organise your own event or join an existing one. Options include running, cycling, triathlons, swimming, and even skydiving. Photo on the right: Kerry abseiling to raise money for Guide Dogs.



**If you want to know more...**

<https://www.guidedogs.org.uk/how-you-can-help/challenge-events/>

## **Dogalogue**

Order from our mail order catalogue or via our website. 100% of profits go to the charity.

**If you want to know more...**

<https://www.dogalogue.com>

## **Sponsor a Puppy**

By sponsoring a puppy from just £1 a week, you can follow a puppy's journey to become a life-changing companion for a person with a vision impairment.



We'll keep you up-to-date with regular Pupdates, following your puppy's journey.  
Photo on previous page: Gus, a Guide Dogs puppy.

**If you want to know more...**

<https://www.guidedogs.org.uk/how-you-can-help/donating/sponsor-a-puppy/>

## **Leaving a legacy gift**

### **1. Leave a gift that's full of life**

To find out about our information days or request a free booklet and DVD and find out how a gift in a will can change someone's life visit our website (below); call 0800 953 0113; or email [Giftsinwills@guidedogs.org.uk](mailto:Giftsinwills@guidedogs.org.uk)

**If you want to know more...**

<https://www.guidedogs.org.uk/how-you-can-help/donating/leave-a-gift-in-your-will/>

### **2. Giving in memory of a loved one**

Deciding to make a gift to Guide Dogs in memory of a loved one can provide great comfort at a very difficult time.

We can sensitively help with a range of options such as:

- Collection envelopes for friends and family to make a donation to Guide Dogs, in lieu of flowers

- A Tribute Fund set up by Guide Dogs in the name and memory of a loved one
- Name a Guide Dogs puppy

**If you want to know more...**

<https://www.guidedogs.org.uk/how-you-can-help/donating/donate-in-memory/>

## **Guide Dogs Raffles and Lotteries**

Supporting Guide Dogs through raffles and lotteries is a fun and rewarding way to fund our life-changing work.

The Guide Dogs Lucky Lottery is a weekly draw which costs just £1 a week per entry. There are 100 cash prizes up for grabs each week, with a top prize of £1,000. Every quarter, you also get the chance to win our top prize of £3,000.

We also run regular raffles. Every ticket sold will help us change a life.

**If you want to know more...**

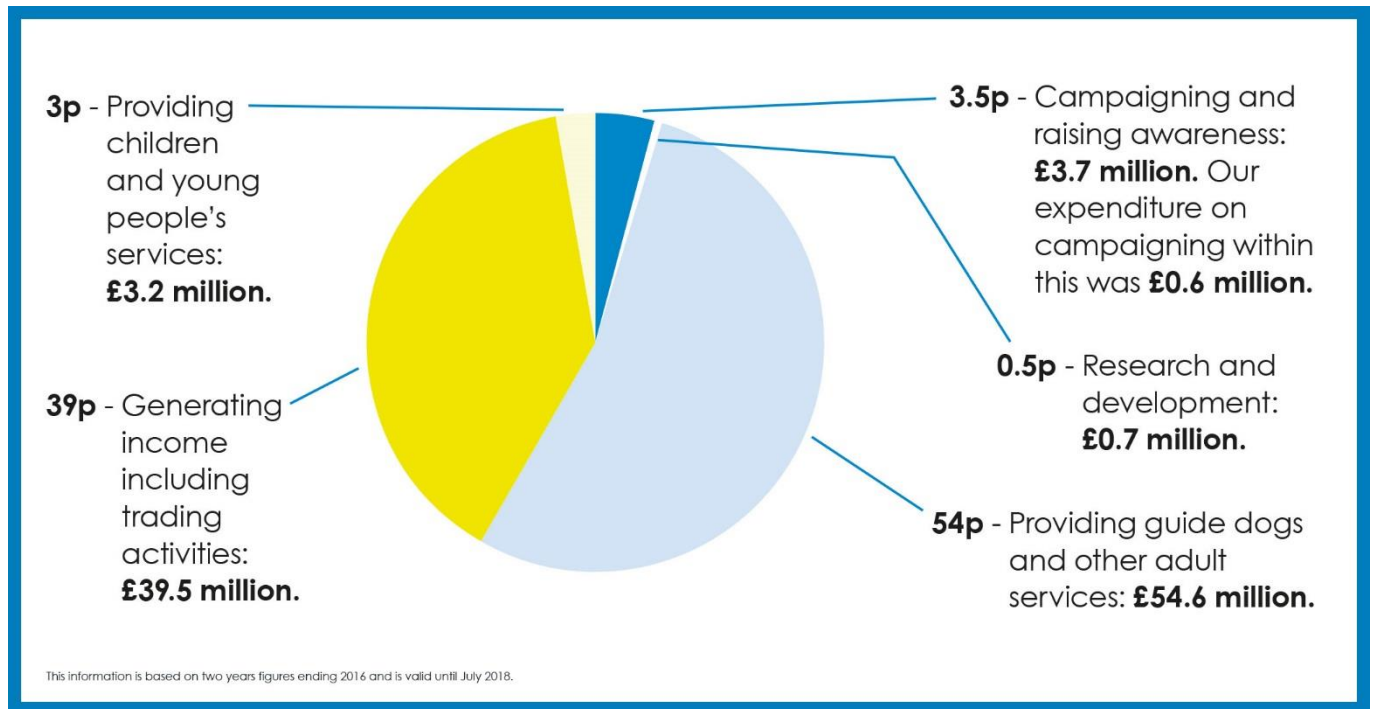
<https://www.guidedogs.org.uk/how-you-can-help/donating/lucky-lottery/>

<https://www.guidedogs.org.uk/how-you-can-help/donating/raffle/>



# How we spend the money raised

Depending on your volunteer role, you might get asked how we spend our money. For each pound we raise at Guide Dogs, this is how much we spend on what.



**If you want to know more...**

<https://www.guidedogs.org.uk/about-us/how-your-money-is-helping/>

### **3. Our “small print” (systems to support and protect you)**

#### **The volunteer agreement**

Since 1931, Guide Dogs has been working to change the lives of people with sight loss. As a volunteer, you are a vital part of this work. Thank you for your time and energy. We want you to enjoy volunteering and let you know what we can expect from each other. The term supervisor below relates to anyone who acts as your key contact.

#### **Guide Dogs will:**

- introduce you to how the organisation works and your role within it, and provide any training you need through general and role-specific induction
- provide regular two-way communication with your supervisor
- treat you fairly with dignity and respect
- consult with you on appropriate issues and keep you informed of any changes that impact upon you as a volunteer and/or volunteering generally
- work within the values set out in our diversity and equality policies to help us represent the community we serve
- apply our procedures appropriately should any problems arise
- provide appropriate insurance for your volunteering work agreed with Guide Dogs

- pay any out-of pocket expenses in accordance with our Volunteer Expenses Policy.

### **As a volunteer I will:**

- treat other volunteers and staff fairly, with dignity and with respect
- complete an initial 3-month trial period of my role
- perform my volunteer role reliably and to the best of my ability following direction and guidance from my supervisor
- conduct myself in a manner that does not risk damaging the charities' good reputations
- treat as confidential all information of Guide Dogs operations and personnel and not disclose these to people without authorisation, internally or externally
- access and use resources including email, internet and supporter data only in
- accordance with our policies and procedures and only with proper authorisation
- adhere to Guide Dogs social media guidelines if I am active on social media
- discuss with my supervisor prior to delivering talks, publishing literature or communicating with the media about Guide Dogs
- read policies, procedures and related documents I receive or have been given access to, and raise with my supervisor anything I am not clear on or would like to discuss further

- drive only if I have a valid driving licence and current MOT and insurance
- advise my supervisor of any medical conditions that could affect or be affected by my role
- pay in any funds I raise or receive for Guide Dogs as soon as possible, as directed by my supervisor
- return all Guide Dogs property promptly when I stop volunteering.

I acknowledge that Guide Dogs public liability insurance only covers circumstances where Guide Dogs is legally responsible for bodily injury, or loss or damage to property. I accept that this does not cover all risks including general damage to property or personal injury where Guide Dogs is not at fault. Should I enter into a further agreement with Guide Dogs in relation to a volunteer role, I accept that the terms of that agreement will prevail. This agreement is binding in honour only, and may be cancelled at any time by either of us. Neither of us intends any employment relationship to be created. Updates may be made from time to time. The latest version and other documents mentioned will always be on the Intranet, Volunteer Information Point or from your Volunteering Consultant.

## **Volunteering policies and procedures**

Guide Dogs' policies and procedures set out our commitment to you and the practical steps we will take to implement this. They provide guidance and

direction to staff and volunteers alike and convey a strong message to all that Guide Dogs is committed to excellence in volunteering.

The full policies are available in part three.

## **Volunteer ID cards – their role in supporting the small print**

As with staff, we provide all our regular volunteers with an ID badge. Your volunteer manager and/or main contact will be happy to take the photo if you need. If you have sent in your photo but not yet received your badge, either contact the Volunteering Office on 0345 143 0191 or speak to your volunteer manager and/or main contact.

Wear your badge with pride whenever you are volunteering for Guide Dogs. As well as a way of showing that you belong and are important to us, it serves a number of other important purposes:

- Our clients and the general public know they are speaking to a legitimate member of Guide Dogs (people masquerade as being part of Guide Dogs to gain money and/or trust from the public)
- Volunteers are increasingly being asked to prove they are part of Guide Dogs so we have created one consistent way for all staff and volunteers. This consistency means that the people get used to



recognising the badges, making it harder for others to create fake letters, business cards, etc.

- The process of issuing the card also helps us meet our insurance requirements.

## Volunteer clothing

All our volunteers are entitled to purchase a range of Guide Dogs branded clothing – if you would like to order this,

please contact our Volunteering Office on 0345 143 0191 or [volunteer@guidedogs.org.uk](mailto:volunteer@guidedogs.org.uk). You do not have to wear branded clothing when volunteering, but we have arranged for it to be available to you at cost price should you wish to purchase items.



Please remember that the general public judges any organisation by the appearance and behaviour of its volunteers and employees. As a representative of Guide Dogs,

you are expected to conduct and present yourself at all times in a manner appropriate to the aims and objectives of the Association. Every volunteer is an ambassador for the organisation, having a very real responsibility for maintaining the high regard the public have for the charity and its work. We would

like to ask that any Guide Dogs branded clothing is in a good general state of repair, and where possible, only worn when you are actively undertaking your volunteer tasks (e.g. attending a collection, delivering a talk, or walking a dog or puppy).

Please note, the production of unofficial Guide Dogs clothing is not permitted.

**If Guide Dogs decides that I should no longer volunteer for them, I agree to return all equipment belonging to them including my ID badge and any Guide Dogs clothing I've purchased to Guide Dogs. I understand that Guide Dogs shall reimburse me the cost of the clothing, and this will be managed by Guide Dogs, not Office Team.**

Below are examples of how clothing Northern Ireland, Scotland, or Wales, will look.



**Thank you** for reading the welcome pack. We hope you found it interesting and that you now have a good understanding about the organisation and its work. We'd love to know what you thought of it so it can be improved for future volunteers. So please complete the survey at the end of this booklet.

# **We want your comments**

Please let us know your thoughts (good and bad) about this three-part welcome pack. We evolve the pack based on what you tell us. For example, the latest pack is split into three and includes more information on how we fundraise.

You can either complete this via Survey Monkey at the web address below or complete this paper version.

<https://www.surveymonkey.com/r/WELCOMEVOLS>

## **1. Your details**

Your postcode:

Your volunteer role:

Your main contact:

(if you volunteer in more than one role with us you will probably have a different contact for each role, please add any others in the space below)

## 2. Welcome pack

	<b>Unsatisfactory</b>	<b>Satisfactory</b>	<b>Good</b>	<b>Excellent</b>
Overall, how would you rate the level of information in this pack?				
How well was the information presented in the pack?				
How well did the pack introduce our work and how we fund it?				

What section(s) of the pack was/were of most value to you?

Were there any section(s) of the pack you thought were unnecessary?

What would you have liked to know more about (assuming you have already read any relevant “If you want to know more...” information)?

Did you have the opportunity to ask your main contact questions whilst completing this pack?

Space to add any other comments:

**Thank you**

**Please return to:**

**Andrew Horne, Learning and Development  
Guide Dogs, Hillfields, Reading Road,  
Burghfield Common, Reading, RG7 3YG**