

## Sustrans volunteer guidance note

# Health conditions

Sustrans wants to create an environment for inclusive volunteering and to maximise participation. If you have a medical or health condition which may impact on your ability to carry out some aspects of your volunteer role comfortably, we encourage you to tell us about it, in confidence. We'd like to work with you to identify ways to enable you to participate in all activities, where possible.

### Why do you want me to tell you about my health condition(s)?

We are keen for volunteers to carry out different tasks involved in their role in a way that ensures their health and safety. By making us aware of any health conditions that might impact on your ability to do certain tasks, we can work with you to identify any reasonable support or changes to enable you to participate in all activities.

### What will happen if I tell you about my health condition(s)?

Any information you share with us will be treated in the strictest confidence and dealt with sensitively.

We will arrange a specific conversation to firstly identify what challenges or concerns you foresee with the tasks involved in your role. The main focus of the conversation will be to discuss what changes or support can be put in place to enable you to carry out your tasks safely and comfortably, without risk to your health. We will ask what medical advice you have been given so that we can follow it.

We appreciate that often you will be best placed to identify possible solutions, and we will also offer ideas according to our knowledge of the tasks involved. We will then consider together how easily these solutions can be implemented and how effective they will be.

Finally, we will discuss with you any ideas we have with a view to reaching agreement on what support can be put in place.

### When should I tell you about my health condition(s)?

You can do so at any point after you've let us know you're interested in volunteering with us. We are happy to discuss your health condition with you at the same time as we're discussing your potential suitability to volunteer with us. That way, if you volunteer with us, we can ensure that any agreed arrangements are in place and you can start volunteering straight away.

If you develop any medical conditions whilst volunteering with us, or choose not to let us know about them at the start, you can make us aware of them at any point afterwards.

### Do I need to tell you about my health condition(s)?

You are under no obligation to do so. However, we encourage you to let us know so we can help you to identify and manage any potential risks posed by your volunteer activities. Also, we can look at putting support in place to help you.

If you choose not to tell us we expect you to identify and manage any risks yourself—to ensure you volunteer in a way that doesn't put your own, or anyone else's, health and safety at risk.

### What types of health conditions should I make you aware of?

We encourage you to let us know about any health condition which you believe may impact on your ability to carry out tasks effectively, safely or comfortably.

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### Will I be able to do all tasks involved in the role, after letting you know about my health condition(s)?

Our aim is to try to maximise the potential opportunities for people to volunteer with us in as broad a capacity as possible, so we will always look for ways to enable this rather than avoid it.

However, there may be occasions where it is unavoidable. For example, if you have a mobility impairment it may not be possible to get you involved in some situations where we are removing obstructions from a cycle path. However, we will still look for other ways that you may be able to help us in the tasks being undertaken without putting yourself at risk.

### Might you decide that I can't volunteer with Sustrans?

It is very unlikely that we will reach this conclusion. We are keen to enable people to volunteer with us wherever possible, undertaking the maximum number of tasks they can do.

In certain situations, we may not be able to put in place the appropriate adjustments to enable you to carry out some tasks safely but we will always explore with you how we can make it possible, or alternative solutions (such as other volunteer roles that may be available).

For example, sometimes individuals need close one to one support for health reasons. As a charity, this is not something that we can usually provide. However, if it is appropriate for another volunteer to carry out this role and another volunteer is able and available to do so, or you know someone else who would be happy to do this with you, we can look for ways that you can volunteer together. Consequently, you would be able to volunteer with the support you need.

### What will you do with my personal information?

We will record our discussions on a document which we are happy to share with you at any stage. We will send it to you once it is completed so you can see what it says and you can make any amendments.

Once completed this will be stored confidentially and in line with our data protection obligations.

If you are volunteering as part of a local volunteer group it is likely that there will be a volunteer who acts as the group coordinator. Whilst we hope you will feel comfortable to let your group coordinator know about your health condition, we won't share this with them without your permission. All we will communicate with them are the agreed adjustments that have been put in place; not the reasons for them.

