

## **Volunteering with South Denbighshire Community Partnership**

### **About Us**

South Denbighshire Community Partnership is a not-for-profit company and a registered Charity.

We are committed to promoting positive well-being and life opportunities to all the residents in the Edeyrnion and Dee Valley areas. Our mission is to assist in reducing Social Isolation and Rural Poverty, by improving the interaction of people in a safe and caring environment and providing necessary services that would otherwise be difficult to reach, such as a Meals on Wheels service, Dial a ride Service, Food Bank and access to Citizens Advice referrals (plus more!).

### **Our Values**

- Excellence -in all aspects of work
- Accountability-accountable to the local community in all that we do
- Equality- Working to eliminate discrimination wherever it is met for all
- Respect- Working with energy and passion for the well-being of our community.
- Social Justice- Believing in the dignity and self-worth of all people, and their right to peace, security, safe affordable housing, education, food, income, a healthy environment, and quality health care.

### **Our Vision & Mission**

Our vision is to be part of an empowered, healthy, and thriving community, where everyone belongs, by -

- Promoting social welfare and community well-being
- Supporting the advancement of education and training
- Working with the local community for the development of the welsh language and culture
- Providing facilities for recreation and leisure time activities
- Providing access to community transport

### **We will achieve this by:**

- Maintaining and managing our community centre 'Canolfan Ni' in Corwen, our "Food Share" premises in Castle Street and the "Friends of Pengwern" building.
- Maintaining and managing our community bus 'Bws Ni, as well as all of our other vehicles.
- Providing good quality service to the users of our facilities
- Continuing to develop a range of social, welfare, educational, training and health promotion activities in response to the needs of the community
- Developing community transport in response to the needs of the community
- Providing access to advice and information for all sections of the community
- Consulting with the local community so that we keep up to date with local issues and, where possible, advocate and support the local community, culture and language
- Becoming financially sustainable through income generation and grant support
- Working in partnership with voluntary and community groups, voluntary organisations and public sector bodies, to enhance resources and deliver better services.

## **Gwirfoddoli gyda Phartneriaeth Gymunedol De Sir Ddinbych**

### **Amdanom Ni**

Mae Partneriaeth Gymunedol De Sir Ddinbych yn gwmni dielw ac yn Elusen gofrestredig.

Rydym wedi ymrwymo i hyrwyddo llesiant cadarnhaol a chyfleoedd bywyd i'r holl drigolion yn ardaloedd Edeyrnion a Dyffryn Dyfrdwy. Ein cenhadaeth yw cynorthwyo i leihau Ynysu Cymdeithasol a Thlodi Gwledig, trwy wella rhyngweithio pobl mewn amgylchedd diogel a gofalgar a darparu gwasanaethau angenrheidiol a fyddai fel arall yn anodd eu cyrraedd, fel gwasanaeth Pryd ar Glud, Gwasanaeth Deialu ar Deithio, Banc Bwyd a mynediad at atgyfeiriadau Cyngor ar Bopeth (a mwy!).

### **Ein Gwerthoedd**

- Rhagoriaeth - ym mhob agwedd o'r waith
- Atebolrwydd - yn atebol i'r gymuned leol ym mhopeth a wnawn
- Cydraddoldeb - Gweithio i ddileu gwahaniaethu lle bynnag y mae pawb yn ei fodloni
- Parch - Gweithio gydag egni ac angerdd dros les ein gymuned
- Cyfiawnder Cymdeithasol - Credu yn urddas a hunan-werth pawb, a'u hawl i heddwch, diogelwch, tai fforddiadwy diogel, addysg, bwyd, incwm, amgylchedd iach, a gofal iechyd o safon.

### **Ein Gweledigaeth a'n Cenhadaeth**

Ein gweledigaeth yw bod yn rhan o gymuned rymus, iach a ffyniannus, lle mae pawb yn perthyn, trwy -

- Hyrwyddo lles cymdeithasol a lles cymunedol
- Cefnogi datblygiad addysg a hyfforddiant
- Gweithio gyda'r gymuned leol i ddatblygu iaith a diwylliant Cymru
- Darparu cyfleusterau ar gyfer gweithgareddau hamdden a hamdden
- Darparu mynediad at gludiant cymunedol

### **Byddwn yn cyflawni hyn trwy:**

- Cynnal a rheoli ein canolfan gymunedol 'Center Ni' yn Corwen, ein hadeilad "Rhannu Bwyd" yn Castle Street ac adeilad "Friends of Pengwern".
- Cynnal a rheoli ein bws cymunedol 'Bws Ni, yn ogystal â phob un o'n cerbydau eraill.
- Darparu gwasanaeth o ansawdd da i ddefnyddwyr ein cyfleusterau
- Parhau i ddatblygu ystod o weithgareddau cymdeithasol, lles, addysgol, hyfforddiant a hybu iechyd mewn ymateb i anghenion y gymuned
- Datblygu trafndiaeth gymunedol mewn ymateb i anghenion y gymuned
- Darparu mynediad at gyngor a gwybodaeth ar gyfer pob rhan o'r gymuned
- Ymgynghori â'r gymuned leol fel ein bod yn cael y wybodaeth ddiweddaraf am faterion lleol a, lle bo hynny'n bosibl, eirioli a chefnogi'r gymuned, diwylliant ac iaith leol
- Dod yn gynaliadwy yn ariannol trwy gynhyrchu incwm a chymorth grant
- Gweithio mewn partneriaeth â grwpiau gwirfoddol a chymunedol, sefydliadau gwirfoddol a chyrrff sector cyhoeddus, i wella adnoddau a darparu gwell gwasanaethau.

## **Volunteer Application Pack – Pecyn Cais Gwirfoddoli**

Please fill in the form below and return it to a member of staff. Please be honest when filling in the form so that we can provide you with the necessary training. You will also be provided with necessary uniform and an ID Badge. This information will be stored on a database and will be destroyed until such time as you are no longer a volunteer for South Denbighshire Community Partnership, however it may be necessary during this period to share your contact details with the Community Response Management Team.

*Llenwch y ffurflen isod a'i dychwelyd i aelod o staff. Byddwch yn onest wrth lenwi'r ffurflen fel y gallwn roi'r hyfforddiant angenrheidiol i chi. Byddwch hefyd yn cael y wisg angenrheidiol a Bathodyn ID. Bydd y wybodaeth hon yn cael ei storio ar gronfa ddata a bydd yn cael ei dinistrio nes na fyddwch bellach yn wirfoddolwr i Bartneriaeth Gymunedol De Sir Ddinbych, ond efallai y bydd angen rhannu eich manylion cyswllt â'r Tîm Rheoli Ymateb Cymunedol yn ystod y cyfnod hwn.*

I confirm that I agree and understand that my personal contact details may be shared with the Community Response Management Team.

*Rwy'n cadarnhau fy mod yn cytuno ac yn deall y gellir rhannu fy manylion cyswllt personol â'r Tîm Rheoli Ymateb Cymunedol.*

Thank you / Diolch

I give my permission for SDCP to carry out annual license checks/Rhoddaf fy nghaniatâd i SDCP gynnal gwiriadau Trwydded blynyddol

Signed / Llofnodwyd .....

Dated / Dyddiad .....

<b>Name - Enw</b>	
<b>Date of Birth - Dyddiad Geni</b>	
<b>Address - Cyfeiriad</b>	
<b>Home contact Number Rhif cysyllt Adref</b>	
<b>Mobile Contact Number Rhif Cysyllt Ffôn Symudol</b>	
<b>Email – Ebst</b>	
<b>Uniform Size – Maint Gwisg (S, M, L ...)</b>	
<b>Emergency Contact name &amp; Number - Enw a Rhif Cyswllt Brys</b>	

<b>I am interested in the Volunteering role of (Tick all that apply)...</b> <b>Mae gen i ddiddordeb yn rôl Gwirfoddoli (Ticiwch bopeth sy'n berthnasol)...</b>	
• Driver (14-Seater Community Bus) - <i>Gyrrwr (Bws Cymunedol 14 sedd)</i>	
• Driver (Cars – Dial a Ride, Meals on wheels, other) - <i>Gyrrwr (Ceir - Deialu Taith, Prydau ar olwynion, eraill)</i>	
• Telephone Buddy - <i>Bydi Ffôn</i>	
• Event Volunteer - <i>Gwirfoddolwr Digwyddiad</i>	
• Passenger Assistant - <i>Cynorthwydd Teithwyr</i>	
• Luncheon Club Volunteer - <i>Gwirfoddolwr Clwb Cinio</i>	
• In Centre Social Activity Volunteer - <i>Gwirfoddolwr Gweithgaredd Cymdeithasol Mewn Canolfan</i>	
• Llangollen Food Share Volunteer - <i>Gwirfoddolwr Food Share Llangollen</i>	

<b>What interest/skills do you have that you could share?</b> <b>Pa diddordebau/sgiliau oes gennych chi a fydddech yn gallu rhannu?</b>
Experience/ interests/skills: <i>Profiad / diddordebau / sgiliau:</i>
<b>What languages do you speak fluently? Pa ieithoedd ydech chi'n siarad yn rhugl?</b>

	Yes/Ydw	No/Na
<b>Do you have your own transport?</b> <b>Oes gennych chi trafnidiaeth eich hun?</b>		
<b>Do you have a full Driving Licence?</b> <b>Oes gennych chi drwydded Yrru?</b>		

Do you have any support/access needs? <i>Oes gennych chi anghenion Cefnogaeth/mynediad?</i>		
Do you have existing health issues? Write in box below if yes <i>Oes gennych chi broblemau iechyd yn bodoli? Ysgrifennwch yn y blwch isod os oes</i>		
Do you have an in-date Food Hygiene Certificate? <i>Oes gennych chi Dystysgrif Hylendid Bwyd gyfredol?</i>		
Do you currently have an in-date DBS check? <i>A oes gennych wiriad DBS cyfredol ar hyn o bryd?</i>		
Would you be willing to undergo a DBS Check for the volunteering role? This is necessary to become a Volunteer with SDCP for the safeguarding of yourself and others. <i>A fydddech chi'n barod i gael Gwiriad DBS ar gyfer y rôl gwirfoddoli? Mae hyn yn angenrheidiol i ddod yn Wirfoddolwr gyda SDCP er mwyn eich amddiffyn chi ac eraill.</i>		

Please add any additional information below - Ychwanegwch unrhyw wybodaeth ychwanegol isod.

<b>What days/times are you available to volunteer? (Please tick)</b> <i>Pa dyddiau/amserau ydech chi ar gael i wirfoddoli? (Rhowch tic)</i>			
	am/yb	pm/yp	Evening/ Nos
Monday/Dydd Llun			
Tuesday/ Dydd Mawrth			
Wednesday/ Dydd Mercher			
Thursday/ Dydd Iau			
Friday/ Dydd Gwener			
Saturday/ Dydd Sadwrn			
<b>Which areas would you like to volunteer in?</b> <i>Ym mha feysydd yr hoffech chi wirfoddoli?</i>			
Edeyrnion Area (Corwen, Carrog, Llandrillo, Cynwyd, Bettws Gwerfyl Goch, Melin Y Wig, Brynegwlys, Glyndyfrdwy		Llangollen Area (Pengwern, Pentredwr, Llantysilio, Eglwyseg, Rhewl).	

South Denbighshire Community Partnership (SDCP, Canolfan Ni, London Rd, Corwen, Denbighshire, LL21 0DP) has the right to obtain and process your information under section 6 of the GDPR 6(1)(b) Processing is necessary for the performance of a contract with the data subject or to take steps to enter into a contract. Your information will not be passed on to any third parties outside of SDCP without your prior consent. We will not retain your information for longer than absolutely necessary and information will be disposed of

securely and appropriately and we do not undertake any automated decision making or profiling. Under the GDPR, it is our duty to inform you of your rights: 1. The right to be informed. 2. The right of Access. 3. The right to rectification. 4. The right to erasure. 5. The Right to restrict processing. 6. The right to data portability. 7. The right to object. 8. Rights in relation to automated decision making and profiling. By signing this form you are agreeing to the Terms and Conditions and the Privacy Notices of SDCP.

Mae gen Partneriaeth Gymunedol De Sir Ddinbych (PGDSDd, Canolfan Ni, Ffordd Llundain, Corwen, Sir Ddinbych, LL210DP) yr hawl i gael a phrosesu'ch gwybodaeth o dan adran 6 o'r "GDPR" 6(1)(b)- Mae angen prosesu ar gyfer perfformiad contract gyda'r pwnc data neu i cymrud camau i ymrwymo i gontract. Ni chaiff eich gwybodaeth ei drosglwyddo i unrhyw drydydd parti ty allan i PGDSDd heb eich caniatad blaenorol. Ni fyddwn yn cadwch gwybodaeth am gyfnod mwy nag sy'n hollol anghenrheidiol a bydd gwybodaeth yn cael ei wrthod yn diogel ac yn briodol ac nid ydeyn yn ymgymryd ag unrhyw benderfyniadau neu broffilio awtomataidd. O dan y "GDPR" mae'n ddyletswydd arnom ni i rhoi gwybod i chi am eich hawliau: 1. Yr hawl i gael eich hysbysu. 2. Yr hawl i mynediad. 3. Yr hawl i unioni. 4. Yr hawl i ddileu. 5. Yr hawl i gyfyngu. 6. Yr hawl i gludo data. 7. Yr hawl i wrthwynebu. 8. Hawliaumewn perthynas a gwneud penderfyniadau a prophilio awtomataidd. Drwy arwyddo'r ffurflen yma rydech chi'n cytuno a'n telerau ac amodau a'r rhybuddion prefiatrwydd PGDSDd.

## **Volunteer Roles Available & Descriptions**

### **Meals on Wheels Driver**

Driving “Percy”, our purpose-built Peugeot van with in-built oven and fridge. A Meals on Wheels driver typically volunteers from 12.-2:30pm (we operate 5 days a week), where you will collect meals from Canolfan Ni, Corwen and deliver them to vulnerable meals on wheels users throughout the community. As you begin to learn your round, you will also befriend the regular users, who look forward to a friendly face and a chat as you deliver their meal. We will provide all necessary training for this role.

### **Dial a Ride Driver**

Dial a ride is a bookable service where volunteers drive our service users from their homes to healthcare appointments, day care centres, shopping and social engagements. Trips are often on a wait and return basis. Many find the trips enjoyable and get to know the people they drive very well, as many use the service on a regular basis. The Vehicles used are - “Morgan”, MG Excite Estate (Electric), “Tanya”, Toyota Rav4 (Hybrid) and “Brian” wheelchair accessible people carrier with electric winch. We will provide all training necessary for this role.

### **Community Bus driver**

As a community Bus driver, you will be driving “Bryn”: our 14-seater community bus, with wheelchair and disabled access. Bryn transports the community on regular journeys such as shopping trips to Llangollen, lunch club transportation and social excursions (we even go to the beach!). If you would like to drive a variety of groups to a mix of places, we think you’ll love being our Community Bus driver. You must have a D1 category licence and will require assessment by Denbighshire County Council. We will provide all training necessary at our expense.

### **Passenger Assistant**

Being a passenger assistant is an important role and helps us ensure our passengers arrive at their destination safely. You will be assisting bus users on excursions, helping service users on and off the bus and ensuring they are all securely belted (this could include fixing wheelchairs securely in place on the bus when required). This is a sociable role and will help in confidence building and meeting people within the local areas. It will also help to build team working skills.

### **Luncheon Club Volunteer**

If you enjoy a social and lively atmosphere, you will love being a luncheon club volunteer where you actively engage with the Centre’s service users. You can expect to help serve lunches and refreshments, run activities (such as bingo) and just be here for the service users if they need support and a chat. We will provide the training required for this role.

## **Event Volunteer**

SDCP often runs engagement activities with other organisations to hold events in the local area. Volunteers are at the heart of every event, helping to set up the event, making it run smoothly, being a First Aider or Fire Marshall. If this is something that sounds right for you, we provide all training necessary.

## **In Centre Social Activities/Outreach at Community Venues Volunteer**

We at SDCP often have a variety of groups and activities going on. There are often in-centre activities that do not fall into any of the above categories. If you would like to volunteer in the community but the above roles don't suit, please consider being an ad-hoc volunteer so that we can match you to a volunteer role based on your interests (e.g., gardening or newsletter writing).

## **Time Requirement**

There is no minimum time requirement to become a volunteer. SDCP will do their best to give you a regular schedule (if requested) and plenty of notice of a volunteering opportunity that may be available to you. We appreciate any and all time you are able to volunteer!

## **Skills and Qualifications**

- (For Volunteers drivers) Valid driver's license and safe driving record with a maximum of 3 penalty points.
- No health conditions that may impair ability to drive safely (vision, hearing, perception, reflexes, certain medications, etc.).
- Understand the limitations experienced by some seniors, such as mobility and hearing/vision loss.
- Have a caring and nurturing nature
- Be patient and understanding
- Work well as a team
- Be able to maintain confidentiality regarding service user information
- Be willing to learn!

## **Screening Process**

Volunteers will provide and/or complete:

- Application
- Informal chat
- DBS check (including vulnerable persons sector)
- Driver's licence check (if driving)
- Necessary training for roles

## **The Benefits of Volunteering**

- Meet new people and gain new experiences.
- A sense of pride and accomplishment for helping a senior maintain their independence.
- Experience personal growth.
- Give back to your community.
- Personal development and possible education opportunities



### Training Opportunities

As a volunteer, we will put you through training to help you within your chosen role. Below are some examples of the types of training required for each role -

<u>Training</u>	<u>Type of training</u>	<u>Expiry of Training</u>	<u>MOW/DAR</u>	<u>DAR</u>	<u>Minibus driver</u>	<u>Luncheon Club</u>
<b>Mandatory</b>						
Safeguarding*	Online 2 hours	3 years	x	x	x	x
Food Hygiene*	Online 2-3 hours	3 years	x			x
Manual Handling	Online 2-3 hours	3 years	x	x	x	
Temperature Probing*	In person 30 minutes		x			
<b>Optional</b>						
First Aid Training	In person or Online 3-4	3 years	x	x	x	x
Fire Marshall Training	In person or Online 3 hours	1 year	x	x	x	x

- These will need to be renewed periodically

### Notes from some of our Volunteers

“Volunteering has meant I have met hundreds of new people and have built strong relationships within our community as well as with local businesses and complementary organisations. I get great satisfaction from helping people, problem solving, and ensuring no one in our community is left behind.” - *Kirsty Wild, Llangollen Food Share Volunteer*

"I chose to be a volunteer as I have always appreciated all that the community does for me, Canolfan Ni go out their way to support so many people in different ways. I wanted to be part of the 'family' to help others. It is such a rewarding thing to do and has made me appreciate the small things in life so much more." – *Olivia Lloyd-Roberts, Luncheon Club Volunteer at Canolfan Ni*

“I volunteer with Canolfan Ni because I enjoy helping people who can't get out and about as easily as I can, and because I think it helps to foster a sense of community. It is very satisfying for me and I feel I am contributing to society in my retirement.” – *Tom Butterworth, Volunteer Delivery Driver*

“I started volunteering during COVID as I had time to spare and thought I would be able to offer something to the local community. It gives me the chance to meet a lot of people I would never normally come across and to learn about other people's lives. Not only has it

taught me a lot about how other people live and given me a chance to get out of the house, but it's also been an enjoyable experience and I am now getting more involved in other volunteering projects" – *Julian Sampson, Volunteer Meals on Wheels Driver & Trustee*

"Volunteering has helped me to get to know my community better, keeps me fit both mentally and physically and gives me a challenge and a routine to follow. The satisfaction you get from helping others gives you a boost to maintain your own wellbeing. Deciding to volunteer is one of the best decisions I have ever made." *Sheila Hughes, Luncheon Club Volunteer at Canolfan Ni, Telephone Buddy & Trustee*

*"I decided to volunteer as during lockdown I was aware of the devastating effects of isolation on people in my own circle, and the importance of communication. I felt that being a telephone buddy was something I could do to help my community whilst being able to stay at home."* - *Margaret Wildman, Volunteer Telephone Buddy*

"I volunteer to help provide the SDCP services to the local area because it is something that I would hope exists when I might need it in the future. It gives me enormous pride in helping out those in the community who need it, and it's widened my knowledge of the area and the people who inhabit it extensively. It's an excellent way to use my spare time and I have made many new friends along the way." – *Alistair Dodd, Volunteer Driver & Trustee.*

"Volunteering to me is wanting to do the best I can in my Community to help provide vital services that benefit my friends and local residents." *Ruth Lee, Trustee*

## **Rolau Gwirfoddolwyr Ar Gael a Disgrifiadau**

### **Deialu Gyrrwr Reidio**

Mae Dial a ride yn wasanaeth y gellir ei archebu lle mae gwirfoddolwyr yn gyrru ein defnyddwyr gwasanaeth o'u cartrefi i apwyntiadau gofal iechyd, canolfannau gofal dydd, siopa ac ymrwymadau cymdeithasol. Mae tripiâu yn aml ar sail aros a dychwelyd. Mae llawer yn cael y teithiau'n bleserus ac yn dod i adnabod y bobl maen nhw'n eu gyrru'n dda iawn, gan fod llawer yn defnyddio'r gwasanaeth yn rheolaidd. Y Cerbydau a ddefnyddir yw - "Morgan", MG Excite Estate (Electric), "Tanya", Toyota Rav4 (Hybrid) a chlodwr pobl hygyrch i gadeiriau olwyn "Brian" gyda winsh trydan. Byddwn yn darparu'r holl hyfforddiant sy'n angenrheidiol ar gyfer y rôl hon.

### **Gyrrwr Bws Cymunedol**

Fel gyrrwr Bws cymunedol, byddwch yn gyrru "Bryn": ein bws cymunedol 14 sedd, gyda chadair olwyn a mynediad i'r anabl. Mae Bryn yn cludo'r gymuned ar deithiau rheolaidd fel teithiau siopa i Llangollen, cludiant clwb cinio a gwibdeithiau cymdeithasol (rydyn ni hyd yn oed yn mynd i'r traeth!). Os hoffech chi yrru amrywiaeth o grwpiau i gymysgedd o leoedd, rydyn ni'n meddwl y byddwch chi wrth eich bodd yn ein gyrrwr Bws Cymunedol. Rhaid bod gennych drwydded categori D1 a bydd angen asesiad gan Gyngor Sir Dinbych. Byddwn yn darparu'r holl hyfforddiant sy'n angenrheidiol ar ein traul.

### **Cynorthwydd Teithwyr**

Mae bod yn gynorthwydd teithwyr yn rôl bwysig ac yn ein helpu i sicrhau bod ein teithwyr yn cyrraedd pen eu taith yn ddiogel. Byddwch yn cynorthwyo defnyddwyr bysiau ar wibdeithiau, yn helpu defnyddwyr gwasanaeth ar ac oddi ar y bws ac yn sicrhau eu bod i gyd â gwregys diogel (gallai hyn gynnwys gosod cadeiriau olwyn yn eu lle yn ddiogel ar y bws pan fydd angen). Mae hon yn rôl gymdeithasol a bydd yn helpu i fagu hyder a chwrdd â phobl yn yr ardaloedd lleol. Bydd hefyd yn helpu i adeiladu sgiliau gweithio mewn tîm.

### **Gwirfoddolwr Clwb Cinio**

Os ydych chi'n mwynhau awyrgylch cymdeithasol a bywiog, byddwch chi wrth eich bodd yn wirfoddolwr clwb cinio lle rydych chi'n ymgysylltu'n weithredol â defnyddwyr gwasanaeth y Ganolfan. Gallwch chi ddisgwyl helpu i weini cinio a lluniaeth, cynnal gweithgareddau (fel bingo) a bod yno i ddefnyddwyr y gwasanaeth os oes angen cefnogaeth a sgwrs arnyn nhw. Byddwn yn darparu'r hyfforddiant sy'n ofynnol ar gyfer y rôl hon.

### **Gofyniad Amser**

Nid oes unrhyw ofyniad amser lleiaf i ddod yn wirfoddolwr. Bydd SDCP yn gwneud eu gorau i roi amserlen reolaidd i chi (os gofynnir am hynny) a digon o rybudd o gyfle gwirfoddoli a allai fod ar gael i chi. Rydym yn gwerthfawrogi unrhyw amser y gallwch chi wirfoddoli bob amser!

### **Sgiliau a Chymwysterau**

- (Ar gyfer gyrrwyr Gwirfoddolwyr) Trwydded yrru ddilys a chofnod gyrru diogel gydag uchafswm o 3 phwynt cosb.
- Dim cyflyrau iechyd a allai amharu ar y gallu i yrru'n ddiogel (golwg, clyw, canfyddiad, atgyrchau, meddyginiaethau penodol, ac ati).

- Deall y cyfyngiadau y mae rhai pobl hŷn yn eu profi, megis symudedd a cholli clyw / golwg.
- Bod â natur ofalgar a maethlon
- Byddwch yn amyneddgar ac yn ddeallus
- Gweithio'n dda fel tîm
- Gallu cynnal cyfrinachedd ynghylch gwybodaeth defnyddwyr gwasanaeth
- Byddwch yn barod i ddysgu!• (Ar gyfer gyrwyr Gwirfoddolwyr) Trwydded yrru ddilys a chofnod gyrru diogel gydag uchafswm o 3 phwynt cosb.
- Dim cyflyrau iechyd a allai amharu ar y gallu i yrru'n ddiogel (golwg, clyw, canfyddiad, atgyrchau, meddyginiaethau penodol, ac ati).
- Deall y cyfyngiadau y mae rhai pobl hŷn yn eu profi, megis symudedd a cholli clyw / golwg.
- Bod â natur ofalgar a maethlon
- Byddwch yn amyneddgar ac yn ddeallus
- Gweithio'n dda fel tîm
- Gallu cynnal cyfrinachedd ynghylch gwybodaeth defnyddwyr gwasanaeth
- Byddwch yn barod i ddysgu!

### **Proses Sgrinio**

Bydd gwirfoddolwyr yn darparu a / neu'n cwblhau:

- Cais
- Sgwrs anffurfiol
- Gwiriad DBS (gan gynnwys y sector pobl agored i niwed)
- Gwiriad trwydded yrru (os ydych chi'n gyrru)
- Hyfforddiant angenrheidiol ar gyfer rolau

### **Buddion Gwirfoddoli**

- Cyfarfod â phobl newydd a chael profiadau newydd.
- Ymdeimlad o falchder a chyflawniad am helpu uwch i gynnal ei annibyniaeth.
- Profwch dwf personol.
- Rhwch yn ôl i'ch cymuned.
- Datblygiad personol a chyfleoedd addysg posibl

### **Cyfleoedd Hyfforddi**

Fel gwirfoddolwr, byddwn yn eich rhoi trwy hyfforddiant i'ch helpu chi o fewn eich rôl ddewisol. Isod mae rhai enghreifftiau o'r math o hyfforddiant rydyn ni'n ei gynnig i wirfoddolwyr –

- Hyfforddiant Cymorth Cyntaf
- Rheoli Tân
- Lles Meddwl
- Ymgyswrtio Gyrwyr ar Gerbydau SDCP
- Hyfforddiant Gyrwyr ar Fws Cymunedol CSDd
- Hylendid Bwyd Lefel 2
- Bwyd Profi Tymheredd
- Diogelu
- Hyfforddiant Galwadau Bydi
- Unrhyw berthnasol arall

### **Nodiadau gan rai o'n Gwirfoddolwyr**

"Mae gwirfoddoli wedi golygu fy mod i wedi cwrdd â channoedd o bobl newydd ac wedi meithrin perthnasoedd cryf yn ein cymuned yn ogystal â gyda busnesau lleol a sefydliadau cyflenwol. Rwy'n cael boddhad mawr o helpu pobl, datrys problemau, a sicrhau nad oes unrhyw un yn ein cymuned yn cael ei adael ar ôl." - Gwirfoddolwr Cyfran Bwyd Kirsty Wild, Llangollen

"Dewisais fod yn wirfoddolwr gan fy mod bob amser wedi gwerthfawrogi popeth y mae'r gymuned yn ei wneud i mi, mae Canolfan Ni yn mynd allan i'w ffordd i gefnogi cymaint o bobl mewn gwahanol ffyrdd. Roeddwn i eisiau bod yn rhan o'r 'teulu' i helpu eraill. yn beth mor werth chweil i'w wneud ac mae wedi gwneud i mi werthfawrogi'r pethau bach mewn bywyd gymaint yn fwy." - Olivia Lloyd-Roberts, Gwirfoddolwr Clwb Cinio yng Nghanolfan Ni

"Rwy'n gwirfoddoli gyda Chanolfan Ni oherwydd fy mod yn mwynhau helpu pobl na allant fynd o gwmpas mor hawdd ag y gallaf, ac oherwydd fy mod yn credu ei fod yn helpu i feithrin ymdeimlad o gymuned. Mae'n foddhaol iawn i mi ac rwy'n teimlo fy mod yn cyfrannu at gymdeithas yn fy ymdeoliad." - Tom Butterworth, Gyrrwr Dosbarthu Gwirfoddolwyr

"Dechreuais wirfoddoli yn ystod COVID gan fod gen i amser i sbario ac roeddwn i'n meddwl y byddwn i'n gallu cynnig rhywbeth i'r gymuned leol. Mae'n rhoi cyfle i mi gwrdd â llawer o bobl na fyddwn i byth yn dod ar eu traws ac i ddysgu am fywydau pobl eraill. Nid yn unig y mae wedi dysgu llawer imi am sut mae pobl eraill yn byw ac wedi rhoi cyfle imi fynd allan o'r tŷ, ond mae hefyd wedi bod yn brofiad pleserus ac rwyf bellach yn cymryd mwy o ran mewn prosiectau gwirfoddoli eraill." - Julian Sampson, Gwirfoddolwyr Prydau Gyrrwr ac Ymddiriedolwr ar Olwynion

"Mae gwirfoddoli wedi fy helpu i ddod i adnabod fy nghymuned yn well, fy nghadw'n heini yn feddylol ac yn gorfforol ac yn rhoi her a threfn i mi ei dilyn. Mae'r boddhad a gewch o helpu eraill yn rhoi hwb i chi gynnal eich lles eich hun. Mae penderfynu gwirfoddoli yn un o'r penderfyniadau gorau i mi eu gwneud erioed." Sheila Hughes, Gwirfoddolwr Clwb Cinio yng Nghanolfan Ni, Bydi Ffôn ac Ymddiriedolwr

"Penderfynais wirfoddoli oherwydd yn ystod y broses gloi roeddwn yn ymwybodol o effeithiau dinistriol ynysu ar bobl yn fy nghylch fy hun, a phwysigrwydd cyfathrebu. Roeddwn i'n teimlo bod bod yn gyfaill ffôn yn rhywbeth y gallwn i ei wneud i helpu fy nghymuned wrth allu aros gartref." - Margaret Wildman, Cyfaill Ffôn Gwirfoddol

"Rwy'n gwirfoddoli i helpu i ddarparu'r gwasanaethau SDCP i'r ardal leol oherwydd ei fod yn rhywbeth y byddwn yn gobeithio ei fodoli pan fydd ei angen arnaf yn y dyfodol. Mae'n rhoi balchder enfawr i mi o helpu'r rhai yn y gymuned sydd ei angen, ac mae wedi ehangu fy ngwybodaeth o'r ardal a'r bobl sy'n byw ynddi yn helaeth. Mae'n ffordd wych o ddefnyddio fy amser hamdden ac rydw i wedi gwneud llawer o ffrindiau newydd ar hyd y ffordd." - Alistair Dodd, Gyrrwr Gwirfoddol ac Ymddiriedolwr.

"Mae gwirfoddoli i mi eisiau gwneud y gorau y gallaf yn fy Nghymuned i helpu i ddarparu gwasanaethau hanfodol sydd o fudd i'm ffrindiau a thrigolion lleol." Ruth Lee, Ymddiriedolwr

***As a volunteer in our organisation, you may like to consider becoming a Community Member of SDCP. If you wish to do so kindly complete the enclosed form and return it in due course.***

**Canolfan Ni** is a Charity run community centre that plays an important role in supporting voluntary and community groups in South Denbighshire that are involved in social welfare and community wellbeing.

**Our aim** is to be part of an empowered, healthy and thriving community, where everyone belongs. Doing so by bringing local authorities, voluntary and community Organisations together to provide services locally which will promote social welfare and community wellbeing.

as a member you can benefit from being able to access our community bus - "Bws Ni", be able to join our mailing list and be invited to attend general meetings and activities, receive centre updates and receive information from 3rd parties thought to be of use to yourself and/or your group, and also have the opportunity to network and share information with other organisations.

<b>Membership is open to either:</b>
<b>a.</b> Any person over the age of 16 who is in total agreement with the objectives of the charity
<b>b.</b> Any society, charity, voluntary or local unincorporated association which is in agreement with the objects of the charity

<b>MEMBERSHIP APPLICATION</b>	
Individual Name :	
Organisation Name:	
Address:	
Contact Number:	
Email:	
Activity/purpose of Organisation	

<b>Would You like to Join our Mailing List?</b>	YES	<input type="checkbox"/>	NO	<input type="checkbox"/>
<b>Preferred method of contact?</b>	POST	<input type="checkbox"/>	EMAIL	<input type="checkbox"/>

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

***Fel gwirfoddolwr yn ein sefydliad, efallai yr hoffech ystyried dod yn Aelod Cymunedol o PGDSD. Os ydych yn dymuno gwneud hynny, cwblhewch y ffurflen amgaeedig a'i dychwelyd maes o law.***

Mae **Canolfan Ni** yn Canolfan Cymunedol sydd yn gael ei rhedeg gan elusen. Mae'n chwarae rhan pwysig yn cefnogi grwpiau elusennol a cymunedol yn De Sir Ddinbych sydd yn rhan o lles cymdeithasol a da-bydd y cymuned.

**Ein Nod Ni** yw bod yn rhan o cymuned grymuso, iachus a ffyniannus, lle mae pawb yn perthyn. Yn gwneud hyn nweth dod a awdurdodau, a gwasanaethau gwirfoddol a chymuned i'w gilydd i ddarparu gwasanaethau lleol sydd yn hyrwyddo lles cymdeithasol a da-bydd y cymuned.

Fel aelod fuasech yn cael mynediad i bws cymunedol - "Bws Ni", cael ymuno a ein rhestr bostio a gael eich gwahodd i cyfarfodau a gweithgareddau cyffredinol, cael diwerddariadau y Canolfan a derbyn gwybodaeth gen partiau 3ydd, ryden ni'n meddwl a fydd o defnydd i chi a/neu eich grwp, a hefyd gael y cyfle i rhwydweithio a rhannu gwynodaeth gyda gwasanaethau eraill.

<b>Mae aelodaeth ar agor unai::</b>
<b>a.</b> Unrhyw person dros yr oed o 16 blwyddyn sydd yn cytuno'n llwyr gyda'r amcanion yr elusen
<b>b.</b> Unrhyw cymdeithas, elusen, cymdeithas anghorfforedig gwirfoddol neu lleol sydd mewn cytundeb gyda'r amcanion yr elusen.

<b>CAIS AELODAETH</b>	
Enw :	
Enw Sefydliad:	
Cyfeiriad:	
Rhif Cysylltu:	
E-bost:	
Gweithgaredd/rheswm o'r sefydliad	

<b>Hoffech chi ymuno â'n rhestr bostio?</b>	YNDW		NAC YDW	
<b>Hoff ddull cyswllt?</b>	POST		Ebost	

Llofnod: \_\_\_\_\_ Dyddiaed: \_\_\_\_\_

## **Volunteer Code of Conduct**

### **PLEASE REMEMBER:**

The guidelines below are in place to ensure your safety and the organisation, they are not designed to be restrictive in any way.

SDCP want to provide a professional service to volunteers but we also want you to have fun and enjoy your volunteering experience. SDCP would not operate without your help and the time you give up is very much appreciated.

## **HAPPY VOLUNTEERING!**

### **Our commitment to Volunteers.**

*“Volunteers lie at the heart of many organisations and SDCP is no exception, as a volunteer you will be an ambassador for SDCP and the community.*

*The general public rarely see the event organisers or people behind the scenes - you, the volunteers, are the public face of our organisation, you will be the first person a client will come into contact with. You will make it happen, smooth the way, inform, help and guide people you come in to contact with. You are central to the SDCP team and we all look forward to working with you to support our community.”*

## **Volunteer Code of Conduct.**

### **1. INTRODUCTION**

The Code of Conduct is a summary of the policies which apply to being a volunteer with South Denbighshire Community Partnership (SDCP)

The public, trustees, employees and volunteers are entitled to expect the highest standards of conduct from all those who work for or on behalf of South Denbighshire Community Partnership (SDCP). The Code of Conduct sets out the standards of behaviour that SDCP expects from you as a Volunteer and identifies your rights and responsibilities as a volunteer.

Compliance with the code of conduct is a condition of your involvement as a volunteer with SDCP and should be regarded as a minimum standard which you should work to. If you are unsure whether a decision you are about to make will breach the Code of Conduct, ask Sally Lloyd Davies our Community Engagement and Development Manager or Margaret Sutherland our Chief Officer. By working within the guidelines of the Code of Conduct you will be contributing to the success of the organisation and community.

If you would like to ask us any questions about the content of this Code of Practice, please contact the Community Engagement and Development Manager or Chief Officer.



## 2. STANDARDS

*It is important that quality is at the heart of everything we do. All of our clients are entitled to a high level of service and confidentiality. As a volunteer you have a responsibility to care for those customers and that we as an organisation care for you! It is important that we demonstrate a positive attitude, equality and promote teamwork.*

**The following standards will apply at all times:**

- a) All volunteers are expected to carry out their roles and responsibilities to the highest possible standard of service to the public and, where it is part of their duties, to provide appropriate advice to fellow volunteers with impartiality
- b) Volunteers will be expected, through agreed procedures and without fear of recrimination, to bring to the attention any deficiency in the provision of service to the Community Engagement and Development Manager or Chief Officer
- c) Volunteers must report to the Community Engagement and Development Manager or Chief Officer any impropriety or breach of procedure of which they become aware.
- d) Where a volunteer believes that he or she has information that may suggest that some form of irregularity is taking place, that information should be passed to The Community Engagement and Development Manager or Chief Officer. If the volunteer feels concerned that the information may not be properly dealt with the concerns should be reported to the Chair of the Board of Trustees.

## 3. BEHAVIOUR

Staff and volunteers are expected to:-

- treat others with respect at all times.
- Refrain from discussing SDCP service users, SDCP volunteers, SDCP staff or SDCP business in public.
- If you have something you feel needs bringing to the attention of SDCP whether this be regarding one of our service users, a staff member or one of our services, this should be discussed in private and not in a public area.
- promote equality by not discriminating unlawfully against any person.
- dress and maintain an appearance that is consistent with their function within the organisation. The Chief Officer will determine what is acceptable.
- ensure that they never attend work or meetings in an unfit state due to alcohol or drugs.
- to keep up to date with all changes and adhere to all of SDCP's policies and procedures.

- carry out all lawful and reasonable instructions from more senior employees.

The above is not an exhaustive list and is intended merely to set the general tone of acceptable and unacceptable behaviour.

## **General Guidelines.**

### **4. Accountability**

It is important that you attend duty shifts you have been rostered for and if you cannot attend a shift you must inform us as soon as possible and inform the SDCP staff. This is to ensure we are able to make alternative arrangements to fill your role. Failure to contact us may place additional pressure on existing volunteers and damage the reputation of the organisation.

### **Additional Duties**

Due to the nature of the some volunteer roles, you may at times be asked to perform additional duties other than those to which you were originally assigned. Your cooperation and flexibility will help the team to deliver their services as efficiently as possible. However, if you feel unable to do perform extra duties, please let us know.

### **5. Confidential Information**

As a volunteer you have an obligation to protect confidential or personal information in relation to service users, other volunteers and the other organisations. If you have access to confidential information (including addresses or telephone numbers of colleagues/clients), you should never discuss or disclose such information to anyone other than the person/s authorised to receive it, both during and after your involvement with the organisation/event. *(Please refer to the Confidential Information Policy)*

### **6. Contact with the Media**

All requests from members of the media for comments/information should be politely directed to the Management team at SDCP and ask them to email [office@sdcp.org](mailto:office@sdcp.org) or telephone 01490 266004. This will ensure the accuracy of all information given to the media and help to maintain good relationships. Similarly, you should not give any interviews, appear in any promotions, advertisements or endorsements, or give any assistance to the media in relation to any story concerning the affairs of the services or organisation, without the prior consent of the organisers. Ask the Team Leader or Manager if you need more information or if there is anything you are not sure about. You should also exercise discretion when commenting in your private capacity about the services and organisation where your comment may be understood to be an official comment of the organisation.

## **7. Criminal/Illegal activity**

Any volunteer found to be engaging in criminal or illegal activity will be referred to the police.

## **8. Dangerous Weapons/ Firearms**

Possession/carrying firearms or dangerous weapons is not permitted.

## **9. Equal Opportunities**

SDCP is committed to ensuring within the framework of the law that our workplace is free from unlawful or unfair discrimination on the grounds of disability, colour, race, nationality, ethnic or national origin, sex, gender (including gender reassignment), sexual orientation, age, marital status, religious or other similar philosophical belief. We aim to ensure that our volunteers achieve their full potential and that all decisions are taken without reference to irrelevant or discriminatory criteria.

## **10. Facilities and Property**

SDCP have significant constraints on resources and have a high level of public accountability. We ask you to be efficient and economical and protect these assets. This covers all consumables and equipment including, but not confined to, items such as stationery, communication devices, computers, office equipment and other equipment. Property (including consumables) is not to be used for private purposes and are not authorised to use the organisation's equipment such as faxes, photocopiers, PC's and phones for private purposes.

## **11. First Aid**

If a medical emergency should arise, unless you are a trained first-aider, your first priority should be to get assistance from someone who is trained. Even if you are a trained first-aider, ensure that professional medical help is obtained as a matter of urgency.

If there is any immediate danger, get yourself and those near you away from the area as quickly as possible. Your attempts to assist someone should be minimal but you might be able to do some of the following until help arrives.

- Clear the space around the ill or injured individual and keep other spectators away;
- Help make the individual comfortable.
- If possible, place them in the recovery position and call the 999 as soon as possible
- Be extremely careful with blood. You can put a cloth over a wound to help stop bleeding but do not touch the wound or allow blood to come into contact with your skin.

## **12. Fraud and Corruption**

Fraudulent and corrupt activities are in fundamental opposition to the spirit of the organisation. If you suspect fraudulent or corrupt behaviour, report it to your immediate Team Manager. We will treat reports of corruption/fraudulent behaviour as confidential, where possible, and will seek to protect individuals making such reports from recrimination. All reports will be investigated promptly and fairly. Anyone found to be engaging in such conduct will be removed from the venue and referred to the police (if appropriate).

## **13. Gambling**

Gambling is strictly prohibited on any premises where you are volunteering.

#### **14. Gifts and Hospitality**

Acceptance of gifts, hospitality or tips is not permitted at any time, if people wish to make a donation to the organisation for community benefit then volunteers should inform people to contact SDCP team directly via email [office@sdcp.org](mailto:office@sdcp.org) or Telephone 01490266004

#### **15. Grievance Resolution**

A grievance is a perceived or real issue which causes resentment, suffering or distress and which may be regarded as grounds for complaint. SDCP is committed to encouraging an open environment in which all volunteer members can express themselves freely and responsibly, where issues raised are responded to in an appropriate and timely manner and where everyone is treated with dignity and respect. Above all, we are committed to providing fair and honest settlement of any grievance

#### **16. Health and Safety**

SDCP is committed to providing you with a safe working environment. You are required to exercise reasonable care in the course of your role to ensure the Health and Safety of yourself and others.

**Please be aware of, and follow all safety information. The following safety responsibilities apply to everyone:**

1. Pay close attention and familiarise yourself with the facilities during your tour of the organisation or venue you are volunteering at and note the names of the different exits and access points;
2. Co-operate fully with organisation staff at all times;
3. Understand the emergency plans for the venue (e.g. fire evacuations);
4. Do not use any equipment or machinery which you have not been trained to use;
5. Take care when lifting and carrying (e.g. don't lift very heavy boxes);
6. Report any potential hazards to a member of staff; and
7. In the event of fire/hazard or any other risk, remove yourself and warn others of imminent danger
8. If you feel an activity is unsafe or you feel unwell report this to your supervisor.
9. Contribute to a safe and healthy workplace - don't leave things lying around, keep work areas and gangways clear and tidy

#### **17. Illegal Drugs and Alcohol**

We prohibit the sale, distribution, use or being under the influence of alcohol, illegal drugs or any other substances that may affect your performance and behaviour in the workplace. Consumption of alcohol, illegal drugs or other performance-impairing substances prior to and/or during a work shift is not allowed. Consumption of alcohol at the premises or during your working hours is not permitted. Do not consume alcohol in a public place whilst in uniform during your shift. You must ensure that your actions do not bring into question the professionalism of yourself or the the organisation. If you take medication which makes you drowsy, please inform your Volunteer Manager to ensure you are not given a role which would place you in danger.

## **18. Mobile Phones / Personal Mobile Radios (PMR)**

Unless you have been issued with an authorised mobile phone or personal mobile radio, the use of personal mobile phones, radios or pagers whilst on duty is not permitted. Phones, radios and pagers can be carried visibly by volunteers/staff when they are officially issued by host organisations or a contracting organisation for work purposes. If you need to have your mobile phone with you, it must not be visible during the shift and must be turned off or on silent whilst you are volunteering.

## **19. Notice boards and information display**

Noticeboards, newsletters and other forms of information display may be available and are for the benefit of the whole team. You cannot place or distribute any personal material within the venue without the approval of the Centre Manager.

## **20. Performance Issues/ Inappropriate Practices**

We will always attempt to resolve any performance issues or conflict fairly. In such cases, the relevant Supervisor/Team Leader or Manager will discuss their concerns with you and seek to resolve the matter in a quick and professional manner.

## **21. Personal Grooming**

You are required to be neatly groomed, presentable and to maintain a high level of personal hygiene at all times when on duty. For safety reasons, jewellery should be kept a minimum.

## **22. Personal Property**

You should note that there might be no supervised storage space at the venue where you are volunteering. You are advised, therefore, not to bring valuables to work, including personal items such as handbags, portable mp3 players, cameras, personal laptops etc. SDCP will not assume responsibility for the loss, theft of, or damage to, your personal possessions.

## **23. Professional behaviour**

All volunteer members have a responsibility to behave professionally at all times. If you travel to and from the venue in uniform you will be highly visible as a representative of the organisation. You must, therefore, ensure that you present yourself in a professional manner at all times.

## **24. Sleeping on duty**

Sleeping whilst on duty is not permitted.

## **25. Selling or Canvassing on premises**

You must not engage in personal business or other interests whilst volunteering. This includes use of work telephones to make calls in relation to personal interests, the display or distribution of posters, pamphlets and catalogues and/or approaching colleagues in relation to those activities.

## **26. Training attendance**

Training will form an exciting and important part of your volunteering experience and provides valuable information to help you do your role. You are required to attend all relevant training/teambuilding sessions.

## 27. Uniforms

Where issued, your uniform should be worn and maintained with pride and in accordance with the guidelines below:

- If you are provided with an official uniform, it must be worn when you are volunteering and you are expected to look neat and tidy while wearing it. It is your responsibility to clean and care for your uniform items.
- You are required to provide your own footwear. Footwear should be clean, comfortable and conservative in colour. In some cases, for safety reasons, open toe shoes and high heels may not be permitted. For some roles Personal Protective Equipment will be provided for you in the form of safety boots and Hi Visibility jackets. Comfort is the priority so footwear such as trainers is an acceptable item of uniform.
- Personal comfort or various weather conditions may require you to wear additional layers of clothing. Additional layers of clothing should be worn under the official uniform
- Uniform items should only be worn when you are volunteering

Additional garments and accessories may be worn to ensure religious or cultural requirements are observed. Where possible, however, standard uniform items should be worn to ensure that you are identified as a volunteer.

## **Côd Ymddygiad Gwirfoddolwyr**

### **COFIWCH:**

*Mae'r canllawiau isod ar waith i sicrhau eich diogelwch a'r sefydliad, nid ydynt wedi'u cynllunio i fod yn gyfyngol mewn unrhyw ffordd.*

*Mae SDCP eisiau darparu gwasanaeth proffesiynol i wirfoddolwyr ond rydyn ni hefyd eisiau i chi gael hwyl a mwynhau eich profiad gwirfoddoli. Ni fyddai SDCP yn gweithredu heb eich help chi ac mae'r amser rydych chi'n ei roi i fyny yn cael ei werthfawrogi'n fawr.*

### **GWIRFODDOLI HAPUS!**

### **Ein hymrwymiad i Wirfoddolwyr.**

*"Mae gwirfoddolwyr wrth wraidd llawer o sefydliadau ac nid yw SDCP yn eithriad, fel gwirfoddolwr byddwch yn llysgennad dros SDCP a'r gymuned.*

*Anaml y bydd y cyhoedd yn gweld trefnwyr y digwyddiad neu'r bobl y tu ôl i'r llenni - chi, y gwirfoddolwyr, yw wyneb cyhoeddus sefydliad, chi fydd y person cyntaf y bydd cleient yn dod i gysylltiad ag ef. Byddwch yn gwneud iddo ddigwydd, llyfnhau'r ffordd, hysbysu, helpu ac arwain pobl rydych chi'n dod i mewn i gysylltu â nhw. Rydych chi'n ganolog i'r tîm SDCP ac rydyn ni i gyd yn edrych ymlaen at weithio gyda chi i gefnogi ein cymuned. "*

## **Côd Ymddygiad Gwirfoddolwyr**

### **1. Cyflwyniad**

Mae'r Cod Ymddygiad yn grynodedb o'r polisiau sy'n berthnasol i fod yn wirfoddolwr gyda Phartneriaeth Gymunedol De Sir Ddinbych (SDCP)

Mae gan y cyhoedd, ymddiriedolwyr, gweithwyr a gwirfoddolwyr hawl i ddisgwyl y safonau ymddygiad uchaf gan bawb sy'n gweithio i neu ar ran Partneriaeth Gymunedol De Sir Ddinbych (SDCP). Mae'r Cod Ymddygiad yn nodi'r safonau ymddygiad y mae SDCP yn eu disgwyl gennych chi fel Gwirfoddolwr ac yn nodi'ch hawliau a'ch cyfrifoldebau fel gwirfoddolwr.

Mae cydymffurfio â'r cod ymddygiad yn amod o'ch cyfranogiad fel gwirfoddolwr gyda SDCP a dylid ei ystyried yn safon ofynnol y dylech weithio iddo. Os ydych chi'n ansicr a fydd penderfyniad rydych chi ar fin ei wneud yn torri'r Cod Ymddygiad, gofynnwch i Sally Lloyd Davies ein Rheolwr Ymgysylltu a Datblygu Cymunedol neu Margaret Sutherland ein Prif Swyddog. Trwy weithio o fewn canllawiau'r Cod Ymddygiad byddwch yn cyfrannu at lwyddiant y sefydliad a'r gymuned.

Os hoffech ofyn unrhyw gwestiynau inni am gynnwys y Cod Ymarfer hwn, cysylltwch â'r Rheolwr Ymgysylltu a Datblygu Cymunedol.

## 2. Safonau

Mae'n bwysig bod ansawdd wrth wraidd popeth a wnawn. Mae gan bob un o'n cwsmeriaid hawl i lefel uchel o wasanaeth. Fel gwirfoddolwr mae gennych gyfrifoldeb i ofalu am y cwsmeriaid hynny a'n bod ni fel sefydliad yn gofalu amdanoch chi! Mae'n bwysig ein bod yn dangos agwedd gadarnhaol, cydraddoldeb ac yn hyrwyddo gwaith tîm.

### ***Bydd y safonau canlynol yn berthnasol bob amser:***

a) Disgwylir i bob gwirfoddolwr gyflawni ei rolau a'i gyfrifoldebau i'r safon uchaf o wasanaeth i'r cyhoedd a, lle mae'n rhan o'u dyletswyddau, darparu cyngor priodol i gyd-wirfoddolwyr â didueddrwydd.

b) Disgwylir i wirfoddolwyr, trwy weithdrefnau cytunedig a heb ofni gwrthgyhuddo, ddwyn unrhyw sylw yn y ddarpariaeth gwasanaeth i'r Rheolwr Ymgysylltu a Datblygu Cymunedol neu'r Prif Swyddog i'r sylw.

c) Rhaid i wirfoddolwyr roi gwybod i'r Rheolwr Ymgysylltu a Datblygu Cymunedol neu'r Prif Swyddog am unrhyw amhriodoldeb neu dorri gweithdrefn y dônt yn ymwybodol ohoni.

d) Pan fydd gwirfoddolwr yn credu bod ganddo ef neu hi wybodaeth a allai awgrymu bod rhyw fath o afreoleidd-dra yn digwydd, dylid trosglwyddo'r wybodaeth honno i'r Rheolwr Ymgysylltu a Datblygu Cymunedol neu'r Prif Swyddog. Os yw'r gwirfoddolwr yn teimlo'n bryderus efallai na fydd y wybodaeth yn cael ei thrin yn iawn dylid rhoi gwybod i'r Cadeirydd Bwrdd yr Ymddiriedolwyr am y pryderon.

## 3. Ymddygiad

Disgwylir i staff a gwirfoddolwyr: -

- Trin eraill â pharch
- Ymatal rhag trafod, ac eithrio yn SDCP, faterion sy'n fewnol i SDCP.
- Hyrwyddo cydraddoldeb trwy beidio â gwahaniaethu'n anghyfreithlon yn erbyn unrhyw berson
- Gwisgo a chynnal ymddangosiad sy'n gyson â'u swyddogaeth yn y sefydliad. Y Prif Swyddog fydd yn penderfynu beth sy'n dderbyniol.
- Sicrhau na fyddant byth yn mynychu gwaith neu gyfarfodydd mewn cyflwr anaddas oherwydd alcohol neu gyffuriau.
- Cadw'n gyfoes â'r holl newidiadau a chadw at holl bolisiau a gweithdrefnau SDCP.
- Cyflawni'r holl gyfarwyddiadau cyfreithlon a rhesymol gan weithwyr uwch.

Nid yw'r uchod yn rhestr gynhwysfawr a'i nod yn unig yw gosod naws gyffredinol ymddygiad derbyniol ac annerbyniol.



## **Canllawiau Cyffredinol**

### **4. Atebolrwydd**

Mae'n bwysig eich bod yn mynychu sifftiau dyletswydd rydych wedi cael eich cofrestru ar eu cyfer ac os na allwch fynychu shifft rhaid i chi ein hysbysu cyn gynted â phosibl a rhoi gwybod i staff PGDSD. Mae hyn er mwyn sicrhau ein bod yn gallu gwneud trefniadau eraill i lenwi'ch rôl. Gall methu â chysylltu â ni roi pwysau ychwanegol ar wirfoddolwyr presennol a niweidio enw da'r sefydliad.

### **Dyletswyddau Ychwanegol**

Oherwydd natur rhai o rolau gwirfoddol, efallai y gofynnir i chi weithiau gyflawni dyletswyddau ychwanegol heblaw'r rhai y cawsoch eich penodi iddynt yn wreiddiol. Bydd eich cydweithrediad a'ch hyblygrwydd yn helpu'r tîm i ddarparu eu gwasanaethau mor effeithlon â phosibl. Fodd bynnag, os ydych chi'n teimlo na allwch gyflawni dyletswyddau ychwanegol, rhowch wybod i ni.

### **5. Gwybodaeth Gyfrinachol**

Fel gwirfoddolwr mae'n rhaid i chi amddiffyn gwybodaeth gyfrinachol neu bersonol mewn perthynas â defnyddwyr gwasanaeth, gwirfoddolwyr eraill a'r sefydliadau eraill. Os oes gennych fynediad at wybodaeth gyfrinachol (gan gynnwys cyfeiriadau neu rifau ffôn cydweithwyr / cleientiaid), ni ddylech fyth drafod na datgelu gwybodaeth o'r fath i unrhyw un heblaw'r unigolyn / unigolion sydd wedi'u hawdurdodi i'w derbyn, yn ystod ac ar ôl eich ymwneud â'r sefydliad / digwyddiad. (Cyfeiriwch at y Polisi Gwybodaeth Gyfrinachol).

### **6. Cyswllt â'r Cyfryngau**

Dylai pob cais gan aelodau'r cyfryngau am sylwadau / gwybodaeth gael ei gyfeirio'n gwrtais at y tîm Rheoli yn SDCP a gofyn iddynt anfon e-bost at [office@sdcp.org](mailto:office@sdcp.org) ot ffôn 01490 266004. Bydd hyn yn sicrhau cywirdeb yr holl wybodaeth a roddir i'r cyfryngau ac yn helpu i gynnal perthnasoedd da. Yn yr un modd, ni ddylech roi unrhyw gyfweiliadau, ymddangos mewn unrhyw hyrwyddiadau, hysbysebion neu ardystiadau, na rhoi unrhyw gymorth i'r cyfryngau mewn perthynas ag unrhyw stori sy'n ymwneud â materion y gwasanaethau neu'r sefydliad, heb gydsyniad y trefnwyr ymlaen llaw. Gofynnwch i'r Arweinydd Tîm neu'r Rheolwr a oes angen mwy o wybodaeth arnoch neu a oes unrhyw beth nad ydych yn siŵr amdano. Dylech hefyd arfer disgrisiwn wrth wneud sylwadau yn rhinwedd eich swydd breifat am y gwasanaethau a'r sefydliad lle gellir deall bod eich sylw yn sylw swyddogol y sefydliad.

### **7. Gweithgaredd troseddol / anghyfreithlon**

Bydd unrhyw wirfoddolwr y canfyddir ei fod yn cymryd rhan mewn gweithgaredd troseddol neu anghyfreithlon yn cael ei gyfeirio at yr heddlu.

### **8. Arfau Peryglus / Drylliau Tanio**

Ni chaniateir meddiant / cario drylliau nac arfau peryglus.

## 9. Cyfle Cyfartal

Mae SDCP wedi ymrwymo i sicrhau o fewn fframwaith y gyfraith bod ein gweithle yn rhydd o wahaniaethu anghyfreithlon neu annheg ar sail anabled, lliw, hil, cenedligrwydd, tarddiad ethnig neu genedlaethol, rhyw, rhyw (gan gynnwys ailbennu rhywedd), cyfeiriadedd rhywiol, oedran, statws priodasol, cred grefyddol neu gred athronyddol debyg arall. Ein nod yw sicrhau bod ein gwirfoddolwyr yn cyflawni eu potensial llawn a bod pob penderfyniad yn cael ei wneud heb gyfeirio at feini prawf amherthnasol neu wahaniaethol.

## 10. Cyfleusterau ac Eiddo

Mae gan SDCP gyfyngiadau sylweddol ar adnoddau ac mae ganddynt lefel uchel o atebolrwydd cyhoeddus. Gofynnwn ichi fod yn effeithlon ac yn economaidd a diogelu'r asedau hyn. Mae hyn yn cynnwys yr holl nwyddau traul ac offer gan gynnwys, ond heb fod yn gyfyngedig i, eitemau fel deunydd ysgrifennu, dyfeisiau cyfathrebu, cyfrifiaduron, offer swyddfa ac offer arall. Ni ddylid defnyddio eiddo (gan gynnwys nwyddau traul) at ddibenion preifat ac nid ydynt wedi'u hawdurdodi i ddefnyddio offer y sefydliad fel ffacs, llungopiwyr, cyfrifiaduron personol a ffonau at ddibenion preifat.

## 11. Cymorth Cyntaf

Os dylai argyfwng meddygol godi, oni bai eich bod yn swyddog cymorth cyntaf hyfforddedig, eich blaenoriaeth gyntaf ddylai fod i gael cymorth gan rywun sydd wedi'i hyfforddi. Hyd yn oed os ydych chi'n swyddog cymorth cyntaf hyfforddedig, gwnewch yn siŵr bod cymorth meddygol proffesiynol yn cael ei sicrhau ar frys.

Os oes unrhyw berygl uniongyrchol, ewch â'ch hun a'r rhai yn agos atoch i ffwrdd o'r ardal cyn gynted â phosibl. Dylai eich ymdrechion i gynorthwyo rhywun fod yn fach iawn ond efallai y gallwch wneud rhai o'r canlynol nes bod cymorth yn cyrraedd.

- Clirio'r lle o amgylch yr unigolyn sâl neu anafedig a chadw gwylwyr eraill i ffwrdd;
- Helpu i wneud yr unigolyn yn gyffyrddus.
- Os yn bosibl, rhwch nhw yn y safle adfer a ffoniwch y 999 cyn gynted â phosibl
- Byddwch yn hynod ofalus gyda gwaed. Gallwch roi lliain dros glwyf i helpu i roi'r gorau i waedu ond peidiwch â chyffwrdd â'r clwyf na chaniatáu i waed ddod i gysylltiad â'ch croen.

## 12. Twyll a Llygredd

Mae gweithgareddau twyllodrus a llygredig mewn gwrthwynebiad sylfaenol i ysbryd y sefydliad. Os ydych chi'n amau ymddygiad twyllodrus neu lygredig, rhwch wybod i'ch Rheolwr Tîm ar unwaith. Byddwn yn trin adroddiadau o lygredd / ymddygiad twyllodrus yn gyfrinachol, lle bo hynny'n bosibl, a byddwn yn ceisio amddiffyn unigolion sy'n gwneud adroddiadau o'r fath rhag cael eu gwrthgyhuddo. Ymchwilir i bob adroddiad yn brydlon ac yn deg. Bydd unrhyw un y canfyddir ei fod yn ymddwyn yn y fath fodd yn cael ei symud o'r lleoliad a'i gyfeirio at yr heddlu (os yw'n briodol).

### 13. Gamblo

Gwaherddir gamblo'n llwyr ar unrhyw adeilad lle rydych chi'n gwirfoddoli.

### 14. Anrhegion a Lletygarwch

Ni chaniateir derbyn anrhegion, lletygarwch neu gynghorion ar unrhyw adeg, os yw pobl yn dymuno rhoi rhodd i'r sefydliad er budd cymunedol, yna dylai gwirfoddolwyr hysbysu pobl i gysylltu â tîm SDCP yn uniongyrchol trwy e-bost [office@sdcp.org](mailto:office@sdcp.org) neu Ffôn 01490266004

### 15. Datrys Cwynion

Mae achwyniad yn fater canfyddedig neu go iawn sy'n achosi drwgdeimlad, dioddefaint neu drallod ac y gellir ei ystyried yn sail i gwyno. Mae SDCP wedi ymrwmo i annog amgylchedd agored lle gall pob aelod gwirfoddol fynegi ei hun yn rhydd ac yn gyfrifol, lle ymatebir i faterion a godir mewn modd priodol ac amserol a lle mae pawb yn cael eu trin ag urddas a pharch. Yn anad dim, rydym wedi ymrwmo i ddarparu setliad teg a gonest o unrhyw achwyniad

### 17. Cyffuriau Anghyfreithlon ac Alcohol

Rydym yn gwahardd gwerthu, dosbarthu, defnyddio neu fod o dan ddylanwad alcohol, cyffuriau anghyfreithlon neu unrhyw sylweddau eraill a allai effeithio ar eich perfformiad a'ch ymddygiad yn y gweithle. Ni chaniateir yfed alcohol, cyffuriau anghyfreithlon neu sylweddau eraill sy'n amharu ar berfformiad cyn a / neu yn ystod shifft gwaith. Ni chaniateir yfed alcohol yn yr adeilad nac yn ystod eich oriau gwaith. Peidiwch ag yfed alcohol mewn man cyhoeddus tra mewn lifrai yn ystod eich shifft. Rhaid i chi sicrhau nad yw eich gweithredoedd yn cwestiynu proffesiynoldeb eich hun na'r sefydliad. Os cymerwch feddyginiaeth sy'n eich gwneud yn gysglyd, rhowch wybod i'ch Rheolwr Gwirfoddoli i sicrhau na roddir rôl i chi a fyddai'n eich rhoi mewn perygl.

### 18. Ffonau Symudol / Radios Symudol Personol (PMR)

Oni bai eich bod wedi cael ffôn symudol awdurdodedig neu radio symudol personol, ni chaniateir defnyddio ffonau symudol personol, radios na galwyr tra ar ddyletswydd. Gall gwirfoddolwyr / staff gario ffonau, radios a galwyr yn weladwy pan gânt eu cyhoeddi'n swyddogol gan sefydliadau cynnal neu sefydliad contractio at ddibenion gwaith. Os oes angen i chi gael eich ffôn symudol gyda chi, rhaid iddo beidio â bod yn weladwy yn ystod y shifft a rhaid ei ddiffodd neu ar dawel pan fyddwch chi'n gwirfoddoli.

### 19. Hysbysfyrdau ac arddangosfa wybodaeth

Efallai y bydd hysbysfyrdau, cylchlythyrau a mathau eraill o arddangos gwybodaeth ar gael ac maent er budd y tîm cyfan. Ni allwch osod na dosbarthu unrhyw ddeunydd personol yn y lleoliad heb gymeradwyaeth y Rheolwr Gwirfoddolwyr.

### 20. Materion Perfformiad / Arferion Amhriodol

Byddwn bob amser yn ceisio datrys unrhyw faterion perfformiad neu wrthdaro yn deg. Mewn achosion o'r fath, bydd y Goruchwyliwr / Arweinydd Tîm neu'r Rheolwr perthnasol yn trafod eu pryderon gyda chi ac yn ceisio datrys y mater mewn modd cyflym a phroffesiynol.

## **21. Gwastrodi Personol**

Mae'n ofynnol i chi fod yn ofalus iawn, yn anrhegadwy ac yn cynnal lefel uchel o hylendid personol bob amser pan fyddwch ar ddyletswydd. Am resymau diogelwch, dylid cadw gemwaith o leiaf.

## **22. Eiddo Personol**

Dylech nodi efallai na fydd lle storio dan oruchwyliaeth yn y lleoliad lle rydych chi'n gwirfoddoli. Fe'ch cynghorir, felly, i beidio â dod â phethau gwerthfawr i'r gwaith, gan gynnwys eitemau personol fel bagiau llaw, chwaraewyr mp3 cludadwy, camerâu, gliniaduron personol ac ati SDCP neu ni fyddwch yn cymryd cyfrifoldeb am golli, dwyn neu ddifrodi eich eiddo personol. .

## **23. Ymddygiad proffesiynol**

Mae gan bob aelod gwirfoddol gyfrifoldeb i ymddwyn yn broffesiynol bob amser. Os ydych chi'n teithio yn ôl ac ymlaen i'r lleoliad mewn iwnniform byddwch yn weladwy iawn fel cynrychiolydd y sefydliad. Rhaid i chi, felly, sicrhau eich bod chi'n cyflwyno'ch hun mewn dull proffesiynol bob amser.

## **24. Cysgu ar ddyletswydd - Ni chaniateir cysgu tra ar ddyletswydd.**

## **25. Gwerthu neu Ganfasio ar safle**

Rhaid i chi beidio â chymryd rhan mewn busnes personol na diddordebau eraill wrth wirfoddoli. Mae hyn yn cynnwys defnyddio ffonau gwaith i wneud galwadau mewn perthynas â diddordebau personol, arddangos neu ddsbarthu posteri, pamffledi a chatalogau a / neu gysylltu â chydweithwyr mewn perthynas â'r gweithgareddau hynny.

## **26. Presenoldeb mewn hyfforddiant**

Bydd hyfforddiant yn rhan gyffrous a phwysig o'ch profiad gwirfoddoli ac yn darparu gwybodaeth werthfawr i'ch helpu i gyflawni eich rôl. Mae'n ofynnol i chi fynychu'r holl sesiynau hyfforddi / adeiladu tîm perthnasol.

## **27. Gwisgoedd**

Pan gaiff ei gyhoeddi, dylid gwisgo a chynnal eich gwisg gyda balchder ac yn unol â'r canllawiau isod:

- Os darperir gwisg swyddogol i chi, rhaid ei gwisgo pan fyddwch chi'n gwirfoddoli a disgwylir i chi edrych yn dwt a thaclus wrth ei gwisgo. Eich cyfrifoldeb chi yw glanhau a gofalu am eich eitemau unffurf.
- Mae'n ofynnol i chi ddarparu'ch esgidiau eich hun. Dylai esgidiau fod yn lân, yn gyffyrddus ac yn geidwadol eu lliw. Mewn rhai achosion, am resymau diogelwch, efallai na chaniateir esgidiau bysedd traed agored a sodlau uchel. Ar gyfer rhai rolau darperir Offer Amddiffynnol Personol ar eich cyfer ar

ffurf esgidiau diogelwch a siacedi Hi Visibility. Cysur yw'r flaenoriaeth felly mae esgidiau fel esgidiau ymarfer yn eitem o wisg dderbyniol.

- Efallai y bydd cysur personol neu dywydd amrywiol yn gofyn ichi wisgo haenau ychwanegol o ddillad. Dylid gwisgo haenau ychwanegol o ddillad o dan y wisg swyddogol

- Dim ond pan fyddwch chi'n gwirfoddoli y dylid gwisgo eitemau unffurf

Gellir gwisgo dillad ac ategolion ychwanegol i sicrhau bod gofynion crefyddol neu ddiwylliannol yn cael eu dilyn. Fodd bynnag, lle bo hynny'n bosibl, dylid gwisgo eitemau unffurf safonol i sicrhau eich bod yn cael eich adnabod fel gwirfoddolwr.

Partneriaeth Gymunedol De Sir Ddinbych  
South Denbighshire Community Partnership

**South Denbighshire Community Partnership**

**DBS Form**

Title:             Mr             Mrs             Miss    Other

Surname:             Forename:

Middle Names:

Current Address:

Post Code:

Date from:

Have you lived here longer than five years?    Y    N

**\*\*\*If you answered No, this field is mandatory\*\*\***

Previous Address:

Post code:

Date From:

Any other addresses in the last five years:

Previous Address:

Post code:

Date From:

# Partneriaeth Gymunedol De Sir Ddinbych

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## South Denbighshire Community Partnership

Surname at Birth & Year of Marriage / Year of Change of Surname :

Other Names Used:

Place & Country of Birth:

Nationality:

Contact No:

Date of Birth:

Gender:

National Insurance No:

Driving License No:

Do you have any convictions, cautions, reprimands or final warnings,  
which would not be filtered in line with current guidance?

I agree that all information i have provided is correct and understand that providing false information is a criminal offence.

When returning this form to SDCP, please bring with you (All that apply), your:

Passport, Driving License, Birth/Marriage Certificate, Recent Utility Bill (within 3 months)

**THIS INFORMATION WILL BE SECURELY DESTROYED ONCE WE ARE IN RECEIPT OF THE DBS FORM, BOTH ELECTRONICALLY AND PHYSICALLY.**

I agree that I have given consent to SDCP to use the information I have provided to complete a (delete as appropriate) Enhanced / Basic background Screening check on myself and I consent to complete an Annual screening check for as long as I am a volunteer for SDCP, or until I give written notice that this consent is withdrawn.

Signed:

Date: