

# Volunteer Policy

**Organization:** Hindu Samaj Northstowe (CIO - 16936118)

**Volunteer Coordinator:** Mr. Neal Patel

**Effective Date:** January 2026

## 1. Introduction & Values

Hindu Samaj Northstowe (HSN) recognizes that volunteers are the backbone of our organization. In line with our commitment to providing "economical and volunteering opportunities" in Northstowe, we aim to involve local residents in a way that is mutually beneficial, inclusive, and transparent.

## 2. Volunteer Categories & Recruitment

We offer two pathways for involvement:

- **Core Volunteers:** A dedicated group of approximately 30 formal volunteers who support ongoing activities and classes.
- **Event Volunteers:** Local residents who join us for specific large-scale activities, such as the Northstowe Holi Mela.
- **Local Focus:** We prioritize recruitment from Northstowe and neighboring villages.

## 3. Induction and Training

To ensure every volunteer feels confident and safe, we provide:

- **The Welcome Induction:** An introduction to the team, exchange of emergency contact details, and a briefing on "who to ask" for support.
- **Safety & Compliance:** Briefings on Safeguarding (led by Mrs. Aparna Nigam-Saxena) and Health & Safety (led by Mr. Gaurav Saxena).
- **Task-Specific Training:** Hands-on guidance for specific roles, such as operating AV equipment or managing shrine protocols.

## 4. Trial Period and Support

- **Settling-in Period:** New volunteers undergo a trial period of **four weeks** (or two specific events). This allows both the individual and HSN to ensure the role is a good fit.
- **Regular Check-ins:** The Volunteer Coordinator, **Mr. Neal Patel**, maintains regular communication via our dedicated digital groups to provide information and gather feedback.
- **Expenses:** HSN ensures that volunteers are not out of pocket. Validated travel or material expenses incurred during volunteering are reimbursed.

## 5. Recognition and Rewards

We value the time and energy our volunteers donate. We show our appreciation through:

- Community socials, including volunteer tea and lunch events.

- Public acknowledgments and social media mentions to celebrate individual and group contributions.

## **6. Problem Solving & Conduct**

While we strive for a harmonious environment, we address issues through a simple, two-step informal process:

1. **Discussion:** The Volunteer Coordinator will meet with the individual to discuss any concerns or breaches of policy.
2. **Resolution:** We aim to resolve issues through further training or reassignment. If a resolution cannot be reached, HSN reserves the right to end the volunteer agreement to protect the interests of the community.

## **7. Insurance**

All volunteers are fully covered under Hindu Samaj Northstowe's **Public Liability Insurance** while carrying out agreed-upon tasks on behalf of the organization.