



## Volunteer Dismissal Policy

Volunteers are an essential part of The Chatty Café Scheme's work to provide services which reduce loneliness and social isolation. Our goal is to retain a satisfied volunteer base that finds gratification and reward in helping The Chatty Café Scheme meet its mission in the most effective manner possible. However, there are occasions when The Chatty Café Scheme's volunteer programme is simply not a good fit for a volunteer. Just as a volunteer is free to leave at any time, for any reason, The Chatty Café Scheme reserves the same right to end our volunteer relationship with a volunteer, with or without notice.

Based on our commitment to providing the highest quality service to our staff, other volunteers, and venues that we work with, The Chatty Café Scheme reserves the right to terminate a volunteer's involvement within our services.

Dismissal of a volunteer will occur only as a last resort and will generally take place following disciplinary actions where possible. While our objective is to always be fair and thoughtful, The Chatty Café Scheme manages a large volunteer base within a fast-paced environment. Therefore, concerns, misconduct and possible dismissal must be handled swiftly. Immediate dismissal of a Volunteer may occur in serious cases and is within the discretion of The Chatty Café Scheme staff.

Grounds for volunteer dismissal may include, but are not limited to the following:

- Failure to abide by The Chatty Café Scheme policies, including the Volunteer Code of Conduct.
- Failing to perform volunteer duties as agreed.
- Illegal, violent or unsafe acts.
- Gross misconduct
- Being under the influence of illegal drugs or alcohol while performing Volunteer duties.
- Undisclosed conviction.
- Breach of confidentiality.
- Wilfully not following proper lines of communication and authority.
- Intentionally spreading misinformation.
- Being verbally aggressive or disrespectful to staff at The Chatty Café Scheme, other volunteers, attendees at Chatter & Natter tables, venue staff.
- Bringing The Chatty Cafe Scheme into disrepute (including through the use of email, social media and other internet sites, engaging with media).

The Chatty Café Scheme will investigate and document all performance concerns and incidents which may serve as grounds for dismissal. Volunteers may be offered the opportunity to meet with The Chatty Café Scheme staff to provide the Volunteer's account of the incident, or perspective on the situation.

Where appropriate, verbal and/or written warnings may be issued to the Volunteer and documented.

All parties of The Chatty Café Scheme staff may dismiss a Volunteer. As timing allows, after dismissing a Volunteer, all appropriate staff at The Chatty Café Scheme will be made aware of the dismissal.



A formal notice of termination will be sent to the Volunteer following the dismissal via email.

### **Voluntary Termination of Volunteering**

Any volunteer may voluntarily resign at any time and for any reason. Exit interviews may be available upon request.

**We will also consider that a volunteer has resigned if they do not return from an approved leave of absence, 21 days of inactivity, or three or more consecutive, unexplained absences.**

Approved by The Board of Directors at the meeting on 08/04/24.