

Refutrees 2023



>Welcome!

Volunteer Handbook



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- Asylum seeker, failed asylum seeker, refugee

Opportunities to get involved with ABC in 2024

- Volunteering
- Make a donation or become a regular giver
- Register for our Newsletter

Part 1



So great to have you with
us for Refutrees 2023!
All support is appreciated

Key Contacts

Volunteering Queries

- Email: naomi@aidboxcommunity.co.uk



Session Changes / Cancellations

To cancel a session or make any changes, please contact the Refutrees Shop as soon as possible

- Call - 07735 895538
- Email - refutrees@aidboxcommunity.co.uk

For Further Information

- www.aidboxcommunity.co.uk



Christmas Shop Times & Dates

Volunteer Times



Sundays - Wednesdays

10.15am - 2.15pm

OR

2pm - 6pm

Thursdays - Saturdays

10.15am - 2.45pm

OR

2.30pm - 7pm

Christmas Shop Opening Dates

Thursday 30th November -

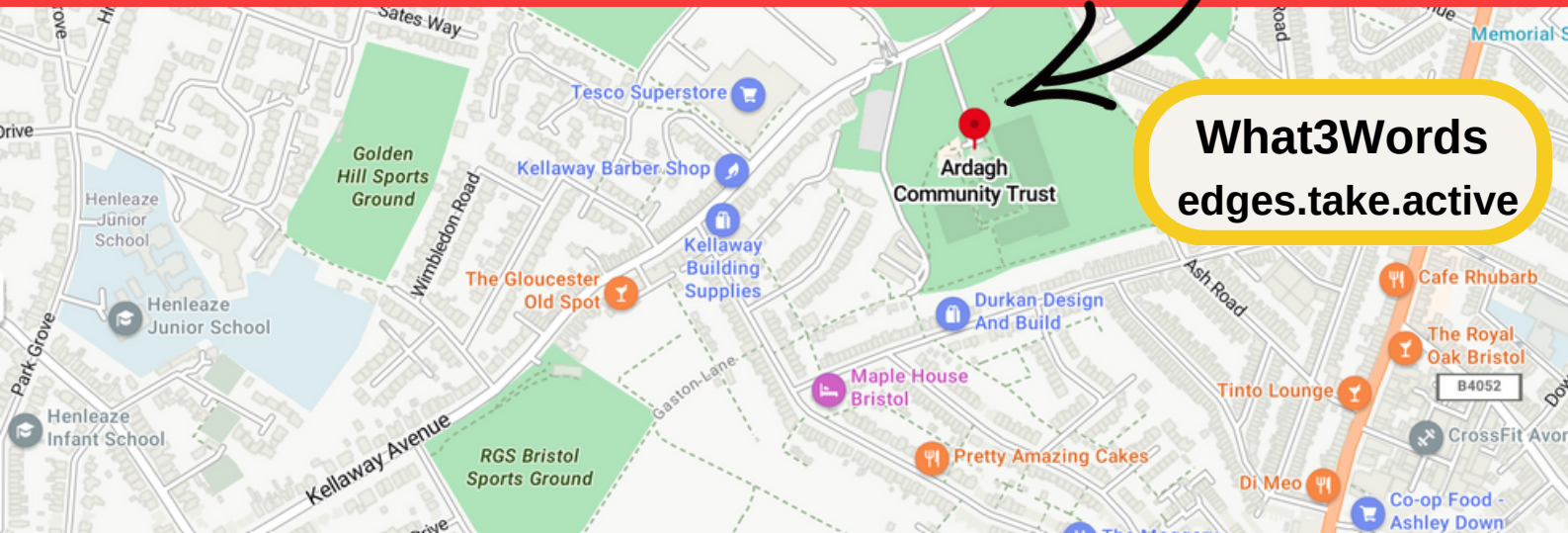
Tuesday 12th December

(Or while stocks last!)



Refutrees Shop Location:

**Ardagh Community Trust
Ardagh Pavilion
Kellaway Avenue
Bristol BS6 7YL**



**What3Words
edges.take.active**

**Entry by road from
Kellaway Avenue**

Carpark

(Unrestricted street parking nearby)

Site Entry




Refutrees Shop



**Bikeracks are
available
on site**

Coming By Bus?

First Bus 
Number 505 & 13





When you arrive, whether to help in the shop or to deliver trees we will brief you on your role.

Christmas Shop Volunteer Role



Helping run ABCs Christmas Shop!

- Help to set up the shop ready for business including moving trees from storage to selling area, setting up display trees, stands and lights
- Friendly smiles, Christmas cheer, lots of thanking
- Help customers choose tree size referring to display trees
- Get trees from store
- Encourage keeping trees wrapped for environmental reasons - we'll swap if not happy
- Ask if need lights or a stand (while stocks last)
- Cashiers will be trained in payment systems & handling cash
- Trees can be ordered online or at the shop for delivery but specific trees cannot be reserved.

Deliveries



- **Delivery charge is £8.**
- **Complete Delivery Slip for home delivery & give to Shop Manager**
- **Deliveries start Friday 1st Dec.**
- **Last delivery day Sat 16th Dec**



Christmas Tree Delivery Volunteer Role



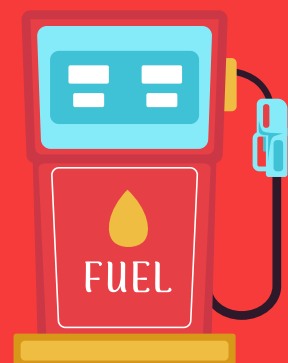
Helping to deliver trees to homes around Bristol

- Collect trees and delivery schedule from Christmas shop
- Load car
- Only carry what you can manage
- 'Door-step' delivery ONLY – Drivers MUST NOT enter homes
- Report back to Christmas Shop when deliveries are complete
- Having your own car or van is essential
- Not essential, but drivers are encouraged to bring a buddy for company and support navigating



Mileage

If you would like to claim mileage, please speak with the Refutrees Shop Manager.





What to wear & bring

Shop operations will be *OUTSIDE* so please wrap up warm

- Wear layers, thermals, hats, gloves, **WATERPROOF** coats & sturdy shoes
- Sap from trees will not come out of clothes - please wear clothes that you don't mind getting messy
- Bring as little as possible and ideally only what you can keep on you personally, as there will be **MINIMAL STORAGE** on site
- Note - cashiers should keep their own credit/debit cards away from the Zettle payment device to avoid accidental payments!



Refreshments

Hot drinks will be provided in a small kitchen near the shop.
Please bring your own food and a **MUG**



Note

- The Ardagh Café will be open selling cakes, savouries, lunches until 4.30pm most days.
- Tesco is just a couple of minutes' walk, also on Kellaway Avenue



Bathroom Facilities

Toilets are available next to the Ardagh Cafe



Health & Safety

- Never attempt to do anything you don't feel comfortable doing
- Wear gloves & sturdy shoes
- Only lift what you can manage & do not lift 5ft + on your own
- When lifting, be aware of surroundings, lift with a straight back & bent knees
- Exercise caution when moving trees around people
- If re-wrapping trees use scissors safely
- Keep area free from hazards & clutter to avoid slips, trips & falls
- Report anything you feel is unsafe to Shop Manager
- Trailing Cables will be covered and secured
- In case of fire - alert Shop Manager & guide people quickly and calmly to the nearest exit and muster point on Horfield Common Shop Manager will raise the alarm and call 999
- Your First Aiders are your Shop Managers

Volunteering with refugees or those seeking asylum



It is possible that we may have some refugee or asylum seeker volunteers supporting our Christmas shop.

Please understand that it is NOT appropriate for you to ask these volunteers about their experiences and how they came to be here. Asking such questions could be triggering for those who have suffered trauma, so we ask that you will respect people's privacy in these circumstances and not question them.

ABCs Festive Volunteering Opportunities - HELP!

Help us by encouraging individuals or groups of family, friends or colleagues to sign up for Refutrees Volunteering sessions by sharing the link: <https://tinyurl.com/Refutrees-Volunteer-Sign-Up>



Help us to spread the REFUTREE word by delivering Refutree flyers in your area (Mid November - Early December)

Sign Up **HERE**:

<https://forms.office.com/r/Yb09g7R9HF>



Part 2



About Aid Box Community

- Back ground and services

Terminology explained

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Opportunities to get involved with ABC in 2024

- Volunteering
- Make a donation or become a regular donor
- Register for our 'Newsletter'

About Aid Box Community

Support, Supplies and Sanctuary for Refugees and People Seeking Asylum in Bristol

174b Cheltenham Rd, Montpelier, Bristol, BS6 5RE - 0117 336 8441



Aid Box started as a grassroots project responding to the basic needs of over 4000 people in refugee camps. In 2017, we became a registered charity with the aim of upholding the basic rights of refugees and people seeking asylum in Bristol.



Free Shop & Welcome Hub

We provide welcome to displaced people and provide a choice of free, quality items; from clothing, toiletries and shoes, to household and electrical items.

From here, we signpost people for practical support with educational, legal, housing and medical needs.

Activity Groups & Trips

In our activity groups we provide safe spaces for refugees and people seeking asylum to come together on a regular basis, learn new skills, foster community, and take care of their well-being.

Our day trips provide individuals & families time to relax and create positive memories.



Aid Box Connections

We run three 10-week befriending programmes throughout the year; connecting local people with someone seeking asylum for friendship and signposting support.

*"So, this is really our place, it's our house.
It's a way really we feel that we are human." - Norbert*

TERMINOLOGY EXPLAINED

WHO IS AN ASYLUM SEEKER?

Asylum seekers are people who **request international protection** from conflict and persecution. They have left their country of origin and formally applied for asylum in another country but their application has not yet been concluded.



REFUSED ASYLUM SEEKERS

A refused asylum seeker is a person whose asylum application has been refused. The individual has been told they **do not have permission** to stay.

WHO IS A REFUGEE?

A refugee is a person outside of their country of origin...
...who is **unable or unwilling to get protection** from their own state...
and who has a well founded **fear of persecution**.



Persecution must be due to:

- race
- religion
- nationality
- political opinion
- membership of a particular social group (ie women at risk of FGM, learning difficulties, homosexuality)

In the UK, a person is officially a refugee when they have their **claim for asylum accepted** by the government.

LEARN

MORE



Right to Remain Toolkit:

A guide to the UK Immigration and Asylum System
<https://www.righttoremain.org.uk/toolkit>

Want to find out more ?

Volunteering

ABC website: www.aidboxcommunity.co.uk

Email: naomi@aidboxcommunity.co.uk

Apply Here

<https://airtable.com/appYGupMlStcNMsjm/shrEwngQ99im4aLwg>

Make a donation [HERE](#)



**REGISTER to receive
our Newsletter**



<https://aidboxcommunity.co.uk/keepintouch>





**THANK YOU for your support.
ABC can only do what we do with
your support!**

**Love and hope,
Team ABC**

X

