

CHILDREN'S HOSPICE ASSOCIATION SCOTLAND

VOLUNTARY SERVICES POLICIES AND PROCEDURES

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VOLUNTEERING POLICY AND PROCEDURES

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Section 1: Role of Volunteers

1.1 Statement on the role of volunteers

Children's Hospice Association Scotland (CHAS) is committed to the involvement of volunteers and values and appreciates the unique role which volunteers play within the organisation. The skills and experience which volunteers bring enhance and enrich the work of paid staff and help us to provide a high quality of care to families and children. Volunteers also allow the organisation to extend and develop strong links both between communities local to all CHAS sites and communities the length and breadth of Scotland, raising awareness of CHAS and the care and support which it provides.

Voluntary Services is part of the Organisational Development Department which encompasses Human Resources, Voluntary Services, Learning and Development and Organisational Policy. The Director of Organisational Development has strategic responsibility for all areas within the department. The Voluntary Services Team is led by the Volunteering Development Manager and has operational responsibility for the voluntary service throughout CHAS. In addition, each CHAS site has a member of staff locally responsible for the day to day management, guidance and support of volunteers.

1.2 Scope and Purpose of Volunteering Policy

The Volunteering Policy applies to all CHAS volunteers, including the Board of Directors. The purpose of the policy is to set out the CHAS approach to the involvement of volunteers. It provides guidance and direction to both volunteers and staff involved in working with and managing volunteers. This is not intended to create a legally binding relationship or contractual agreement.

Volunteers should also be aware of the Professional Boundaries Policy, Social Media Policy for Volunteers and the CHAS email and Internet Policy.

1.3 Definition of a 'volunteer'

A 'volunteer' is anyone who gives of their time and skills freely, and adds value to an organisation without payment or expectation of payment other than reimbursement of expenses incurred in the course of their voluntary role. Before taking up their role a volunteer must have successfully completed the CHAS recruitment procedure and will then be placed on the volunteer database. Only at this point is the volunteer recognised as a registered volunteer. A copy of the recruitment procedure can be obtained from the Volunteering Development Manager and is available on both the staff (iCON) and volunteer (VIP) intranets.

1.4 CHAS approach to volunteers

CHAS volunteers can expect:

- to be valued as an individual
- to be treated with dignity and respect as individuals

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- to have support, feedback, appreciation and encouragement
- to have opportunities to contribute to developments
- to have opportunities to discuss concerns or problems relating to their duties
- not to have their duties changed without prior discussion
- reimbursement for out of pocket expenses
- to be insured
- that CHAS has agreed policies on volunteering
- up to date information about the organisation and its development
- information about philosophy, policies and procedures
- clear guidelines within which to carry out duties
- a clearly defined role and to be enabled to carry out their role
- opportunities for training, both general and specialised, to assist in their volunteer role
- an organised volunteering schedule
- a safe and healthy working environment
- to reserve the right to say no

1.5 Volunteers commitment to CHAS

CHAS asks volunteers:

- to show commitment to the organisation
- to treat children, families, staff and volunteer colleagues with respect and courtesy
- to work effectively with staff and with the wider team
- to have a flexible approach to their duties
- to be sensitive and tactful in their contact with children and families
- to adhere to CHAS policies and follow procedures and guidelines
- to be punctual
- to be reliable in their attendance
- to inform the organisation in case of absence
- to report any accidents or 'near misses' promptly to staff
- to respect confidentiality
- to have read and understood volunteer policy and guidelines
- to be prepared to undertake appropriate training
- to carry out their duties to the best of their ability
- to discuss concerns with the appropriate manager / Volunteering Development Manager (VDM)
- to consult with the appropriate manager, staff member or VDM if in need of help/guidance

1.6 Who can become a volunteer?

CHAS welcomes applications from anyone interested in becoming a volunteer.

Relatives and friends of families currently using the hospices wishing to volunteer will be required to go through the CHAS volunteer recruitment process (see section 2.7, and Appendix A below). They will normally be offered a role out with the hospices, provided there is a vacancy and that they have the capabilities to undertake the role.

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Relatives of a member of CHAS staff (including bank staff) will be welcome to apply to become volunteers. They will, however, not be permitted to volunteer in the same CHAS site as the member of staff to whom they are related.

In order to prevent a conflict of roles, CHAS staff will not be permitted to volunteer whilst they are employed by the organisation.

People who have been recently bereaved are advised to wait for approximately two years as coming to volunteer within a hospice can often reopen recent losses and bereavements. This may be varied at the discretion of the VSM in Conjunction with the VDM.

1.6.1 Board members as volunteers

If a volunteer becomes a board member, they will be required to end their 'hands-on' volunteering role. Equally, it is CHAS policy not to permit board members to undertake a 'hands-on' volunteering role during their term on the Board of Directors. This is to prevent conflict of interest in relation to the governance role of the board.

1.7 Ethical involvement of volunteers

Volunteers are seen as an essential, unique and valuable part of CHAS, complementing the work of paid staff. CHAS does not want to unreasonably impose on the lives of volunteers and will encourage mutual respect at all time, ensuring volunteers always reserve the right to say no.

There are many different volunteering opportunities within CHAS and volunteers are involved at various levels, including involvement in decision making, providing a wide range of skills and experience.

The Professional Boundaries Policy and Guidelines are relevant to both staff and volunteers. These are available on iCON and VIP.

1.8 Recognition and support

CHAS is committed to providing support to volunteers throughout their time with the organisation and a support strategy is outlined for staff in Working with Volunteers and for volunteers in the Volunteer Welcome Pack.

1.9 Problems and concerns

To get the best from all those involved with the organisation, we must know about any problems or concerns experienced by volunteers or by staff in relation to volunteers.

Volunteers have a responsibility to bring problems and concerns to the attention of the manager in their area. Staff have a responsibility to refer and discuss any problems relating to volunteers. Any problems and concerns arising in the hospices must be notified to the hospice Voluntary Services Manager and out with the

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hospices to the Volunteering Development Manager (or in his/her absence the Director of Organisational Development).

The exception to this is any difficult issues or concerns which arise within the Board of Directors. These will be referred to the Chairperson who will decide upon the best approach to deal with the situation.

1.10 Confidentiality

Volunteers are responsible for maintaining the confidentiality of all information relating to children, families, staff, donors, volunteers and the business of the charity. Failure to keep confidentiality will be considered a most serious matter and may result in the volunteer being asked to stop volunteering.

1.11 Health and Safety

CHAS requires that volunteers and staff exercise a duty of care to themselves and others with regard to Health and Safety, to follow the Health and Safety Policy and Standard Operating Procedures, co-operate in setting up and maintaining healthy and safe conditions and to avoid actions which may be detrimental to the health and safety of themselves and others.

Volunteers should not undertake any activity where they feel there is an element of risk attached to the task. They should discuss their concerns with the relevant manager/member of staff and only when the issue is resolved should the volunteer undertake the task/activity.

In particular, it is also CHAS policy that no volunteer should put themselves at risk by attempting to travel to CHAS premises or on behalf of CHAS if weather conditions are severe.

Volunteers are required to sign an Induction Checklist, which details the specific Health and Safety areas covered in relation to the volunteer role. Volunteers are also strongly encouraged to undertake all Health and Safety related training provided. The training is offered as part of CHAS's commitment to volunteers' safety and to the safety of others. There may be roles and occasions where volunteers are required to undertake certain training. Should they refuse, they may be asked to change their volunteering role.

The Health and Safety Policy and Standard Operating Procedures are available to everyone for reference.

In the interests of Health and Safety, volunteers are required to sign in when arriving for duty in any CHAS site.

1.12 Moving and Handling

As part of the statutory responsibility in terms of Health and Safety, we offer all volunteers training on Moving and Handling. Volunteers will be offered three

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opportunities to attend. If volunteers fail to take up any of the opportunities, they may be asked to take up an alternative role.

1.13 No Smoking Policy

In accordance with legislation, CHAS operates a no smoking policy throughout the organisation, on all sites. Any volunteer wishing to smoke must do so out with CHAS premises.

1.14 Volunteer Complementary Therapists

A separate policy exists to cover the activities of volunteer Complementary Therapists.

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Section 2: Volunteer Recruitment and Selection

This section outlines the approach to the recruitment and selection of all volunteers except for the Board of Directors. A separate process exists for Board recruitment, which is agreed and managed by the Corporate Governance Committee.

2.1 Diversity and Equal opportunities

CHAS is firmly committed to and works towards diversity in all areas of our work. CHAS believes that the organisation benefits from the involvement of people from diverse cultures and perspectives and experiences. CHAS is committed to the development of an organisation in which a wide range of different values, ideas, backgrounds, experiences, abilities and needs are encouraged, nurtured and valued. CHAS will regularly monitor progress in relation to diversity.

CHAS actively seeks to recruit volunteers from all walks of life. We will not discriminate on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, or gender. The only qualification for volunteer recruitment is that the person is willing and able to carry out a task on behalf of the organisation, provided there is a need for the task to be undertaken.

2.2 Role descriptions

Before any new area of volunteering is developed, a description of the tasks which may be undertaken by volunteers is drawn up. Role descriptions will include an outline of the purpose and duties of the role, the volunteer's designated member of staff and capabilities required to undertake the role. These will be given to volunteers during the information session.

2.3 Recruitment and selection

Serious consideration is given to every application and prospective volunteers are interviewed by two members of staff, except in exceptional circumstances. Two references are required, one of which should ideally be from a previous employer, volunteer manager or equivalent, or a person of good standing in the local community e.g. religious leader. References for young volunteers need to be from adults, rather than peers and one requires to be from a Guidance Teacher. References from relatives are not accepted. For all hospice volunteers, a disclosure under the PVG scheme is carried out (please see section 2.4). A check to validate the identity of the applicant is required during the recruitment process for all volunteers. A copy of the recruitment procedure is available from Voluntary Services and is on the staff intranet, iCON.

2.4 Protection of Vulnerable Groups Scheme

CHAS is committed to providing a safe and protected environment for children at all times. To become a volunteer in any of the CHAS hospice services you will usually be required to be a member of the Protection of Vulnerable Groups scheme, with acceptable vetting information being provided to CHAS.

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During your volunteering role CHAS will rely upon all new vetting information provided further to that scheme and may take decisions concerning your volunteering on receipt of such information.

For individuals who come to CHAS with a Scheme Record and who are already members, CHAS will conduct a Scheme Record Update.

2.4.1 Barring

In instances when vetting or referral information indicates that a person may pose a risk to children or vulnerable adults, Disclosure Scotland will consider all the information available before deciding whether a person should be placed under consideration for listing on one or both of the barred lists.

If after careful assessment, a person is considered a risk and unsuitable to work with children, Disclosure Scotland will list them on one or both of the barred lists. This means that the person will not be able to become a PVG Scheme member in relation to one or both areas of work. It will be an offence for a barred person and for CHAS to permit that person to undertake such work.

An unsatisfactory disclosure arising during the volunteer recruitment and selection process will result in the candidate's application not being progressed further.

2.5 Involvement and placement

CHAS has a duty of care to children and families and to safeguarding and securing the organisation's information. Volunteers become registered with CHAS once the recruitment process has been satisfactorily completed.

In placing a volunteer, attention will be paid to the interests, aspirations and capabilities of the volunteer and to the needs of the role. If both the needs of the volunteer and the organisation can be met, then a placement will be made.

2.6 Introductory period

Volunteers are involved for an introductory period of three months. This gives volunteers an opportunity to be sure that this is what they want to do and gives CHAS the opportunity to make sure that individuals are suited to their particular volunteering role. An informal review will be held after three months to confirm or change the arrangement.

2.7 Relatives of hospice users as volunteers

It is important that all relatives of children and young people who use the hospice applying to become volunteers are treated fairly and equally and in the same way as any other prospective volunteer.

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To ensure fairness to families it is also important that time is taken to explain the CHAS approach to volunteers and help families to make the transition from parent/relative using the service to volunteer during their volunteering sessions.

Volunteer applications from young people who use the hospice and their families will be considered on an individual basis. Due to their close involvement with the hospices; it will not be possible for them to volunteer within the hospice which they use. It is important for families that the care which they receive and the involvement which they have with the hospice are kept separate and distinct from their volunteering role. Applications of this nature will be carefully considered after full consultation with the Volunteering Development Manager and the Director of Care.

Guidelines are intended to make the process fair, equitable and sensitive (see Appendix A).

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Section 3: Learning and Development

CHAS is committed to offering all volunteers the opportunity to enhance existing skills and to develop new ones to help them in their volunteer role with CHAS. Two types of training are offered: specific skills training to help in a particular area of work and on-going development training to help build a deeper knowledge and understanding of the many aspects of the work of CHAS

3.1 Induction

All new volunteers are expected to attend a CHAS induction day. Volunteers will also receive a local induction which includes important Health and Safety information. A specific induction programme also exists for newly appointed Board Directors.

3.2 Ongoing Learning and Development

Volunteers have access to a wide range of learning and development opportunities – dedicated training sessions, online learning and volunteer information meetings. Volunteers' learning and development needs will be discussed with their manager (see 1.4) and arrangements made as necessary and appropriate.

3.3 Learning and Development for specific areas of volunteering

Volunteers involved in working with children and families, eg befriending; bereavement befriending; minibuss driving and activities will be unable to become active in these areas until the appropriate training has been completed. As requests increase for volunteers to become more directly involved with children and families, further selection and training will take place as new areas develop. There is an expectation that Volunteer Speakers will attend a minimum of one refresher course each year to keep abreast of organisational developments.

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Section 4: Volunteer Support and Review

4.1 Support

CHAS aims to offer support to all volunteers and to have a clearly identified member of staff to whom they report. In each area there is a member of staff who has management responsibility for volunteers (see section 1.4). A volunteer may act as an organiser of a team of other volunteers, provided that the team organiser is under the overall guidance of a designated member of staff. Because of the nature of CHAS, teamwork is important and it is vital that staff and volunteers communicate well, provide support to each other and therefore work well together.

4.2 Volunteer Review

It is vital for the smooth running of the service that regular reviews are carried out. This is undertaken on an ongoing basis through informal discussion and team meetings and on a more formal 1:1 basis in the format of an annual volunteer review. Concerns should be raised with the relevant manager as they arise and not held until a review meeting. These are best dealt with on a one to one basis.

A specific Board Appraisal process is in place and is reviewed and managed by the Corporate Governance Committee.

4.3 Difficult situations

With a spirit of trust and respect between people working together, the number of occasions when serious problems arise should be minimal. However if they do, it is important that guidance exists on how to deal with the situation. Any difficult issues arising from or about Board Directors will be referred to the Chairperson.

If a volunteer has concerns about their treatment in CHAS, or a member of staff has concerns about a volunteer, they should follow the process outlined below:

If a volunteer has concerns about their treatment in CHAS they should:

- in the first instance, speak to their manager (see section 1.4).

Should the volunteer be unhappy with the outcome of this meeting, they should:

- speak to the Volunteering Development Manager who will take appropriate action

If the volunteer is remains unsatisfied, they should:

- take their concerns to the Director of Organisational Development, whose decision is final.

If a volunteer's activities do not meet with CHAS expectations or standards, the manager responsible and / or the Volunteering Development Manager should:

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- talk with the volunteer concerned and give every support and help to improve the situation. This may include the offer of further training.

If this proves unsuccessful, an alternative, more suitable role may be offered depending on circumstances. If this action still proves unsuccessful, a discussion between the manager, the Volunteering Development Manager and the volunteer will explore a possible way forward which may include asking the volunteer to stop volunteering.

The volunteer should be encouraged to bring someone to support them during these meetings.

There may be times however when the situation is so serious that the volunteer may be asked to stop volunteering at an earlier stage in the process.

Situations that would be considered very serious include: fraud, theft, serious breach of confidentiality, inappropriate behaviour to children, families or with fellow volunteers or staff eg harassment, bullying, violence, breakdown of working relationships etc.

CHAS staff will maintain confidential file notes relating to any incident / difficult situation involving a volunteer, including notes of any discussions or meetings held with the volunteer or other persons involved.

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Section 5: Volunteer Management Procedures

5.1 Volunteer records

Confidential records detailing names, addresses, telephone numbers and emergency contacts are held on the volunteer database. Original copies of the volunteer application form, references and interview notes are also held in volunteer personal files, or in the case of Board Directors by the Chief Executive's office. In addition, start dates, area of volunteering and training undertaken are noted both in paper records and on the database.

CHAS staff will also maintain file notes relating to key issues raised by or discussions with volunteers in order to ensure effective volunteer support and management.

Disclosure Certificates are destroyed as soon as possible after recruitment is finalised. A record containing the volunteer's name, the type of Disclosure and the number of the certificate is held.

Volunteer records will be accorded the same confidentiality as staff personnel records and volunteers are welcome to have access to their personal record following a request in writing to the Volunteering Development Manager. Information about volunteers will not be passed on without the prior consent of the volunteer concerned. All records are kept in accordance with the Data Protection Act.

If a volunteer resigns from CHAS or fails to take up their role following the recruitment process, records are kept for one year and then shredded. The volunteer record will also be deleted from the database at this time. Should a volunteer take a break from their role with CHAS and does not return, contact should be made after one year with the person to check if they wish to remain as a volunteer. If there is no response, the files should be shredded and the details removed from the volunteer database.

5.2 Communication

Good communication is essential to safe and effective working within CHAS. Volunteers have a responsibility to make every effort to keep up to date with all information provided whether memos, notices, bulletins newsletters and VIP. This responsibility also extends to attending meetings and training sessions.

5.3 Insurance

All registered CHAS volunteers are covered under the Employers Liability, Public Liability, Products Liability and Personal Accident policies taken out by CHAS. Complementary Therapy volunteers are covered by CHAS's Medical Malpractice Insurance. Different insurance arrangements are in place for Friends Groups, Drivers and ESV groups (see section 6).

Separate and specific insurance is also in place for Board Directors.

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5.4 Reimbursement of expenses

CHAS strongly encourages all registered volunteers to claim reasonable out of pocket expenses incurred in the course of their volunteering (Day Helpers are not fully registered with CHAS as their input is for one day only and not of an ongoing nature). Travel: bus, train or car will be reimbursed, as will and telephone calls made from home as an agreed part of their voluntary role. All receipts or travel tickets must be kept and accompany any completed expenses claim form. Expenses claim forms can be obtained from the relevant manager or from the volunteer intranet and should be returned to them for authorisation. Mileage will be reimbursed at the current CHAS mileage rate. Please note overnight expenses will not be reimbursed, unless in exceptional circumstances. This should first be agreed with the relevant manager.

5.5 ID Cards

A number of staff and volunteers who are involved in representing CHAS publicly need identification cards. Volunteers deemed by their managers to require proof of identity whilst volunteering on behalf of CHAS (eg drivers, can and cheque collectors, speakers) must submit a recent photograph, verified (signed on the back) by their manager. ID cards are valid for two years and are issued by Head Office. Any new applications for ID cards must be countersigned by the relevant manager to confirm the identity of the volunteer. The cards will remain the property of CHAS and volunteers who leave the organisation will be asked by their manager to return the card which will be destroyed. Whilst on CHAS business, volunteers should carry their ID card at all times.

5.6 Representing the organisation

As ambassadors of CHAS, volunteers are responsible for presenting a good image to those who use our services and to the public. Volunteers must consult and seek approval for any action or statement which might significantly affect or obligate the organisation.

Volunteers must not make official statements to the press unless specifically asked to do so by a CHAS senior manager and should not embark on any fundraising initiatives without the knowledge of the appropriate Fundraising Manager. This is to ensure that as an organisation we give a consistent message and avoid confusion.

CHAS recognises that social media is an ever-growing communications tool. All volunteers should be mindful of the information they disclose on social networking sites. Where volunteers associate themselves with CHAS they should act in a manner which does not reflect negatively on the organisation.

Volunteers should not create CHAS accounts on new services and websites or use CHAS content on pages that they are involved with for either personal use or with regard to events. Volunteers must adhere to the CHAS Social Media policy, available from their managers and posted on the staff and volunteer intranet sites.

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Volunteers who are engaged in public speaking on behalf of CHAS will receive both initial and on going training.

5.7 Dress code

As representatives of CHAS, volunteers are responsible for presenting a good image to families using our services and to the public. Volunteers are asked to dress appropriately for their role and may be asked to wear certain protective clothing or to tie their hair back depending on the requirements of the area in which they work. As this may not always seem straight forward the manager responsible in each area will be happy to advise volunteers in this matter.

5.8 Use of Mobile Phones, Photography and Digital Recording Devices

For volunteers out with the hospices, mobile phones must be set to silent or vibrate mode in public areas and volunteers are asked to use discretion when taking calls in offices. In the hospices volunteers are not permitted to use mobile phones with camera and video facilities or to use their own photographic equipment. Such equipment should be left in a safe locked area whilst working in the hospice. Volunteers can use CHAS photographic equipment within the hospices only if asked to do so by a member of staff. Uploading and storage of photographs is the responsibility of hospice staff only. Volunteers are asked to familiarise themselves with the Social Media and IT Policies on VIP.

5.9 Absence and Time out

Volunteers are asked to let their manager know if they will not be available for duty due to illness, holidays or for any other reason. It is helpful if volunteers can give CHAS as much notice as possible so that cover may be arranged. If a hospice volunteer develops sickness and diarrhoea or other potentially infectious condition, they are asked to stay away from the hospice for at least 48 hours after symptoms have subsided.

There may be occasions when volunteers wish to take a break from volunteering for a period of time and CHAS understands and respects this. If volunteers wish to take an extended period of time out from their volunteering role their volunteering role/time might not be held open but a role will be offered to the volunteer on their return. Please also see section 5.1.

5.10 Removal of Volunteer Roles

It is recognised that in a growing and developing organisation some volunteer roles will change, develop and on rare occasions become unnecessary. In all cases changes will be discussed with volunteers individually and their views and contributions to changes and developments encouraged and included to ensure they feel valued throughout. Where roles have been identified as unnecessary, it is anticipated that volunteers will be offered alternative involvement with CHAS. The decision on the removal of volunteer roles will be made following joint discussions between the Senior Manager for the area, the Volunteering Development Manager

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and Director of Organisational Development who will advise on the protocol to be followed.

5.11 Volunteers Leaving CHAS

It is recognised that volunteers will end their relationship with CHAS for a variety of reasons. There will also be occasions when CHAS will find it necessary to end volunteering relationships.

When a volunteer decides to leave CHAS this is taken forward and initially acknowledged by their manager. A letter of thanks on behalf of CHAS will also be issued from the Volunteering Development Manager. The volunteer record on Raiser's Edge will be deleted by Voluntary Services. If the volunteer has requested to continue to receive CHAS communication and they have given permission, their record should be changed to a Gift Record (even if they have not made a donation).

5.12 Volunteer Management Group

Due to the significant contribution which volunteers make to CHAS, it is important that the development of the voluntary service is given due consideration and included in CHAS plans for the future. The Volunteer Management Group consists of staff members who have local management responsibility for volunteers (see section 1.4.). The Group exists to help plan and co-ordinate the service across CHAS and to take account of volunteer views and ideas in planning services. It also helps to ensure a consistency of approach to volunteering across the charity.

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Section 6: Procedures for specific volunteer roles

6.1 Volunteer Drivers

6.1.1 Recruitment of volunteer drivers

A preference of recruitment to volunteer driving is a clean driving license. Applicants with serious motoring offences will not be accepted as volunteer drivers.

6.1.2 Insurance for volunteer drivers

Whilst driving for CHAS using hospice vehicles, volunteers registered as drivers are covered by CHAS insurance. However any volunteer using his/her own vehicle for CHAS business must obtain written confirmation from their insurance company that their policy covers them specifically for this voluntary work. The relevant manager requires to view the following documents on an annual basis; a valid driving licence, valid insurance certificate confirming cover for voluntary driving for CHAS and a current MOT certificate. Insurance certificates stating cover is in place for business use is not sufficient.

6.1.3 Driving convictions

Any volunteer driver fined for speeding whilst driving for CHAS is responsible for payment of any fines subsequently incurred. Volunteer drivers with more than three penalty points on their licence may be asked to move from driving to a different volunteering role. The seriousness of the offence will be taken into consideration before final decisions are made.

6.1.4 Safety and Driving

For health and safety purposes CHAS strongly advises that a mobile phone is carried for use in the event of an emergency to summon help. Any driver, however, violating the law on the use of mobile phones whilst driving will be asked to volunteer in a different area.

Volunteer drivers must not drive whilst under the influence of alcohol or drugs.

Volunteer drivers are not expected to undertake journeys in excess of seven hours in total and must take breaks of at least 15 minutes every two hours.

All volunteer drivers driving CHAS minibuses should undertake the MIDAS minibus course and drive at all times within the MIDAS and CHAS safe driving guidelines.

6.1.5 Driver Guidelines

CHAS provides all volunteer drivers with comprehensive driver guidelines which must be followed at all times and also refers drivers to the CHAS Health and Safety – Safety Operating Procedures CHAS / 015 – Safe Driving at Work. Both documents are available on CHAS volunteer and staff intranet sites.

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6.2 Friends Groups

To maintain consistency and prevent confusion within the community, it is CHAS policy that volunteers may not be registered members of more than one CHAS Friends' Group. This will ensure that Friends Group members report only to one Fundraising Manager as designated by CHAS.

6.3 Employer Supported Volunteering

CHAS welcomes the support of companies through employee volunteering projects. Please refer to the Employer Supported Volunteering Policy and Procedures available from Voluntary Services.

GUIDELINES FOR RELATIVES OF HOSPICE USERS AS VOLUNTEERS

The following guidelines sit within the policy statement.

Guidelines

When a family first approaches and indicates their intention to volunteer, the Volunteering Development Manager, the relevant Director of Care, and the member of staff to whom the request came should meet to discuss the offer in the first instance.

If it is agreed that it is appropriate for the family to pursue their offer to volunteer, the relevant Voluntary Services manager and / or the Volunteering Development Manager will meet with the family to explain the process. At this information meeting the following points should be covered:

- Volunteer recruitment process
- Expectations of volunteers in terms of regular commitment, day and times and not visiting unless on duty
- Mention that not all people who apply to volunteer are accepted
- Discussion of the importance for the prospective volunteer of keeping their hospice involvement separate and distinct from their volunteering role
- Assurance of confidentiality of volunteering activities from the hospice staff and vice versa
- Discussion of how difficult situations are managed

As with all information sessions families will be offered the opportunity to discuss the process and will have time to think about whether or not they wish to proceed with an application.

TEMPORARY CHARITY SHOPS AND TEA BAR POLICY

CHAS may receive requests to open a temporary Charity Shop from members of the public, and also from registered volunteers of Friends of CHAS groups. It is CHAS policy not to sanction this type of activity, the reasons for which are as follows:

- It is the policy of CHAS to open retail outlets according to the CHAS Key Strategic plan and approval from CHAS Board
- Resources, location, support and health and safety are all major considerations when opening a shop
- All shops are managed by a CHAS member of staff to ensure good practice
- All shops have a shops policy which includes a pricing policy, to ensure fair pricing of donated goods
- All shops adhere to strict health and safety guidelines and trading standards recommendations to protect staff, volunteers and customers
- All CHAS premises are covered by CHAS insurance
- All CHAS premises are risk assessed by an appropriate member of CHAS staff
- The use of a CHAS banner, charity number or other official CHAS logo is not permitted for temporary trading that is not sanctioned by the directors of CHAS

CHAS may receive requests to run Tea Bars. It is CHAS policy not to sanction this type of activity. CHAS exists to provide Children's Hospice services in Scotland and must remain focussed on this as its main purpose.

Although CHAS has a trading arm this is focused solely on retail activities and not catering.

VOLUNTEER COMPLEMENTARY THERAPIES POLICY AND PROCEDURES

1 Background

This policy has been developed to provide volunteer therapists with guidance that enables the provision of appropriate, safe and effective complementary therapy services.

2 Definition

Complementary Therapy – a therapy that falls beyond the range of traditional medicine but may be used alongside it in the treatment of medical conditions or to promote wellbeing.

Complementary Therapist – a person who has undertaken a recognised training course in one of the named therapies listed (see section 4). This person will be in possession of a current qualification that has been awarded by a recognised examining board.

3 Role of Complementary Therapies in CHAS

Complementary Therapies are offered free of charge to children and families during their stay in the hospices to offer complementary opportunities for relaxation and time out. They offer opportunities for children and families to access different therapies to which they may not have access at home which will allow them to de-stress and unwind. As families are very involved with Care Team staff, volunteer therapists bring an added dimension to the care of the families offering them an additional support service.

Because children and families stay for short periods in the hospice there is no scope for therapists to become involved in long term treatments for specific conditions. Families do however often request to see the same therapist on subsequent visits.

Complementary Therapies are offered to staff as part of the staff support programme depending on the level of the demand from children and families. A small charge may be made to staff to cover the costs.

Approved Therapies

The following is a range of therapies which may be offered in the hospices to children, families and staff:

Children: *Aromatherapy, Reflexology, Reiki, Massage

*** Aromatherapy may only be given to children by a clinical aromatherapist with membership of the International Federation of Aromatherapists**

Families: Aromatherapy, Reflexology, Reiki, Massage, Indian Head Massage, Shiatsu, Bach Flower Therapy, DRU Yoga

Staff: Aromatherapy, Reflexology, Reiki, Massage, Indian Head Massage, Shiatsu, Bach Flower Therapy, DRU Yoga

5 Referral Procedure

Parents may request therapies for young children and young people may refer themselves through the Care Team. A referral request form will be completed by a member of the Care Team and passed to the Voluntary Services Manager.

Parents may request a therapy session either through the Care Team or directly with the Voluntary Services Manager. In all cases a referral form must be completed.

Staff may request a therapy session directly to the Voluntary Services Manager.

The Voluntary Services Manager is responsible for making appointments for children, parents and staff with volunteers. Appointments may not be made directly with the volunteer therapists.

6. Standards for Practice

6.1 Qualifications

Volunteer Therapists must have successfully undergone training, which is accredited by a single regulatory body. If in any doubt, qualifications should be verified with the appropriate validating body. Children may not receive Aromatherapy from practitioners who are not registered with the International Federation of Aromatherapists.

6.2 Registration

Volunteer Therapists must be registered with a recognised professional body which has codes of conduct, ethics and discipline in place.

7. Insurance

Volunteer Therapists are covered under the CHAS Medical Malpractice insurance policy. Details of this insurance cover can be obtained from the Voluntary Service Manager.

Continuous Professional Development

Volunteer Therapists are responsible for maintaining and improving their professional knowledge and competence and CHAS may be able to help with costs incurred with this.

8. Health and Safety Policy

Volunteer Therapists must be aware of Health and Safety precautions and have access to CHAS Health and Safety Policies and Hospice Infection Control Policies.

Aromatherapy oils must be kept in a locked cabinet to comply with Control of Substances Hazardous to Health.

10. Confidentiality

Volunteer therapists are responsible for maintaining the confidentiality of all information relating to children, families, staff, volunteers and the business of the charity. Failure to keep confidentiality will be considered a most serious matter and may result in the volunteer being asked to stop volunteering.

11. Records

Volunteer Therapists must keep up to date records of all treatments given in CHAS.

12. Supervision and Support

Clinical support is available to therapists through a designated Care Team member. Further support is available from the Voluntary Services Manager and the volunteer support programme which includes a qualified volunteer counsellor.

There are opportunities for CHAS Complementary Therapists to meet together as a group for mutual support, to share experience, ideas and to contribute to the development of the service.

Volunteer therapists are accountable to the Director of Care through the Voluntary Services Manager.

13. Multi-disciplinary Working

CHAS welcomes the contribution and expertise of Volunteer Therapists and considers them, along with other volunteer colleagues to be part of the team. A key part of team working is the respect of others skills and experience, sharing of skills and experience and support for one another.

14. Boundaries

Therapists are asked **not** to make appointments to treat children and families out with the hospices, nor to recommend other therapists. The recommendation of other therapists could be interpreted and a recommendation from the hospice which it is not in a position to make.

If families ask about therapists in their own area they should be encouraged to seek this information from their GP or therapists may give the contact for their relevant professional associations who might be able to help.

15. Reporting of Adverse Reactions

Any adverse reactions to treatment or concerns expressed by families about their treatment must be reported to the Director of Care and the Voluntary Services Manager.