VOLUNTEER HANDBOOK

For all volunteers with
Hospice Hope CIO 1169561
www.hospicehope.org.uk
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Welcome

At Hospice Hope, we really value our volunteers. In fact, we could not operate without you and so, we would like to say thank you to every one of you for all that you do for Hospice Hope and the people that use all of our services.

We really appreciate the amazing skills, time given and dedication of our volunteers.

Because we value our volunteers, we aim to provide the best of experiences and the opportunity for you to achieve your personal goals through volunteering. In the provision of all our services, Hospice Hope strives at all times to match the needs of the people who use our services and our organisation, with the needs of our volunteers.

We have a fantastic team of over 70 volunteers across North West Leicestershire, and we're always grateful for your help and support.

This handbook is intended to give all the basic information necessary to perform effectively as a Hospice Hope volunteer. We hope that you find volunteering for Hospice Hope rewarding and thank you for your support.

Stewart Shepherd

Chair of Hospice Hope

Mission Statement

Our mission is to be a therapeutic and caring organisation providing a range of services to enable a better quality of life and support for those who are struggling with a condition that limits the ability to enjoy life. To achieve this end, our services are defined as follows:

Hospice Hope works within North West Leicestershire to support individuals who have a condition that leads to a reduction in quality of life or who have been diagnosed with a life limiting condition as well as offering support to their partner or carer.
Services

Our services include:

- Hope House Day Care based in Griffydam opens Monday, Tuesday and Thursday. Guests and carers attend by arrangement.
- Counselling Service based at Hope House on a Wednesday by appointment – by telephone during lockdown
- Support Café based in Ibstock meets every Tuesday
- Support Café based in Whitwick/Coalville meets every Wednesday
- Support Cafe based in Ashby-de-la Zouch meets every Friday
- Support Café based in Castle Donington meets every Monday
- Befriending Service by telephone, Skype or zoom (incorporating a brand new pen pal scheme)
- Tablet Loan Scheme

All Support Café’s operate from 1.30 until 4pm. (Castle Donington 2pm to 4pm)

The Support Cafés are friendly drop-in support groups for anyone affected by any life limiting condition or are affected by a condition which leads to a reduction in quality of life, carers and partners are welcome too. At the Support Cafe people can

- Chat to others over a cup of tea
- Find out about other support available in the area
- Take part in group activities

Hope House is a Day Centre where guests, following a successful assessment by our Care Services Manager, will attend on an agreed day. Guests will be picked up in the morning and taken home again in the afternoon by one of our volunteer drivers. We provide a hot meal, all refreshments, a variety of activities and speakers, should they wish to join in and a complementary therapy if/when possible.

Our carers plus day is for the carer and the person they support to come to us together. We provide a hot meal and refreshments, a variety of activities and speakers plus the carer will be offer a complementary therapy if/when possible.

We do not charge for any of our services, although any donations to support our work are gratefully received.
Our history

Hospice Hope was formed at the closure of the Sue Ryder hospice at Staunton Harold in 2002. Its main objective was to see a combined hospice and day support centre built within North West Leicestershire.

Whilst the NHS has made some provision since the closure of Staunton, there was nothing that came close to offering what was available. For people living in this area, the choice is very limited with the NHS expectation that people with palliative illnesses wish to die at home and little opportunity for proper palliative care respite.

At the time of formation there was, theoretically, one palliative unit at Coalville Hospital and one at Ashby Hospital. There was no day support provision in North West Leicestershire. Of course, that is all now changed as there is no hospital in Ashby and no longer a palliative care suite that we are aware of at Coalville.

Our long term aim is to see a day support centre fully operational in North West Leicestershire and we continue to work with partners to find suitable and affordable premises for this purpose.

This objective needs a lot of work, money and partnerships. Hospice Hope is committed to being at the centre of all of this in order to see that the people of North West Leicestershire with life limiting conditions or conditions that lead to a reduction in quality of life have the love and the support that they deserve and need, along with appropriate support for carers and partners.

Volunteering process

You will already have been through the process for volunteering, so welcome to Hospice Hope as one of our volunteers.

Having plenty of willing volunteers enable us to keep providing a high level of service to our guests. We always have a need for volunteers in the following areas throughout North West Leicestershire:

- To support our guests at all of our locations, serving drinks, chatting etc
- Drivers
- Fundraisers to assist at events
- Gardening at Hope House
- Assisting with activities and help with serving meals at Hope House
- To be a telephone befriender
- To be a pen pal befriender
Your volunteer agreement

The Hope House Care Services Manager or Support Café Leader will provide you with a copy of this handbook which has a copy of Hospice Hope Volunteer Code of Conduct printed at the end. This policy summarises the agreed role, supervision and any necessary training. It also sets out what you can expect from Hospice Hope and what we expect from you. The document is not a legal document and does not form a contract of employment, it is binding in honour only and simply designed to help both parties by setting out clearly what has been agreed.

Probationary period

When you start volunteering for us, there will be a three month probationary period. This gives us both the chance to assess how things are working out.

You will be given the opportunity for a review of your volunteering role at the end of your probationary period. This is to find out how we can help you develop your role further and to identify any key areas of concern that you may have. If you have concerns relating to your role, speak to the Care Service Manager or Café Leader as soon as possible.

Protecting our Guests (service users)

Hospice Hope has a duty to protect our guests. As part of that responsibility, we must complete security checks on those volunteers who apply to work with vulnerable adults. The check we use is the Disclosure and Barring Services (DBS) check, which we will re-do every 3 years for every volunteer. You will have been asked to supply two references when applying to become a volunteer and these will have been received to our satisfaction before you can volunteer with us.

Your personal information

All personal information about volunteers will be held in accordance with the General Data Protection Regulations 2018. Please refer to the Volunteer Policy which is to be found on our web site.

ID badges

All Hospice Hope volunteers who have face to face contact with people while volunteering are required to wear a valid ID badge when they are volunteering for Hospice Hope. If you stop volunteering with us, you must return your ID badge so that it can be destroyed. If you lose your badge, please contact our Administrator as soon as possible.
While you are volunteering with us

It is important to us that you are comfortable and happy while you are volunteering. Please do not hesitate to contact your Café Leader/Care Services Manager if you need any further support or guidance about any information in this handbook.

Your availability and commitment

As a volunteer you are making a commitment to Hospice Hope. In terms of time and availability, you should decide how much or little you want to give. You should be realistic about this, taking your existing commitments into account and then volunteer what you think you can manage. It is better to agree to give only a little time at first, you can increase your commitment later if you feel you can cope with more.

If you are finding that you are having difficulties volunteering, you may cease your involvement at any time. Please just let us know, preferably giving as much notice as possible.

If you are unable to attend or drive on your allocated day at Hope House or the Support Cafe, it is essential that you contact the Café Leader/Care Services Manager as early as possible. If you are a telephone befriender, please contact the Care Services Manager as soon as possible.

All of our services rely completely on our volunteers.

If you are unwell, please contact your Café Leader or Care Services Manager. If you have sickness or diarrhoea, you must be symptom free for at least 48 hours before returning to your duties.

Training

All Hospice Hope volunteers will be asked to undergo mandatory Safeguarding training. Other training e.g. Moving and Handling will be required according to your role.

Change in Personal Details

Please ensure you inform the Charity Administrator and Care Services Manager or Café Leader about any changes to your personal details so that we can continue to keep you updated about the charity’s news, events and opportunities. It is also important that we are able to contact you or your designated person in case of emergency.

Comments, compliments or complaints

Hospice Hope values comments and feedback from our volunteers, to help develop and improve the quality of our services.
Sometimes, despite our best intentions, we don’t get things right. If volunteers have any comments, compliments or complaints about our activities, you are encouraged to let us know so that we can put things right if possible, and make improvements for the future.

All feedback can be given to your Support Café Leader/Care Services Manager, to our Charity Administrator over the phone – 07935800658, in writing to 23 Ashby Road, Ravenstone, LE67 2AA or by email to administrator@hospicehope.org.uk

**Insurance and risk**

Hospice Hope has appropriate Public Liability and Employer’s Liability Insurance (which covers volunteers).

Volunteers are expected to work within their role description or under the instruction of the Café Leader/Care Services Manager, and to adhere to Hospice Hope’s policies and procedures in order to ensure that they remain insured.

Hospice Hope is unable to accept responsibility for the loss, theft or damage of personal possessions or valuables while at the place of your volunteering.

**Health and Safety**

All volunteers have a responsibility for ensuring that they:

- Undertake the work they are required to do taking reasonable care for the health and safety of themselves, their colleagues, guests and visitors
- Do not interfere with or misuse anything provided in the interests of health and safety;
- Report any incident, however small, to the Support Café Leader/Care Services Manager.
- Co-operate with the management in any accident that may need to be investigated
- Use a common-sense approach and assess risk when carrying out activities
- Be vigilant at all times while you are on duty

**Expenses**

Hospice Hope values our volunteers and seeks to remove barriers to volunteer involvement. Out-of-pocket expenses will be reimbursed where required. If expenses are required, our expenses claim form can be obtained from our treasurer and counter-signed for approval by your named contact. The treasurer can be contacted for an expenses form by email to finance@hospicehope.org.uk
Fire

All volunteers working at any location where Hospice Hope is operating should make sure that they are aware of the procedure they should follow in case of a fire. At your induction you will be made aware of escape routes, fire alarms and assembly points.

Important Policies

A complete set of Policies will be held at each Support Café and at Hope House. Some of our policies are also available to view on line.

Please ask your Support Café Leader or Care Services Manager if you would like any further information or require the policy in a different format.

Policies of particular relevance to our volunteers are listed below:

Volunteers Policy
Health and Safety Policy
Confidentiality Policy
Data Protection Policy
Equal Opportunities Policy
Safeguarding Policy
Moving and Handling Policy

References

Hospice Hope is happy to provide you with a volunteer reference during or after your time as a volunteer if you would like one. If we are contacted by a potential employer looking for an 'employer's reference' we must advise the person making the request that this is not possible and will offer a volunteer reference instead.

Keeping you informed

News and Events

Hospice Hope produces a quarterly newsletter with news, articles and events that help keep the members and volunteers up to date with what is happening in the Charity. This is distributed to all guests, members and volunteers and interested organisations.

If you belong to or know of anyone or any organization that may be interested in finding out more please let us know, we will be happy to contact them.
A weekly bulletin is emailed out and, where appropriate, can be found on our Facebook page. If you have a Facebook page, please follow us and share our information pages.

If there are any special events when there may be a requirement to ask for extra volunteers, you will be asked face to face or by email if you can spare some extra time to assist with these events.

You can also keep informed of all the latest news by visiting our website www.hospicehope.org.uk or joining our Facebook group, www.facebook.com/hospicehope or following us on Twitter www.twitter.com/Hospice_Hope

If you leave Hospice Hope and are happy for us to continue sending you information by email, for example our newsletters or information about our events, then we will continue to do so. We hope that you will continue to support Hospice Hope by attending our events and raising awareness of the charity.

**Useful numbers**

Charity Chairman – 01530 837267 – email: stewart@hospicehope.org.uk

Charity Administrator – 07935 800 658 – email: administrator@hospicehope.org.uk

Ashby Support Café Leader – 01530 413019

Coalville Support Café Leader – 07870 920814

Ibstock Support Café Leader – 07474 669461

Castle Donington Support Café Leader – 07881867855 or 07912226244

Counselling Service – linda@hospicehope.org.uk or 07516 505421

Hope House and Befriending Service – 0748 3124926 – hopehouse@hospicehope.org.uk

Charity Fundraiser – 07483 178386
Hospice Hope

Confidentiality Statement

To be signed by all staff, trustees, volunteers and therapists and a copy returned to the Charity Administrator to be kept in your file.

Guests and Volunteers

I understand that all matters concerning guests and volunteers, their personal, financial and other affairs are confidential and are not to be disclosed to any other guests, volunteers or any other party (except where there is a need to know or otherwise instructed).

I understand that guests sometimes wish to keep information from family members and I will respect that wish.

I have read the charity’s confidentiality policy and agree to adhere to all the statements made within it.

The Charity

I will not disclose any matters or documents concerning the Charity, its financial affairs, policies, staffing matters or details to any outside party, except where specifically instructed to do so.

Signed  .............................................................................

Name  .............................................................................

Date  .............................................................................

In the presence of the Chair / Trustee / Support Café Leader or Hope House Manager

Signed  .............................................................................

Name  .............................................................................

Date  .............................................................................
Volunteer Code of Conduct

Definitions

The charity believes that their Guests should experience effective, safe and appropriate support that meets their needs and protects their rights.

The charity has certain rules within which volunteers are expected to operate. This document is intended to be a helpful guide to volunteers by stating the standards which are expected and behaviour which is not acceptable.

Everyone within the charity is committed to the same aim – to provide quality care and services for Guests and their families. This can be achieved by every team member performing his or her role and ensuring the highest standards.

Standards of Behaviour

Volunteers are expected to be:

- honest and trustworthy
- polite and helpful to others
- a member of the team and considerate of others’ feelings and needs
- positive in approach with a can-do attitude
- flexible and willing to meeting the changing demands of the role
Volunteers are expected to:

1. abide by any specific guidelines of the role(s) in which they are involved
2. be a reliable and dependable member of the team
3. be honest and accountable in fulfilling commitments
4. maintain confidentiality. Confidential information must not be disclosed to an unauthorised person at any time, during or after volunteering.
5. not to make public statements on behalf of the charity. Those approached for an official statement or comment should refer the request to the Chairman or a Trustee
6. act in the best interests of Guests, Guests’ families, staff and the charity
7. participate in training and/or group meetings as arranged/required
8. be open to any feedback that may be given regarding their work
9. not to give out their own personal home contact details and not to contact Guests outside the charity environment
10. wear suitable clothing, appropriate to their role and task
11. not to have children accompanying them whilst volunteering for the charity
12. raise any concerns and discuss any area of dissatisfaction with their team leader, the Chair or a Trustee
13. seek prior permission before removing any material or equipment from their place of work. Wilful damage, theft or negligence which leads to loss or damage to property belonging to the charity, its Guests, volunteers or staff may result in termination of volunteering.
14. when appropriate pass any cash or cheques for the charity to the team leader, the Chairman or a Trustee. Small cash donations towards the cost of refreshments may generally be kept by the team leader for that use.
15. act within the law and not bring the charity into disrepute
16. volunteers will not be permitted to work under the influence of alcohol or drugs
17. volunteers are advised not to accept any gift or consideration of any kind from Guests or persons with whom they are brought into contact by reason of their volunteering. Any other of inducement or gift must be politely but firmly declined and reported to the team leader, Chairman or Trustee.
18. the charity can accept no liability for loss or damage to personal property on their premises by burglary, theft, fire or otherwise. Volunteers are accordingly advised not to bring items of value to their place of volunteering.
19. those volunteers who are subject to enhanced DBS clearance are obliged to keep the charity informed of any convictions or changes during their course of volunteering. Failure to do so may result in termination of volunteering.
Volunteer Drivers

Volunteer Drivers will be requested to agree to the following additional points and sign a statement (appendix 1) agreeing to them.

- Inform the charity of any endorsements or changes to their driving license
- Inform the charity of any illness or disability, which may affect his/her ability to drive
- Ensure that their vehicle is roadworthy, is insured, taxed and has a valid MOT certificate (for vehicles aged four years and older)
- Inform their insurance company that they are using their car for voluntary work. There is usually no charge for this, but if requested Hospice Hope can assist the volunteer by providing a sample letter that can be sent to your insurance company
- Ensure that seatbelts are worn at all times by the driver and the guest
- Refrain from smoking in the car when transporting a guest
- Refrain from transporting other people or animals at the same time as a guest, unless this is a guide dog when the dog needs to be secured in a harness in the car
- Wear their Hospice Hope volunteer ID badge when transporting a guest
- When transporting a guest, they should understand that all conversations and matters concerning guests and volunteers, their personal, financial and other affairs are confidential and are not to be disclosed to any other guests, volunteers or any other party (except where there is a need to know or otherwise instructed).

This Code is supported by and has been agreed by the Hospice Hope Board of Trustees.

Signed: Stewart Shepherd

Date: 12 August 2020
Appendix 1

Statement for Volunteer Drivers

To be signed by all volunteer Drivers and a copy sent to Charity Administrator to be held in your file.

As a Volunteer Driver for Hospice Hope, I agree to:

- Inform the charity of any endorsements or changes to my driving license
- Inform the charity of any illness or disability, which may affect my ability to drive
- Ensure that my vehicle is roadworthy, is insured, taxed and has a valid MOT certificate (for vehicles aged four years and older)
  - The volunteer driver should inform their insurance company that they are using their car for voluntary work. There is usually no charge for this, but if requested, Hospice Hope can assist the volunteer by providing a sample letter that can be sent to your insurance company
- Ensure that seatbelts are worn at all times by the driver and the guest
- Refrain from smoking in the car when transporting a guest
- Refrain from transporting other people or animals at the same time as a guest
- Wear my Hospice Hope volunteer ID badge when transporting a guest

When transporting a guest, I understand that all conversations and matters concerning guests and volunteers, their personal, financial and other affairs are confidential and are not to be disclosed to any other guests, volunteers or any other party (except where there is a need to know or otherwise instructed).

Signed  ..........................................................................................................................
Name .........................................................................................................................
Date ............................................................................................................................

In the presence of the Chair / Trustee / Support Café Leader

Signed  ..........................................................................................................................
Name .........................................................................................................................
Date ............................................................................................................................