

# **VOLUNTEER GUIDE**

## **containing Guidelines and Regulations for Volunteers**

To be used in conjunction with  
Task Description

Visit our website [www.ulh.nhs.uk](http://www.ulh.nhs.uk)



## Dear Volunteer

Welcome to the Volunteer Handbook. We extend a warm welcome to you and hope that find volunteering with United Lincolnshire Hospitals NHS Trust will be both enjoyable and rewarding.

The purpose of this Volunteer Handbook is to answer some of the questions often asked by volunteers. This handbook provides guidance and regulations pertaining to voluntary activities to ensure they are enjoyable and rewarding and that volunteers are provided with the information required to carry out their voluntary activities appropriately and safely.

If you require any additional information or advice that is not contained within the Trust's policy or this handbook, or if you would prefer to talk to someone in person, please ask your Placement Supervisor/Line Manager or the Voluntary Services Manager.

Contact Details:	Placement Supervisor/Line Manager	Voluntary Services Manager
Name		Voluntary Services Manager
Base		Management Offices Lincoln County Hospital, Greetwell Rd, Lincoln LN2 5QY

Contact Number		01522 597838 01522 512512 x2517
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## **About - United Lincolnshire Hospitals NHS Trust**

**Our staff:** We provide a wide range of healthcare services delivered by approximately 7,800 highly trained staff and volunteers.

**Our services:** Our services cost more than £370m each year to provide, most of which are bought by NHS Lincolnshire (PCT).

We invest around £18 million each year in improving our clinical services by replacing and upgrading our medical equipment, modernising our estate and facilities and improving our information and technology infrastructure.

In an average year, we treat more than 180,000 accident and emergency patients, nearly half a million outpatients and almost 100,000 inpatients.

### **Lincoln County Hospital, Lincoln**

This district general hospital serves the city of Lincoln and the North Lincolnshire area. It provides all major specialties and a 24-hour major accident and emergency service. Founded over two hundred years ago, the majority of the hospital has been rebuilt over the past twenty years. The most recent major developments include the opening in October 2001 of a new £13 million Radiotherapy and Oncology Unit and the development of three new wards built to the highest possible specification, all completed during 2010.

### **Grantham and District Hospital, Grantham**

This mainly acute hospital originates from 1874 and serves Grantham and the local area. It has substantial recent additions and improvements including a new state-of-the-art CT scanner. It provides consultant medical and some surgical specialties. It has ambulatory paediatric; midwifery led maternity and 24-hour accident and emergency services.

### **Pilgrim Hospital, Boston**

This district general hospital was opened in 1976 to replace a number of small hospitals. It serves South and South East Lincolnshire with a 24-hour major Accident and Emergency Department and all main specialties. The Adult Psychiatry Department on the same site is managed by Lincolnshire Partnership NHS Trust.

The hospital is constantly being upgraded, and this has already included a new Accident and Emergency Department, ICU, Endoscopy Unit and two new Operating Theatres as well as £2 million Breast Unit.

### **Other hospitals**

United Lincolnshire Hospitals NHS Trust also provides some services in Louth at the County Hospital, in Gainsborough at the John Coupland Hospital, in Skegness at the Skegness and District Hospital and in Spalding at the New Johnson Community Hospital.

## **Our Values**

- To put the patient and public at the centre of our work
- To lead and take responsibility not blame others
- To work together not undermine each other
- To fully understand problems, their cause, and to find solutions and answers not excuses
- To be responsive and flexible to enhance the experience of all those who use our services

## **Our Behaviours**

- We will treat patients, colleagues and visitors with respect, dignity and empathy
- We will recognise that patient care is improved by effective team work.
- We will recognise our individual responsibility to contribute to the success of the team
- We will involve team members as early as possible
- We will speak well of each other – inside and outside of work
- We will raise concerns about safety, health or patient care promptly and appropriately without fear of victimisation
- We will respect the right of confidentiality

## **Our Approach to Equality & Diversity:**

United Lincolnshire Hospitals NHS Trust recognises that everyone is different, and values the unique contribution that individual experiences, knowledge and skills make in delivering quality healthcare.

We are committed to transforming our organisational culture by actively committing to implementing the Equality Delivery System. We will continue to promote equality and challenge discrimination in all service provision, recognising and meeting the needs of the diverse communities we serve.

We will strive to provide an environment in which people want to work and to be a model employer, leading in good employment practice. We are also committed to enabling each member of staff to achieve their full potential in an environment characterised by dignity and mutual respect.

The Trust will not tolerate unlawful discrimination, victimisation, bullying or harassment based on race, ethnic or national origin, nationality, age, disability, gender, gender reassignment, sexual orientation, religion or belief, HIV status, marital status or caring responsibilities. Any action found to be in breach of any of these should be reported to your Supervisor/Line Manager/Line Manager or Voluntary Services Manager.

## **Dignity and Respect:**

All volunteers are expected to treat patients, service users and carers with courtesy, care and compassion at all times, treating each person as an individual and adopt behaviours and attitudes which promote, supports and respects privacy and dignity in accordance with the Trust Dignity policies and dignity in care pledges.

## Volunteer Guidelines and Regulations

### Confidentiality:

Volunteers should regard any information concerning Service Users (Patients, Family, Carers and Visitors) as strictly confidential and must not disclose it to anyone outside the Trust. Further information is detailed in The Confidentiality Agreement at the back of this Handbook which all Volunteers must sign up to.

### What if a volunteer knows a service user?

If a volunteer knows a service user or carer in the area where they are volunteering, they may be asked/or may ask to volunteer in another place.

### Health and Safety:

Volunteers need to be aware of health and safety issues when undertaking voluntary work. The member of staff responsible for a volunteers' immediate supervision and support will be aware that they must be given health and safety guidance relevant to their area of service. If a volunteer is in any doubt about the health and safety aspects of their work/work area they should immediately ask the person responsible for their supervision or the Voluntary Services Manager. Volunteers must not assist with lifting patients.

Volunteers must:

- Take reasonable care for the health & safety of themselves and of others who may be affected by his/her acts or omissions while volunteering.
- Co-operate with the Trust insofar as is necessary to enable their duty or requirement to be performed or complied with and not interfere with anything provided in the interest of health and safety.
- Report any hazards, accidents or injury immediately to staff. Do not attempt to clean any non-catering spillages e.g. body fluids (notify staff instead).

A volunteer must also notify their Supervisor/Line Manager and Voluntary Services Manager if they:

1. Have an accident whilst on duty
2. Fall ill whilst on duty
3. Have an illness prior to voluntary service

### Incidents

Sometimes things happen, or almost happen to service users, staff or other people that should not happen. An Incident could be the use of inappropriate language, someone becoming angry and frightening those around them or someone leaving a ward area without staff knowing they had gone.

When something like this happens, an Incident Reporting procedure (IR1) is completed by a member of staff and in serious cases an investigation into what happened may be required. Volunteers may be asked to take part in an investigation if it affects the area where they are volunteering. Volunteers will have the same rights as staff and be supported throughout an investigation. Volunteers should also report Incidents immediately to their Placement Supervisor/Line Manager in the area where they are volunteering as well as the Voluntary Services Manager.

## **Signing in and out:**

All volunteers are required to complete an Attendance Sheet which details the time you arrived at your placement and the time that you left. This is signed by your Placement Supervisor/Line Manager or a senior staff member and may be in addition to any Fire Register used within the Department.

## **Infection Control:**

Do not come in if you:

- Are suffering from diarrhoea and/or vomiting. (you need to be symptom free for 48 hours before coming in).
- Have a viral infection e.g. cold, flu, sore throat or flu like symptoms
- Have a contagious infection e.g. chicken pox

Alcohol hand rub is to be used by all Volunteers before entering and exiting the Ward and Outpatient areas. Volunteers are also required to abide by hand hygiene protocols (washing hands between patients) whilst working on wards and throughout the hospital.

## **Safeguarding Children and Vulnerable Adults:**

Every individual has a right to a life free from fear, to be treated with dignity and respect and have their choices respected and not be forced to do anything against their will. Hospital staff are trained to recognise the signs of abuse and challenge them when they are institutional. Volunteers should escalate any concerns or suspicions to a senior member of staff.

## **Mental Capacity of Service Users:**

In accordance with the Mental Capacity Act as a Trust we must ensure patients are as independent as possible and care is provided in the least restrictive way to avoid any deprivation of liberty. Any concerns regarding this area should be directed to your Placement Supervisor/Line Manager.

## **Public Relations:**

Volunteers may be featured in Trust public relations activities and consent will be sought from volunteers prior to publication of any material in which an individual may be identified. Volunteers are requested not to make any statement to the media about the Trust without first consulting the Voluntary Services Manager.

## **Financial Transactions and Gifts:**

Volunteers should not engage in **any** financial or cash transactions with or on behalf of Service Users (Patients, Family, Carers and Visitors). This includes the sale, purchase or exchange of goods or gifts from, to or on behalf of the service user without the expressed permission of the Volunteers Supervisor/Line Manager or Voluntary Services Manager. Volunteers should refuse to accept offers of gifts from service users and/or their carers in a manner not to cause offence and seek advice from Supervisor/Line Manager or Voluntary Services Manager.



## Concerns and Complaints:

### Who do people complain to?

Wherever possible, anyone receiving a complaint should tell someone close to the cause of the complaint for example a volunteer should tell their Supervisor/Line Manager. In many cases, it should be possible to sort the problem out straight away. If the complaint is more involved, or if the person making the complaint wants it dealt with through a more formal procedure, they should contact the Complaints Manager/Customer Care Manager.

### What if someone complains about a volunteer?

It is important that volunteers understand that someone may make a complaint about them. If this happens, they will have the same rights as staff, which means that a volunteer will be supported by the Voluntary Services Manager and will have an opportunity to have their say and receive a fair investigation.

### Problem Solving:

In the rare event that there are problems with a volunteer's conduct or there is an issue that the volunteer is grieved about, staff and volunteers are to use the Problem Solving process detailed below:

### If a volunteer has a complaint about ULH as an organisation or a member of staff or another Volunteer

We hope that most problems can be solved informally, but if this is not the case the volunteer should raise the matter formally with Voluntary Services Manager.

If the complaint is against the Voluntary Services Manager then the volunteer should raise the complaint with the Director of Nursing.

### If there is a problem with the volunteer's behaviour

Again we hope that this can be resolved informally. Some problems can arise out of the need for extra training or support but where interventions and informal measures are not sufficient the Voluntary Services Manager in association with the Placement Supervisor will raise the issue in a formal meeting with the volunteer.

The volunteer will be entitled to put forward their case with the support of a fellow volunteer, staff member or friend. If necessary a formal warning may be issued with steps agreed to improve conduct with the understanding that following another warning the volunteer will be asked to leave.

In cases of severe misconduct (such as theft, breaking confidentiality, bullying, verbal or physical abuse or violence) a volunteer may be suspended while the matter is investigated or where there is sufficient evidence dismissed immediately. If on investigation the complaint against the volunteer is upheld they will be asked to leave without a second warning.

In all cases volunteers can appeal against decisions made to Senior Management.

**Smoking:**

Smoking is not allowed on NHS premises. Please use outside designated areas.

**Valuables:**

The Trust cannot be held responsible for the loss of money or valuables whilst undertaking voluntary duties.

**Expenses:**

Volunteers are not expected to be out of pocket for the service that they give to the Trust. Parking tickets can be validated on production of your volunteer I.D at Reception. A voucher is available towards the cost of lunch for those volunteers working for four hours or more in one shift. Travel costs can be claimed at public transport rates. Please ask the Voluntary Services Manager for more details.

**Pregnancy:**

There are certain areas within the hospital where it is inadvisable for pregnant women to enter. If you are pregnant please inform your Placement Supervisor/Line Manager and the Voluntary Services Manager to be adequately safeguarded.

**Change of Circumstances/Health Status:**

Please notify the Voluntary Services Department of any changes in your name, address, marital status or next of kin. Please also notify the Voluntary Services Department where you expect to be away from your placement due to long periods of illness or absence and inform your Placement Supervisor/Voluntary Services Manager of any changes in your Health Status.

**Unsuitability:**

Suitability for the volunteer role is assessed within 12 weeks of the starting date. A volunteer who proves to be unsuitable for the placement, fails to comply with regulations or who does not attend regularly may be asked to leave at any time.

**Change/ of Placement:**

If you wish to change placement for any reason you must speak to the Voluntary Services Department. Please be aware that placements will be limited by the opportunities available within the Trust and your suitability towards the role.

**Cease of Placement/Leaving:**

Volunteering is a mutual arrangement between the Volunteer and the Trust which can be terminated by either party at any time.

Should you wish to leave you must speak to the Voluntary Services Department as soon as possible. Voluntary Services Manager may wish to speak to you about your experience of volunteering in the placement in order for any problems to be identified or suggestions for improvement to be made.

N.B I.D badges, Car Parking Permits and Uniform items issued are to be returned.

<b>Volunteer Standards of Behaviour</b>
<p><b>Respecting and involving people who use services</b></p> <ul style="list-style-type: none"> <li>• The dignity, privacy and independence of service users are to be respected at all times.</li> <li>• Service users must be encouraged to express their views and be made aware of the choices available to them.</li> <li>• Volunteers are to provide appropriate opportunities, encouragement and support to service users in relation to promoting their autonomy, independence and community involvement.</li> <li>• Volunteers must take care to ensure that care, support and encouragement is provided to service users with due regard to their age, sex, religious persuasion, sexual orientation, racial origin, cultural and linguist background and any disability they may have.</li> </ul>
<p><b>Outcome:</b> People understand the care and treatment choices available to them. They can express their views and are involved in making decisions about their care. They have their privacy, dignity and independence respected, and have their views and experiences taken into account in the way in which the service is delivered and support is provided.</p>
<p><b>Care and welfare of people who use services</b></p> <ul style="list-style-type: none"> <li>• Volunteers must make their name known and the fact that they are working on a volunteer basis to any service users that they interact with.</li> <li>• Volunteers do not work outside the boundaries of their role and their task description.</li> <li>• Volunteers must report any accidents or injury immediately to staff.</li> </ul>
<p><b>Outcome:</b> People experience effective, safe and appropriate care, treatment and support that meets their needs and protects their rights.</p>
<p><b>Safeguarding people who use services from abuse</b></p> <ul style="list-style-type: none"> <li>• Volunteers must raise any issues or concerns of abuse with their supervisor.</li> </ul>
<p><b>Outcome:</b> People are safeguarded from abuse, or the risk of abuse, and their human rights are respected and upheld.</p>
<p><b>Cleanliness and infection control</b></p> <ul style="list-style-type: none"> <li>• Alcohol hand rub is to be used by all Volunteers before entering and exiting the Ward area</li> <li>• Volunteers are required to abide by hand hygiene protocols whilst working on wards (wash hands between patients).</li> </ul>
<p><b>Outcome:</b> People experience care in a clean environment, and are protected from acquiring infections.</p>

## Volunteer Rights & Responsibilities

### Rights

- To be a valued and appreciated partner of ULH NHS Trust
- To be treated with respect and dignity. This means ULH NHS Trust will not tolerate racism, homophobia, sexism or any other form of discrimination against volunteers, staff, service users or carers
- To be listened to and taken seriously, in the same way as staff
- To have an agreed, clearly written Task Description, so volunteers know what is expected of them
- To be able to say no or negotiate tasks and responsibilities
- To receive the required induction and training
- To receive regular supervision and feedback
- To have someone to go to for support and talk with about the voluntary activity and any problems that arise
- To volunteer in safe premises with safe conditions
- To be kept informed about changes within the Trust

### Responsibilities

- To treat people with respect and dignity
- To follow the Volunteer Standards and Code of Practice
- To be aware of health & safety requirements e.g. fire exits
- To carry out the tasks required, and discuss with staff any ideas and changes before making a change
- To attend supervision, induction and training
- To be reliable and punctual, providing notice of any absences
- To share any worries or concerns about the voluntary activity
- To ask for help if needed
- To approach service users, staff and the public in a polite, friendly and cooperative manner

**CODE OF PRACTICE FOR VOLUNTEERS**

I agree to:

1. Always wear ID badge whilst on Trust premises and wear any uniform that may be provided and abide by the dress code in ward/ clinical areas.
2. **Return ID Badge Permit when I cease to be a Volunteer.**
3. Report to the person in charge of my placement area on arrival and before leaving placement area.
4. Ask my Placement Supervisor/ Line Manager what I should do in the event of Fire and to point out any Health and Safety issues/Infection Control Procedures I need to be aware of.
5. Complete attendance sheet at the beginning and again **at the end** of each duty period, obtaining the signature of the Placement Supervisor/ Line Manager before leaving placement area.
6. Show patients, relatives and/or clients respect, confidentiality and dignity when dealing with them in line with the Volunteer Standards and the Confidentiality Agreement.
7. Not perform any tasks other than those agreed on the Task Description and with the Placement Supervisor/Line Manager and the Voluntary Services Manager without seeking further approval.
8. Inform the most senior member of staff immediately, of any concerns that I may have regarding a patient, member(s) of staff or task that I am asked to perform.
9. For the safety and wellbeing of myself and patients, **not to** lift, handle or lower patients, toilet patients or bath patients.
10. Inform my Placement Supervisor and the Voluntary Services Manager of any changes in my Health Status.
11. Attend any volunteer training relevant to my duties.
12. Refuse any gifts, favour or hospitality, which might be interpreted as seeking to exert undue influence to obtain preferential consideration.

I have read and understood the above code of practice

Signed:.....

Date: .....

Copy to be retained by Volunteer

## Confidentiality Code of Practice and Agreement

- ❖ I hereby agree to abide by this Code of Practice for Confidentiality and undertake to keep all confidential information that I may access in the course of my voluntary duties strictly confidential.
- ❖ I understand that access to **all** confidential information will be on a strictly **need to know basis** and that I may only seek and obtain information if it is required to carry out the role for which I am a Volunteer.
- ❖ I will not divulge information I have obtained during the course of my time spent as a volunteer in any shape or form to any other member of staff, patient or member of the general public, except in the course of professional discussions required to carry out my duties or where I perceive there to be a safeguarding risk. In all cases I will seek and be advised by my Placement Supervisor/Line Manager of those categories of information which I can divulge and to whom.
- ❖ I will refer all requests for information (including those from patients, relatives, the police or press) to my Placement Supervisor/Line Manager or The Trusts Communications Department.
- ❖ I understand the Trust's requirement to protect all information both paper based, and electronic and that I must comply with the rules regarding the safe storage, transportation and distribution of patient related information in accordance with the Data Protection Act.
- ❖ I undertake not to remove any personal information relating to either patients or staff or any sensitive information from the confines of the Trust.
- ❖ I understand that I must not post any messages or have any discussions about any aspect of my volunteering role on any social networking sites.
- ❖ I understand that breaches of confidentiality that occur as a result of my actions will be regarded as gross misconduct and may result in my volunteer placement being terminated.

Full name of volunteer: \_\_\_\_\_

Signature: \_\_\_\_\_

**Volunteer's Copy**

**CODE OF PRACTICE FOR VOLUNTEERS**

I agree to:

1. Always wear ID badge whilst on Trust premises and wear any uniform that may be provided and abide by the dress code in ward/ clinical areas.
2. **Return ID Badge when I cease to be a Volunteer.**
3. Report to the person in charge of my placement area on arrival and before leaving placement area.
4. Ask my Placement Supervisor/ Line Manager what I should do in the event of Fire and to point out any Health and Safety issues/Infection Control Procedures I need to be aware of.
5. Complete attendance sheet at the beginning and again **at the end** of each duty period, obtaining the signature of the Placement Supervisor/ Line Manager before leaving placement area.
6. Show patients, relatives and/or clients respect, confidentiality and dignity when dealing with them in line with the Volunteer Standards and the Confidentiality Agreement.
7. Not perform any tasks other than those agreed on the Task Description and with the Placement Supervisor/Line Manager and the Voluntary Services Manager without seeking further approval.
8. Inform the most senior member of staff immediately, of any concerns that I may have regarding a patient, member(s) of staff or task that I am asked to perform.
9. For the safety and wellbeing of myself and patients, **not to** lift, handle or lower patients, toilet patients or bath patients.
10. Inform my Placement Supervisor and the Voluntary Services Manager of any changes in my Health Status.
11. Attend any volunteer training relevant to my duties.
12. Refuse any gifts, favour or hospitality, which might be interpreted as seeking to exert undue influence to obtain preferential consideration.

I have read and understood the above code of practice

Signed:..... Date: .....

Copy to be retained by Trust – please send to Voluntary Services Manager

## Confidentiality Code of Practice and Agreement

- ❖ I hereby agree to abide by this Code of Practice for Confidentiality and undertake to keep all confidential information that I may access in the course of my voluntary duties strictly confidential.
- ❖ I understand that access to **all** confidential information will be on a strictly **need to know basis** and that I may only seek and obtain information if it is required to carry out the role for which I am a Volunteer.
- ❖ I will not divulge information I have obtained during the course of my time spent as a volunteer in any shape or form to any other member of staff, patient or member of the general public, except in the course of professional discussions required to carry out my duties or where I perceive there to be a safeguarding risk. In all cases I will seek and be advised by my Placement Supervisor/Line Manager of those categories of information which I can divulge and to whom.
- ❖ I will refer all requests for information (including those from patients, relatives, the police or press) to my Placement Supervisor/Line Manager or The Trusts Communications Department.
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- ❖ I understand that breaches of confidentiality that occur as a result of my actions will be regarded as gross misconduct and may result in my volunteer placement being terminated.

Full name of volunteer: \_\_\_\_\_

Signature: \_\_\_\_\_

**Trust's Copy – Please forward to Voluntary Services**



**VOLUNTEER'S INDUCTION CHECKLIST - to be completed with Placement Supervisor/Line Manager and returned to Voluntary Services Manager**

Volunteer's Name: .....

Department / Base: .....

Date Commenced Voluntary Activities:.....

<b>INTRODUCTION</b>	DATE INFORMATION GIVEN	INFORMATION GIVEN BY (Signature)	INFORMATION RECEIVED BY VOLUNTEER
Introduction to Area of Work – Tour of Area			
Introduction to colleagues/patients (if applicable)			
Received clear instructions on who s/he is responsible to			
Shown lockers/security of belongings explained			
Been acquainted with location of dining facilities, coffee machine/kettle, library – (where available).			
Introduced to the tasks to be undertaken as defined in Task Description			
<b>HEALTH &amp; SAFETY</b>	DATE INFORMATION GIVEN	INFORMATION GIVEN BY (Signature)	INFORMATION RECEIVED BY VOLUNTEER
Location and fire fighting equipment (legal requirement although volunteers not expected to use or be responsible for evacuating service users etc.)			
Fire drills and alarms & location of Fire Exits/Assembly points			
Health risks – COSHH			
First Aid boxes/first aiders/incident forms			
Security measures – doors and alarm codes (e.g. pin point alarms)			
<b>INFORMATION</b>	DATE INFORMATION GIVEN	INFORMATION GIVEN BY (Signature)	INFORMATION RECEIVED BY VOLUNTEER
Time sheet/signing in/out procedure			
Meal times and arrangements			
Code of dress			
Procedure for informing Supervisor/Line Manager about time off/sickness absence			
<b>EXPECTED STANDARDS OF PROCEDURE</b>	DATE INFORMATION GIVEN	INFORMATION GIVEN BY (Signature)	INFORMATION RECEIVED BY VOLUNTEER
Confidentiality			
Courtesy to patients/visitors/Staff			
Role Boundaries			
Who to approach for help/information			

RECEIVED INFORMATION ON: (If applicable)	DATE INFORMATION GIVEN	INFORMATION GIVEN BY (Signature)	INFORMATION RECEIVED BY VOLUNTEER
Dealing with public/media			
Department rules, personal telephone calls, Mobile etiquette			
Ward/department/service routine			
Expenses & gifts (as per policy)			
Communications: Team brief, notice boards, Trust newsletter, Trust website			
Departmental/Volunteer meetings/Individual feedback mechanisms			
Personal security			
Local Security policy			

I confirm that the above information has been discussed and explained to me and that I fully understand all of the information.

Volunteers Signature: ..... Date: .....

Placement Supervisor/ Line Manager signature: .....

Placement Supervisor/ Line Manager Name (Please Print) .....

Additional Training Needs Identified	Planned date to receive additional training

When complete retain copy and send to Voluntary Services

**VOLUNTEER AGREEMENT** - Volunteers are an important and valued part of the United Lincolnshire Hospitals NHS Trust who recognise the contribution made by volunteers to support our aims and services. This document sets out the responsibilities the Trust bears to support volunteers and the expectations it has of volunteers in respect of their individual placements. **This is not a contract and there is no intention to create a contractual relationship between the United Lincolnshire Hospitals NHS Trust and the volunteer.**

**United Lincolnshire Hospitals NHS Trust** commits to the following:

- To provide adequate information, training and support for the volunteer to be able to meet the responsibilities of his/her volunteer placement
- To review the volunteer's placement and provide feedback on performance as required.
- To respect the skills, dignity and individual needs of the volunteer and where possible to respond flexibly to his/her individual requirements.
- To be receptive to any comments from the volunteer regarding ways in which we might better accomplish our respective aims.
- To treat the volunteer as a valued partner in meeting the Trust's goals and fulfilment of its aims.
- To accept liability for registered volunteers whilst they undertake their approved duties. The Trust is however unable to accept responsibility for the loss of or damage to any personal property.

**The Volunteer** commits to the following:

- To perform my duties reliably and to the best of my ability and according to the task description provided
- To adhere to Trust policies and procedures, with particular regard to Health & Safety, Equal Opportunities, Volunteer Standards of Behaviour, Confidentiality Agreement and Code of Conduct for Volunteers
- To adhere to the information and guidance provided in the Volunteers Handbook.
- To meet time and duty commitments or to provide adequate notice so that alternative arrangements may be made, except in exceptional circumstances.

Signed (Volunteer): ..... Date: .....

Signed ..... Date: .....  
(Placement Supervisor on behalf of United Lincolnshire Hospitals NHS Trust)

**Copy to be retained by Volunteer and Placement Supervisor**