



Volunteer Handbook

**Containing Guidelines and Regulations for
Volunteers**



Dear Volunteer,

Welcome to our volunteering team.

We really hope that you will find volunteering with United Lincolnshire Hospitals NHS Trust both enjoyable and rewarding.

The purpose of this Handbook is to answer some of the questions often asked by volunteers. This handbook provides guidance and regulations pertaining to volunteer activities. It provides you with the information required to carry out your voluntary activities appropriately and safely.

If you require any additional information or assistance please do not hesitate to approach your Placement Supervisor or any of the Voluntary Services Department team.



**Please visit our United Lincolnshire Hospitals
NHS Trust website to watch our latest
volunteering videos;**

<https://www.ulh.nhs.uk/jobs/working-for-us/volunteering/>

Or click the link below

[Volunteering at ULHT](#)



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Voluntary Services Supervisor	Jody Payne
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Voluntary Services Supervisor	Bjiisha Biju
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Add your Placement Supervisor details

Supervisor name	
Contact number	
Email	



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ABOUT - UNITED LINCOLNSHIRE HOSPITALS NHS TRUST

United Lincolnshire Hospitals NHS Trust (ULHT), situated in the county of Lincolnshire, is one of the biggest acute hospital trusts in England serving a population of over 736,700 people. We provide acute and specialist services to people in Lincolnshire and neighbouring counties. We have an annual income of £643 million and we employ nearly 8,500 people. In the last year we had around 642,000 outpatient attendances, around 145,000 inpatient episodes and around 147,000 attendances at A&E. We provide acute hospital care for the people of Lincolnshire from our sites in Lincoln, Boston and Grantham and also deliver services from community hospitals and centres in Louth, Gainsborough, Spalding and Skegness.

Our Board vision statement – “Outstanding Care Personally Delivered”

Our vision

Our Integrated Improvement Plan for 2023/24 sets out our commitment to continual improvement and a realistic map for the next stages of our improvement journey. Our purpose is plain and simple. Putting patients first is our key focus. That's why we're all here.

We have five values which demonstrate what we stand for, and how we behave.

The strategic objectives are simple and focus on our patients, our people, our services and our partners. The annual Integrated Improvement Plan will detail the work we will progress and actions we will take this year, under these key objectives.

We pledged to have continuous quality improvement and productivity and efficiency, to be at the heart of what we do to support us to deliver better patient outcomes, improve operational and financial sustainability.

Our Values



Our Strategic Objectives



OUR HOSPITALS

Lincoln County 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	Pilgrim Hospital Boston serves the communities of South and South East Lincolnshire. It provides all major specialties and a 24-hour major accident and emergency service.
Grantham and District Hospital serves the communities of Grantham and the local area. It provides ambulatory paediatric and accident and emergency services.	County Hospital Louth serves the communities of Louth and the local area. It provides a number of services including an outpatient department, diagnostic and surgical procedures and well as an inpatient surgical ward.

OUR VALUES AND BEHAVIOURS guide everything we do.



Patient-centred- Putting patients at the heart of our care.

Respect- Treating our patients and each other positively.

Excellence- Supporting innovation, improvement and learning.

Safety- Ensuring patients and staff are free from harm.

Compassion- Caring for patients and loved ones.



Based on feedback we receive from our patients, staff and our partners we know we need to make more progress and improve rapidly in a number of areas. Our patients and their families have told us they want to be more involved in decisions about their care and how local services are developed.

In keeping with our Trust values, our staff want to be able to come to work to deliver excellent patient care and feel respected and valued. Through working with partners we know we can do more to improve the safety of care we deliver to our patients with improved staffing numbers and a clean and safe environment. If you believe in them too, then you are ready to join the ULHT volunteering team.

STAFF CHARTER



Our staff charter sets out clear expectations of ‘what we expect to see from staff’ and what ‘staff can expect from the Trust’ as an employer, describing how together we will deliver ‘excellence in rural healthcare’ for all our patients.

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Alongside this we have also produced a personal responsibility framework, to support and underpin the charter’s values, which give examples of the behaviours we would wish to see and those we would not wish to see, to help us create a positive, caring working environment.

Based around our five core values – patient-centred, safety, compassion, respect and excellence – both our charter and personal responsibility framework were created for staff, by staff. They give us all a clear picture of what is expected of us so that we can continue to deliver safe, high quality services, day in, day out, for all our patients.

We want the charter to become embedded as part of our vision and values, as blue print for the way we want to work, and encourage everyone to adopt and live by its ethos.

Clear for all to see, the charter is displayed across our hospitals to let our patients and visitors know that we are committed to providing the very highest quality care possible.

Our Board of Directors have also pledged their support to the charter, to live by its values and lead by example.

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INTEGRATED IMPROVEMENT PLAN (IIP)

In keeping with our Trust values, our staff want to be able to come to work to deliver excellent patient care and feel respected and valued. Through working with partners we know we can do more to improve the safety of care we deliver to our patients, with improved staffing numbers and a clean and safe environment.

Patients: By 2025, we will deliver high quality, safe and responsive patient services, shaped by best practice and our wider communities.

People: By 2025, we will enable our people to lead, work differently and to feel valued, motivated and proud to work at ULHT.

Services: By 2025, our services will be sustainable and make best use of resources, while being supported by technology and delivered from an improved estate.

Partners: By 2025, we will work collaboratively with our partners to improve the health and wellbeing of our populations and implement new integrated models of care.

The Integrated Improvement Plan provides the framework for us to deliver these improvements.

Underpinning the ambition in each of the strategic objectives, we have identified key priorities, which will help monitor our progress. Each year detailed actions will be created for the current year priorities, which will form the basis of the Trust's Annual Plan. This will ensure specific plans are in place for each area and service, enabling appropriate resources to be directed in order to ensure achievement of the vision and our strategic objectives.

Each objective will also be supported by enabling strategies. The strategy, in-year priorities and enabling strategies will be reviewed and refreshed annually to ensure they remain up-to-date in response to changes in our operating environment, new policy implications and local population needs which are set out in the long-term health and social care plan.





OUR COMMITMENT TO EQUALITY, DIVERSITY & INCLUSION:

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 and becoming a model employer.

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.

We will not tolerate unlawful discrimination, victimisation, bullying or harassment based on age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex or sexual orientation. Any action found to be in breach of any of these will be addressed in accordance with the Trust's policies and procedures.

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.

Dignity Pledges

Our staff will treat patients the way they would wish to be treated

United Lincolnshire Hospitals NHS Trust Vision and Values states that the delivery and development of our service will be patient-centred.

The ULHT Dignity pledges have been developed by co production with NHS colleagues, our Patient Panel members and external stakeholder – Healthwatch.

Patient-centred care means ensuring we value individual preferences, that we listen, provide support, comfort and compassion, that we involve family, friends and carers and that we give information and ensure continuity and coordination of care.

We will: greet you and your visitors in a welcoming and sincere way and introduce ourselves and our roles; 'Hello, my name is...'

We will: ensure that all staff involved in your care know about you and that information is consistent across your care team.

We will: make sure we use your preferred name and communicate with you in your preferred language and in a format that meets your requirements.

We will: ensure we meet your medication, food, drink and daily comfort needs in a sensitive and compassionate manner and assist you whenever necessary.

We will: ensure you experience care in an environment that actively encompasses respect for your individual values, beliefs and personal relationships.

We will: consider your confidentiality at all times and be particularly careful when talking at the bedside and on the telephone.

We will: involve you in discussions and decisions about your care and treatment and offer you time to check you have understood what has been said and ask any questions.

We will: ask you what matters and is most important to you and do everything we can to achieve this.

We will: ensure we involve your family and carers when you wish or need them to be.

We will: treat you with kindness, compassion and empathy; we will treat you as we would ourselves wish to be treated.



VOLUNTEER GUIDELINES AND REGULATIONS

Volunteer Role Description

As a volunteer you will be given a copy of a Role Description relevant to your placement. This will include a list of duties that you may undertake subject to agreement between you and your placement supervisor.

Volunteer Core Training:

Before starting as a volunteer you will need to have completed your Induction and core training as advised at your interview.

- The majority of core learning is accessed on our eLearning platform and you will be given a guide on how to complete this at home.
- However if for any reason you cannot complete or update your core learning, Voluntary Services staff at your local hospital will be happy to help you.
- Some core training needs to be updated at yearly or three yearly intervals. The Voluntary Services Department will let you know when your core learning is due.
- All volunteers are required to keep their core training up to date or they will be temporarily unable to volunteer until any outstanding modules are completed.
- If a volunteer is temporarily suspended from volunteering they and their Volunteer Supervisor will be notified and they will be asked not to attend during this period.

Chaplaincy Volunteers

Due to the unique speciality of the services provided by the United Lincolnshire Hospitals NHS Trust Chaplaincy Department, all potential volunteers will be interviewed individually by a member of the Chaplaincy team to confirm their suitability to join the department, and if successful agree to undertake any additional induction training unique to their chaplaincy role.

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 must inform their Placement Supervisor and dependant on the particular circumstances they may then be asked/or may ask to temporarily volunteer in another placement.

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 their Placement Supervisor or the Voluntary Services Department.

**** 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 Placement Supervisor and Voluntary Services Manager if they:

1. Have an accident or 'near miss' 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 Report (IR1) (sometimes known as a DATIX report) is completed by a member of staff and in serious



cases an investigation in to 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 in the area where they are volunteering as well as the Voluntary Services Manager.

UNIFORM AND DRESS CODE

Volunteers must adhere to the latest United Lincolnshire Hospitals NHS Trust Dress/Uniform Code Policy at all times. All volunteers must always wear the yellow Volunteer uniform provided to them free of charge when they join as a volunteer.

A dress code and uniform carry symbolic meaning and serves to:

- Create a distinctive brand
- Creates pride in the profession
- Separate work and non-work time
- Allow patients to distinguish particular staff
- Act as protective clothing
- Create patient confidence in competence and trustworthiness
- Create a corporate image required by employers.

Footwear

- Footwear must be clean, in a well maintained state and appropriate to the role employed. Footwear should be sensible professional and black in colour when worn in uniform. It is the responsibility of the individual to maintain the cleanliness of their footwear, even where this has been provided by the Organisation.
- Footwear must be fully enclosed and should be a lace up or slip-on full shoe and have a soft non-slip sole to minimise noise. Shoes are provided by the staff member.
- Backless and/or open toe shoes or sandals, fabric shoes and flip-flops must not be worn whilst on duty by any staff group as these constitute a hazard (Manual Handling Operations Regulations, 1992). If alternative footwear is required for medical purposes; the individual will be required to provide medical evidence and discuss the preferred option with their manager, who will need to consider Infection prevention and control and Health & Safety policy.
- Trainers may be worn with permission from an individual's line manager. These should be plain black with black soles; exceptions to this should be agreed with the manager.



‘Bare Below the Elbows’ (BBE)

When entering any clinical areas, all staff and volunteers must roll sleeves above the elbow and remove ALL jewellery, including wrist watches, however the wearing of one plain metal band ring is permitted

Jewellery

- With regards the wearing of jewellery volunteers must comply with the latest United Lincolnshire Hospitals NHS Trust Dress/Uniform Policy at all times.
- Jewellery may be worn, but should be discrete and in line with bare below the elbows requirements. Staff should also consider the suitability of jewellery in relation to the type of work they are engaged in, as the Trust cannot accept responsibility for any damage to jewellery caused in the normal course of an employees work
- One pair of metal smooth stud earrings is permitted, earrings with designs on are not permitted plain studs only. One earring in each earlobe.
- No additional visible body or facial (including nasal and oral) piercings may be worn other than this.

Clothing (General)

The following items of clothing are unacceptable, either on the grounds of Health & Safety, the Trust’s public image or the individual’s professional image:

- Skin tight clothing, plunging necklines, crop tops, very short skirts, shorts, frayed or torn clothing
- Jeans
- T-shirts other than provided by the Trust (Plain smart polo shirts or jersey based shirts are considered acceptable)

Personal Hygiene

All staff including volunteers should maintain a high level of personal hygiene and appearance at all times. Failure to do so will be brought to the individual’s attention by their line manager in a sensitive and private manner.

A copy of the latest United Lincolnshire Hospitals NHS Trust Dress/Uniform Code policy can be provided on request.



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 or a senior staff member and may be in addition to any Fire Register used within the Department.

Counting Compliments

We know that many of our volunteers are regularly personally thanked by patients and their families for the support and assistance they willingly provide. To help the United Lincolnshire Hospitals NHS Trust count these compliments please record on your attendance sheets the number of any positive compliments you may receive during your shift.

*** Attendance sheets are to be returned at the end of each month to your designated Voluntary Services Department office**

Infection Control:

Please contact your Placement Supervisor and **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.

COVID-19

Whilst main restrictions have eased following the pandemic there may be times of higher risk when precautions are put in place. Please follow and adhere to all current United Lincolnshire Hospitals NHS Trust advice regarding COVID-19. Follow all guidelines at your placement, particularly with regard to wearing PPE (Face Masks) and social distancing rules.

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.

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 Placement Supervisor or the 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 their Placement Supervisor or the Voluntary Services Manager.

Smoking:

Smoking is not allowed anywhere on NHS premises. The hospital and grounds are now completely Smoking free. As an NHS organisation, we have a duty to protect and care for the health and wellbeing of our patients, staff and visitors. Many of the people who access our services are particularly vulnerable to the harmful effects of second hand smoke, such as pregnant women, babies, children and those with medical conditions. We recognise that smoking is a personal choice and we do not discriminate against those who choose to do so. We are a health-promoting organisation and are committed to protecting and improving the health and wellbeing of all employees, patients and visitors.

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 and the Voluntary Services Manager to be adequately safeguarded.

Valuables:

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



VOLUNTEER EXPENSES:

Volunteers are not expected to be out of pocket for the service that they give to the Trust.

Parking

You will not be required to pay to park whilst volunteering . You will need to register your vehicle registration number to be added to our parking exempt list. Once registered volunteers can park their vehicles at any of the **visitors car parks** at our hospitals.

Once registered your vehicle will be recognised and you can park for free every time you volunteer. Please remember to pay for parking as normal when you are not volunteering with us.

Note: Please do not park in staff car park areas as you may receive a parking charge.

Meal Vouchers

A voucher is available towards the cost of lunch for those volunteers working for four hours or more in one shift. Please request these from your local Voluntary Services Office.

Travel Expenses

Travel costs can be claimed at the current United Lincolnshire Hospitals NHS Trust rates. Expenses are normally paid directly into your bank account a few weeks after your expense claim has been presented. Please ask the Voluntary Services Department for more details.

Blue Light Discount Card

Blue Light Discount Card is a discount service for the emergency services, NHS, social care sector and armed forces, including volunteers , providing its members with thousands of amazing discounts online and on the high street.

For just £4.99, members of the Blue Light community can register for 2-years access to more than 15,000 discounts from large national retailers to local businesses across categories such as holidays, cars, days out, fashion, gifts, insurance, phones, and many more.

Click the link [Welcome to Blue Light Card](#)



ABOUT YOU AND YOUR EXPERIENCE WITH US

Introducing our Employee Assistance Programme

Balancing everyday life with the requirements of work and home can create pressures for all of us. Work is a large part of people's lives. With increasing working hours as well as technological developments to support remote working, it is vital to ensure that there is a productive, healthy environment that is conducive to a healthy lifestyle.

The health and wellbeing of all our staff, including volunteers is paramount, which is why we are delighted to be able to offer you all access to our new Employee Assistance Programme (EAP). The EAP service provides a complete support network that offers expert advice and compassionate guidance 24/7, covering a wide range of issues. We strongly believe in providing an EAP service that offers not only reactive support when someone needs it but also proactive and preventative support to deliver the best possible outcomes.

What is included?

There are a whole range of services available, including:

- **Life support:** Access to counselling for emotional problems and a pathway to structured therapy sessions (employees only) at your convenience.
- **Legal information:** For issues that cause anxiety or distress including debt management, consumer, property or neighbour disputes (employees only).
- **Bereavement support:** Health Assured offers qualified and experienced counsellors who can help with grief plus legal advisors to help with related legal matters.
- **Medical information:** Qualified nurses are on hand to offer support on a range of medical or health-related issues offering practical information and advice.
- **Online CBT:** We recognise the value of self-help tools in dealing with a range of issues, which is why we have a range of CBT self-help modules, informative fact sheets and invaluable advice videos from leading qualified counsellors.

Health Assured also offers support for you and your immediate family members such as spouses/partners and children aged 16 to 24 in full-time education, living in the same household, 24 hours a day, 7 days a week, 365 days a year by calling **0800 028 0199**.



Employee Assistance Programme

A 24 hour helpline from Health Assured to support you through any of life's issues or problems.

Free 24 Hour Confidential Helpline:

0800 028 0199



Stress & anxiety



Counselling



Family issues



Bereavement



Financial wellbeing



Childcare support



Relationship advice



Legal information



Medical information



Tenancy & housing concerns



Alcohol & drug issues



Consumer issues

Download 'My Healthy Advantage' now

Employer code:



To find out more visit:

healthassuredeap.com

Username:

Password:

health assured

PR-GEN-0020-2



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.

Termination of Placement/Leaving:

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

We value your feedback and if you do leave us we would be very happy to hear about your volunteering experience as this will help us to continually improve the volunteering experience at United Lincolnshire Hospitals NHS Trust

****NOTE I.D badges, Uniform items issued are to be returned if you leave.***



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. 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 Voluntary Services 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 Head of Patient Experience of Deputy 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.

Volunteer Standards of Behaviour
Respecting and involving people who use services <ul style="list-style-type: none"> The dignity, privacy and independence of service users are to be respected at all times. Service users must be encouraged to express their views and be made aware of the choices available to them. Volunteers are to provide appropriate opportunities, encouragement and support to service users in relation to promoting their autonomy, independence and community involvement. 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.
Outcome: 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.
Care and welfare of people who use services <ul style="list-style-type: none"> 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. Volunteers do not work outside the boundaries of their role and their task description. Volunteers must report any accidents or injury immediately to staff.
Outcome: People experience effective, safe and appropriate care, treatment and support that meets their needs and protects their rights.
Safeguarding people who use services from abuse <ul style="list-style-type: none"> Volunteers must raise any issues or concerns of abuse with their supervisor.
Outcome: People are safeguarded from abuse, or the risk of abuse, and their human rights are respected and upheld.
Cleanliness and infection control <ul style="list-style-type: none"> Alcohol hand rub is to be used by all Volunteers before entering and exiting the Ward area <ul style="list-style-type: none"> Volunteers are required to abide by hand hygiene protocols whilst working on wards (wash hands between patients).
Outcome: People experience care in a clean environment, and are protected from acquiring infections.

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
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I agree to:

1. Always wear ID badge whilst on Trust premises and always wear the volunteer uniform provided, and abide by the United Lincolnshire Hospitals NHS Trust Dress code policy at all times.
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 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 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 Role Description and with the Placement Supervisor 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. Complete and keep up to date any volunteer training relevant to my duties as instructed by Voluntary Services Department.
11. Inform my Placement Supervisor and the Voluntary Services Manager of any changes in my Health Status.
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

Full name of volunteer: _____

Signed:..... Date:



Confidentiality Code of Practice 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.

Would you be happy to be sent a birthdaycard/message?

Please Tick Yes ☐ No ☐

Full name of volunteer: _____

Signed:..... Date:

.



**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:.....

INTRODUCTION	DATE	GIVEN BY (Signature)	Volunteer signature
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			
HEALTH & SAFETY	DATE	GIVEN BY (Signature)	Volunteer signature
Location and fire fighting equipment			
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)			



INFORMATION	DATE	GIVEN BY (Signature)	Volunteer signature
Time sheet/signing in/out procedure			
Meal times and arrangements			
Code of dress			
Procedure for informing Supervisor/Line Manager about time off/sickness absence			
EXPECTED STANDARDS OF PROCEDURE	DATE	GIVEN BY (Signature)	Volunteer signature
Confidentiality			
Courtesy to patients/visitors/Staff			
Role Boundaries			
Who to approach for help/information			
RECEIVED INFORMATION ON: (If applicable)	DATE	GIVEN BY (Signature)	Volunteer signature
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			
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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)

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