



# Edinburgh Children's Hospital Charity

## Volunteer Handbook



## Welcome

Welcome to the Edinburgh Children's Hospital Charity Team! Volunteers are hugely important to our charity and everything we do. We are delighted and extremely grateful that you have chosen to give your time to us.

With your help we will continue to transform the lives of children and young people in hospital and healthcare so they can be a child first and a patient second.

This handbook brings together lots of useful information to help guide you during your time volunteering with us, but if you have any additional questions please don't hesitate to ask the team.

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## About Edinburgh Children's Hospital Charity

Edinburgh Children's Hospital Charity (EHC) believes that nothing should get in the way of being a child. We exist to transform the lives of children and young people, in hospital and healthcare, so they can be a child first and a patient second.



Because of us:

- Children and young people's lives are less interrupted by illness
- Children and young people are less scared and have a more positive experience of hospital
- Children and young people's families are better comforted and supported
- Children and young people have the same great experience of healthcare in their local community

EHC has existed in some form or another since the 1960s providing enhancements, distractions, equipment and services to children visiting the Royal Hospital for Children & Young People. The charity benefits from the affection which residents of Edinburgh, Lothian and beyond have for 'The Sick Kids' with many having first-hand experience of A&E, visiting for clinics or as inpatients. The hospital is the national centre for spinal and neurological services, including a world class epilepsy surgery service. Over 110,000 babies, children and young people visit the hospital each year.

## What We Do

The charity makes a difference for babies, children and young people by:

- Having a **Grants Programme** which awards around ¾ million pounds each year to improvement projects, for services and equipment in the hospital and healthcare settings.
- Providing a year-round **Arts Programme**, which uses creative interventions to engage children in their treatment, reduce anxiety and help them meet their clinical goals.
- Providing a year-round **Hub** service. **The Hub** is a youth-work led drop-in centre which provides holistic support to anyone visiting the hospital ('from baby



to Grandparent'). Support includes youth work interventions, a youth group and workshops as well as signposting to self-management and longer-term community support.

- We fund and provide a range of services which support **children and young people's mental health**. We believe we are the only organisation providing a weekly arts programme in a CAMHS inpatient setting.
- We fund NHS Lothian's **volunteering** programme in the children's hospital.
- We fund all the hospital **play** team's activities and resources.
- We provide the hospital **shop** which provides families with food, refreshments, toys and gifts.

## Meet the Team!

ECHC consists of a small staff team to deliver services, raise funds, run/oversee our operations. This section gives a brief overview of the senior management team and other departments. Ask your role manager or the volunteer coordinator for a full current staff list.

### Executive Team

Roslyn Neely – CEO

Roslyn leads the staff team to implement the Charity's organisational strategy and its associated actions. Roslyn reports to the Trustees and manages ECHC's relationship with NHS Lothian.

Rachel Baxter – Director of Fundraising

Rachel provides inspirational leadership to the fundraising and marketing team, enabling them to meet income and awareness targets, and help transform the experiences of children and young people in the hospital and beyond.

Katie Handy – Director of Finance and Operations

Katie oversees our all of the financial and operational aspects of the charity, ensuring we operate safely, legally and within budgets.

Fiona O'Sullivan - Director, Children's Wellbeing

Fiona looks after our Children's Wellbeing Service who deliver our activities in the hospital. She also has responsibility for the volunteering service.

### Children's Wellbeing Services

The Children's Wellbeing team plan and deliver our Arts Programme and Youth Work services in the hospital.

Volunteering also sits within the Children's Wellbeing team and the volunteer coordinator is responsible for ECHC's overall volunteering processes, as well as assisting with the recruitment, training and management of volunteers.



## Hospital Shop

Our shop service is run by 2 members of staff and a team of fantastic volunteers, enabling us to support children, families and staff in the hospital 7 days a week.



## Fundraising & Marketing

The Fundraising team are responsible for all ECHC led fundraising activities as well as liaising with individual fundraisers, working with corporate funders to secure donations, writing trust applications and of course thanking all our generous donors and fundraisers. Our PR & Marketing function also sits in this team, responsible for all ECHC Communications.

The team welcome all offers of support and ideas for fundraising and are best contacted through [hello@echcharity.org](mailto:hello@echcharity.org)

## Finance and Operations

Making sure everything runs in the background are finance and operations. They make sure the fundraising is banked, the bills are paid and we're all operating safely and legally! This team also administer our grants programme.

## Trustees

The Trustees are responsible for the overall governance of the charity and also provide specialist advice on a huge range of topics. We are lucky to have a fantastic group of trustees who not only bring a wealth of experience to the organisation as business people, clinicians and parents, but are hugely supportive of us and always up for a bit of fun.

The Trustees meet at least every two months to take reports of ECHC's progress against objectives, assess applications for funding and monitor the fulfilment of the strategy for the organisation. We currently have 9 Trustees, chaired by Lindsay Gardiner. You can look the trustees up on our website.

## Volunteers

As a volunteer YOU are an essential part of the ECHC team. Without the support of volunteers, we simply could not deliver the services we do without you. Volunteers help in a variety of ways across the organisation. For more information, read the Volunteering at ECHC section of your handbook.



## Volunteering at ECHC

### Volunteer Roles

Volunteers Support us in many areas at ECHC. The available roles will depend on current business activity and priorities but may include:

- Hospital Shop Volunteers
- Wellbeing Team Volunteers
- Office Volunteers
- Community Fundraising Volunteers (bag packs, bucket collections etc)
- Collection Can Volunteers.

If you are interested in finding out about other volunteering roles please speak to the Volunteer Coordinator.



### What to Expect

To make provide clarity around our expectations of you and what you can expect from ECHC in return, key expectations and commitments are documented in the Volunteer Agreement and backed up by our Volunteer Policy.

We will always aim to treat volunteers fairly and equally. We want volunteering to be an enjoyable and rewarding experience for you while also being beneficial to the charity and those it supports.

### Role Manager

All volunteers will be assigned a role manager who is responsible for them on a day-to-day basis including agreeing volunteering shifts and the tasks to be completed. They are your first point of contact for queries, notifying of holidays or sickness etc.

In addition to your role manager, the Volunteer coordinator helps to look after ALL volunteers. You can contact them if you cannot get hold of your role manager, have an issue you do not wish to discuss with your role manager or have any general queries about volunteering.

## **Volunteer Agreement**

All Volunteers are required to sign and adhere to the contents of our Volunteer Agreement. It covers EHC's commitments around various policies and procedures (e.g. health & safety) as well as expectations of volunteers in relation to behaviours and forms the 'terms' of volunteering that all parties agree to.

## **Volunteering Policy**

The policy sets out the broad principles for volunteering with Edinburgh Children's Hospital Charity. It has been written to ensure that all volunteers are treated fairly and consistently and that volunteers know what to expect from the organisation. It covers the role volunteers play within EHC, how they are recruited, the support they will receive including the volunteer expenses policy and other key principles related to volunteering.

## **Training & Supervision**

We are committed to ensuring all volunteers receive appropriate training and support for their role. All volunteers should attend the EHC Induction session for an overview of the organisation and key processes and policies. Further training will be role dependant but may include specific online or face to face training sessions as well as 'on the job' training. For some roles, certain training may be mandatory before volunteering can commence.



Day-to-day supervision of volunteers is the responsibility of their role manager. They are responsible for agreeing volunteering shifts, advising of tasks to be completed and delivering or arranging on the job training. Regular catch ups will also be held with volunteers to ensure they are supported appropriately.

Volunteers are encouraged to raise any queries or issues with their role manager or the volunteer coordinator at any time.

## Policies, Processes & Guidance

This section of the handbook will cover key policies and processes you should be aware of as an ECHC volunteer and provide guidance to help you in your role.

### Health & Safety

Everything practicable will be done to ensure the health, safety and welfare of all volunteers whilst undertaking activities on behalf of ECHC.

Some basic health & safety guidance is important to be aware of for ALL roles, further training will be given for applicable roles as required.

### Fire Safety

- Your role manager should make you aware of the fire safety procedures for the location you are volunteering including the alarm sound/s and muster point/s. Please ask them if you are unsure about anything.
- Help us to prevent fires by following standard fire safety procedures e.g. do not prop open fire doors, ensure exits are clear of clutter, ensure electrical equipment is used safely.
- If you discover a fire raise the alarm and evacuate following location specific guidelines (may vary in the hospital)

### Manual Handling

- Do not attempt to lift/move any objects unless you are confident and fit to do so – its ok to say no/ask for assistance
- Follow good practice for lifting and moving – ensuring you have a stable base, bend your knees, don't over stretch, don't carry too much/beware loose items etc

### Infection Control

Specific measures will vary by place and depend on the role being undertaken. Your role manager can advise of role/location specific measures. Volunteers should ensure they follow all procedures as advised. This is especially important when working within the hospital.

### Lone Working

In general volunteers won't be left working alone but there are instances when it may be necessary. We won't leave any volunteer alone unless they are comfortable doing so. Key points to remember are:

- If you are going to be working alone, always ensure someone knows where you are and that you are alone. A member of staff will check in with you either in person or by phone
- While unlikely, if you are volunteering alone but in contact with patients/families (e.g. in single occupancy rooms, the HUB) ensure that blinds/curtains are open so you can be seen by staff passing by. If possible, also keep the door open. Position yourself close to the door. The HUB is fitted with a panic alarm which alerts security if you have an emergency.

### General

- Please take care when moving about your workspace – be aware of potential hazards. If a hazard is something that could be rectified (e.g. boxes causing a trip hazard) please alert your role manager. General tidiness can help prevent accidents

- Ensure any spillages are highlighted and cleared up as soon as possible - in the hospital it may be a case of cordoning off the area and requesting housekeeping to help
- Use any equipment as per the guidelines/instructions. If equipment is faulty do not use and report to your role manager.
- Be aware of any loose cables and ensure electricity points are not overused.
- Remember correct posture at a desk/ for computer use and ensure you take regular breaks if using a screen (or other repetitive activity).

## **Accidents**

- If you have an accident (slip/trip/fall, jammed fingers, cuts etc) while volunteering please alert your manager so they can provide assistance and log the incident if required

## **Equal Opportunities**

ECHC is committed to encouraging diversity and eliminating discrimination in both its role as an employer and as a provider of services. Our aim is that our staff and volunteers are truly representative of all sections of society and work in an environment where everyone is respected and able to perform to the best of their ability. Our policy is to provide equality and fairness for all in our employment and in our provision of services and not to discriminate on the grounds of gender, marital status, race, ethnic origin, colour, nationality, national origin, disability, sexual orientation, religion or age.

ECHC opposes all forms of unlawful and unfair discrimination. It is our policy to provide a suitable environment for people with disabilities. All reasonable facilities and/or adjustments will be provided for staff and volunteers with disabilities to perform their roles without difficulty or disadvantage.

ECHC will not tolerate direct or indirect discrimination against any person on grounds of age, disability, gender / gender reassignment, marriage / civil partnership, pregnancy / maternity, race, religion or belief, sex, or sexual orientation whether in delivering services in the course of our duties or in the field of recruitment, terms and conditions of employment, career progression, training, redeployment or dismissal.

## **Data protection & Confidentiality**

Data Protection are 2 separate policies but are closely linked. As an organisation we have a responsibility to only collect the data we need on people and to store any data collected carefully. We must also keep any information we learn about individuals during the course of our work private and confidential. Certain business information about ECHC and our operations should also be kept confidential (other than information already in the public domain). These responsibilities extend to you as volunteers and Volunteers agree to abide by our confidentiality policy when signing the Volunteer Agreement.

For example, you should not:

- Personally store contact details of supporters of service users
- Share any information about ECHC/supporters/staff/patients out with the organisation
- remove files/documents/information from ECHC premises
- Save files/data on removable storage devices

## Absence

We recognise that there will be occasions you need to be absent from volunteering – planned absences such as holidays or appointments as well as unplanned absences due to illness/emergencies.

For planned absences (holidays, appointments etc), please let your role manager know as soon as possible e.g. holidays booked. This gives them as much time as possible to find cover for your role if needed. If you cannot contact them please let the Volunteer Coordinator know.

If you cannot fulfill a volunteer shift due to illness or a last-minute emergency please call or text your role manager/key contact (for events) as soon as you can. If you are absent and we did not know you were going to be, the role manager or volunteer coordinator will usually attempt to contact you, just to check everything is ok.

Useful contact numbers are included at end of this handbook

## Expenses

Volunteers are entitled to claim out-of-pocket expenses incurred travelling to and from their volunteering role with Edinburgh Children's Hospital Charity. Any expenses should be agreed in advance with the appropriate EHC Manager or the Volunteering Coordinator. In usual circumstances, the use of public transport is encouraged and costs will be reimbursed at actual cost up to a maximum of £10 per day. Where public transport is unavailable or unsuitable, car travel mileage can be paid at a rate of 45p per mile up to a maximum of £10 per day. Indeed all travel expenses will be reimbursed at actual cost or to a maximum of £10 per day, whichever is the lowest.

Expense claim forms can be obtained from EHC staff and original receipts/details of mileage should be attached to claims. Once complete send to your role manager for sign off. They will then forward to finance for processing. Expenses will be paid directly into the account nominated on your claim form.

You can choose to donate all or part of the monies claimed back to Edinburgh Children's Hospital Charity as a Gift Aid Payment. Donations can be made by indicating this preference on the Volunteer Expense Claim Form.

## Volunteering in the Hospital

We are very privileged to be able to offer volunteering opportunities within the RHCYP and are required to abide by various rules and procedures in order to do so. Volunteers operating within the hospital are required to read, sign and abide by a Code of Conduct which sets out required standards and behaviours.



Volunteers should speak to their role manager if they have any questions in relation to the Code of Conduct.

Volunteers operating within the hospital will also be issued with a Volunteer Guide to the RHCYP. This contains useful information about the building including about the ECHC funded enhancements, and provide practical information such as Ward names and locations and location specific procedures.

Please contact the Volunteer Coordinator if you have not received a copy of the guide.

## **Volunteering in the Community**

Volunteers assisting with our fundraising activities in the community have traditionally provided the bulk of our volunteering opportunities. These can include helping at bucket collections or bag packs, being part of a cheer squad, assisting at a major event or helping to collect and distribute our collection cans. The specific requirements and expectations of volunteers will depend on the activity they are assisting with and will be communicated in the registration document and event briefing.



## **Dealing with Enquiries**

In many of our volunteering roles you may be the first point of contact for members of the public with enquiries about the charity and our work. First and foremost please welcome any enquiry in a friendly and positive manner. There is a list of frequently asked questions at the end of this handbook which should help you deal with many enquiries – please let us know if there are questions which should be added to this. You can also direct enquiries to the most appropriate staff team, contact details are also at the end of this handbook.

## **Complaints/Issues**

While we hope that your volunteering with us will be a positive experience, we recognise that issues can arise and ask that you speak to us about any such matters as soon as possible. Concerns, issues or complaints should be raised with your main ECHC contact or the Volunteer Coordinator. Where it is not appropriate to raise with either of these individuals, issues can be directed to the Deputy Director of Children's Wellbeing.

## **Leaving ECHC**

We recognise that circumstances change and that you may wish or need to end your volunteering with ECHC. We would appreciate if you could inform the Volunteer Coordinator or your main contact as soon as you know that you will be unable to continue volunteering with us. This will not only give us an opportunity to thank you for your contribution to ECHC, but also to recruit a new volunteer to fulfil your role where necessary.

All items belonging to ECHC should be returned before you leave (e.g. laptop, ID badge, documents) and all confidentiality agreements continue to apply – you should not divulge any confidential data information relating to ECHC, our staff, volunteers or service users.

## Useful Information

### Main ECHC locations

#### ECHC Head Office

First Floor  
1 Wester Shawfair  
Danderhall  
EH22 1FD

Tel: 0131 668 4949

Email: [hello@echcharity.org](mailto:hello@echcharity.org)

#### Royal Hospital for Children & Young People

50, Little France Crescent  
Edinburgh bio Quarter  
Edinburgh  
EH16 4TJ

#### ECHC Shop

The shop is located in the main atrium beyond reception

Tel: 0131 312 0005

#### Hub

The Hub is located off the Children & Families Support corridor through outpatient's waiting room (POD).

Hub office tel: 0131 312 0169

Email: [Hub@echcharity.org](mailto:Hub@echcharity.org)

#### ECHC Hospital Offices

ECHC Offices within the hospital are located in the Children & Families Support corridor.

## Key Contacts

Rebecca McDonald – Volunteer Coordinator

Email: [rebecca.mcdonald@echcharity.org](mailto:rebecca.mcdonald@echcharity.org)

Tel: 0131 312 0357

### Child Protection

EHC Child Protection Officer – Fiona O’Sullivan

Email: [fiona.osullivan@echcharity.org](mailto:fiona.osullivan@echcharity.org)

Tel: 0131 312 0356/07801 273648

Deputy Child Protection Officer – Alice Mallinson

Email: [alice.mallinson@echcharity.org](mailto:alice.mallinson@echcharity.org)

Tel: 0131 312 0359

### Fundraising

Tel: 0131 668 4949

[Hello@echcharity.org](mailto>Hello@echcharity.org)

### Arts

Email: [arts@echcharity.org](mailto:arts@echcharity.org)



Please ensure you also make a note of the key contact details for your manager/team you volunteer with.

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## Frequently Asked Questions

The following information may help you answer some commonly asked questions from the public. Please let us know if there are any which should be added to the list!

### How can I donate money to ECHC?

Donations can be made online via our website where you can make a 'one-off' donation or set up a regular payment.

You can also donate via text, Just text **ECHC** followed by the amount you wish to donate (£1, £2, £3, £4, £5 or £10), to **70085**. E.g. to donate £5, you would text 'ECHC£5' to 70085. All the money you donate goes to us. You may be charged by your operator for your message.

Cash/cheque donations can also be handed in to the shop or ECHC offices and we have 'tap to donate' facilities coming soon.

### Do you accept donations of toys/clothes/books/etc?

Monetary donations allow us to provide the specific items requested by the hospital/community settings we support. However, we can accept some donated items as follows:

- New (with tags) Baby clothes
- New (in packaging) Plastic toys/games (we can also accept some 2nd hand Toddler toys if in excellent condition and wipeable, please contact us)
- New or 2<sup>nd</sup> Hand Games consoles (recent models only) and games
- New (unopened) toiletries
- Arts materials (new or unused)
- Easter Eggs/Selection boxes (in date, at appropriate time of year!)
- Shop vouchers (preferably in £10 denominations)
- Unopened packs of nappies
- Quilted diary bags, handmade gowns, handmade cards (for fundraising) - please contact us to check what is required



We are currently unable to accept books but this may change – please contact us.

We cannot accept items not listed above (e.g. cuddly toys, knitted items, 2<sup>nd</sup> hand clothes etc). Clean clothes/textiles of any condition can be placed in our recycling banks located throughout the area which support our fundraising.

### Are you part of or funded by the NHS?

No. While we work very closely with the NHS, Edinburgh Children's Hospital Charity is a separate organisation and receives no NHS/government funding. In fact we fund things for the hospital that the NHS cannot.

**Do you only support Edinburgh/the Royal Hospital for Children and Young People?**

No, our remit extends to hospitals throughout the Lothians, Borders and Fife. For example St John's Hospital in Livingston has received over £225,000 from ECHC over the past decade, funding projects to refurbish the Children's Ward playroom and soft play area, the A&E waiting area and the Radiology Department, as well as many smaller projects such as reward stickers and certificates for children and young people. In addition, the RHCYP is a national centre for certain conditions meaning we have supported children from all over Scotland during their time in the hospital.

**Are you all Volunteers?**

Edinburgh Children's Hospital Charity is a small charity with a big remit. We have a small, highly focused staff team who deliver our services and look after the fundraising, projects and administration of the charity. Volunteers support our activities across the organisation and are hugely important to allow us to deliver our services.

**How many volunteers do you have?**

The number of volunteers fluctuates but we currently have around 45 volunteers who help on a regular basis and many more who help on an ad hoc basis and can be called upon to help with one off activities.

**What volunteering opportunities do you have?**

Volunteers help us in a variety of ways both in regular roles and on an ad hoc basis. From helping in the shop and hub in the hospital, to looking after collection cans in the community or helping at events., we have a huge variety of roles. To see our available volunteering opportunities please visit the volunteering page of our website and follow us on social media where we also tend to put a call out when new volunteers are needed.

**How can I fundraise for ECHC?**

Our fundraising team would be delighted to speak to and support anyone who wishes to fundraise for us, whether individually or as a group. Contact them on [hello@echcharity](mailto:hello@echcharity) for more information or you can also find information and inspiration on our website.

