



Volunteer Handbook



**Edinburgh
Children's
Hospital Charity**

welcome

Welcome to the Edinburgh Children's Hospital Charity (ECHC) 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.



About ECHC

ECHC 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.

ECHC 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, 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



Grants Programme: We award £500k+ each year to fund projects, services and equipment.



Arts Programme: We use creative activities and interventions to engage children in their treatment, reduce anxiety and help them meet their clinical goals.



The Hub Service: A youth-work led drop-in centre which provides holistic support to anyone visiting the hospital. This includes youth work interventions & a youth group as well as signposting to longer-term community support.



Hospital Shop: We run the hospital shop which provides families with food, refreshments, toys and gifts.



CAMHS Support: We provide services to support children and young people's mental health. We believe we are the only organisation providing a weekly arts programme for CAMHS inpatients.



We fund **NHS Lothian's volunteering** programme in the children's hospital.



We fund all the **hospital play team's** activities and resources.

Meet the Team

ECHC consists of a small staff team to deliver services, raise funds and run our operations. Ask your role manager for a full staff list.



Senior Management Team

The ECHC Senior Management Team consists of our CEO Roslyn Neely, Chief Operating Officer Katie Handy, Director of Relationships Rachel Baxter, Director of Corporate Development Pippa Johnston and Director of Children's Wellbeing Fiona O'Sullivan.

Together, they have overall responsibility for the charity's strategy, leadership, management and organisational performance. They work with the Board of Trustees to agree ECHC's goals and ambitions and help to make a real difference to the lives of children and young people in hospital.

Children's Wellbeing Team

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 volunteering processes.



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 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 supporters. Our PR & Marketing function also sits in this team, responsible for all communications channels.



Finance & 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. They meet 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.

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. 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



What to Expect

We will always aim to treat volunteers fairly and equally. We want volunteering to be an enjoyable and rewarding experience. For clarity, key expectations and commitments are documented in the Volunteer Agreement and backed up by our Volunteer Policy.

Volunteer Roles

Volunteers support us in many areas at ECHC. Available roles depend on current business activity 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.



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 tasks. They are your first point of contact for queries, notifying of holidays or sickness etc. The Volunteer Coordinator also helps to look after all volunteers. 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.

Volunteer Agreement

All volunteers are required to sign and adhere to our Volunteer Agreement. It covers ECHC's commitments around various policies and procedures (e.g. health & safety), 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 ECHC. It has been written to ensure all volunteers are treated fairly and consistently and that volunteers know what to expect from the organisation. It covers the role volunteers play within ECHC, how they are recruited, the support they will receive including the volunteer expenses policy and other key principles.

Training & Supervision

We are committed to ensuring all volunteers receive appropriate training and support for their role. All volunteers should complete the ECHC Induction 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.



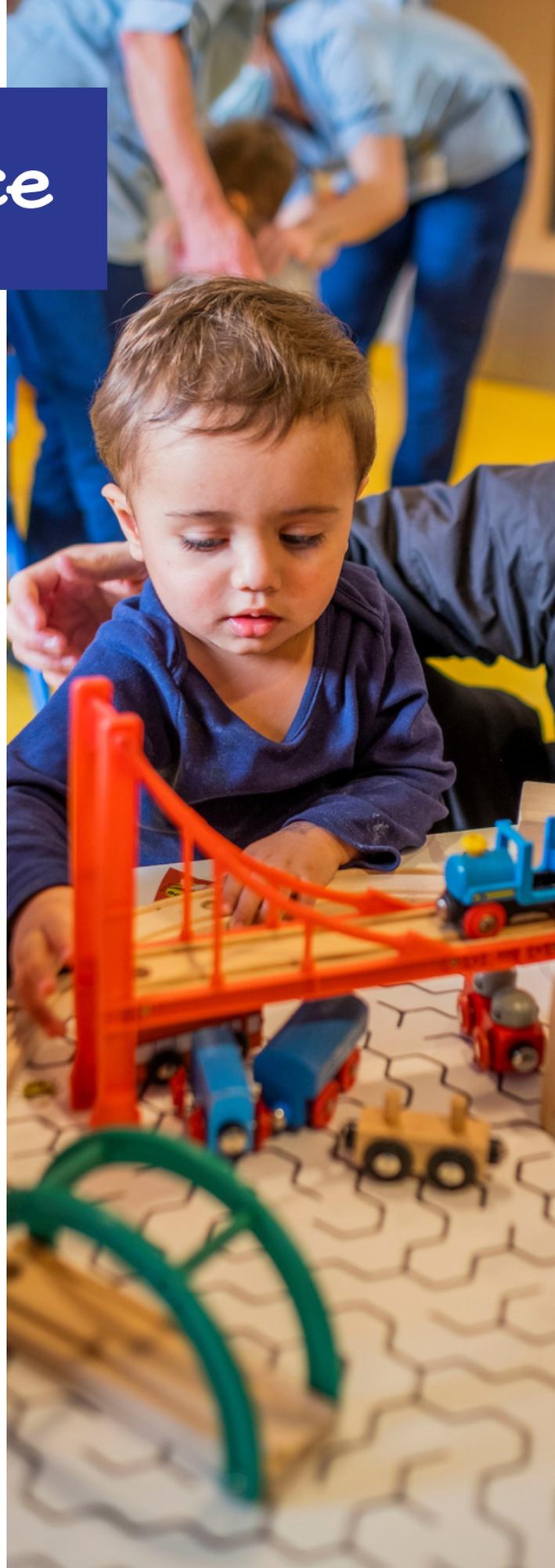
Policies & Guidance

Health & Safety

Everything practicable will be done to ensure the health, safety and welfare of all volunteers whilst undertaking EHC activities. Some basic health and 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 your location including alarm sounds and muster points. Please ask them if you are unsure.
- Help to prevent fires by following standard procedures: do not prop open fire doors, ensure exits are clear, 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. 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 children/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.
 - Ensure any spillages are cleared as soon as possible - in the hospital it may be a case of cordoning off the area and requesting housekeeping.
 - 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; 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.
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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 policy is to provide equality and fairness for all 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 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 and Confidentiality are two separate policies but are closely linked. As an organisation we have a responsibility to only collect the data we need 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 & Expenses

Absence

We recognise that there will be occasions you need to be absent from volunteering. For planned absences (holidays, appointments etc), please let your role manager know as soon as possible. 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, we will attempt to contact you to check everything is ok. Useful numbers are included at the end of this handbook.

Expenses

Volunteers are entitled to claim out-of-pocket expenses incurred travelling to and from their volunteering role. Any expenses should be agreed in advance with the appropriate Manager or the Volunteering Coordinator.

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.

Expense claim forms can be obtained from ECHC staff and original receipts/details of mileage should be attached. Once complete send to your role manager for sign off. 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 ECHC 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 provides 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.



Enquiries & Complaints



In many of our volunteering roles, you may be the first point of contact for members of the public with enquiries about ECHC.

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.



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 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

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

The 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

ECHC Hospital Offices

ECHC Offices within the hospital are
located in the Family Support Corridor.

Key Contacts

Volunteer Coordinator

Rebecca McDonald
Email: rebecca.mcdonald@echcharity.org
Tel: 0131 312 0357

Child Protection

Child Protection Officer – Fiona O’Sullivan
Email: fiona.osullivan@echcharity.org
Tel: 0131 312 0356/07801 273648

Deputy CP Officer – Alice Mallinson
Email: alice.mallinson@echcharity.org
Tel: 0131 312 0359

Fundraising

Email: hello@echcharity.org
Tel: 0131 668 4949

Arts

Email: arts@echcharity.org
Tel: 0131 312 0355





Frequently Asked Questions

The following may help answer 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: text ECHC followed by the amount you wish to donate to 70085. E.g. to donate £5, you would text ECHC£5 to 70085. You may be charged by your operator for your message. Cash/cheque donations can be handed into the shop or ECHC offices.

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

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

- New (with tags) baby clothes
- New (in packaging) plastic toys/games
- New or second 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 cannot accept items not listed above (e.g. cuddly toys, knitted items, 2nd 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 items and activities for the hospital over and above what the NHS can provide.

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

No, we strive to support children wherever they are treated, and our remit extends to hospitals and healthcare settings 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 support children from all over Scotland during their time in the hospital.

Is everyone at ECHC a volunteer?

ECHC 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 vital to enabling the delivery our services.

How many volunteers does ECHC 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 does ECHC have?

Volunteers help in lots of ways 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 (www.echcharity.org/volunteer) and follow us on social media.

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.org or 0131 668 4949 for more information. You can also find inspiration on our website at www.echcharity.org/get-involved

