



**Edinburgh  
Children's  
Hospital Charity**  
*child first, patient second.*

# **ECHC Online Volunteer Induction**

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# Welcome to Edinburgh Children's Hospital Charity!

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 babies, children and young people in hospital and healthcare so they can be a child first and a patient second.

This Induction will introduce you to the organisation and key policies, processes and information to help you in your volunteering. It is compulsory for all volunteers to complete. Please read through the information then complete the questions on the form sent to you.

Further site specific training and information will be provided when you start your role.



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# About Edinburgh Children's Hospital Charity

Edinburgh Children's Hospital Charity (ECHC) believes that nothing should get in the way of being a child. We exist to transform the lives of babies, 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



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# What We Do

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

- Having a **Grants Programme** which awards around ½ million pounds each year to improvement projects, for services and equipment in the hospital and healthcare settings.
- Providing a year-round **Arts and Activities 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.



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## What We Do (continued)



- 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 also fund NHS Lothian's **volunteering** programme in the children's hospital and all the hospital **play** team's activities and resources.
- We provide the hospital **shop** which provides families with food, refreshments, toys and gifts.



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## What we do - Fundraising

We couldn't do all this without raising money to do so! ECHC relies solely on fundraised and retail income to fund all services for children and families.

From individuals running bake sales or running marathons to our major fundraising events, every penny makes a difference.



Our fabulous 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.



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# Meet the team!

## Staff

ECHC consists of a small staff team to deliver services, raise funds, run/oversee our operations. See your handbook for more information and ask your role manager or the volunteer coordinator for a full current staff list.



## 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. You can look the trustees up on our website.



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# Volunteering at ECHC

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.

We want your volunteering experience with ECHC to be a positive one, and so we have policies and procedures in place to keep everyone safe and ensure everyone is supported.

## Volunteer Agreement

All volunteers are required to sign a Volunteer Agreement before starting volunteering with us. This sets out our basic expectations of volunteers and what you can expect from us in return.



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# Volunteering at ECHC

## Volunteer Handbook

The volunteer handbook is a key resource with information about the organisation and key processes for volunteers including expenses and absences. Please familiarise yourself with the contents of the handbook and speak to your role manager or the volunteer coordinator if you have any questions.

## Code of Conduct

In addition to the Volunteer Agreement, all volunteers with roles within the hospital are expected to sign and abide by a Code of Conduct. This covers patient confidentiality, guidelines on interactions and other key information. Anyone not complying with the code of conduct may be asked to leave their role.

## Policies

Volunteers are expected to abide by ECHC policies including Equal Opportunities, Data Protection and Confidentiality. Please see the Volunteer Handbook for expectations of volunteers in relation to these policies.



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# Health & Safety

Everything practicable will be done to ensure the health, safety and welfare of volunteers whilst undertaking activities on behalf of ECHC in accordance with the requirements of the Health and Safety at Work Act 1974.

There is some basic health & safety advice covered below which is important for ALL roles. Further training/advice will be given for specific roles as needed.

## 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)



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# Health & Safety

## Manual Handling

- Do not attempt to lift/move any objects unless you are confident and fit to do so – its ok to say no or 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 and beware of loose items. For more information read the NHS tips on safe lifting:  
<https://www.nhs.uk/live-well/healthy-body/safe-lifting-tips/>
- Please use equipment provided such as trolleys to assist with moving items.



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# Health & Safety

## General

- Slips/Trips/Falls – be aware of possible hazards in any location such as loose cables or wet surfaces. Please alert your role manager to any hazards which can be rectified.
- Use any equipment as per the guidelines/instructions. If equipment is faulty do not use and report to your role manager.

## Accidents

- If you have an accident while volunteering please alert your manager so they can provide assistance and log the incident.



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# Infection Control

- Please ensure you follow all infection control guidance for the place you are volunteering in.
- Handwashing guidance is displayed in many locations in the hospital and ECHC offices – please follow it carefully.
- Hand sanitiser is available in the office, at the entrance to the hospital, entrance to all wards and other public places throughout the hospital and should be used regularly.
- Facemasks may be required to be worn in certain areas depending on current guidelines
- Within the hospital, all materials must be approved by the Arts and Wellbeing Manager or the NHS Infection Control Officer. Arts materials, instruments, games, toys etc **must** be wiped clean with a disinfectant wipe before and after use by each child. This is also good practice in community settings.
- Further infection control guidance may be relevant for volunteering within the hospital – you should familiarise yourself with relevant guidance for your role and follow it carefully.



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# Equality & Diversity

ECHC is committed to encouraging diversity and eliminating discrimination in both its role as an employer and as a provider of services. We will not tolerate direct or indirect discrimination against any person due to age, disability, gender, marital status, race, religion/beliefs, sex, sexual orientation etc. Any volunteer not upholding this could be asked to cease their volunteering with us.

If you feel you have been discriminated against in your volunteering or witness it happening to others, please speak to the volunteer co-ordinator in the first instance.



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# LGBT Charter

As part of our commitment to equality, diversity and inclusivity, ECHC is working towards the LGBT Silver Charter. All staff have received LGBT+ awareness training and volunteers are expected to support our work to be an inclusive organisation. Simple steps you can take to help us be inclusive to the LGBT+ community include:

- Not making assumptions or judgments about someone's gender identity or sexuality or discriminating against them because of it. You should be welcoming to all supporters and service users, treating everyone in the same respectful manner.
- Using an individual's preferred pro-nouns if known. You may wish to share your own preferred pronouns to open the opportunity for others to do the same. If you do not know some's preference, try to use their name instead.
- If you are witness to comments or language which is discriminatory or offensive to LGBT+ individuals, please make your role manager aware.

If you have any questions or would like further information please speak to your role manager.



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# Child Protection

All children and young people have a fundamental right to be protected and safe. It's everyone's responsibility to help keep them safe, whether or not we work directly with them and their families. It is the responsibility of child protection agencies and specially trained staff to determine whether or not abuse has taken place. It is everyone's responsibility however to report concerns to a responsible authority.



It's everyone's  
job to make sure  
I'm alright



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# Child Protection

We are committed to ensuring that children are respected, listened to and heard, involved in decision making and kept safe. We have a duty of care to the babies, children and young people who access our services. We are also responsible for ensuring ALL CHILDREN on our premises, whether patients or not, are kept safe from harm. Verbal or physical abuse against children will not be tolerated. Any parent or visitor who appears to be acting in a manner which would be upsetting or harmful to the child or young person will be challenged by staff and further action may be taken if required.

All ECHC staff and regular volunteers are expected to complete Child Protection training annually.

If you have any concerns about a child or young person, please speak to your role manager and follow the Child Protection reporting process.



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# Child Protection - Reporting

- Report any concerns to your role manager - follow the reporting process
- Record any disclosures verbatim
- Don't delay or hesitate
- ECHC Child Protection Officer – Fiona O’Sullivan
  - [fiona.osullivan@echcharity.org](mailto:fiona.osullivan@echcharity.org)
  - 07801 273648
- Deputy Child Protection Officer – Alice Mallinson
  - [alice.mallinson@echcharity.org](mailto:alice.mallinson@echcharity.org)
  - 0131 312 0359



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**Thank You for completing the ECHC Online  
Induction**

**Now please complete the questions in the  
Induction Confirmation form, sign and  
submit it.**



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