

# Volunteers Handbook



[www.fhft.nhs.uk/careers/volunteering](http://www.fhft.nhs.uk/careers/volunteering)



# Frimley Health NHS Foundation Trust

## Volunteers Handbook

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# Welcome

from **Duncan Burton** - Director of Nursing

Out and about in each hospital, I see on a daily basis the wonderful roles that our volunteers are undertaking. Volunteers really are improving the patient experience across the Trust and I wish to give my thanks to each and every one of our volunteers. It is always wonderful to see them collaborating with staff to help make the patient experience that little bit better.

This handbook is designed to answer questions that you may have relating to volunteering at the Trust. Whilst I cannot promise it will answer all of your questions, it may answer the majority. If you have any further questions please do not hesitate to contact the Voluntary Services Team, contact details can be found within this handbook on page 4.

Once again, thank you for all you do, it really is appreciated.



**Duncan Burton**  
Director of Nursing

A black ink handwritten signature, appearing to be 'Duncan Burton', written in a cursive style.



# The Volunteering Team

The Volunteering Team is here to support and be a resource for all volunteers throughout the Trust.

The Volunteering Team is made up of the following:

The Voluntary Services Manager  
The Voluntary Services Administrator

They work across the Trust and can be contacted as below:



**Mike Stone**

*Voluntary Services Manager*

Mobile: 07920 267427

Telephone: 01753 633611

Email: [mike.stone@fhft.nhs.uk](mailto:mike.stone@fhft.nhs.uk)



**Elisha Rajput**

*Voluntary Services Administrator*

Telephone: 01753 633611

Email: [elisha.rajput@fhft.nhs.uk](mailto:elisha.rajput@fhft.nhs.uk)

**Working hours:** Monday - Friday 8:00am - 4:00pm



# The Role of a Volunteer Within the Trust

The role of the volunteer is hugely important within Frimley Health NHS Foundation Trust (FHFT). Volunteers play a crucial role in enhancing the patient's experience of our hospitals. Volunteers do this by performing a wide variety of tasks throughout the Trust to compliment the work of paid staff.

The wide variety of roles that volunteers undertake play a huge part in the recovery of patients. Volunteers have the time to sit and chat to patients, encourage them to eat or collect a newspaper for them and more. Staff are busy delivering essential care and may not have time to undertake the small things that can make a difference. The number of volunteers continuously grows as more roles and ways of helping patients and staff are identified.

This handbook is supported by the Volunteers Policy, a copy of which can be requested from the Voluntary Services Manager, or is available on the Trust Intranet.

## Support of Volunteers by the Trust - including how to raise a concern

Volunteers are an integral part of FHFT, and can expect that they will be supported by the Trust in the voluntary role that they undertake. Each and every volunteer is part of the "Frimley Team", and as such they can expect the following:

- Appreciated by patients, staff and visitors
- A volunteering role that is fulfilling and rewarding
- Shown support and respect by colleagues and all within the Trust including patients and visitors

Should a volunteer have a concern regarding any aspect of their volunteering activities, they should not hesitate to speak to the senior staff member on the ward or unit they are volunteering on. If they do not feel comfortable doing so, or are not happy with the outcome of the discussion, they should contact the Voluntary Services Manager who will arrange to meet with the volunteer, so that they may discuss their concerns. If the volunteer is not satisfied with the outcome of that meeting, they are welcome to arrange a meeting with the Head of Patient Experience.



# Volunteer Agreement

This agreement outlines what you can expect from us whilst volunteering and also what we expect from you. This agreement is not a contract and the Trust has no intention to create a contractual agreement between ourselves and the volunteer signatory. This agreement is binding in honour only, is not intended to be a legally binding contract between us and may be cancelled at any time at the discretion of either party. Neither of us intends any employment relationship to be created, either now or at any time in the future.

You can expect Frimley Health NHS Foundation Trust to commit to the following:

- Provide relevant training, support and information for you to carry out your volunteering role
- Provide support and supervision within your volunteering role
- Respect your skills, dignity and individual wishes and to do our best to meet them
- Communicate with you and to keep you informed of any changes regarding your role as a volunteer for the Trust
- Provide insurance cover whilst you are volunteering for the Trust
- Provide a safe place for you to volunteer within the Trust environment

As a volunteer Frimley Health NHS Foundation Trust expects each volunteer to:

- Perform your volunteering role to the best of your ability
- Follow the Trust's procedures and standards, including health and safety and equal opportunities, in relation to patients, public, staff and volunteers
- Maintain the confidential information of the Trust and of its patients
- Meet the time commitments and standards which have been mutually agreed
- Give reasonable notice if you are unable to attend for your volunteering
- Give as much notice as possible if you intend to leave your volunteering position within the Trust



# Health and Safety

Frimley Health NHS Foundation Trust recognises its duties under the Health and Safety at Work Act 1974 and is committed to the health and safety of our volunteers. Volunteers must carry out their duties in a manner which is safe both to themselves and others. The Trust will provide volunteers with any information, training, or equipment they need to remain safe. Volunteers are expected to remember their duty of care towards the people around them and not act in any way that might endanger others and bring to the notice of the Ward / Department Manager or the Volunteers Office of any activity or hazard which could have an adverse effect.

# Uniform and Hours

It is required that all volunteers wear the grey polo shirt that they have been issued with when on duty as a volunteer. The reason for this is that all volunteers should be identifiable to staff, patients and visitors. Volunteers must also display their ID badge when carrying out their volunteering duties, in accordance with Hospital policy (as displayed on notices around every building) stating the requirement for all staff and contractors to display their ID badges.

It is requested that all volunteers undertake a minimum of three hours per week for a minimum period of one year. Should a volunteer find that they are not able to volunteer, they should let the unit or department that they volunteer with know, and clearly inform the Voluntary Services office.

# Confidentiality

Volunteers may be party to confidential and sensitive information. Volunteers are responsible for maintaining the confidentiality of all privileged information and are expected to follow Trust policies relating to confidentiality. Volunteers must sign a 'Declaration of Confidentiality' prior to starting their placement. Failure to maintain patient confidentiality may result in the termination of the volunteer agreement. If a volunteer has any concerns relating to issues of confidentiality, they must report these to the department/ward supervisor as soon as possible.





## Equal opportunities

Frimley Health NHS Foundation Trust is committed to equal opportunities and diversity. This commitment is extended to our volunteers. We will not discriminate against our volunteers on the grounds of gender, sexual orientation, disability or impairment, age, race, nationality, marital status, religion or belief. As an organisation we value difference, and recognise the value that different backgrounds, skills, outlooks, and experiences of our volunteers bring to the organisation. Any behaviour that contradicts the spirit of this statement or the Trust's Equality and Diversity Policy will not be tolerated.

## If a Volunteer is Unhappy

If a volunteer has a complaint about a member of staff or volunteer, then he/she should raise it with their ward/department manager in the first instance. If the issue is not resolved then the volunteer can take the complaint to the Voluntary Services Manager. The volunteer may be required to put any such grievance in writing and assistance can be provided if appropriate and necessary.

The complaint will be investigated and a decision reached usually within 14 working days



# Expense Reimbursement Process

Volunteers should be offered reasonable reimbursement for their travel expenses and out of pocket expenses.

- The Trust will only reimburse actual expenses and the amount claimed should never be rounded up as this can affect benefit and the employment status of the volunteer.
- Claims for reimbursements need to be submitted on a Travel Claim Form which must be signed by the appropriate manager. All expense forms must be submitted within two months of expenses being incurred.
- It is expected that volunteers should use the most cost effective and practical form of transport available to them to get to where they volunteer.
- Travel expenses should only be claimed from the individual's home to the place of volunteering, unless a diversion in relation to the volunteering activity is needed.
- Your ID badge will allow you to park free in the Trust's visitors car parks, or other parking area as advised.



# The Frimley Health Trust Pledge

We recognise that our volunteers are a major asset to our organisation and that it would be very difficult to fulfill our values without the help and support of all of our volunteers.

Volunteers are welcome from all walks of life and cultures. We want them to enjoy their time with us and where possible we will place them in a position that takes advantage of their particular attributes.

We invite exchanges of information and ideas with our volunteers to ensure positive communication between the Trust and volunteers.

Our staff and volunteers go hand in hand in their pursuit of providing the best possible service to our patients.

We are grateful for the time, skills and talents that our volunteers give to Frimley Health NHS Foundation Trust.





**Frimley Health NHS  
Foundation Trust  
Frimley Park Hospital**  
Portsmouth Road  
Frimley  
Camberley, Surrey  
GU16 7UJ

Hospital switchboard:  
01276 604604  
Website: [www.fhft.nhs.uk](http://www.fhft.nhs.uk)

**Frimley Health NHS  
Foundation Trust  
Heatherwood Hospital**  
London Road  
Ascot, Berkshire  
SL5 8AA

Hospital switchboard:  
01344 623333  
Website: [www.fhft.nhs.uk](http://www.fhft.nhs.uk)

**Frimley Health NHS  
Foundation Trust  
Wexham Park Hospital**  
Wexham  
Wexham Street  
Slough, Berkshire  
SL2 4HL

Hospital switchboard:  
01753 633000  
Website: [www.fhft.nhs.uk](http://www.fhft.nhs.uk)

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