



## **Aneurin Bevan University Health Board**

# **Volunteer Handbook**



Thank you for volunteering with  
Aneurin Bevan University Health Board

Dear Volunteer

Aneurin Bevan University Health Board values the contribution that volunteers make and appreciates what a difference volunteers can make to our service. We are delighted to welcome you as a volunteer with us.

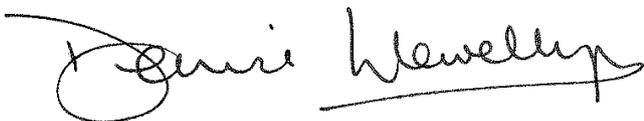
This handbook is here to explain the things you need to know about volunteering with us. We hope you find it helpful. It's yours to keep and refer to whenever necessary – you can even add important information yourself as you go along. If you'd like more detailed information on any of the subjects covered, please speak to your supervisor or Head of Department.

The safety and well-being of patients is paramount. Because of this there needs to be very clear rules and protocols for volunteering in the Health Board, which we ask you to sign up to.

As a volunteer you are joining a team of people from all walks of life, who contribute not only a great deal of time, but bring skills, knowledge and individuality to the Health Board. We especially appreciate qualities such as reliability, common sense and flexibility, and sincerely value the substantial contribution this team of special people make to our organisation.

We look forward to a long and happy working partnership with you.

With very best wishes

A handwritten signature in black ink that reads "Denise Llewellyn". The signature is written in a cursive style with a long horizontal line underneath the name.

Denise Llewellyn  
Executive Nurse Director

***Please ensure that a copy of this handbook  
is kept on the volunteer's engagement file***

## ***My information***

My voluntary role is:

The volunteer scheme is:

The lead organisation is:

I joined Aneurin Bevan University Health Board as a volunteer on:

My supervisor is:

I can contact them on:

*Your supervisor will be your main point of contact within the Health Board. If you have any questions or concerns you should ask them first. If they are not available please ask an appropriate senior member of staff on duty, as it's important that your questions and concerns are resolved quickly.*

When my supervisor is not available I can talk to:

I can contact them on:

The Health Board Volunteering Development Manager is: Rhian Lewis

I can contact her on: 01633 623812 or [rhian.lewis2@wales.nhs.uk](mailto:rhian.lewis2@wales.nhs.uk)

I received this handbook on (date):

Signature of volunteer:

Date:

Signature of supervisor:

Date:

Please use the space below to identify any specific needs or reasonable adjustments that need to be made:

## ***Volunteer Induction Checklist***

Please sign and date to confirm when each topic has been covered and you are able to demonstrate your understanding.

Volunteer's Name .....

Supervisor's Name .....

Date induction process began .....

**Each section in the checklist corresponds to a section which follows**

<b>Handbook section number</b>	<b>Topic</b>	<b>Relevant to the role? Y/N</b>	<b>How was the topic covered? e.g. corporate induction /meeting</b>	<b>Signature of volunteer</b>	<b>Signature of Supervisor</b>	<b>Date</b>
1	Volunteering with the Health Board					
2	Induction period					
3	Suitability for the role					
4	Disclosure & barring checks					
5	Being clear about your role					
6	Risk Assessment (including specific risk assessment carried out for the role)					
<b>Handbook section number</b>	<b>Topic</b>	<b>Relevant to the role?</b>	<b>How was the topic covered?</b>	<b>Signature of volunteer</b>	<b>Signature of Supervisor</b>	<b>Date</b>
7	Personal care					

8	Assisting patients with eating and drinking					
9	Arrangements for a named contact person for day to day support and supervision					
10	Contact names and phone numbers for relevant staff members and arrangements for meeting them					
11	Equality & Diversity					
12	Special needs and reasonable adjustments					
13	Child Protection & Protection of Vulnerable Adults					
<b>Handbook section number</b>	<b>Topic</b>	<b>Relevant to the role?</b>	<b>How was the topic covered?</b>	<b>Signature of volunteer</b>	<b>Signature of Supervisor</b>	<b>Date</b>
14	What to wear (include details & date uniform)					

	issued – if appropriate)					
15	Reliability and Commitment					
16	Reporting for duty, notifying of holidays and sickness					
17	What you can expect from us					
18	What we expect from you					
19	Security of personal property					
20	Expenses (see also Appendix A)					
21	Volunteering whilst on benefits					
<b>Handbook section number</b>	<b>Topic</b>	<b>Relevant to the role?</b>	<b>How was the topic covered?</b>	<b>Signature of volunteer</b>	<b>Signature of Supervisor</b>	<b>Date</b>
22	Gifts					
23	Boundaries					

24	Infection Prevention and Control & Hand Hygiene					
25	Annual food hygiene course – attach copy of certificate					
26	Health and Safety (including fire safety, accident reporting & manual handling)					
27	ID badges (include date badge issued)					
28	Confidentiality & data protection					
29	No smoking policy					
<b>Handbook section number</b>	<b>Topic</b>	<b>Relevant to the role?</b>	<b>How was the topic covered?</b>	<b>Signature of volunteer</b>	<b>Signature of Supervisor</b>	<b>Date</b>
30	Drugs and alcohol					
31	Mobile Phones					
32	Insurance					
33	Car drivers					

34	Dealing with difficulties					
35	Ending the placement					

***It is recommended that a copy of this completed checklist is kept in the volunteer's engagement file***

***Please see Appendix B where space is provided to keep a record of review meetings.***

## ***Introduction***

### ***Some background about the Health Board***

Aneurin Bevan University Health Board is the operational name of Aneurin Bevan Local Health Board. The Health Board was established on the 1st October 2009 and covers the areas of Blaenau Gwent, Caerphilly, Monmouthshire, Newport, Torfaen and South Powys.

The Health Board employs over 13,000 staff, two thirds of whom are involved in direct patient care. There are more than 250 consultants in a total of over 1000 hospital and general practice doctors, 6,000 nurses, midwives, allied professionals and community workers.

The Health Board is led by the Chairman, non-executive directors, the Chief Executive and other executive directors. The Board is supported by the Senior Management Team.

The Health Board has two large **district general hospitals** providing the full range of acute surgical and medical services. These are:

- Royal Gwent Hospital, Newport
- Nevill Hall Hospital, Abergavenny

There are two **local general hospitals**. These are:

- Ysbyty Aneurin Bevan, Ebbw Vale
- Ysbyty Ystrad Fawr, Ystrad Mynach

These are supported by a network of community and mental health hospitals and day care premises.

In addition to the outpatient sessions held at the Health Board hospitals, there are over 60 clinics and health centres that provide a wide range of services in the community.

Further information about the Health Board can be found at:

<http://www.wales.nhs.uk/sitesplus/866/home>

## ***Aneurin Bevan University Health Board Values and Behaviours***

We want Aneurin Bevan University Health Board to be an enjoyable and fulfilling place to work and volunteer. We know that feeling valued at work and as a volunteer has a positive impact on both staff and patients. Aneurin Bevan University Health Board expects a high standard of behaviour treating patients, their families, the public, colleagues and volunteers with dignity and respect at all times. All staff and volunteers are expected to carry out their roles with dedication and a commitment to the NHS and its core values, which are:

- Putting quality and safety above all else
- Integrating improvement into everyday working
- Focusing on prevention, health improvement and inequality
- Working in true partnerships with partners and organisations and with our staff

These are reflected in our own organisational values of:

- Putting patients first
- Personal responsibility
- Passion for improvement
- Pride in what we do

### ***1. Volunteering with the Health Board***

A volunteer is someone who, without financial reward, performs a task at the request of, and on behalf of Aneurin Bevan University Health Board.

The benefits of volunteering include:

- feeling valued
- having a sense of purpose
- meeting people
- making new and lasting friends
- sharing experiences with others
- using talents and experience to help others
- learning new skills with training provided
- trying something different
- being part of a team
- making a real difference by helping others
- having a sense of personal achievement

It is important that there is a clear distinction between volunteering and paid employment, therefore the arrangements for volunteers do differ to paid employees.

To become a volunteer requires serious consideration. For this reason, we feel it is important that all volunteers are made aware of our policies, procedures and guidelines, as outlined in this handbook.

## ***2. Induction Period***

Now that you've joined the Health Board as a volunteer, we want to do all we can to help you settle in to your new volunteering role. Your supervisor will introduce you to your team. Your supervisor will go through an induction process with you. During your induction period, please take time to complete the induction checklist at the beginning of this handbook and make sure that each point has been covered. Please use this opportunity to ask any questions and to highlight any areas you would like further training and support in. We usually recommend a settling in period, of around 3 months, which gives us both a chance to assess how things are working out.

## ***3. Suitability for the role***

We must ensure that volunteers are suitable for the available role. To do this we will always interview and take up references. In addition Occupational Health Screening will always take place and a Disclosure and Barring Check will be carried out where appropriate.

## ***4. Disclosure and Barring Service (DBS) Checks***

Volunteers involved in direct contact with vulnerable adults and/or children will need a criminal record check before starting their volunteering role and are required to join the free DBS update service. Having a conviction need not necessarily be a bar to volunteering – each volunteer's circumstances will be considered on an individual basis – but we perform such checks to ensure high standards of service are maintained and our service users are protected.

## ***5. Being clear about your role***

It is very important that you and the staff you will be placed with are clear about your volunteering role. You will have received a role description and person specification which provides clear information about your role. It is essential that you always remain within the agreed role description.

## ***6. Risk Assessment (including specific risk assessment carried out for the volunteer role)***

An assessment of the potential risks has been carried out for your role. Your supervisor will go through the risk assessment with you and discuss any specific needs or concerns that you have.

## ***7. Personal Care***

Volunteers are not allowed to provide personal care to patients. Personal care includes washing, dressing and toileting. If you are asked to help a patient with personal care, it is very important that you politely decline and say that, as a volunteer, it is not appropriate for you to do so. If you have any concerns or queries, please speak to your supervisor immediately.

## ***8. Assisting Patients with Eating and Drinking***

Your supervisor needs to ensure that you are very clear about your role in assisting patients with eating and drinking. Some volunteers may, as part of their role description, support patients at mealtimes, e.g. by cutting up their food, opening packets and encouraging them to eat.

In special circumstances, specific volunteers are able to actually assist patients with eating and drinking. This will only take place on specific wards where volunteers have received special training and this activity is included in their role description. Patient safety is paramount and the proper procedure must be carried out **before** the volunteer assists a patient with their meal. A registered nurse will complete the required form to delegate a named patient requiring assistance to a named volunteer. The volunteer requires this completed form in order to fulfil this activity.

## ***9. Arrangements for a named contact person for day to day support and supervision***

Arrangements for support and supervision will be agreed with you during your induction. Please write the name and contact details of your supervisor in the 'My Information' section at the beginning of this handbook. You will receive ongoing support from your supervisor. At times you may feel that your volunteering has been emotionally demanding. On these occasions please speak to your supervisor. They will also inform you who to speak to in their absence. As part of your development, please make a note of how each task you carried out went, what you did and if there were any issues that arose.

Most volunteers will have a review meeting and the frequency of these will vary depending on the nature of your role and your time commitment. The review meeting will focus on how the placement is going and what support you need. It should be an opportunity for volunteers and staff to raise issues and for you to talk constructively about your involvement with us. Any changes or additions to agreed tasks can be discussed at your support and review meetings and relevant training identified. If at any time you feel you do not want to undertake any new tasks as they are unrealistic or beyond the scope of the role you agreed to undertake, please discuss this with your supervisor.

For ward based volunteers, it is recommended that a registered nurse or relevant clinician attends as required to provide guidance, feedback and answer any questions that you may have.

Relevant forms are included at Appendix B to record your review meetings. A record of your signed reviews will be held on your recruitment file.

## ***10. Contact names and phone numbers for relevant staff members and arrangements for meeting them***

Your supervisor will introduce you to your team. Please make a note of the relevant names and contact details in the 'My Information' section at the beginning of this handbook.

## ***11. Equality and Diversity***

We are committed to a policy of treating all volunteers and volunteer applicants equally and fairly. We accept volunteers based on their suitability for the role. We won't discriminate against any volunteers because of their age, disability, gender, gender reassignment, pregnancy and maternity, race/ethnicity or nationality, religion or belief or sexual orientation. In the same way, we expect all staff and volunteers to treat all patients, relatives, visitors and colleagues with dignity and respect.

## ***12. Specific needs and reasonable adjustments***

If a volunteer declares that they have a disability, even if they are already engaged in volunteering activity, a risk assessment will be carried out to identify specific needs. A discussion will take place to identify any reasonable adjustments that can be made to ensure equality of opportunity.

## ***13. Child Protection & the Protection of Vulnerable Adults***

If you have concerns about the treatment of a patient, member of staff or any other individual it is important that you raise this immediately with an appropriate member of staff. If your supervisor is not available, please ensure that you pass the information on, without delay, to a relevant member of staff, for example, the person in charge at the time, the Ward or Department Manager or their representative. Concerns about the welfare of a child or adult, who may, for example be a visitor or relative, should be raised in the same way.

## ***14. What to wear***

As a volunteer for Aneurin Bevan University Health Board, you are also an ambassador for the organisation. You are responsible for presenting a clean and positive image to service users, visitors and the community. Please dress appropriately for the activities you are asked to carry out. Uniforms are provided for some roles, which should always be worn. If you are ever unsure about what to wear, please ask your supervisor. In patient areas, infection control policies must be adhered to, including the 'bare below the elbow' guidance. It is important to cover any cuts and grazes securely with an appropriate dressing.

## ***15. Reliability and commitment***

We will agree the time commitment with volunteers on an individual basis. Most people volunteer for one or two shifts per week; a shift being four

hours. An individual normally covers the same shift on the same ward / area each week. As the role is voluntary, it is not appropriate for volunteers to over-extend their commitment to their voluntary role(s). It is recommended that an individual's regular volunteer commitment should not exceed 15 hours per week.

It is very important that you are reliable and you stick to any arrangements you've made with us. If your circumstances change, please let your supervisor know as soon as possible.

## ***16. Reporting for duty, notifying of holidays and sickness***

During your induction you will be informed of the arrangements for reporting for duty. Please make sure that you always follow the process for signing in and handover at the beginning of each session and for signing out and handover at the end of each session.

It is very important that you:

- inform your supervisor if you are unable to attend by your agreed start time, and if possible in advance
- notify your named supervisor if you have an accident, fall ill whilst on duty or have an illness prior to attending your placement
- let your supervisor know if you will be unavailable for certain dates, for example if you are going on holiday, and when you plan to return

## ***17. What you can expect from us***

You will:

- be placed initially for an agreed trial period in the ward or department e.g. 3 months
- receive induction training
- be invited to a review meeting at the end of the trial period where you and the staff you work with will decide whether the placement is suitable
- be invited to 6 monthly review meetings on an ongoing basis
- know what is expected of you
- know who your supervisor is
- know who your department manager is
- be shown appreciation
- have safe working conditions
- be insured
- know what your rights and responsibilities are if something goes wrong
- be offered 'out of pocket' expenses in line with the Health Board policy for volunteers
- be appropriately trained for your volunteer role
- have the opportunity to develop personally through the volunteering environment and experience

- be provided with a uniform (where appropriate) and security/identification badge
- experience freedom from discrimination on grounds of age, colour, physical or mental disability, ethnic origin or nationality, gender, marital or parental status, race, religious beliefs, class, sexual orientation or political beliefs
- not be expected to undertake any tasks outside of your role description
- be able to receive a reference from your named supervisor on the basis of your voluntary placement.

## ***18. What we expect from you***

To:

- be reliable
- be honest
- respect confidentiality
- make the most of training and support opportunities
- treat all patients, staff, relatives, visitors and other volunteers with consideration, politeness, dignity and respect
- preserve the independence and individuality of patients
- be careful to ensure that you act within your role description
- accept appropriate supervision and guidance from staff
- recognise that you represent the Health Board and act in an appropriate manner at all times
- refrain from seeking preferential health treatment for yourself, your families or others
- comply with relevant Health Board policies and procedures, particularly in relation to confidentiality, accident reporting, health and safety, equal opportunities, data protection and relevant checks associated with the role e.g. Disclosure and Barring Service
- adhere to the dress and behaviour code as agreed with your named supervisor
- maintain excellent standards of personal hygiene
- be aware of and maintain strict infection prevention and control procedures
- wear your security/identification badge and uniform (if provided) whilst undertaking your role
- raise any issues of concern relating to your voluntary placement with your supervisor
- inform your supervisor if you are unable to attend, and if possible in advance
- notify your named supervisor if you have an accident, fall ill whilst on duty or have an illness prior to attending your placement
- advise us as early as possible if you are unable to continue to volunteer

## ***19. Security of Personal Property***

During your induction your supervisor will show you where your personal property can be stored whilst carrying out your volunteering activities. You are advised not to bring valuables or excessive amounts of cash with

you during your placement as no liability can be accepted for loss or damage to personal belongings.

## **20. Expenses**

You are entitled to claim travelling expenses direct from your home to the department and for the purpose of carrying out any volunteer activities. Expenses must be agreed in advance with your Head of Department. The agreement for the claiming of home-to-placement mileage form attached at Appendix A should be completed and a copy retained on your engagement file.

We will only reimburse the amount that you have spent as a result of your volunteering, up to agreed maximum levels. Tickets and receipts must be provided in order to reclaim this money. Volunteers are never remunerated, they are simply reimbursed for approved out of pocket expenditure. This is to prevent problems both for the organisation and the individuals themselves in respect of tax and income maintenance benefits. The Health Board pays travelling expenses to volunteers at the rate approved by the HMRC. For further information and to see the current rates please look at:

[http://www.hmrc.gov.uk/charities/gift\\_aid/rules/vol-expenses.htm#2](http://www.hmrc.gov.uk/charities/gift_aid/rules/vol-expenses.htm#2)

Expense forms can be obtained from your supervisor and need to be approved by the relevant senior manager. Reimbursement will be made by cheque or BACS. Expenses payable by the Health Board must be claimed promptly on a monthly basis to ensure payment. It remains the decision of the volunteer as to whether they want to claim expenses.

## **21. Volunteering Whilst On Benefits**

As long as you only receive out-of-pocket expenses there should not be a problem with volunteering while on benefits. It is always good practice to inform Job Centre Plus before volunteering.

If you are claiming long term sickness benefit, undertaking volunteering activities could affect your entitlement to some benefits. You must contact the Department of Work and Pensions for up to date advice before starting voluntary activity.

## **22. Gifts**

Giving or receiving gifts may give the impression of favouritism and could raise expectations of the level of support you can provide in your role. As such, we ask that volunteers don't give personal gifts to patients or anyone receiving services from the Health Board. Patients and relatives sometimes wish to give gifts to staff or volunteers to express their appreciation. If a small gift e.g. box of chocolates is given it is always good practice to receive these on behalf of the team. If an individual gift is given, then a declaration will need to be completed and signed by the volunteer receiving the gift; your supervisor will be able to provide more

details. Financial gifts can be received on behalf of the ward, department and the relevant form should be completed and a receipt provided. Where a volunteering scheme is provided in partnership with another organisation, it is important to ensure that the benefactor is clear about which organisation they wish to give to. The relevant form should be completed and a receipt provided.

### ***23. Boundaries***

Clear boundaries are important for staff, volunteers and service users. We realise that staff and volunteers may sometimes have contact with service users in a personal capacity – as friends, family or colleagues. In this situation, please take care to avoid any apparent conflict of interest. If you have any concerns please speak to your supervisor. Volunteers should not give their home contact details or mobile phone number to any patients or service users. This is for the protection of both the volunteers and the service users.

At no time should you offer any financial or legal advice. You must not act as a witness to wills nor assist in their preparation. You may not collect pensions, or undertake any financial transactions. If, as part of your volunteering activities you are asked to make a purchase from the hospital shop or trolley on behalf of a patient, please ensure that a witness is present when you receive the money and return any change. Wherever possible, provide the patient with a receipt.

If you have any concerns in these areas, please discuss them with your supervisor.

### ***24. Infection Prevention and Control & Hand Hygiene***

Many of our patients are vulnerable and hand hygiene is the single most important factor in the prevention of cross infection. It is essential that you undertake the infection prevention and control training and always follow the guidance relevant to the area that you are placed in. If you are in any doubt, please ask your supervisor.

Volunteers should be aware that if they have symptoms of diarrhoea and/or vomiting, they must not return to their placement until they have been free of symptoms for 48 hours, even if they feel well.

### ***25. Food Safety***

Volunteers who support patients at mealtimes need to complete an annual food hygiene training course. A copy of the certificate will be kept on the volunteer's engagement file.

## **26. Health and Safety (including fire safety, accident reporting and manual handling)**

The Health Board is committed to looking after the health, safety and wellbeing of everyone who works for us, is on our premises or uses our services. This commitment applies equally to our volunteers. Any activities carried out on a voluntary basis are covered by the same health and safety legislative requirements as those carried out by Health Board employees. It's therefore important that you understand and accept your personal responsibility towards promoting and maintaining health and safety standards in order to provide a safe working environment for all. Suitable risk assessment(s) must be prepared for all activities being carried out in the name of the Health Board.

It is important that you:

- Carry out your volunteering activities without endangering either your own health and safety, or that of colleagues, third parties and/or the general public.
- Comply with all relevant instructions and procedures relating to safety and follow guidance provided by the Health Board.
- Inform your supervisor of any personal health and safety requirements that you have.

All volunteers are expected to be aware of their own health limitations and are urged not to exceed their physical capabilities. You should advise your supervisor of any medical problems that may affect your ability to undertake or complete a task.

If you have any doubts regarding your health and safety role or responsibility please speak to your supervisor as soon as possible.

All accidents and incidents must be reported to your supervisor as soon as possible, or to appropriate member of staff if your supervisor is not available.

## **27. ID Badges**

You will be issued with a Health Board volunteer ID card before your start date which you should always wear when carrying out your activities.

## **28. Confidentiality and Data Protection**

It is important that we maintain confidentiality at all times. No employee or volunteer is permitted to access any files or records unless they have a work related reason to do so. Any breach of confidentiality will be treated seriously and is likely to result in the volunteering opportunity being removed. Specific training will be provided during your induction to provide more details about confidentiality.

During the course of your volunteering activities, you may become aware of sensitive information, for example about a patient's treatment or diagnosis. It is vitally important that volunteers understand and accept

their responsibility not to pass on this type of personal information. For this reason, you will be asked to sign a confidentiality agreement. Should you have concerns about any information you have been given, please talk to your supervisor.

On no account must information concerning staff, service users, or other health service business be discussed except in the performance of normal duty. In addition, records must never be left in such a manner that unauthorised persons can obtain access to them and must be kept in safe custody when no longer required.

### ***29. No smoking policy***

Smoking is not permitted on Health Board property, in the grounds of Health Board property or when staff and volunteers are involved with Health Board activities.

### ***30. Mobile Phones***

It is not appropriate for volunteers to use mobile phones whilst undertaking their volunteer role. Mobile phones should be kept out of sight and on silent at all times, with only necessary use away from patient areas. On no account are cameras of any sort to be used in patient areas.

### ***31. Drugs and alcohol***

Being under the influence of recreational drugs or alcohol or using recreational drugs or consuming alcohol whilst volunteering for the Health Board (including at events and activities) is not permitted. Any breach of this requirement will result in the immediate withdrawal of the volunteering opportunity.

### ***32. Insurance***

The Health Board accepts liability for all volunteer activity carried out in good faith within the scope of the volunteering policy and properly authorised by Heads of Departments. Where volunteers, in the course of their authorised voluntary placement, suffer loss or damage, the Health Board will act towards them as it would towards paid staff. Voluntary organisations who manage volunteer schemes in partnership with the Health Board are responsible for providing appropriate insurance cover for their own volunteers.

### ***33. Car drivers***

It is important to note that if you're involved in an activity for the Health Board that involves using your car, you must inform your own insurers. Most insurance companies agree to cover car journeys at no extra charge; it is important that you check this with your own insurance company.

You must have appropriate insurance cover, current MOT certificate and a valid driver's licence for the vehicle that you will be using. The Service Manager should carry out annual checks of licence and insurance cover.

Volunteer drivers will be required to undertake eye examination and fitness test by the Occupational Health Department.

### ***34. Dealing with Difficulties***

If you encounter a difficulty with any aspect of the role, please talk to your supervisor as soon as possible for advice and support. If the role isn't working out as hoped, please let your supervisor know. Together you should try to work out any difficulties. If it is agreed that this can't work, this shouldn't be seen as a failure. Please speak to your supervisor about finding a more appropriate role, or visit <http://www.volunteering-wales.net/> to find out about other opportunities. If you are uncomfortable about raising your concerns with your supervisor, please discuss them with your Project Manager or the Volunteering Development Manager, whose details are included in the 'My Information' section at the beginning of this handbook.

The relationship between the Health Board and its volunteers does not imply any contract. However, it is important that the Health Board is able to maintain agreed standards of service to its patients and service users. It is also important that volunteers should enjoy making their contribution to the service.

If you are concerned or dissatisfied with any aspect of your role, or if the Health Board has concerns about you in your role as a volunteer, the following steps will be taken:

1. A meeting will be arranged, as soon as practically possible, to enable the concerns to be discussed.
2. If that does not resolve the concerns then a meeting will be arranged with the head of the relevant department.
3. If that does not resolve the concerns it will be escalated to the Project Manager where a partner organisation has lead responsibility for the volunteering scheme, or to the Volunteering Development Manager for Health Board volunteering schemes.
4. If after this, it is not possible to resolve the concerns, then it would be inappropriate for you to continue to be a volunteer.
5. At all times you will be freely able to state your case and can have a friend, relative or volunteer colleague to accompany you to any meeting you may attend.

If the Health Board has concerns about your role as a volunteer, it may be necessary for you to be asked to refrain from volunteering, without prejudice, while further enquiries are made.

The Health Board has a duty of care to ensure that volunteers do not continue beyond a point where volunteering may be detrimental to their own or other people's health or safety. If such a situation occurs it may

decide that it is appropriate for a volunteer to reduce, amend or cease their volunteer contribution.

Aneurin Bevan University Health Board reserves the right to terminate a voluntary placement if it is deemed to be unsuitable. Reasons could include; continued ill health, unreliability, breach of confidentiality, conflict of interest, failure to comply with policy and procedure or any criminal activity.

In cases of serious misconduct your involvement with the Health Board will be stopped immediately.

Complaints from the public about volunteers will be investigated in accordance with the Health Board’s Putting Things Right policy.

**35. Ending the placement**

To help us manage our service the more notice you can give us the better for ending the volunteering placement. Ideally 2 weeks notice should be given.

Aneurin Bevan University Health Board reserves the right to terminate a voluntary placement if it is deemed to be unsuitable. Reasons could include continued ill health, unreliability, breach of confidentiality, conflict of interest, or failure to comply with policy and procedure.

When volunteers choose to cease their involvement with the Health Board we may ask you to attend an exit interview or complete an exit questionnaire to share any learning points for our future development.

**Notes**

.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....





## **Appendix A**

### **Agreement for the claiming of home-to-base mileage**

Name of volunteer: .....

Address: .....

Postcode: .....

Placement address: .....

Postcode: .....

Return mileage payable, as calculated  
using Google Maps Fastest Route: .....

Signature of volunteer:

Date:

Signature of supervisor:

Date:

Name of authorising manager:

Signature of authorising Manager:

Date:

*Please ensure that a copy of this completed agreement  
is kept on the volunteer's engagement file*

## ***Appendix B: Record of Review Meeting***

*Please see section 9 for further information.*

This form has been provided for you and your supervisor to record details of your review meetings.

Date of meeting:

Are you enjoying your volunteer role?

What do you feel you are able to contribute through your role?

Do you feel your volunteering is valued?

Are there any areas in which you feel you need more support?

Agreed outcomes:

Changes or additions to agreed tasks:

Signature of volunteer:

Date:

Signature of supervisor:

Date:

*Please ensure that a copy of this completed form is kept on the  
volunteer's engagement file*

## ***Record of Review Meeting***

*Please see section 9 for further information.*

This form has been provided for you and your supervisor to record details of your review meetings.

Date of meeting:

Are you enjoying your volunteer role?

What do you feel you are able to contribute through your role?

Do you feel your volunteering is valued?

Are there any areas in which you feel you need more support?

Agreed outcomes:

Changes or additions to agreed tasks:

Signature of volunteer:

Date:

Signature of supervisor:

Date:

*Please ensure that a copy of this completed form is kept on the  
volunteer's engagement file*

## ***Record of Review Meeting***

*Please see section 9 for further information.*

This form has been provided for you and your supervisor to record details of your review meetings.

Date of meeting:

Are you enjoying your volunteer role?

What do you feel you are able to contribute through your role?

Do you feel your volunteering is valued?

Are there any areas in which you feel you need more support?

Agreed outcomes:

Changes or additions to agreed tasks:

Signature of volunteer:

Date:

Signature of supervisor:

Date:

*Please ensure that a copy of this completed form is kept on the  
volunteer's engagement file*

## ***Record of Review Meeting***

*Please see section 9 for further information.*

This form has been provided for you and your supervisor to record details of your review meetings.

Date of meeting:

Are you enjoying your volunteer role?

What do you feel you are able to contribute through your role?

Do you feel your volunteering is valued?

Are there any areas in which you feel you need more support?

Agreed outcomes:

Changes or additions to agreed tasks:

Signature of volunteer:

Date:

Signature of supervisor:

Date:

*Please ensure that a copy of this completed form is kept on the  
volunteer's engagement file*