

South Central  
Ambulance  
Charity

**NHS**  
South Central  
Ambulance Service  
NHS Foundation Trust



# VOLUNTEER HANDBOOK



# WELCOME

Why not follow us on  
twitter @scacharity



Why not follow us on  
facebook scacharityuk



South Central Ambulance Charity supports the work of South Central Ambulance Service NHS Foundation Trust (SCAS) who provide emergency care across Oxfordshire, Buckinghamshire, Berkshire and Hampshire.

SCAS is an innovative organisation that strives to deliver far more than a traditional 999 emergency service conveying patients to hospital. SCAS offers streamlined access to clinical assessment and sign-posting for people who are ill, injured or concerned about their health. We have a pivotal role in local care systems. And as well as enabling people to get the care they need, we also support people in their homes and online.

South Central Ambulance Charity is an integral part of SCAS and we believe that our volunteers play a vital role in helping the Charity to fulfil its potential in support of SCAS. It is important that our volunteers feel motivated, encouraged and appreciated as well as equipped to carry out their role. Most of all we want the volunteer experience to be enjoyable.

As a charity we aim to give you the opportunity to develop skills and interests while volunteering by supporting you in understanding the role you are being asked to carry out, the regulation and processes that are part of that and addressing any concerns you may have.

Communication is essential to our journey so we ensure that all our volunteers have access to our volunteer Sharepoint site, have their own Charity email address and ID card and are able to access the information needed to carry out their role.

South Central Ambulance Charity is at an exciting time in its development as we seek to grow our fundraising potential and support a wider range of projects across SCAS. Thank you for giving up your time to enable us to do this and to strengthen the vital emergency services we provide in our local communities.

I hope this handbook will help to guide you through volunteering with us.

**Vanessa Casey**  
SCAS Charity CEO



# CONTENTS

## 1 What we do – the role of South Central Ambulance Charity

- Our objectives
- Key responsibilities
- The SCAS charity team
- Engagement, induction and training
- Reimbursement of expenses

## 2 Legal and Compliance

- Health and safety
- Risk assessments
- Clothing and equipment
- Fundraising policy and procedure
- Publicity and social media
- Financial information
- Insurance
- Data protection and confidentiality
- Protecting the Charity and SCAS's interests and reputation
- Vulnerable people in fundraising
- Whistleblowing in fundraising

## 3 Managing Concerns

- Dealing with complaints
- Managing volunteer activity
- Cessation of voluntary commitment

## 4 Other Information

- General Information
- How we can help you
- Other voluntary roles across SCAS
- Contacts

## 5 References



Asda Fun Day – High Wycombe



Community Engagement with our Co-Responders –  
Reading Armed Forces Day

# 1

# WHAT WE DO

## THE ROLE OF SOUTH CENTRAL AMBULANCE CHARITY

### OUR OBJECTIVES

Our Charity has three clear objectives:

#### 1. Community First Responders and Co-Responders

SCAS has over 1000 Community First Responders (CFRs), medical students, military, police and fire Co-Responders trained to respond to life-threatening emergencies. Each year our Responders attend over 30,000 incidents across our four counties.

CFRs and Co-Responders are volunteers who give up their time to save lives in their community. SCAS receives no funding to support them and we fundraise to provide equipment, training, uniforms and vehicles.

Many of our CFRs are also volunteer fundraisers in their local communities.

#### 2. Community Life Saving Skills and Defibrillators

SCAS has the highest out of hospital cardiac arrest survival rate of all ambulance services in the UK. We work closely with local communities to provide training and familiarisation of life-saving defibrillators. Defibrillators can save lives without any specialist training. In patients with a shockable heart rhythm, there is approximately a 10% reduction in survival for every minute's delay. The chance of survival can be increased two to threefold by the immediate provision of bystander CPR.

#### 3. Supporting Our Staff

SCAS is at the forefront of developing innovative new ways to provide emergency care. Developing the 999 care of the future means investing in research, development projects, introducing new ways of working and new equipment.

We also support our frontline staff by investing in their working environment and providing some of the smaller things that can make a big difference to their working lives.

### KEY RESPONSIBILITIES

Volunteering should be a mutually beneficial engagement between the Charity and the volunteer and as such we commit to a number of responsibilities to each other and to our Charity.

#### Responsibilities of the volunteer

As a volunteer for South Central Ambulance Charity we ask you:

- To work with us to help us to achieve our aims and objectives
- To be reliable – we are able to adapt to your availability however small or great that is but we do ask that you turn up to volunteer when you say you will.
- To bring any problems or issues to the appropriate person at the earliest opportunity
- To respect confidentiality, equality and diversity, health and safety and to ensure you have familiarised yourself with all necessary relevant policies and procedures
- To attend any relevant training or meetings as requested
- To appropriately represent South Central Ambulance Charity and SCAS at all times and to act as an Ambassador for our organisation
- To be aware of the SCAS behaviours, and to adhere to them.

## **Our Responsibilities to You**

As a volunteer for South Central Ambulance Charity you can expect:

- An appropriate induction and introduction to the Charity and SCAS
- A clear understanding of your specific role and other volunteer roles that may be available
- To understand the reason for the tasks you are asked to do as well as the appropriate explanation, support and/or training to enable you to complete them
- To have regular access to the right staff for support and guidance
- To have all agreed expenses reimbursed as soon as practicable within 30 days of submission
- To feel valued and appreciated for the important contribution you make to the Charity
- To be kept informed of changes and developments that affect you
- Have the opportunity to put forward ideas and observations and to be listened to

**Please note that the acceptance of this handbook will be deemed to be acknowledgement of and agreement with the principles outlined above.**

## **THE SOUTH CENTRAL AMBULANCE CHARITY TEAM**

### **Who are we**

The Charity team are all employees of South Central Ambulance Service NHS Foundation Trust and as such work within the same perimeters and regulations as all SCAS staff. The Charity team is led by the Charity CEO who is supported by the Fundraising and Communications Officer and the Charity Administrator. The Charity is represented at Executive Board Level by SCAS's Executive Director of Business Development and Strategy and is governed by the Charitable Funds Committee which is chaired by a SCAS Non-Executive Director.

### **What we do**

We are responsible for running the Charity ensuring all financial, governance and legal regulations are followed. The Charity itself does not receive any NHS statutory funding and our key objective is therefore to raise voluntary income to support our charitable objectives.

The Charity team cover a broad range of responsibilities including fundraising, communications, volunteer recruitment and management and events as well as administrative functions associated with finance and governance.

We work with both internal and external stakeholders to support the work of the Charity and the ambulance service.

### **Who we work with**

The Charity works with staff and volunteers across SCAS but in particular, it works closely with the Community Engagement and Training Team who manage our Community First Responders and Co-Responders. Many of our CFRs also fundraise for the Charity and through their community engagement work are key ambassadors for SCAS and the Charity.

## ENGAGEMENT, INDUCTION AND TRAINING

The SCAS Charity engages volunteers to help with a variety of tasks from fundraising, to admin and whilst we have some specific roles, we are keen to hear from anyone who is interested in helping us. We look for enthusiastic and committed volunteers who are able to offer hours some of which regular.

This is not an exhaustive list but we are keen to engage volunteers who are able to:

- Place, collect and replace collecting tins in their local area
- Attend events to help set up stalls and engage with the public
- Liaise with organisations in your area to seek support for the SCAS Charity through links with golf clubs, community groups, schools etc
- Pack and send out promotional goods to other areas for events
- Support local fundraising initiatives
- Assist with administrative duties in the Charity Office eg: filling envelopes, counting money, managing goods, photocopying etc

Full training will be given for all the above roles and volunteers will be following up and supporting contacts that have been made by our staff. With a small central staff team based in Oxfordshire, sadly it is not always possible to be on the ground speaking to supporters/ volunteers across our whole area.

### What can you expect from us?

As a valued member of the volunteer team, you will be kept informed of ongoing projects, and developments within the Charity. There will be opportunities, to gain personal development, and there will be occasions when you may get invited to “Thank you” events. You will receive a quarterly/ bi-annual newsletter by email.

All volunteers will receive a general orientation on the nature of the Charity as well as task specific training to ensure they can carry out their work on behalf of South Central Ambulance Charity effectively and efficiently.

All volunteers will be issued with a personal Charity email address, a Charity photographic ID badge and access to Sharepoint.

Volunteers are entitled to claim mileage and out of pocket expenses as agreed with the Charity Office and in line with our expenses policy which will be made available to you. All expenses must be agreed in advance and authorised by a member of the Charity staff.



*SCAS CEO Will Hancock's birthday bike ride to support SCAS Charity*

# 2 LEGAL AND COMPLIANCE

## HEALTH AND SAFETY (POLICY)

We aim to provide, so far as is reasonably practicable, safe and healthy conditions for volunteers and staff carrying out their role, by anticipating risks and removing or avoiding hazards. This will also extend to members of the public at the events.

Therefore, we will expect that the volunteer will comply with any health and safety rules set down by the Charity.

You will be made aware of any significant risks relating to your volunteering, and if necessary given the appropriate training. When volunteering you need to ensure that no volunteers, staff or members of the public are put at risk. Any incident / injury, however slight, should be reported as soon as practicable to the Charity Office, who will in turn set in motion the relevant reporting process. Please ensure that if there is any doubt at all about your health and safety that you inform the Charity Office immediately.

Please ensure that the Charity are made aware of any factors that may pose a risk to you. Any disclosure will remain confidential, and would only be released to people managing you, or in the case of medical information where it may affect treatment given, to any first aider / responder on scene.

## RISK ASSESSMENTS

When working with the Charity you must be mindful of your own surroundings and remove any risks that you find.

### Personal safety

Please remember that no policy or precautions can ensure the safety of any individual in every situation, always be aware of potential risks and take positive action to protect yourself.

## EQUIPMENT AND CLOTHING

The Charity will ensure that all volunteers have access to the necessary equipment / clothing to enable you to safely and effectively carry out the task in which you are engaged.

A Tee shirt and reflective will be provided for external volunteering.

A SCAS Charity ID pass will be supplied

A SCAS Charity Jacket will be provided after a 6-month period

It is key to remember that while volunteering for SCAS Charity you are the face of the Charity and South Central Ambulance NHS Foundation Trust, so we would request that you dress appropriately, to represent the organisation.

Any items that are damaged must be reported to the Charity Office as soon as practicable, to prevent further damage or harm to volunteers of the public.

## FUNDRAISING POLICY AND PROCEDURE

The Charity's income will derive from a number of sources:

- Gifts in Kind
- Proceeds of fundraising events organised by the Charity
- Proceeds of fundraising undertaken on behalf of the Charity by CFRs
- Proceeds of fundraising events undertaken by volunteers in aid of the Charity
- Collection boxes
- Corporate donations
- Grants
- Gift Aid
- Other donations
- Legacies

### Basic dos and don'ts

The Charity is governed by a rapidly evolving set of regulations and guidance in the wake of the establishment of the Fundraising Regulator and Fundraising Preference Service (FPS).

The Fundraising Code of Conduct was developed by fundraisers through the work of the institute of Fundraising (IoF) and the Public Fundraising Association (PFRA) in place since July 2016. The aims of the code are to:

- Promote a consistent, high standard of fundraising
- Ensure that charitable institutions, their governing bodies, and fundraisers know what is expected of them
- Set out the standards when dealing with complaints
- Provide a benchmark for organisations and fundraisers assessing their practices
- Develop a culture of honesty, openness and respect between fundraisers and the public

There are four values that support the code of conduct:

**OPEN** Fundraisers must be open with the public about their processes and must be willing to explain where appropriate if asked for more information.

**LEGAL** All Fundraising must meet with the law.

**HONEST** Fundraisers must act with integrity and must not mislead the public about the cause and the way the donation will be used

**RESPECTFUL** Fundraisers must demonstrate respect whenever they have contact with members of the public.

Link to full code of conduct <https://www.fundraisingregulator.org.uk/code>

### Fundraising Information

In today's economic/ financial climate many organisations are competing for funding and there are limitations of available funds. Charity volunteers can be proactive in fundraising for the Charity and the organisation. Below are a few of the potential opportunities that can be sourced.

- Parish Councils
- National business charity support schemes for example Supermarkets token schemes in Waitrose and Asda etc
- Local business support
- Attendance at public events
- Collection boxes placed in locations such as appropriate businesses with the owner's permission

As a high profile organisation and because of the services it provides volunteers should only source funds from reputable avenues. The following are not acceptable sources of funds:

- Gambling organisations and companies
- Political parties
- Companies associated with the tobacco industry or tobacco replacement industry
- Companies associated with the “leisure use” drug industry
- Any group or organisation that may bring SCAS or the Charity into disrepute.

The Charity explores a number of different avenues for raising funds including applying for grants and seeking In Memoriam donations liaising with local Funeral Directors. These are fundraising areas that should not be advanced by volunteers without prior training and discussion with the internal Charity team. Volunteers are able to proactively make contact with community groups in their area in order to raise funds and build awareness, for example local WI, Rotary, golf clubs etc but should do so with the guidance and knowledge of the Charity office. **Volunteers are asked to inform the Charity office of all approaches they make to ensure we do not make the same approaches.**

The above list is not exhaustive and any avenue for fundraising should be discussed with the Charity office prior to commencement.

As stated the source of funds must be carefully considered. It is paramount that a good and ongoing relationship is built up with potential supporters as this can grow and establish links.

These links could be:

- A source of direct or indirect funding
- Raising the profile of the Charity and SCAS
- Introducing us to other potential supporters

## **PUBLICITY AND SOCIAL MEDIA**

You should only create publicity marketing materials at the request of the Charity team. Any materials produced should be reviewed and agreed in draft format before circulation either internally or externally. The Charity’s logo and reputation and its association with SCAS and vitally important. The correct logo, along with our registered Charity number, should be used on all materials and any materials follow our brand tool kit.

Social Media is of enormous benefit to us as a Charity. You should however, be mindful always of the messages you post regarding the Charity whether this be on your own personal social media accounts or our official channels. If you have any concerns you should discuss these before posting any information. All information posted on our official channels (including CFR scheme social media pages) must be approved by a member of staff before it is posted.

Volunteers are not able to set up a new social media account representing the Charity without prior discussion with the Charity office.

## FINANCIAL INFORMATION

All monies that are raised should be paid directly into the bank. Volunteers can be issued with a paying in book for this purpose and must then notify the Charity Administrator of the details of funds they are paying in. Volunteers should ensure that all donations are thanked, a consent form is sent out and where appropriate a gift aid certificate is also sent. Donors should be advised in the thank you letter to return the gift aid certificate and consent form to the Charity Administrator at the Charity Office (giving the address). This can be done either by the volunteer or by the Charity Administrator.

When there is physical money, this should be counted in accordance with the Fundraising Code of Conduct section on processing donations.

All donor correspondence and personal information (name, address etc, consent and gift aid forms) must be sent to the Charity office and not retained by the volunteer. This to ensure we are able to safely retain an individuals information, accurately record their engagement and support with us and continue, where appropriate to send further information. We are also able to record the donor's wishes and consent for further correspondence.

The Charity accounts are managed in line with current financial regulatory processes, and are managed day to day by the Charity Team. We work closely with our SCAS Finance Team who produce our monthly management accounts and our annual report and accounts. The Charity's accounts are reviewed by an Independent Examiner each year prior to formal sign off by the Corporate Trustee. The Charity's accounts are publicly available on the Charity Commission website. All Charity funds are kept separate from any SCAS revenue budgets.

It is vital to remember that funds given to the Charity have been given in good faith and must be used carefully and transparently and must comply with legal and legislative frameworks.

The Charity will always conform with the Charity Commission guidance, that all donations should be presumed to be unrestricted unless there is unequivocal written evidence to the contrary.

It is important to remember that any gift or offer of hospitality must be refused as there could be a doubt of propriety by accepting them. If there is any confusion about accepting gifts or hospitality, immediately seek advice from the Charity Office. Hospitality as in refreshments at an event is deemed as normal, but offers of holidays, sporting events etc must be declined. The list is not exhaustive.

## INSURANCE

Personal injury and third party liability cover is provided under the arrangements with the insurers of South Central Ambulance NHS Foundation Trust, for all Volunteers while actively engaged in Volunteering activities for the Charity.

**If using your own vehicle to travel to an event, please ensure that you have informed your insurance company and have 'business use' added. As stated earlier re-imburement of relevant expenses will be dealt with by the Charity Office.**

## **DATA PROTECTION/ CONFIDENTIALITY**

SCAS Charity complies with all statutory requirements of the Data Protection Act in relation to personal data held in the IT systems. The Charity takes all reasonable steps to ensure the accuracy and confidentiality of this information. It is essential that you do not retain any personal information and all communications sent or given to you are retained by the central office and recorded on our secure database.

The Data Protection Act protects an individual's rights concerning information about them held by third parties. We would ask you to respect the confidentiality of any information disclosed to you, or that you become aware of. If you have any questions with regard to Data Protection, please ask the Charity Office.

## **PROTECTING THE CHARITY AND SCAS'S INTERESTS AND REPUTATION**

### **Objective**

The Charity must maintain its reputation within the community and therefore asks that it's volunteers portray the Charity in a suitable manner at all times.

### **Practice**

As a volunteer you will be representing the Charity in many ways and should do so with a responsible, positive and professional attitude. You will be asked to have the same standards as that of our staff and will be provided with the information where possible to do so, especially when you are interacting with the general public.

Other areas where you should be protecting the Charity's interest are:

- Safeguarding the Charity against inappropriate use of its name, logo and unauthorised reproduction of any Charity publication.
- Taking care of the Charity's assets, any damage to be reported as soon as practicable.

The Charity acknowledges that you have the right to speak out against malpractice without any recrimination. If you feel that we are not working to the high levels set in this handbook or the codes of practice, it is imperative that you should bring this to the attention of the Charity Office. This will be taken seriously and dealt with appropriately. The Charity Office will ensure that anyone who reports a concern in good faith will be treated with respect regardless of whether or not the situation is proven.

### **Equality and Diversity**

SCAS Charity strives to create equal opportunities for all volunteers. We are committed to create an environment where our volunteers are free from unlawful discrimination on the grounds of colour, race, religious or political beliefs, nationality, ethnic origin, disability, sex, sexual orientation, gender reassignment, age or marital status. The Charity will respect and recognise volunteer's differences to contribute and reach their full potential by being inclusive to all.

## VULNERABLE PEOPLE IN FUNDRAISING

SCAS Charity is a member of the Institute of Fundraising (IoF) and is committed to following the Regulator Code of Practice. The Fundraising Code of practice states that:

- Fundraisers must take all reasonable steps to treat a donor fairly, enabling them to make an informed decision about any donation, to take into account the needs of any potential donor who may be in vulnerable circumstances or may need care to make informed decisions.
- Fundraisers must never exploit donors who may be vulnerable.

### Types of vulnerability

- A Particularly frail person
- An individual with a mental disorder, including dementia or personality disorder
- An individual with a significant, and impairing physical or sensory disability
- An Individual with a learning disability
- An individual with a severe physical illness
- A person that is homeless
- An individual who has a severely reduced understanding of English

SCAS Charity recognises that a person's capacity to make an informed decision can be affected by personal circumstances and the context of the situation. Where someone lacks said capacity, we will ensure that person no longer receives fundraising communication from the SCAS Charity.

### Indicators that someone maybe Vulnerable

When communicating face to face or by telephone some indicators may be

- Asking irrelevant and un related questions
- Responding in an irrational manner
- Inability to hear or understand what is being said
- Wandering off the subject

This list is not exhaustive.

Please refer to the SCAS Charity Protection of people who are vulnerable policy

## FREEDOM TO SPEAK UP

What is Freedom to Speak up? There is a difference between whistleblowing and raising a grievance. Freedom to Speak Up is where an individual has a concern about a danger or illegality that is of public interest for example, the misappropriation of funds donated to the Charity.

The reputation of South Central Ambulance Charity and by association, that of South Central Ambulance Service NHS Foundation Trust, is of paramount importance and we are a recognised and trusted name in the wider community. It is essential therefore, that our fundraising practices are ethical and transparent.

This subject list is not exhaustive please refer to the Whistleblowing in Fundraising Policy.

A full copy of all this and all our policies can be found on the SharePoint site available to all volunteers.

# 3

# MANAGING CONCERNS

## DEALING WITH COMPLAINTS

SCAS Charity Volunteers may at times feel that situations are not as they believe they should be. Our volunteers are very important to us and in order to maintain a good relationship, any complaints or issues will be dealt with as quickly, sensitively and objectively as possible.

Any complaint from you as a volunteer should follow this sequence of events.

### Primarily

You should where possible, raise the matter objectively with the person concerned, if the matter is an organisational issue, it should be brought to the attention of the Charity Office who will try to find an informal but satisfactory resolution to the issue.

### Secondary

If this does not prove satisfactory, and you would prefer not to confront the person concerned, or if the complaint is regarding a member of the administration team, it is appropriate to raise it with the Charity CEO who will endeavour to resolve the matter in an informal manner.

### Formal

If all of the above is not satisfactory and you wish to pursue the matter further, you should put your concerns in writing to the Charity CEO within one month of the incident concerned. The incident will be investigated formally which may involve interviewing the parties concerned with an offer of resolution on completion. You will be notified as soon as practicable of receipt of your complaint. If there are delays in any form during the investigation you will be notified as soon as possible. A record of the complaint and the outcome will be retained confidentially by the Charity Office.

### Finally

If the Formal outcome is deemed not satisfactory to you, then you may forward the issue within two weeks to the Executive Director of Strategy & Business Development, who will consider it. A decision will be made and communicated as soon as practicable and will represent the final decision of the Charity.

## MANAGING VOLUNTEER ACTIVITY / PERFORMANCE

This subsection does contain an element of formality and has been put in place so that all of our volunteers are clear about the standards we ~~are~~ expect and that you are assured that we do have processes in place for dealing with inappropriate behaviours.

Volunteers are representatives of the Charity and must maintain a level of professionalism. Although volunteers are not employees, they are expected to follow relevant SCAS policy and procedures and behaviours.

We would like to ensure that all Charity volunteers have clearly understood our guidelines. It is important that you understand that in a case of dispute all treatment is fair and equal.

### Practice

SCAS Charity volunteers should abide by the principles set out in this Handbook, it sets out the expectations of the Charity and for yourselves. This section may be used to assist you if you are asked to change the way you are volunteering if you are breaching the said standards.

### Examples of breaches of the guidelines

- The use of abusive language or written remarks, when representing the Charity, this could be when dealing with members of staff, other volunteers and/or members of the public.
- Unauthorised use or misuse of Charity property.
- Intentional or unintentional acts of prejudice, discrimination, harassment, victimisation or behaviour that is perceived as such.
- Non-compliance of health and safety regulations while volunteering for the Charity.
- Misappropriation of funds – as a volunteer for the Charity you may be required to receive, count and bank Charity funds.

If there are minor issues of indiscretion these will be treated informally by the Charity Office however repeated or matters that are deemed as more serious will be dealt with on a formal footing.

### Informal

Minor breaches of the Charity guidelines, will result in a request for immediate change in the behaviour, by the Charity Office, a written record will be kept on file.

### Formal

For the more serious case or a failure to improve behaviours conducive to the Charity a written warning will be given. Any written warnings will remain on record for the duration of involvement with the Charity, however will be considered ended once there has been a demonstration of sustained behaviours.

## CESSATION OF VOLUNTARY COMMITMENT

### Termination of Voluntary Service

The Charity reserves the right to cease using a volunteer where their conduct is felt to fall short of what is expected. In the interest of natural justice an opportunity for a volunteer to appeal against any decision will be allowed.

Cessation will follow major breaches of the guidelines stated in the handbook, or incidents that would bring SCAS Charity or South Central Ambulance Service NHS Foundation Trust into disrepute, examples are set out below but are not exhaustive.

- Theft
- Refusal to follow a reasonable request from the Charity Office
- Serious breach of health and safety
- Fraud
- Being under the influence of drink or drugs while volunteering for the Charity
- Disclosure of confidential information
- Assault or threats to commit assault
- Misuse/ intentional damaging of Charity / Trust Property
- Harassment, incitement or acts of discrimination on the grounds of sex, race, religion, disability, colour, ethnicity race, political beliefs, nationality, sexual orientation, gender reassignment, age or marital status.
- Anything that brings the Charity or SCAS into disrepute



*Community Engagement with our CFRs –  
Berkshire Motor Show –  
Charity of the year 2019*

# 4

# OTHER INFORMATION

## GENERAL INFORMATION

### Your input

The Charity will welcome any of your ideas that would help the Charity in its fundraising and community engagement. You can express these ideas to the Charity Office. Please feel free to contact the Charity Office at any time to pass on any suggestion you feel may be viable.

This handbook only relates to volunteering for the SCAS Charity. If you volunteer in any other area of the organisation, for example as a CFR or a voluntary car driver, you should also be aware of their own policies and procedures.

### Illness and holidays

As a volunteer for the Charity there is no formal requirement for you to inform us of holidays, but we would appreciate notification of any dates that you will be unavailable. If you are unwell and unable to volunteer on a previously agreed date please let us know so that we can ensure cover is provided and we can ensure you are ok.

### Change of contact details

Please can you inform us, as soon as possible if there are changes in the following information:

- Name
- Address
- Phone no
- E mail address
- Next of kin details
- Relevant medical details
- Any criminal conviction – being a volunteer will involve reference to the disclosure and barring service (DBS)

## HOW WE CAN HELP YOU

We at the Charity want you to feel appreciated and supported as you are an important part of the Charity.

As stated earlier in the handbook we will:

- Issue the biannual / quarterly newsletter
- Give you the relevant training and support to partake in the voluntary activity you intend to do
- Include details of the Volunteer activities in the SCAS Staff Matters and on our official social media channels.

## OTHER VOLUNTARY ROLES ACROSS SCAS

There are other avenues for people to volunteer within South Central Ambulance Service NHS Foundation Trust. There is the option for working with the Charity, or working alongside colleagues in the Patient Transport Service as a Voluntary Car Driver, taking mobile patients to and from their outpatient appointments. Or to work with the Community Engagement team as a Community First Responder (CFR). Please speak to the Charity Office for more information if required.

# 5 REFERENCES

This handbook should be read in conjunction with the Guidance for Volunteers at SCAS policy. All policies can be found on the Sharepoint site.

## THANK YOU

We at the Charity would like to thank you for taking the time to read and adhere to this handbook and guidelines. It is lengthy but we hope that it will answer most of the questions you may have.

Please contact us at the Charity Office if there is anything else you need to know.

Thank you for giving SCAS Charity your time and efforts. We hope you enjoy your time volunteering with us.



*COVID 19 Virtual quiz events organised  
by CFR Matt to raise funds*