

## Expenses

Involvement payments are paid in line with the Involvement and Reimbursement of Service Users, Patients, the Relatives of Patients, Carers and Members of the Public Policy. These payments are considered earnings so it is your responsibility to check how much you are entitled to earn and to declare any involvement/reimbursements to the Department of Work & Pensions (DWP) or HM Revenue and Customs (TAX) Office.

Travel expenses can be claimed for volunteering and involvement. Travel expenses are paid at 45p per mile or on production of valid bus or train tickets.

## Key Contacts

To make sure you have all the support you need these are the key contacts you might need;

- Volunteering Team 01274 322662 / [volunteer@bdct.nhs.uk](mailto:volunteer@bdct.nhs.uk)
- Patient Experience and Involvement Team 01274 228298 / [involve@bdct.nhs.uk](mailto:involve@bdct.nhs.uk)

Please make a note of any other contacts which may be useful to you. For example your Volunteer Service Supervisor.

Name of Service/Department	
Name	
Telephone Number	
Email Address	

If you decide to leave your role please inform us on the contact details above.

# Volunteer and Involvement Code of Conduct Handbook



**Bradford District Care NHS Foundation Trust understands that a positive working relationship is key to successful volunteering and involvement roles. This handbook sets out rights, expectations and responsibilities to ensure that volunteering, or being involved with the Trust, is a positive experience.**



## Information Governance

Information Governance is how we look after personal information.

It is important we keep this information secure and do not share it inappropriately because:

- The information can be very sensitive – about people’s mental and physical health.
- Keeping the information secure is a legal obligation.
- The NHS has a duty of confidentiality. Service users and carers have an expectation that this confidentiality will be respected.
- Good information governance protects both service users and you from the misuse of personal information and any breach could result in a fine for the Trust.

The main things to remember are:

- Information about an individual can be passed on as long as that person has given their consent - they must understand exactly what their information will be used for and who will have access to it. Please ensure that any forms you use to gather information are completed in full.
- If you are given personal information, you must keep it safe. Ideally in a locked drawer until you pass it onto the office or a member of staff.
- Never pass on personal information without permission.

## Performance Issues/ Inappropriate Behaviours

We will always attempt to resolve any performance, behavioural issues or conflict fairly. In such cases, the relevant Manager, Patient Experience Lead or Volunteer Lead will discuss their concerns with you and seek to resolve the matter in a quick and professional manner.

If there are performance issues related to your role, we will work with you to identify any training or support that may improve performance or re-deploy you to a more appropriate role. However, on-going issues may result in your role with The Trust being ended.

Anyone who exhibits poor behaviours that are not in line with the Trust Values as outlined in this booklet, may be asked to leave their role.

## Induction to the organisation and your role

### Volunteering

Before beginning your volunteer role, you will complete the volunteer induction. There are two parts to your induction with BDCFT and your volunteer role.

Firstly, you will be required to attend the Volunteer Induction training which will cover an introduction to BDCFT and training on several areas which will ensure you are able to complete your volunteer role safely and effectively.

You will also receive a local induction. This will be held with your Volunteer Supervisor for the service you will be volunteering with.

This will include:

- An overview of the work area and the tasks to be undertaken.
- Introduction to relevant staff.
- Understanding the role, limitations and boundaries.
- Health and safety information, first aid, smoke free policy and safeguarding.
- How to claim out of pocket expenses.
- General information – where to make drinks etc.
- Arrangements for ongoing support.
- Monitoring and reporting requirements.

### Involvement

Before beginning your involvement role, you will be asked to complete the Introduction to Involvement (i2i) training. This will give you an introduction into the work of the Trust and provide you with all the relevant information you will need in the involvement handbook. Further training, such as Recruitment and Selection training, will be offered. You will also be invited to join the i2i Network which is a monthly peer support group. You will receive the Involvement Bulletin which outlines other opportunities to get involved with.

## Vision Wheel



**Our values of Respect, Openness, Improvement Excellence and Together underpin everything we do as a Trust, including the way we behave.**

**We ask that anyone involved with the Trust or volunteering with the Trust also works to these values.**

## Holidays and Absence

If you are planning a holiday or need to take some time off from your volunteer or involvement role, please give as much notice as possible so that the team can plan for your absence.

If you are ill or have an emergency and are not able to attend at short notice, please contact your Volunteer Supervisor or the Involvement Team as soon as you can to let them know you will not be attending.

If you do not attend your volunteering role on three or more occasions without notifying your Volunteer Supervisor, the Volunteer Coordinator will contact you to establish the reason for non-attendance and offer support to try and enable you to continue volunteering. If appropriate, you may be asked to leave this specific role or cease volunteering for BDCFT.

## Social Media

The Trust encourages the use of social media to promote and share the good work of the Trust. If you use social media there are a few key things to remember:

- If you refer to your role with the Trust, you must update your profile to state all opinions are yours and do not represent the Trust.
- You are personally responsible for what you publish on social media. Do not post, comment or share negative, defamatory or discriminatory comments/posts/videos/photographs.
- Never discuss or upload patient/carer or family member identifiable information on any social media platforms.
- Ensure your online presence reflects our Trust Values
- It is good practice to review your privacy settings to protect yourself and the information you share.
- The Social Media Policy will be provided as part of your induction.

## Professional Behaviours

As a volunteer, or when involved with BDCFT, you are expected to behave in a professional manner.

The following points may be useful for guidance.



- Be polite and courteous at all times.
- Recognise differences but treat people equally.
- Wear appropriate clothing and be aware of personal hygiene issues – if unsure, please ask.
- If you make a commitment, please stick to it – if you can't, please speak to a member of staff.
- Follow health and safety rules.
- Respect and uphold confidentiality at all times.
- Share feedback appropriately with staff.
- Please advise us if you have any medical issues that we need to be aware of.



- Avoid inappropriate language – no swearing, rude or discriminatory language.
- Alcohol and illicit drugs should not be consumed while undertaking your role with the Trust.
- Bullying including physical violence, threats, shouting, criticism, inappropriate comments or jokes centred on service users and others will not be tolerated.
- Do not lend or ask to borrow money, property or other items from service users, carers, staff or other volunteers.
- Do not give or accept any gifts from service users or their friends or relatives.
- Do not use mobile phones unless absolutely necessary or use Trust telephones for inappropriate calls.

## Respect

Respect one another, staff, service users and anyone else you come into contact with as part of your role.

## Openness

A culture that is open and honest is essential in providing a high quality service. Feedback should be welcomed and responded to.

## Improvement

We always strive to be better, reviewing what we are doing and identifying improvements. Everyone should have the opportunity to share their ideas.

## Excellence

As a Trust, we want to provide excellent care to our service users. In order to do that, everyone involved in the organisation must strive to provide excellence in their individual roles.

## Together

As a Trust, we know we are better when we do it together with staff, service users, volunteers, carers, partner organisations and the local community.



## What you can expect from us

Our commitment to you:

We will:

- Respect your skills, knowledge and experience.
- Provide relevant training, support and information for you to carry out your role.
- Provide support and supervision.
- Communicate with you and keep you informed of any possible changes.
- Offer you fair, honest and open feedback about your volunteering or involvement role.
- Provide a safe work environment.
- We will only contact you around your volunteering or involvement role and we will not share your details with anyone else. If we do not hear back from you your information will be removed from our files after 2 years.

## What we expect from you

To get the most out of your volunteering or involvement role we ask that you commit to the following:

- To sign up as a Bradford District Care NHS Foundation Trust member.
- To perform your role to the best of your ability.
- To maintain the confidential information of the organisation and of its patients.
- To share relevant information you receive with the Trust.
- To always wear your ID badge whilst in your volunteer role.
- Not to perform tasks which are outside of your volunteer or involvement role description without seeking approval from the service manager, volunteer or involvement team.
- To attend any training relevant for the role.
- To always treat staff, volunteers, service users and carers with respect, consideration and appreciation.
- To always try to keep the commitments you make.

## The 6Cs

Within BDCFT, we follow the **6Cs** principles. We ask that anyone involved or volunteering with the Trust considers these in their roles.

### 1. Care

Care defines us and our work. People receiving care expect it to be right for them constantly throughout every stage of their life.

### 2. Compassion

Compassion is how care is given through relationships based on empathy, respect, kindness and dignity and is central to how people experience their care.

### 3. Competence

Competence means all those in caring roles must have the ability to understand an individual's health and social needs and the expertise to deliver best care.

### 4. Communication

Communication is key to ensuring that patients, families, carers and other professionals involved are aware of care and treatment. They rely on being given accurate, timely information in a way in which they can understand.

### 5. Courage

Courage enables us to do the right thing for the people we care for, to speak up when we have concerns and to have the personal strength to embrace new ways of working.

### 6. Commitment

Commitment to our patients is at the heart of everything we do, and ensures we are providing the best possible care and experience for our patients.