

Retail volunteer handbook



each

East Anglia's
Children's Hospices



Contents

- 01** [Welcome to EACH](#)
- 02** [A little bit about us](#)
- 03** [Volunteering with us](#)
- 04** [Expectations](#)
- 05** [Essential information](#)
- 06** [Keeping yourself and others safe](#)
- 07** [Other useful information](#)
- 08** [Communication](#)
- 09** [Useful contacts](#)



Welcome to EACH

Thank you for choosing to volunteer with us.

Volunteers are the heart of EACH and whatever role you have, whether raising funds, supporting our shops, hospices or directly working alongside families, you'll be helping local children and families make the most of their precious time together.

Choosing to volunteer in one of our retail locations will help generate the income needed to support the care we provide. In turn, we hope you will have a rewarding experience, meet new friends and enjoy your time with us.

We want to ensure you feel valued and supported throughout, and this handbook provides you with information on getting started and the guidance to follow while volunteering with us.

If you'd like more detail on any of the subjects covered, please contact your manager who will be more than happy to help!

Thank you once again for joining EACH as a volunteer and we hope you enjoy your time with us.

If there's anything we can help with or you have any suggestions on how we can make volunteering an even better experience, please let us know.

Best wishes,

Ian Nicolson

Director of Retail



Hannah Milbourne

Volunteer Services and Development Manager





We need to raise
£7.8 million
from our retail operation
every year to keep our
hospices running

Over
50
retail shops
across
East Anglia

More than
1/3rd
of our income
comes from
retail & trading

Growing online
offering on eBay,
Amazon,
ASOS Marketplace
and Vinted

Supported by
900
volunteers

All items
donated are
turned into
charity funding

We raise
nearly
£500K
in Gift Aid
from our retail
operation

Sustainable
online fashion
range
Style with
EACH

**STYLE WITH
each**

Fashion that doesn't cost the earth



A little bit about us...

We care for children and young people with life-threatening conditions across Cambridgeshire, Essex, Norfolk and Suffolk, and support their families.

Our family-centred approach includes specialist nursing care, symptom management nursing, short breaks, wellbeing activities, therapies, care at end of life, bereavement support, counselling and volunteer services in the home; all meeting the individual needs of the child, young person and whole family.

For families accessing care and those who have been bereaved, EACH is a lifeline at an unimaginably difficult time.

[Visit our website to meet Trustees and Senior Management Team](#)



EACH Milton

Our hospice in Cambridgeshire



The Treehouse

Our hospice in Suffolk



The Nook

Our hospice in Norfolk

Take a tour of our hospices



EACH Vision, Mission and Values

Our Vision

We aspire daily to lead the way in providing world-class care for children with life-threatening conditions. Every child deserves support, alongside their families, whenever and wherever they need it.

Our Mission

To improve the quality of life and wellbeing of every child and family under our care, by providing individual and comprehensive services at all times.

Our Values

Empathy and understanding

Understanding the views and feelings of others is central to our work relationships and how we interact daily.

Commitment to quality

We consistently employ our best efforts and strive for the highest standards in everything that we do, always looking for ways to improve.

Open and respectful

We operate in an honest and participative way. Welcoming constructive feedback and different views, we understand the power of words and behaviour, and hold ourselves accountable for maintaining a positive and considerate work environment.

Make it happen

We are empowered to take responsibility for getting things done.

Our Retail Vision

We aspire to be the most successful and loved charity shop in our community.

Our Retail Mission

We care for more children through growing our financial contribution to the charity by;

- Delighting our customers through our choice of product and price, and the exceptional experience we provide
- Improving our business efficiency to maximise our net contribution.

Our Retail Values

As a retail volunteer you can help deliver our retail vision and mission, and there is an expectation you will embrace our values:



Empathy and understanding

- We are warm, welcoming, approachable and friendly
- We make every customer and every donor feel valued, no matter how little or how much they spend or donate
- We get to know each person as an individual, understanding their reason to shop, donate, volunteer or work with us
- We celebrate success and we support those in need of our help.

Commitment to quality

- We are relentless in our pursuit to put the best quality product available to us on the shop floor, and present it in the best possible manner. (We are fussy!)
- We believe it is our duty to get the best price for our donations out of respect to our donors, and to support the aims of our charity
- We ensure our locations are always safe places to shop and work
- We are never wasteful.

Open and respectful

- We don't walk by when a job needs doing
- We do what we promise to do
- We lead by example, but we work as a team.

Make it happen

- We look to make positive change and embrace new ideas
- We appreciate the value of every individual's contribution and input
- We work together, sharing our learning and knowledge
- We are ambassadors for EACH
- We challenge poor behaviour.



Volunteering with us

Recruitment

All potential volunteers are required to complete an application form, attend an informal taster session and provide two references. Where a volunteer takes on a greater level of responsibility they may be required to provide a Disclosure and Barring Service check (DBS). This information will be treated confidentially and will not necessarily exempt a candidate from being accepted as a volunteer. Each case will be considered on an individual basis.

Equality and diversity

To ensure we achieve our mission, and underpinning our values, we are committed to encouraging equality and diversity among our workforce, supporting a fair and positive work environment where everyone is treated with fairness and equality. Our principles regarding equality and diversity are equally applied to both employees and external service providers, and anyone we come in to contact with during the course of our work.

Role descriptions

To carry out your duties to the best of your ability, your position has a role description to follow. This serves as a reminder of what is included in the volunteer role and provides a breakdown of things to do, as well as the skills you will need. It does not constitute a contract and is not legally binding, but simply provides an outline of expectations from both parties. Your manager should be able to provide you with a copy for the roles available.

Induction

We want all new volunteers to feel welcomed and settled in their new role as quickly as possible. When you join us, your manager will provide you with an induction on your first day which will cover key health and safety topics, as well as important information on the activities and duties that may form part of your role.



Support and supervision

Your manager will be your day-to-day point of contact and provide you with support and guidance. If you have any worries or concerns, please speak to your manager in the first instance. If you still have concerns, you can contact the volunteer services team on **01223 205183** or email; volunteerservices@each.org.uk

Training

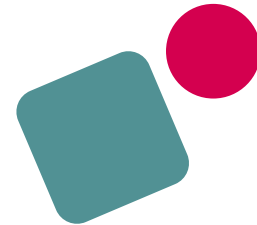
In addition to your initial induction you may be required to complete other training for your role. Your manager will keep a training log for you. This will ensure you have the knowledge and skills you need to undertake your role and ensure we are compliant with statutory and legal requirements. We also have a legal obligation to provide you with a refresher of certain training topics on an annual basis, e.g. information governance, manual handling and fire. This is to ensure we continue to support you in undertaking your role safely. The information laid out in this handbook forms part of your volunteer training each year. You may be able to undertake additional training for specific roles, such as PAT testing, eBay champion, duty manager or keyholder.

Retail qualifications for volunteers

Where possible, we work with local course providers to allow you opportunities to work towards retail qualifications. These level two qualifications are free and a great opportunity to build confidence in the retail environment. They support you in developing skills and qualifications that may help lead to paid employment. If you are interested in such opportunities, please talk to your manager.

Duty managers and keyholders

We try to offer training and support for those volunteers who wish to take on additional responsibility. A duty manager volunteer is a volunteer who runs the shop in the absence of the shop manager. If this is something you are interested in, please discuss it with your shop manager who will be able to tell you more about the role.



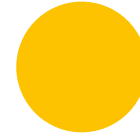
Young volunteers

We welcome young volunteers via The Duke of Edinburgh Award, work experience and other schemes, as well as those individuals who are 14+ and wish to volunteer of their own accord. There is some additional paperwork and training we need to complete to ensure your safety whilst volunteering, and your manager will go through this with you as part of your recruitment and induction process.

eBay and eBay Book Shop

We are always looking to get the best return for our donations we sell, and one way we do this is by selling on eBay and eBay Book Shop.

We always need volunteer 'champions' to help spot, photograph and list goods in our digital shops. It's an exciting and growing opportunity for us, speak to your manager if this is a role you might be interested in.



Expectations

What you can expect from us

We want you to feel supported in your role and will do our best to make your experience an enjoyable and rewarding one.

Our commitments to you are:

- To introduce you to the work of EACH and provide any training needed to carry out the role
- To provide a healthy and safe working environment
- To value you as an individual
- To resolve fairly any issues, grievances and difficulties you may have whilst you volunteer with us
- To provide you with support, appreciation, feedback and encouragement.

Please note: This agreement is binding in honour only and is not intended to be a legally binding contract of employment.

What we ask of you

While we appreciate you are giving your time freely, to achieve our charitable aims there are certain behaviours we expect from everyone representing EACH.

These are:

- To be warm, welcoming and approachable to all customers, donors, staff and fellow volunteers, and behave in a way that represents our values
- To carry out your volunteer role to the best of your ability following our policies and procedures
- To ensure a healthy environment by respecting staff members personal time and avoiding contact outside of business hours, unless it is an urgent matter related to volunteer duties or the organisations mission
- To discuss any concerns you have with your supervisor
- To participate in any training or supervision the role requires
- To be reliable and punctual and provide as much notice as possible if you're unable to meet your agreed commitments
- To present a positive, professional image of yourself and EACH
- To act in a way that doesn't discriminate or exclude
- To not share confidential information, including that about the organisation and its beneficiaries.



Essential information

Car parking

Unfortunately, parking at our shops can be limited due to their locations; a public car park or street parking is usually available nearby. If you are worried about parking, speak to the shop manager or other volunteers who will know the best places to park!

Signing in and out

You are required to sign in and out of your voluntary duties. This lets us know who is on the premises in the event of an emergency and to record volunteer hours. You will be shown where to sign in as part of your induction and how to help sign in visitors to your shop.

Representing EACH

As a volunteer, you are an ambassador for EACH, so it's important you represent us positively and in-line with the expectations outlined in this handbook.

- Please dress appropriately for your role, including wearing closed toe footwear.

- Bear in mind your social media posts can be seen publicly, unless you mark your settings as private.
- Please be cautious if you are commenting or posting about EACH and if you would like to set your profile as 'working for EACH', we ask you to enter your title as 'volunteer'.
- If you are ever approached by the media to make a comment in your capacity as a volunteer, you must always speak to our Marketing and Communications team first or ask the media to contact our press office directly - this is important as getting the right message across can often be tricky!

Bereavement

Some donors may have been recently bereaved or have a connection with our services, and may wish to talk to you about their experience. Please handle this situation with sensitivity. Your shop manager will be able to help you if the situation becomes difficult.



Smoking

We are committed to providing a safe, healthy environment for employees and visitors, therefore we have a smoke-free policy. Smoking is not permitted anywhere on EACH premises, vehicles or grounds. You must not smoke while on your volunteering duties on or off-site. These rules extend to the use of alternative devices, such as e-cigarettes.

Alcohol

You should not carry out your volunteer role while under the influence of alcohol, drugs or other illegal substances. Alcohol, drugs or illegal substances must not be consumed while on your volunteer duties, nor may they be brought onto the premises.

Personal possessions

Personal items are best held in the lockers located in each of our premises. For security, or in order to locate missing items, it might be necessary for staff and volunteers to occasionally agree to a search of bags, lockers or clothing. If such a request proves necessary, it will always be made with a witness present.

Mobile phones

While volunteering, please set your phone to silent or vibrate, and be discreet when taking calls.

IT

Volunteers who require access to our IT systems, will be provided with log-in details. These must always be used appropriately. Our systems or connections should not be used for personal internet usage or social networking. If you wish to do this during a break, you should use your own equipment and connection.

Refreshments

Tea, coffee and biscuits are provided for all volunteers.

Holidays, absence or taking a break

It's not a problem if you are going on holiday, are unwell or just need a break from volunteering. All we ask is you inform your manager as soon as you can, so they have time to arrange cover. We care about our volunteers, if you are absent for a sustained period, your manager will check in with you when you return. It is important you make us aware of any changes to your health, so we can do everything we can to support you.



Maternity

If you become pregnant, you should inform your manager as soon as possible. This is so we can carry out a risk assessment, to ensure your role remains appropriate for your needs. If required, we will try to find alternative duties. Your return to volunteering must be at least two weeks following the birth of your child – please discuss your return with your manager first.

Changes to your health

We ask you to let us know about any changes to your health, allergies and medication, to ensure we can provide you with adequate support and maintain a safe environment for you. In exceptional circumstances, you may be asked to present a certificate from your doctor or undertake an occupational health review as to your ability to safely undertake your role.

Keeping yourself and others safe

We are committed to looking after the health and safety of all our staff and volunteers, and everyone who may be affected by our activities.

We plan and regularly review our working practices to ensure hazards are identified and controls are in place. Each location has risk assessments to outline potential hazards and controls. You will be shown this as part of your induction and this is also displayed on shop Health and Safety noticeboards.

It is important you **know your own limits** and feel comfortable to say no. You should make yourself familiar with, and abide by, our Health and Safety Policy and not do anything to threaten the health and safety of yourself and others.

Supporting your needs

We endeavour to provide a safe and supportive environment for all of our volunteers. This may include additional support, or individual adjustments to tasks, in order to best support you in undertaking a volunteering role with us.



When you notify us of a medical condition, or changes to your health, allergies or medication, your shop manager will, with your assistance, determine whether an Individual Risk Assessment is appropriate for you. This may mean that it is necessary to ask for further information if they are unfamiliar with a disclosed condition. All information disclosed by you will be treated in confidence. Individual Risk Assessments are stored on your electronic volunteer record and will be reviewed following any reported incident, accident or near miss, or change to the individuals health.

Insurance

All registered volunteers are insured for the duties they carry out on behalf of EACH, provided they are working within their role description, EACH policies and procedures, and any other guidelines agreed by their manager. Please be aware that we cannot take responsibility for your personal belongings.



Zero tolerance

We are committed to fostering a workplace environment that upholds the dignity and respect of every individual. Harassment, bullying, and any form of discriminatory behaviour will not be tolerated under any circumstances.

This includes, but is not limited to, verbal, physical, or psychological abuse, sexual harassment, or any actions that create an intimidating, hostile, or offensive work environment.

All employees and volunteers, regardless of role or seniority, are expected to treat each other with respect and professionalism at all times. Any behaviour that undermines this culture of respect will be addressed with swift, decisive action, up to and including termination of employment.

We encourage employees and volunteers to speak up if they experience or witness any form of harassment or bullying. Reports will be handled confidentially and without fear of retaliation. Together, we are committed to creating a safe, inclusive, and supportive workplace for everyone.

For further information click on [‘Speaking Up’](#) and/ or our [Anti - Bullying and Harassment policy](#)



Fire

Preventing a fire

Much of the control of fire risks revolve around the principle of keeping things that will burn away from sources of heat. Please ensure you:

- Return items to their appropriate storage space
- Keep escape routes and fire exits clear
- Never use landing and stairways as storage areas
- Don't allow rubbish to accumulate next to a building
- Keep combustible materials to a minimum
- Do not cover heaters
- Report any issues to a member of staff, e.g. damaged fire doors or fire extinguishers.

Fire extinguishers

Staff and volunteers should not attempt to use a fire extinguisher for which they have not received training. Some members of staff are trained fire wardens.

If you discover a fire or hear the alarm

- Raise the fire alarm appropriate for your premises
- Inform others in the building, if it is safe to do so
- Leave the building by the nearest exit
- Do not stop to get personal belongings or finish tasks

- Close all doors and windows behind you
- Go to the fire assembly point (your manager will inform you where this is as part of your induction)
- Await instructions from the person in charge.

If you have any condition that may inhibit your ability to follow the fire procedures in your location you must discuss this with your manager who may be required to complete a Personal Emergency Evacuation Plan (PEEP).

First aid

Each site has an appointed person who should be called upon in the event of any accidents involving staff, volunteers, customers or visitors. The appointed person will be who is in charge of the shop, namely the duty manager. Any injury should be reported to them immediately, no matter how small.

First aid boxes are located in all locations and vans, your manager will tell you where this is kept. You should never add anything to the first aid box. Only minor incidents can be dealt with in shops. The duty manager will decide on whether an injury can be treated or if the emergency services should be called. Please do not continue your shift if you are injured or unhappy to continue.



Incidents and escalation

ALL accidents or injuries must be reported to the duty manager as soon as possible. Examples of incidents include:

- Slips and trips
- Steamer injury
- Theft of stock or money
- First aid incident
- The shop being left unlocked or windows left open
- Customer complaints
- Verbally abusive customers.

The duty manager will complete an incident form on your behalf so there is a record of what happened. They will escalate the incident as appropriate.

Manual handling

Manual handling is the lifting and moving of objects using your hands or bodily force. It is important you lift correctly as this reduces the risk of accidents, sprains, strains and back injuries. Please try to avoid heavy manual handling. You should avoid lifting loads above shoulder height and moving heavy loads up or downstairs. On your induction you will be shown our manual handling safe practice poster (this is reviewed annually).

Manual handling tips:

- Split larger loads into smaller ones, use trolleys where available
- Get someone to help you
- Clear any obstacles in your path before lifting
- Stand close to the load in a comfortable position
- Grip the load firmly with your arms close to your body if able
- Never use a chair to reach up to something
- Do not overfill bags or boxes (max 10kg)
- Stack heavy boxes at the bottom
- High shelves are for light objects only.

Safe sorting

Sorting is something most of our volunteers do every day, it is important this is done safely. How to sort will be covered in your induction but here are some key points to remember:

- Remember to sort at the sorting table
- Empty contents onto the sorting table



- Never put your hands directly into the bag
- Check pockets and compartments that may conceal hazardous items
- Wear protective gloves or thimbles provided
- Dispose of any unwanted items safely.

Steaming and tagging

The safe method for steaming and tagging clothing will be demonstrated as part of your induction. This is one of our most frequent incidents so we encourage extra care is taken when undertaking these tasks. Please refer to the Safe Use of Tagging Guns video, the poster located at the sorting table, and the Steamer User Guidelines attached to the steamer. Please take regular breaks from these tasks to ensure your safety.

Working at heights

We recommend you avoid working at heights where possible, this includes the use of the elephant's foot found in most shops. If you feel you need to work from a height, please discuss this with your manager who will provide additional guidance.

Personal safety, shoplifting and robbery

Your safety is of the utmost importance and you

should never put yourself at risk in the event of shoplifting or an attempted robbery. Your manager may train you on the signs of potential shoplifting and measures to prevent it. Remember most of our customers are honest and should be treated without suspicion.

Security

If you are comfortable, your manager may provide you with additional training to use the till or banking the takings. Please always remember these security measures:

- Ensure you have signed off from the till, drawer is locked and the key removed if left unattended
- Some till functions are restricted to manager operation only to provide greater security
- If a theft or robbery is attempted, please do not try to stop the individual. Your safety is much more important than the contents of the till
- Never carry cash in a marked bag
- For security, or in order to locate missing items, it might be necessary for staff and volunteers to occasionally agree to a search of bags, lockers or clothing. If such a request proves necessary, it will always be made with a witness present.



Resolving conflict and difficult situations

On the rare occasion there is a disgruntled customer, or a disagreement between you and a fellow volunteer, please talk to your location manager or volunteer services so we can support you. Remember to stay calm and respectful and always try to see the issue from the other person's point of view. If you would prefer to speak with someone outside your immediate team please contact volunteer services on **01223 205183** or volunteerservices@each.org.uk.

Lone working

Lone working as a volunteer should only happen rarely, and with your consent. If you are comfortable lone working then your shop manager will ensure you know what to do in the event of any difficulty. We ask you carry the shop phone with you at all times and know who to call in an emergency.

Infection control

Preventing and controlling infection is everyone's responsibility to ensure the safety and wellbeing of visitors, staff, volunteers – and yourself! This applies to all volunteers regardless of area of work.

Please always:

- Cover any cuts or abrasions on your hands or forearms with a waterproof dressing before you start
- Wash your hands with soap and water, or alcohol gel, especially after you use the toilet, after cleaning up any spillage and before handling food.

Care of substances hazardous to health (COSHH)



Many cleaning products and other materials used in the retail environment are classified as hazardous to health and must be used with care. Products must be used in accordance to the manufacturers guidelines as stated on the packaging. Only approved products are to be used and no additional COSHH products are to be brought into the shop. COSHH products are to be stored in a locked cupboard when not in use. **Young volunteers must not use or have access to hazardous substances.**



Confidentiality and information governance

When we think about confidentiality, we often think about the details of the children and families we support. However, in your role as a volunteer, you may handle personal information on our customers, donors, staff members and volunteers. Each of these groups has the right to expect their information will be kept confidential, and therefore you have a duty of confidentiality. As well as keeping paper and electronic records safe and secure, you should be mindful of what you share verbally. You must not divulge confidential information to anyone outside of EACH, both during or after you have volunteered with us. Here are some key points to follow:

- Never share your log-in or password details and never write them down
- Never disclose confidential information over the phone unless you are 100% certain you are speaking to the intended person
- Ensure anything confidential is locked away, e.g. volunteer contact details and Gift Aid details

- Never discuss customer, donor, staff or volunteer details with people outside of the shop
- Never discuss confidential information in public areas
- Always be aware of who can overhear your conversations.

We will always ensure we keep your details safe and secure

We are committed to protecting any personal information that you share with us or any information that is provided to us by other organisations. Our Privacy Policy, [which can be found on our website](#) gives you a clear explanation of what personal information we collect and how we use and protect this information.



Safeguarding

We have a duty to protect the welfare of children, young people and vulnerable adults, be they staff, volunteers or customers. It is the responsibility of all staff and volunteers to provide this protection. If you have any concerns regarding the welfare of any vulnerable adult or child, you must report these to your manager immediately.

In the event you feel unable to discuss this with your manager, please contact volunteer services. They will inform the safeguarding lead for a decision on how to proceed.

Prevent is the Government's response to individuals who support violent extremism and is about safeguarding individuals and communities from the threat of terrorism. As an organisation, we have a responsibility to recognise vulnerable adults and children who may be at risk of exploitation and subsequently radicalisation. It is not about race, religion or ethnicity and there is no obvious profile of those at risk. Again, please discuss any concerns you may have regarding staff or volunteers with your manager, or the volunteer services team, who will seek guidance from safeguarding representatives if they feel this is required.

Electrical goods and portable appliance testing (PAT)

Any electrical goods donated to us must always be inspected before they are used/sold. To do this, you must have additional training. Speak to your manager if you are interested in learning more and receiving training.

Driving on behalf of EACH

If you are going to be driving an EACH vehicle, you will need to:

- Provide us with your driving licence
- Complete a driver's declaration form (you may be asked to provide a doctor's letter or undertake an occupational health check).

If you are going to be driving your own vehicle on behalf of EACH, you will need to:

- Provide us with your driving license annually
- Complete a driver's declaration form and provide a copy of your MOT and insurance certificate
- You will need to tell your insurance company you are driving for EACH. Most insurance companies agree to cover at no extra charge.



Other useful information

Gift Aid

Gift Aid is a scheme run by HMRC that enables us to reclaim tax on a donation made by a UK taxpayer, effectively increasing the amount of the donation. Provided they are a UK taxpayer, donors can sign up for Gift Aid when they donate goods to our shops. Put simply:

- EACH makes an extra 25p on every £1 raised
- Gift Aid is free money that HMRC pays us at no extra cost to the donor
- Gift Aid is incredibly valuable – our claim is nearly £500,000 annually... and rising!



Everybody should ask **every donor** if they can Gift Aid their donation. It really is as simple as this:

- Would you consider signing up for Gift Aid?
- It only takes two minutes
- If you are a UK taxpayer we can claim an extra 25% of your donation value from HMRC, at no cost to you
- Last year the charity was able to claim over £588,000 from HMRC.

- Your manager will show you how to sign donor's up to the scheme.
- You can help raise so much more for us by being confident in Gift Aid.
- Remember, always thank every donor for their donation!

giftaid it



Accepting cash donations on behalf of EACH

You may sometimes be handed a cash donation whilst volunteering. There are processes in place to deal with donations, check with your manager on what to do before accepting any donations.

Volunteers purchasing items in shops

All volunteers receive a 20% discount on items purchased in your own shop. This discount does not apply to new goods, Christmas cards or online purchases. Volunteers can purchase items in the shop at the end of their shift, and items must always be priced by a member of staff and the sale recorded.

Where volunteers choose to loan personal belongings for use by us, e.g. Christmas lights or a window prop, these must be loaned for a defined period and you should clarify with the shop manager if you would like the items back or are donating. We are unable to guarantee the security of these items.

There may be rare occasions where we carry out random checks on the identity, persons and property (including vehicles) of employees and volunteers whilst on EACH premises or business, and as a result may ask you and your colleagues to remove

the contents of your pockets, bags and vehicles. Such searches will only take place where there are reasonable grounds to do so. Wherever practical, you will be accompanied by a third party on the premises at the time a search is taking place, or at the time any further questioning takes place. We reserve the right to call in the police at any stage.

All goods donated for resale belong to EACH Retail, and must not leave retail premises unless purchased.

Referral Scheme for key EACH vacancies

We recognise some volunteers will have an excellent network of associations who could have relevant skills to fulfil vacancies. Occasionally, we introduce a temporary referral scheme. This is open to all registered volunteers and aims to encourage people to recommend friends, former colleagues or family members to join the EACH team - in return for a high street voucher of their choice. The scheme pays up to £300 in high street vouchers (two vouchers of £150) over a six-month period depending on completion of probationary periods for new staff and only applies to specified vacancies/locations announced in our volunteer e-newsletter. This is not a payment in lieu of any voluntary activities completed by any individual.



Communication

There are some things we need you to let us know whilst volunteering with us. These will not necessarily prevent you from volunteering but are important for us to know:

- If there is any change to your personal details, e.g. name, address or next of kin
- If you are convicted of a criminal offence
- If you have been charged with a crime which (if convicted) may impact on your role
- Any changes to your health
- If you are required to drive as part of your role you must inform us if you have been charged with a driving offence and/or are awarded points on your driving licence.

Hospice tours

From time-to-time, we will run hospice tours for our volunteers at each of our hospice sites. Your manager will publish the dates.

Volunteer thanks and appreciation

You will, of course, receive regular thanks and appreciation from your manager and the teams you work alongside, and you will be invited to our annual volunteer thank you day. We will celebrate long services of 5, 10, 15, 20 and 25 years with a certificate, badge and local presentation.

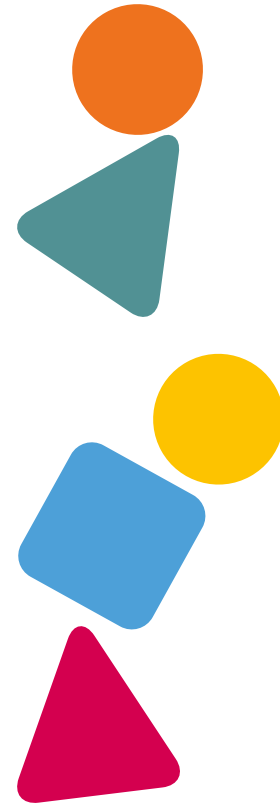


Unhappy or wish to leave?

We always endeavour to make a happy environment in which to carry out your role, however, if you have any concerns we would encourage you to speak with your supervisor straight away. We want to be able to resolve any problems as soon as we can. If you are still unhappy, please contact volunteer services who will be happy to help.

We know sometimes you may wish to end your volunteering for many reasons. When/if this time comes, please let us know. When leaving us, there are also a couple of things to remember:

- Please return any EACH property, e.g. ID badges, to your supervisor on your last day
- We would appreciate it if you could provide feedback on your experiences with us. Please always feel free to send any thoughts to volunteerservices@each.org.uk or call **01223 205183**
- We are happy to supply references. It is our policy to provide a standard reference, detailing the dates you carried out your volunteering along with the role you undertook.



Useful contact details

Your location manager will be your primary contact; however, the volunteer services team can support you. We have a volunteer services partner in each locality who can be contacted on the details below:

Volunteer Services

Tel: 01223 205183, option 4, choose;

1 for Suffolk, **2** for Norfolk, **3** for Cambridgeshire

Email: volunteerservices@each.org.uk

Contacting our hospices:

Milton: EACH, Church Lane, Milton,
Cambridge, CB24 6AB
01223 815100

The Nook: EACH, The Nook, Pigot Lane,
Framingham Earl, Norfolk, NR14 7PX
01603 967596

The Treehouse: EACH, The Treehouse, St Augustine's
Gardens, Ipswich, IP3 8NS
01473 271334

Contact your local fundraising team:

Tel: 01223 800800, select option 2

To find your nearest shop, please visit:

www.each.org.uk/shops

or call our Retail Distribution Centre on
01842 821620.



Keeping up to date with EACH news:

We publish a supporter newsletter called Footprints, which you can receive by post or email (you must opt-in for email). Copies will also be sent to all our sites.

You will also receive our volunteering e-newsletter, Volunteer REACH, to keep you up to date with EACH news, key messages and dates for the diary.

If you have an EACH IT account, you will be able to register for Yammer, our internal communication channel.

We produce an annual report and accounts document which is available on our website. It includes a very palatable summary of all the organisation's key activities for the year gone and our aims and objectives for the future. It also includes all our financial statements and tables – if you're into that!

[Click here or scan the QR Code to view our report and accounts.](#)



EACH library

EACH has an excellent and extensive library of resources and books. These can supply you with a large amount of information to support you in your role.

The library is in the Education Centre at our hospice in Milton.

For further information, please contact the Library and Information Services Manager on: 01223 815103 or email sue.langley@each.org.uk.

EACH Registered Office

Church Lane, Milton, Cambridge, CB24 6AB

Company No.: 3550187

Registered Charity No.: 1069284

Royal Patron: HRH The Princess of Wales

www.each.org.uk

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Thank you again for your support.

www.each.org.uk