

# EACH volunteer handbook



**each**

East Anglia's  
Children's Hospices



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# Welcome

Welcome to East Anglia's Children's Hospices (EACH) and thank you for choosing to volunteer with us.

Volunteers are the heart of EACH and whatever role you do, 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.

We want to ensure you feel valued and supported throughout your time with us, and this handbook provides you with information on getting started and the guidance to follow while volunteering for us. If you'd like more detailed information on any of the subjects covered, please contact your nominated supervisor who will be happy to help.

Thank you again for choosing to join EACH as a volunteer, I 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 with us an even better experience, please let us know.

Best wishes,

**Hannah Milbourne**

Volunteer Services and Development Manager



# A little bit about us...

At EACH we ensure the best possible quality of life, making every moment count for children and families. Our supportive care for babies, children, young people and their families is all-encompassing. If required, this life-long support includes specialist nursing, therapies and ongoing wellbeing care through all the ups and downs.

[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, understanding and inclusion

Understanding the views and feelings of others is central to our work relationships and how we interact daily. We actively encourage unique perspectives, backgrounds, and experiences of others, fostering an environment where all voices feel valued.

### 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, respectful and accountable

We operate in an honest, respectful and collaborative way, encourage open constructive feedback and celebrate diverse viewpoints. We are mindful of the power of our words, actions and biases, and hold ourselves accountable to ensure a safe and inclusive environment for everyone.

### Make it happen

We are empowered to take responsibility for getting things done.



# Volunteering with us

## Recruitment

All potential volunteers are required to complete an application form, attend an informal interview and provide two references. Roles that involve direct contact with children and families will also require an enhanced Disclosure and Barring 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.

## Equity, Inclusion and Diversity

**Our Mission Statement:** We are actively committed to creating an inclusive environment where everyone can thrive and feels empowered to contribute. We work together to ensure that inclusion is not just a value, but a daily practice throughout the organisation. We embrace and celebrate individual differences — harnessing the strength and innovation that diversity brings. We hear each voice, value each contribution and recognise each achievement.

We are committed to creating a welcoming, inclusive, and respectful environment for all our volunteers. Everyone should feel valued and treated fairly, regardless of background, identity, or circumstances.

Our commitment to equality and diversity applies to everyone we work with: volunteers, staff, service users, and external partners. We ask all volunteers to support this by promoting a positive and respectful culture.



### **Inclusive behaviours include:**

- Listening to and valuing different perspectives and experiences
- Using respectful and inclusive language
- Being open-minded and avoiding assumptions about others
- Challenging discrimination or unfair treatment when it's safe to do so
- Supporting others to feel included and welcome
- Respecting personal boundaries and cultural differences.

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- Respecting personal boundaries and cultural differences.

By working together in this way, we can ensure that everyone feels safe, supported, and able to contribute fully.

### **Role descriptions**

For you 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's included in the role and provides a breakdown of 'things to do', as well as 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.

### **Induction**

We want all new volunteers to feel welcomed and settled in their new role as quickly as possible. When you join us, you will be introduced to a supervisor who will provide you with an induction on your first day. During this time, please ask any questions you have.



## Support and supervision

Your nominated supervisor will be your day-to-day point of contact and meet with you on a regular basis to provide support and guidance. The regularity and formality of this support will differ according to your role and environment, and will be made clear to you at interview. However, if you have any worries or concerns, please speak to your supervisor in the first instance. If you still have concerns you can contact the Volunteer Services Team (details on [page 22](#)).

For those volunteer roles in regular/close contact with children and families, group supervisions are also provided. These are mandatory because we recognise this type of supervision is important in taking care of our volunteers, and providing high quality care to the children and families we support.

## Training

It is important you are safe and well supported in your volunteer role. You may be required to complete an induction and ongoing mandatory training appropriate to your role.

Your supervisor will make you aware of requirements for your particular role at interview.

This will ensure you have the knowledge and skills needed to undertake your role and ensure EACH is compliant with statutory and legal requirements. It is essential this learning is completed within the timescales outlined.



# Essential information

As a volunteer, you will need to be aware of the following EACH policies and procedures. Please take time to familiarise yourself with these.

## Car parking

Parking is available at all our hospices and offices. All vehicles parked on EACH premises are done so at the owner's risk. They must be parked so as not to obstruct access. It is your responsibility to ensure your vehicle is parked in a safe area. No parking spaces are allocated to individuals and are available on a first-come-first-serve basis.

## Signing in and out

You are required to sign in and out of your voluntary duties with us. This allows sites to know who is on the premises in the event of an emergency. You will be shown where to sign in as part of your induction.

## Badges

You will be issued with an EACH name badge by volunteer services if it is required for your role.

## Personal possessions

Personal items are best held in the lockers, where these are available. 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.

## Representing EACH

As a volunteer, you're an ambassador for EACH, so it's important you represent the charity 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 an EACH 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!

## 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, grounds or vehicles, other than in designated smoking areas provided in the grounds at each hospice location. Whilst supporting an EACH event, staff and volunteers are encouraged to keep any smoking to a minimum and to do so away from the event site. Hospice based volunteers must not smoke when supervising children on an outing. These rules extend to the use of alternative devices, such as e-cigarettes.

## Alcohol

Alcohol must not be consumed whilst on your volunteer duties, nor may it be brought onto the premises.

## Mobile phones

Whilst volunteering, please set your phone to silent or vibrate and be discreet when taking calls. Volunteers in our hospices are not permitted to have or use mobile phones whilst on the care floor.

## IT

For volunteers who use IT systems (including internet and email) it is a requirement these are used appropriately at all times. Whilst some personal internet access is allowed during breaks, this does not extend to using EACH systems or connections for social networking. If you wish to do this, you should use your own equipment and your own internet connections.

You must not place any material on a website, blog or social networking site that is offensive, obscene, defamatory, criminal or that is likely to cause embarrassment to EACH and/or any of its staff, families or donors. This is both within, and outside of your volunteering.

## Refreshments

Tea and coffee are provided for all volunteers. If your role is based at one of our hospices, you are welcome to stay for a free lunch (when the hospice is providing meals for families). Please book before 10am.



## Expenses

Volunteers can claim for any reasonable out-of-pocket expenses incurred while volunteering. This includes fares or mileage to and from your place of work or in the course of your duties. The current rate is 25p per mile travelling from home to the hospice, or event. If your volunteer role requires you to drive your own vehicle to carry out duties away from the hospice, the rate is in line with HMRC rates. Please ask your supervisor for a copy of our volunteer expense claim form.

We ask you try to minimise expenses where possible, e.g. by sharing transport. Please submit your claim as soon as possible and we will refund approved expenses promptly.

## 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 supervisor as soon as possible, so they have time to arrange cover if needed.

We care about our volunteers, so if you're absent from your role for a sustained period of time, your supervisor will arrange to speak with you so we can best support you when you're ready to return.

Please tell us about any changes to your health or anything else you think we ought to be aware of. You may be asked to present a certificate from your doctor or undertake an occupational health review as to your ability to satisfactorily and safely undertake your volunteer role.

## Maternity

If you become pregnant you should inform your supervisor as soon as possible so a risk assessment can be carried out. This will ensure any hazards are identified, and risks assessed, eliminated or controlled to ensure your role remains appropriate. Your supervisor will try to find alternative duties if you are unable to continue in your current role. If you wish to return to your volunteering following the birth of your baby, you should meet with your supervisor to discuss a return date. This must be at least two weeks following the birth.

## Changes in your health

We ask you let us know about any other changes to your health so a risk assessment can be carried out. This is to ensure any hazards are identified, and risks are assessed, eliminated or controlled or alternative duties can be found.



# Keeping yourself and others safe

**We are committed to looking after the health and safety of our volunteers, and of other persons who may be affected by our activities.**

We plan and regularly review our working practices, including general working environment, equipment, materials and systems of work, to ensure hazards are identified, risks are assessed and eliminated, and best practice is adhered to and adopted. However, it's also important you know your own limits and feel comfortable to say no or ask to check things out with your supervisor. You should make yourself familiar with, and abide by our Health and Safety Policy (which will be outlined to you during your induction) and no action is to be taken by you which could threaten the health and safety of yourself or others. Should you have any concerns about any health and safety aspects of your volunteer role, this should be discussed with your supervisor as soon as possible.

## **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 supervisor will, with your assistance, determine if an Individual Risk Assessment is appropriate. This may mean 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 your health.

## **Insurance**

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



## Fire

In the event of a fire, warn people close by, raise the alarm, vacate the building immediately and dial 999 from outside the building. Don't stop to collect your personal belongings. Your supervisor will be able to tell you where your safety point is if you work at a hospice or fundraising office. If you are volunteering elsewhere, this will be included in your briefing. Please take time to make a note of your possible exits in the case of a fire.

## First aid

All sites have a designated trained first aider who should be called upon in the event of any accidents involving staff, volunteers and visitors. If you are volunteering elsewhere, please ask for a first aid box if you need it. All accidents or injuries occurring whilst volunteering must be reported to your supervisor.

## Accident, incident and hazard reporting

If you have an incident, near miss or accident during your volunteering shift, however small or insignificant you feel it may be, you should report the incident to your nominated volunteer supervisor as soon as possible. Please do not continue your shift if you are injured or unhappy to continue.

Please report any hazards e.g. broken windows, loose carpets or faults, and do not attempt any repairs yourself.

## Lone working

Generally there will be a member of staff working with you. However, if circumstances arise where you will be volunteering alone you need to develop an awareness of any risks and how to minimise them. It is important you have an EACH contact number to call in the event you need to get in touch with someone urgently. There is a specific lone working process in place for Help at Home volunteers which will be included as part of your induction.



## Infection control – all

If volunteering at one of our hospices, you will be told about infection control as part of your induction. We ask you to particularly note the following points:

- Cover any cuts or abrasions on your hands or forearms with a waterproof dressing before you start
- Ensure you observe the ‘Effective Hand Washing’ procedure
- If volunteering in the kitchen or with children and young people, fingernails should be kept short and free from nail polish
- Please do not come into the hospice if you are feeling unwell or are suffering from diarrhoea, vomiting (or for 48 hours following your last episode).

## Confidentiality

All information relating to children and those associated with them is strictly confidential. We ask you not to discuss confidential matters or use children’s and families’ names outside the hospice. If you wish to discuss something that is troubling you, please speak to your supervisor or the volunteer services team.

When we think about confidentiality, we often think about the details of the children and families we support. However, confidentiality also applies to our business details, including our donor base or fundraising strategy. As well as keeping paper and electronic records safe and secure, you should be mindful of what you verbally share.

You must not divulge to any outside body confidential information, both during and after you have volunteered with us. Here are some key points to follow:

- Never share your passwords/log-in details with anyone or 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 and Gift Aid details
- Never discuss customer, donor, staff or volunteer details with people outside of EACH
- Never discuss confidential information in public areas
- Always be aware of who can overhear your conversations.



## Data Protection

In your role, you may handle personal information on children, young people and their families, staff members or other volunteers. It is vital you are aware of our policy – please ask your supervisor for a copy of this.

**We will always make sure we keep your details safe and secure too.**

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.

## 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, back injuries etc. Some volunteer roles will not require any lifting, while others may involve carrying equipment and moving heavy bags or boxes. Please try to avoid heavy manual handling and always remember that lifting heavy things can lead to injury. In particular, you should avoid lifting loads above shoulder height and moving things up or down stairs.

## Manual handling tips:

- Split larger loads into smaller, more manageable ones
- Get someone to help you
- Clear any obstacles in your path before lifting
- Stand close to the load in a comfortable position
- Grip your load firmly and hold it close to your body if able
- Never use a chair to reach up to something.

## Think T.I.L.E before you lift: Task, Individual, Load, Environment

- Task:** What needs moving? Does it need moving? Can it be reduced in size/weight?
- Individual:** Can you manage it alone or do you need help? know your own capabilities
- Load:** Is it heavy, large or awkward? Where is the centre of gravity?
- Environment:** The route you will be travelling with the load. Is it clear, well lit, uneven surface or slippery

For more info click [www.vgcgroupp.co.uk/tile](http://www.vgcgroupp.co.uk/tile)



## Working at heights

We recommend you avoid working at heights wherever possible. If you feel you need to work from a height, please discuss this with your supervisor who will be able to provide additional guidance.

## Safeguarding for all

It is the responsibility of all staff and volunteers to protect and safeguard the welfare of children and young people. Children and young people who have life-threatening conditions are particularly vulnerable. As part of your role, if you have direct contact with children, please refer to the detailed guidance towards the end of this handbook.

You will receive dedicated safeguarding training both as part of your induction and ongoing refreshers. If you have any concerns regarding the welfare of any child or young person, you must report these to your supervisor immediately, however small.

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 to those at risk.

Please discuss any concerns you may have regarding staff, volunteers or families with your safeguarding representatives.

## Cash handling

If you will be handling cash as part of your volunteer role there are procedures in place to ensure proper handling and your safety. Please speak to your supervisor for advice and guidance.

## Accepting donations on behalf of EACH

When working with the fundraising team you may be expected to handle donations from supporters.

Donations could be cash, cheques or donations of items to be used at the hospices, sold at one of our shops or used as part of a fundraising event.

Your local fundraising team will always aim to let you know before an event if we know of any expected donations, so we can plan accordingly and you feel comfortable with the process. Further training will be provided.

## Driving on behalf of EACH

**Please note: There is an additional driver's manual for those who will be transporting children and families.**

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

- Provide 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 your driving licence
- Complete a driver's declaration form which will enable the volunteer services team to check your MOT, insurance certificate and registration documents
- You will need to **tell your insurance company** you are driving for EACH – most insurance companies agree to cover at no extra charge!

### Safety on the road

Health and Safety laws require us to ensure safety on the road as well as on EACH premises. All EACH vehicles are fully insured and include accident and breakdown assistance in their policies. All our vehicles have a no-smoking policy.

### To help keep you safe when driving, make sure you:

- Know where all the controls in the car are, and adjust your seat and mirrors
- Take extra care in poor weather conditions
- Do not drive when you are tired – take a break
- Do not let other people, a mobile phone or the radio distract you
- Allow plenty of time for your journey
- Try to stay aware of where you are on the journey, for example, what junction you have just passed so you can inform the hospice or emergency services if needed. It can be helpful to have 'what 3 words' downloaded to your phone if it allows this.

### If you have an accident:

- Keep calm, stay safe, call EACH
- Do not admit or apologise for any fault
- Use an accident form to record information about the accident.

### Fraud Prevention

EACH adopts a zero-tolerance policy towards fraud with anyone connected with the charity. All volunteers should be aware of the potential for fraud and ensure that procedures include sufficient protocols to detect or avoid fraud wherever reasonably practical to do so. All volunteers are required to report any concerns or suspicions that they may have regarding fraud to their line manager; this includes reporting all fraud whether known or suspected which may involve yourself, colleagues, volunteers, or any other third parties external to EACH. For the avoidance of doubt, EACH volunteers must not accept donations where funds may have been fraudulently acquired. Managers are required to escalate any knowledge or reports of fraud through the incident reporting system.



## 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 or volunteers being stood down.

We encourage 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](#)



## Expectations

### What you can expect from us

We are grateful for your time and commitment and want you to feel supported in your role. We will do the best we can to make your volunteer experience with us an enjoyable and rewarding one.

#### We will:

- Introduce you to the work of **EACH** and provide any training needed to carry out the role
- Provide you with a key contact. They will meet with you regularly to discuss your volunteering, successes and potential problems, as well as providing continuous support
- Provide a healthy and safe working environment
- Value you as an individual
- Try to fairly resolve any issues, grievances or difficulties you may have whilst you volunteer with us
- Provide you with support, appreciation, feedback and encouragement
- Reimburse your out-of-pocket expenses as per our expenses policy.

## What we expect from you

In your role you may come into contact with children, young people and their families who access EACH services, other volunteers, paid staff, other organisations and the general public. Whilst your role is outlined in your volunteer role description, there are certain behaviours we expect from everyone representing EACH.

### We ask that you:

- Help us fulfil our aims and objectives
- Carry out your volunteer role to the best of your ability and follow 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
- Discuss any concerns you have with your supervisor
- Participate in any training or supervision required for the role you are undertaking
- Are reliable and punctual

- Provide as much notice as possible if you are unable to meet your agreed commitments, so other arrangements can be made
- Present a positive and professional image of yourself and EACH
- Act in a way that doesn't discriminate or exclude anyone
- Do not share confidential information, including details about the organisation and its beneficiaries
- To not engage in discussion over sensitive topics such a religion, politics or EDI on the care floor or in public in earshot of families, supporters etc. as opinions can often be misconstrued.

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



# Communication

There are some things that are important for you to let us know about whilst volunteering with us – these will not necessarily prevent you from volunteering. You should let us know:

- If there are any changes to your personal details, e.g. name, address, next of kin etc.
- If you are convicted of a criminal offence
- If you have been charged with a crime which (if convicted) may impact on your role
- 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
- Of any significant changes to your health or wellbeing.

## Volunteer thanks and appreciation

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

As a volunteer, you can register with the Charity Worker Discounts website for access to a huge range of money saving deals and vouchers off your weekly shopping, holidays, restaurants and much more. It's FREE to register, so what are you waiting for? Visit: [www.charityworkerdiscounts.com](http://www.charityworkerdiscounts.com)

## Unhappy or wish to leave?

If you have any concerns, we will always encourage you to speak with your supervisor straight away. We want to resolve any problems as soon as possible. If you are still unhappy, please contact the volunteer services team who will be happy to help you.

If you wish to end your volunteering with us, please let us know.

There are a few important things to remember when you leave:

- Please return any EACH property (e.g. ID badges) to your supervisor on your last day
- We would also appreciate it if you could provide some feedback on your experiences with us – please send any thoughts to [volunteerservices@each.org.uk](mailto:volunteerservices@each.org.uk)
- We are happy to supply references. It is our policy to provide a standard reference with dates of service and your role title.



# Contact with children, young people and their families

## Safeguarding

We consider it the responsibility of all staff and volunteers to protect and safeguard the welfare of children and young people. Children and young people who have life-threatening conditions are vulnerable. If you have direct contact with children, you will receive safeguarding training. We have a Safeguarding Policy which you can access via any hospice computer, or by asking the volunteer services administrator for a copy. If you have any concerns regarding the welfare of any child or young person, you must report these to your supervisor immediately, however small. If your supervisor is not available, you should report any concerns to a senior member of staff at the hospice.

**Here are some reminders:**

**What do I do if I have concerns?**

**When the child is in need of immediate protection and emergency action is required**

- Stay calm
- Act to ensure the immediate safety of the child/young person

- Immediately discuss the situation as a matter of urgency with your volunteer supervisor. If they are unavailable, please contact your local hospice and speak to the nurse in charge, service manager or deputy service manager.

**When emergency action is not required**

- Record your concerns and report immediately to your volunteer supervisor. If out of hours, please report to the nurse in charge, service manager or deputy service manager at your local hospice.

## Disclosure

**If a child/young person discloses an allegation of abuse to you**

- The child needs to be listened to, BUT NOT DIRECTLY QUESTIONED
- Do not prevent a child who wants to talk about what has happened from doing so
- Reassure the child they were right in telling you, be clear that if you are concerned, this information has to be passed on
- Note the time, setting and details as accurately as possible



- Once the disclosure has been made, record and inform your volunteer supervisor. If out of hours, please report to the nurse in charge, service manager or deputy service manager immediately.

## **Boundaries, including gifts, loans and social media**

Boundaries provide a framework that clarifies the volunteer role without damaging the relationship with a family. It is true that boundaries can initially feel restrictive, but they exist for reasons which are of benefit to both the volunteer and the family. It is vital to set boundaries to protect yourself and families.

### **Some important boundaries to remember are:**

- **Be clear** – make sure you are clear on what you can and cannot do
- **Personal details** – never disclose where you live, where you work, your personal phone number or email
- **Meeting/family events** – volunteers should not meet children, young people and families using our services socially when off shift, nor develop a friendship past the end of the professional relationship
- **Relationships** – all families we work with are vulnerable. Personal relationships between family members and volunteers are unacceptable
- **Hugs/touching** – To ensure a safe, respectful, and comfortable environment for everyone, volunteers are asked to maintain appropriate personal boundaries at all times. This includes refraining from physical contact, such as hugging or touching, with fellow volunteers, employees, CYP and family members, unless explicitly invited or clinically appropriate. This approach helps us respect individual preferences, cultural differences, and professional standards within the hospice setting
- **Social networking** – you must not accept a family member as your ‘friend’ on sites like Facebook. If a family member invites you as a friend, you should decline politely. We recommend you also set your privacy settings to a high level to avoid personal information being disclosed
- **Gifts** – personal gifts should be neither given nor accepted as they may give the impression of favouritism. However, there may be situations where it is difficult for volunteers to refuse a gift. If you feel you have to accept a gift, you may choose to receive a small gift on behalf of EACH rather than as an individual. You must inform your supervisor, who can record this
- **Loans/payments** – volunteers should not withdraw money, sign cheques or provide financial help/loan to a family.



# Useful contact details

Your volunteer supervisor will be your primary method of communication. However, the volunteer services team are here to support you if you need anything or have any questions - **we'd love to hear from 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](mailto: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:

Email: [community@each.org.uk](mailto:community@each.org.uk)

Tel: 01223 800807

## To find your nearest shop, please visit:

[www.each.org.uk/shops](http://www.each.org.uk/shops)

or call our Retail Distribution Centre on  
01842 821620.

## 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](mailto:sue.langley@each.org.uk).



## 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 Registered Office

Church Lane, Milton, Cambridge, CB24 6AB

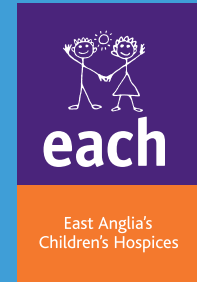
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Royal Patron: HRH The Princess of Wales

[www.each.org.uk](http://www.each.org.uk)

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Thank you again for your support.