



LOROS Volunteer Handbook

loros.co.uk/volunteer

LOROS

Hospice Care for Leicester, Leicestershire & Rutland

Being there for *you*
and *your family*

Contents

Welcome.....	04
About LOROS	06
Facilities and services at LOROS	06
Vision	08
Mission statement.....	08
Values and behaviours	08
LOROS key facts	09
Expectations through volunteering at LOROS	10
Your volunteering journey	12
Volunteer updates and meetings.....	13
Volunteering at LOROS.....	13
Examples of volunteering	13
Keeping in touch	14
LOROS essentials – what you need to know	15
Your privacy right	23

Welcome to volunteering at LOROS!

Thank you for choosing to volunteer at LOROS. Without the support and help of our valued volunteers, we would not be able to provide the level of care and support to our patients and their families that we currently do.

We hope you really enjoy volunteering with us.

In this handbook you will find information that will be helpful to you in your volunteering role.

Thank you once again for choosing to volunteer at LOROS.

This book is for all LOROS volunteers. If you have any questions, just ask your Volunteer Co-ordinator or Line Manager.

Your Volunteer Co-ordinator's or Line Manager's contact details:

Name	<input type="text"/>
Job title	<input type="text"/>
Phone	<input type="text"/>
Mobile	<input type="text"/>
Email	<input type="text"/>
Normal working hours	<input type="text"/>
Volunteering Manager	Minaxi Patel (0116) 231 3771 ext. 8512
Email	minaxipatel@loros.co.uk

A warm welcome



John Knight
Chief Executive

A warm welcome from the Chief Executive and Director of Care Services

Volunteering is absolutely vital to LOROS. This importance spans all that the charity does – most importantly in supporting the delivery of excellent patient care, but also through transport, fundraising, reception, shops, home visiting and our snack bar.



Jo Kavanagh
Director of Care Services

Like all hospices, LOROS thrives on a very special collaborative culture, volunteers are as much a part of creating and maintaining that culture as any other team member. We really hope that you feel a part of the charity and its work, wherever you are volunteering, as no single area is able to flourish without the other parts working well.

We also hope that you will feel able to offer suggestions and feel able to move in to other roles within the charity to utilise your skills for everyone's benefit.

Please feel free to contact us if you wish to meet up and have a conversation about anything that might worry you or be of interest, in the first instance email **askjohn@loros.co.uk**

Thank you



About LOROS

LOROS is a registered charity, a company limited by guarantee and is subject to the Care Quality Commission regulation and inspection.

We work very closely with the NHS and a number of other local partners including Leicester, Leicestershire and Rutland Council's Adult Services Departments, De Montfort University, University of Leicester and other charities such as Macmillan and the Motor Neurone Disease (MND) Association.

LOROS is managed by a Board of Trustees, elected at the AGM, to which the Chief Executive reports.

Facilities and services at LOROS

LOROS provides the following facilities for its patients and their families:

- Expert management of physical symptoms, together with emotional, social and spiritual support – at the Hospice, in Day Therapy or at home.
- Psychological support for patients or relatives to enable them to cope better with the disease, with dying and bereavement.

- Inpatient care (primarily short-term) at the Hospice for patients who cannot otherwise be managed at home.
- Community Nurse Specialists (visiting patients and families at home) and Outpatient Clinics for those who need not be or who choose not to be admitted.
- Provision of education and training for professionals in hospitals and in the community.
- The encouragement and conducting of research into improving the quality of palliative care.
- A resource for professionals and the public.



The care and services we currently provide

<p>Research</p> <p>Finding better ways to help and treat patients</p>	<p>Education and Training</p> <p>Professional development for LOROS employees and volunteers, and other health and social care staff</p>	<p>Inpatient Ward</p> <p>Offering admission for symptom control and care in the last days of life</p>	<p>Bereavement and Counselling</p> <p>Offering support for patients and families</p>	<p>Doctor Home Visiting</p> <p>For when patients are too unwell for outpatients</p>
<p>Lymphoedema, Motor Neurone Disease and Specialist Service</p> <p>Helping patients with cancer, MND and severe Lymphoedema</p>	<p>Cultural Support</p> <p>Helping patients and families from all cultures</p>	 <p>Patients and Families "At the heart of what we do"</p>	<p>Medical Outpatients</p> <p>To discuss difficult symptoms and plan future care</p>	<p>Enablement Team</p> <p>Occupational therapists, physiotherapists, discharge liaison nurses and social workers together provide ways of maximising a patient's independence</p>
<p>Home Visiting Service</p> <p>A home visitor for a few hours a week to allow carers a break</p>	<p>Community Nurse Specialists</p> <p>Seeing patients and family at home to manage symptoms, plan care and provide support. There is also a telephone advice line to provide extra support at weekends to help patients at home</p>	<p>Complementary Therapy</p> <p>A range of therapies offered to patients and relatives primarily to enhance well-being and quality of life</p>	<p>Spiritual Care</p> <p>Providing support and care including religious and spiritual needs</p>	<p>Day Therapy</p> <p>Provide regular support for patients with support from nurses, therapists, doctors and respite for families</p>

Vision

Everyone with an incurable illness has the right to excellent care. This should value and respect their uniqueness and their own choices. People should be enabled to live and die with dignity and with appropriate compassionate support for them and their loved ones.

Mission statement

LOROS aims to enhance the quality of life of adult patients with cancer, progressive neurological conditions and end-stage organ failure for whom curative treatment is not possible. Patients are treated at the hospice and in the community based upon clinical need, regardless of background and the ability to pay.

LOROS specialises in holistic, multidisciplinary care, focussed on the whole person and including family and carers. The care given takes into account the patients' physical, psychological, social and spiritual needs as their own choices. Family members are supported in adjusting to loss and bereavement.

LOROS contributes to the education and training of its own and other health and social care professionals and volunteers. The charity is committed to research in order to improve the understanding and practice of palliative care.

Values and behaviours



Professional

Showing respect to patients and families, as well as members of our community, staff and volunteers.



Focused

On exceptional quality service and support for patients and families whilst listening, learning and adapting to their diverse needs.



Collaborative

Working together as colleagues and with local, regional and national partners to grow meaningful relationships and achieve sustainability.



Compassionate

Showing kindness, discretion and sensitivity as we care for our patients, families, our community, staff and volunteers.



Trustworthy

Be honest, reliable and consistent, showing respect and dignity in everything that we do.



Accountable

To our patients, their families, our community, staff, volunteers and external organisations/bodies.

LOROS volunteers are expected to:

- Ensure that patients, families, staff members and fellow volunteers are treated with respect at all times.
- Align to LOROS values and behaviours at all times.
- Be patient and objective, without making judgements about people's situations.
- Complete mandatory training.
- Attend training and other meetings as required by the team.
- Respect confidentiality. Confidential information about patients, families, volunteers, employees, our supporters and our work should be kept private, unless sharing this information is required by law.
- Respect boundaries. Keep personal views and beliefs to yourself.
- Report any behaviour, by LOROS staff or volunteers, that are not in line with LOROS values and behaviours.
- Address any concerns with your Volunteer Co-ordinator or the Line Manager.
- If in doubt, contact the Volunteering Manager.

KEY FACTS – SEPTEMBER 2018

No. of individuals receiving patient care from LOROS p.a.	>2,500
Of whom admitted to Inpatient Ward	665
No. of beds in Inpatient Ward	31
Average length of stay (days)	14
No. of participants in LOROS educational activities p.a.	2,165
No. of employees	343
No. of regular volunteers	1,500

Expenditure on patient care p.a.	£8.2M
Minimum amount of income to be raised p.a. Excludes the activity of LOROS Education, which is a self-funding service.	£6.0M
Portion of expenditure covered by NHS	31%
Portion of charity costs directed to care services	90%

Cost per hour of running the charity	£932
Cost per bed/day including 'overheads'	£560
Cost per attendance for Day Therapy Day therapy now offers support to patients by a much wider range of professionals including physio, occupational and complementary therapists, doctors and chaplaincy.	£305

No. of LOROS Shops	29
No. of LOROS lottery members	24,950

LOROS is a registered charity and also a company limited by guarantee which is governed by a Board of up to 15 unpaid voluntary Trustees. It is regulated by the Charity Commission, Companies House and the Care Quality Commission.

All money raised is spent locally in Leicester, Leicestershire and Rutland.

Volunteer expectations

As a volunteer at LOROS we expect you to:

- Decide how much time you want to offer.
- Discuss your volunteering role at LOROS with the Volunteering Manager/Volunteer Co-ordinator or Line Manager.
- Decide how long you want to volunteer for.
- Be able to say “no” if you don’t feel something you are asked to do is appropriate for you.
- Have all of your personal data treated in accordance with our data protection policy and relevant legislation.
- Not be discriminated against.
- Be given a clear role description.
- Receive information about LOROS, health and safety and safeguarding.
- Be paid pre-agreed expenses arising out of your volunteering.
- Receive a reference after three months of volunteering, if required.
- Be treated with respect and courtesy.

- Receive acknowledgment of your time.
- Receive, attend induction and complete training (including Mandatory Training) and support in order for you to achieve your role and develop within it.
- Have access to the LOROS Policies and Procedures relevant to your role.
- Receive support and supervision from your the Volunteering Manager/Volunteer Co-ordinator or Line Manager.
- Receive awards, for example Long Service Awards.
- Contribute to the provision of a safe environment.

As a volunteer at LOROS we ask that you:

- Let us know about any health or accessibility issues which may affect your volunteering.
- Undertake any training relevant to your role.
- Follow the role description.
- Abide by our Policies and Procedures.
- Maintain, as far as possible, an agreed level of commitment, timekeeping and reliability

- Bring any concerns regarding LOROS to your Volunteer Co-Ordinator/Line Manager/ Volunteering Manager or a Volunteer Voice member or email volunteervoices@loros.co.uk
- Make it clear when you are unavailable to volunteer and inform your Volunteer Co-Ordinator or Line Manager immediately if you are sick and with as much notice as you can about holidays, absence or intention to leave.
- Take all reasonable steps to ensure your personal safety and those you work with.

None of the above in any way constitutes a contractual arrangement. If you have any concerns or queries regarding your volunteering role, please speak to your volunteer co-ordinator or the volunteer manager.



Your volunteering journey

Trial period

All volunteers will have the opportunity to carry out their role for a pre-arranged period (not more than three months), after which you and your Volunteer Co-ordinator/ Line Manager will be able to address any concerns.

In the case of issues being identified in the trial period, LOROS will, in the first instance, try to work to resolve them with you. In the unlikely event that they cannot be resolved, a volunteer will be notified of the reason for the trial period to be suspended and no volunteering opportunity being offered. The Complaints Procedure provides an avenue for a right of appeal.

After a three month trial period, volunteers are confirmed into their roles.

Training and induction

Training is provided in formally-organised training sessions as well as on-the-job and through subsequent meetings. All mandatory training must be completed and repeated depending on the training. Each LOROS volunteering role provides appropriate training, induction,

guidance and support, and this is on-going.

All training will be logged onto the Hospice database. Some volunteers may wish to keep a log of their training.

Additional training

All areas of volunteering will continue to offer training to cover new aspects of the volunteering role, or to top-up that already offered so that volunteer skills are kept up-to-date and they remain interested and motivated.

Saying Thank You

We like to thank and acknowledge the achievements of our volunteers, as well as recognising long service. Volunteers who have been with the Hospice for 5, 10, 20, and 25 years will receive long service recognition. We also try to nominate volunteers for external awards when the opportunity arises.

Leaving your volunteering role

We know that circumstances do change. If you decide to leave your role you should notify your Volunteer Co-ordinator or manager and return your ID badges and/or uniform.

Your Volunteer Co-ordinator or Line Manager will undertake an exit interview if required. The contents of this will be confidential and will be used to improve and shape the service that LOROS provides.

Volunteers updates and meetings:

- Hospice talks.
These take place four times a year and are open to all volunteers. Details are advertised via the monthly volunteer newsletter and your Volunteer Co-ordinator/Line Manager.
- Talks and one-off training organised for staff.
These sessions are available to volunteers, subject to capacity. Details are available through managers of volunteers.
- Attend regular meetings with your Volunteer Co-ordinator/Line Manager.
- Volunteer Voice meetings take place once every three months to represent the voice of fellow volunteers.
- Volunteer newsletters are published every month.

Volunteering at LOROS

Volunteers are encouraged to undertake new opportunities at LOROS, should they wish to. The charity welcomes the notion of

volunteers moving into volunteering roles in other teams or department. You may also choose to volunteer in multiple areas at the same time.

Some examples of volunteering at LOROS

Not all volunteer roles are actively recruiting at any one time but some of the common roles include:

- Administration
- Chaplaincy
- Collectors (donation stations, cash boxes, lottery payments)
- Community(stands and talks in the community)
- Complementary Therapy
- Day Therapy(arts, crafts and relaxation)
- Driving
- Snack Bar
- Fundraising Team (Events)
- Hairdressing
- Home Visiting
- Lottery and raffle
- Reception
- Research
- Shops
- Ward Companions
- Library and education

All volunteering opportunities and the role descriptions are listed on our website **loros.co.uk/volunteer**

Keeping in touch

To enable us to keep in touch with you and keep you informed on items such as training events, meetings or Hospice news, it is important that your contact details are up to date. It is also important to let us know who we can contact in the event of an emergency. Please complete and return the form at the back of this booklet to your Volunteer Co-ordinator or Line Manager.

We use a secure database called Raisers Edge to store information on our volunteers. In line with statutory

retention periods and good practice, relevant data will be held by LOROS for six years after your volunteering ends, when it will be destroyed securely.

If you have any concerns about any communications from LOROS regarding volunteering, please call the Volunteering Manager on **(0116) 231 3771 ext. 8512** or write to the Volunteering Manager at LOROS, Groby Road, Leicester LE3 9QE.



LOROS essentials

– What you need to know

LOROS has corporate policies in place that all volunteers need to be aware of, depending on their role.

The policies can be found on the common drive and in the Volunteer Office at LOROS Hospice. The policies can be obtained from the Volunteer Co-ordinator/Line Manager.

Health and safety

LOROS will do everything possible to ensure that volunteering is safe.

Likewise, all volunteers have a duty to:

- Prevent an injury to themselves or others as far as is possible.
- Report anything that concerns them, however trivial, to their Volunteer Co-ordinator/Line Manager.
- Attend regular Health and Safety training which takes place every three years.

To ensure the safety of volunteers, LOROS risk assesses:

- Tasks undertaken by volunteers.
- Volunteers own circumstances.

All accidents/incidents and/or near misses must be reported to your Volunteer Co-ordinator or the Line Manager.

Confidentiality

Volunteers must maintain confidentiality during their time at LOROS, and you will be asked to read and sign a confidentiality statement before you start your volunteering role. You will need to read and understand our confidentiality policy. You will also receive annual training in confidentiality, relevant to your role.

The people who access LOROS services trust us to keep their information confidential. We are committed to ensuring that this information remains confidential within LOROS, and we expect volunteers to follow the same rules on confidentiality as LOROS staff. Any sensitive information that you come across while volunteering, including details about our patients, families, staff, other volunteers, supporters and our work, must be treated as strictly confidential and must not be shared with anyone outside of LOROS, and only inside the organisation if it is relevant to do so.

It is important that nothing relating to the patients or their families should ever be discussed outside of LOROS. Any questions you are asked by patients or their relatives or friends about a patient's medical condition should be referred to the appropriate clinical staff.

No statement should be made to the press, radio or television, or other body, without the authority of the Chief Executive or the Marketing and Communications Manager. The confidentiality of LOROS information should be observed by all volunteers both during their time volunteering and after it ends.

Data protection

It is vital that LOROS comply with the Data Protection Act 2018. These are laws that protect people's personal information. Personal information is anything that identifies an individual. It is important that you read and understand our Data Protection Policy.

In your role, you may have access to personal information on our patients, staff members or other volunteers. You must only use this data when necessary, and in line with our data protection policy. LOROS will always make sure we keep your details safe and secure too. At the start of your role, you need to complete the

information governance training course; this is where you can find more information about keeping data safe and confidential.

Personal data must always be:

- Processed lawfully, fairly and in a transparent manner.
- Collected for specified, explicit and legitimate purposes and not used for other purposes.
- Adequate, relevant and limited to what is necessary to their purpose.
- Accurate and, where necessary, kept up to date.
- Kept for no longer than is necessary.
- Processed in a manner that ensures appropriate security.

LOROS is responsible for, and must be able to demonstrate, compliance with these principles.

If standards are breached, they must be reported. Serious cases may result in a volunteer being dismissed and could result in prosecution.

Holidays and absences

Volunteering plays a key role in supporting the services we deliver. It is important that you inform us if you are unable to volunteer or keep any arrangements you have made with us. This enables us to make alternative arrangements to cover your role.

Equality, diversity and inclusion

LOROS has a commitment to promote equality and diversity and to recognise and value people's differences. LOROS is committed to providing services that are equally accessible and appropriate to all groups and communities and will seek to accommodate the needs of the individual.

LOROS will ask individuals about their experiences and learn from what we are told. LOROS asks all staff and volunteers to work together to create an environment that promotes and respects differences.

LOROS has an Equality, Diversity and Inclusivity Group whose function is to ensure the organisation is meeting the requirements of national initiatives and reviewing practices on an ongoing basis. The aim is to clearly demonstrate both internally to patients, families, staff and volunteers and externally to the local community that LOROS is an inclusive organisation which is accessible to everyone across Leicester, Leicestershire and Rutland.

All new volunteers, like employees are expected to complete training in Equality and Diversity which needs to be refreshed ever three years.

Community engagement

LOROS has been engaging with the local community in a variety of ways and community engagement has evolved over time. A Community Engagement Strategy has been developed which focuses on our future approach. A Community Engagement Steering Group has been formed and an action plan developed which outlines the work plan on an annual basis.

Boundaries

Some aspects of LOROS work is with individuals who are upset or grieving and this can be emotionally challenging. Although as much support as possible is offered through individual supervision, face to face, on the phone, email, or in group meetings, volunteers are expected to work within their own limits and not to take on more work, than they feel emotionally able to do. It is not usually appropriate to talk to anyone other than your Volunteer Co-ordinator/Line Manager about issues arising out of your volunteering.

Appearance

There is no written guidance on appearance or clothing for most volunteer roles, although some require some basic uniform, which is provided.

Volunteer Co-ordinators and Line Managers will cover expectations. Volunteers are 'representing' LOROS, whatever their role, and general standards of tidiness, personal hygiene and clothing appropriate for the role are called for.

Insurance

LOROS carries the following insurance in respect of volunteers:

- Employers Liability (covers accidents at work etc.).
- Professional Indemnity (Covers volunteers for information and advice given).
- Driving vehicles owned by LOROS.

Car use

Volunteers use their own vehicles for personal transport to and from the Hospice, or main place of volunteering.

Volunteers are encouraged to use the LOROS fleet of vehicles, though some volunteers will also use their own cars to transport patients, goods and equipment on behalf of the Hospice in the course of their volunteering.

In all situations, drivers are responsible for ensuring their vehicles are comprehensively insured, taxed and have an up-to-date MOT where appropriate.

Where volunteers are transporting patients, goods and equipment on behalf of the Hospice, they must notify their insurers that they are undertaking voluntary work. Voluntary work is not classed as business use and should not affect insurance premiums.

Hospice parking

All volunteers carrying out their role at the Hospice, who wish to park on site, will be required to display a LOROS parking permit on their windscreen, which will be issued by your volunteer co-ordinator.

Expenses

As is the case for staff, mileage cannot be claimed for travelling between your home and your place of volunteering.

Where volunteers are driving on behalf of the Hospice, or are using public transport to carry out work on behalf of the Hospice, they will be reimbursed at the public transport rate or at the current mileage rate for private vehicles. When a volunteer travels direct from home to the place visited, or vice-versa, the actual cost of the journey may be reimbursed up to the amount not exceeding the expense of traveling between your place of volunteering and place visited. Your Volunteer Co-ordinator/

Line Manager will be able to give details of current rates and what expenses, if any, the volunteer is eligible for.

Volunteer Driver Expense Claim forms are available from your Co-ordinator/Line Manager. After completion, the form should be handed back to the Volunteer Co-ordinator for reimbursement at the end of each month or as agreed.

Refreshments are generally provided free of charge, however this may vary depending on the location of volunteering. Volunteers who are just visiting the Hospice will be expected to pay for refreshments.

Safeguarding/PREVENT

All Hospice staff and volunteers are expected to adhere to LOROS safeguarding policies. All staff and volunteers have a duty to complete safeguarding and PREVENT training as part of mandatory training which will take place every three years.

All volunteers are required to report safeguarding issues to their Volunteer Co-ordinator, Line Manager or Volunteer Manager.

No smoking policy

LOROS premises are smoke free, we recognise that all employees, patients, visitors and volunteers have a right to a smoke free environment.

This includes leased vehicles and company owned vehicles used for the service or private vehicles being used by volunteers in accordance with their volunteering role. Volunteers, as good practice should not smoke when representing LOROS.

There is a designated smoking area at the Hospice, your Volunteer Co-ordinator will show you where this.

Alcohol

Consumption of alcohol is not permitted whilst carrying our LOROS activities/duties.

Disclosure and Barring Service (DBS) checks

You will be advised if your role requires a DBS check and what level of check is required. Some roles require a DBS renewal and the Volunteer Co-ordinators will advise you.

Criminal convictions will not necessarily prevent someone from being able to volunteer. Decisions on suitability of volunteers who do have criminal convictions will be at the discretion of the Senior Management Team. Failure to disclose convictions may lead to the termination of volunteering with LOROS. If you become the subject of any criminal investigation during your period of volunteering at LOROS, you must inform the volunteering

manager either directly or through the Volunteer Co-ordinator/Line Manager, in order that an informed decision is made whether it would be appropriate for you to continue in your role at that time.

All information relating to current and pending convictions will be dealt with in the strictest confidence.

Internet and email

All users of email and internet at LOROS should:

- Adhere to the 'Acceptable use of the Internet and Email Policy'.
- Respect privacy – assume that any communication you receive is for you only.
- Handle sensitive issues with care – think carefully before sending sensitive information by email.
- Maintain confidentiality at all times
- Complete the Information Governance training as part of the induction and repeat as necessary every year.
- Report any Information Governance incidents or risks to your Volunteer Co-ordinator or Line Manager.

Social media

Volunteers should adhere to standards of professionalism, confidentiality, respect and dignity when using social media (e.g. blogs or networking sites such as

Facebook, Twitter) in respect to their interaction with other colleagues or comments made about staff, volunteers, and supporters, patients of the Hospice or customers of the shops. Please refer to the Hospice policy.

Infection prevention and control

Infection prevention is everyone's responsibility. Volunteers that have patient contact should:

- Complete training on Infection Prevention and Control as part of their induction and repeat the training annually.
- Clean hands before and after direct contact with patients and when entering and leaving a Hospice clinical area.
- Advise their Line Manager of any infections or notifiable diseases that they may develop, which may be transferable to patients and/or colleagues.

Fundraising for the Hospice

Many of our volunteers and staff also like to fundraise for LOROS. Our Fundraising team would love to hear about your fundraising ideas and they can support you to make your fundraising a success and also ensure that it complies with all relevant legislation.

Your details

In order to be able to contact you about your role, your availability and let you have the latest volunteer news, we need to ensure we have your most up-to-date details. We also need to keep the name and telephone details of someone that you would like us to contact in the case of an emergency. This will only be used in the case of an emergency and for no other reason.

We will store these details on a secure database, and will not share the personal data with anyone else unless required to do so by law. We will keep these details for the duration of your time as a volunteer and for six years after the end of your time with us, when they will be securely destroyed.

You have the right at any point to be given the data we hold on you, to amend or delete it, amongst other rights. For full details please see our Privacy Policy online at loros.co.uk/privacy

The LOROS Data Protection Officer can be contacted by post at: LOROS, Groby Road, Leicester LE3 9QE; by calling **(0116) 231 3771** or emailing **dataprotection@loros.co.uk**

Please complete all the sections below and return to your Volunteer Co-ordinator/Line Manager

Title	<input type="text"/>	First name	<input type="text"/>
Last name	<input type="text"/>		
Address	<input type="text"/>		
		Postcode	<input type="text"/>
Email	<input type="text"/>		
Home no	<input type="text"/>		
Mobile no	<input type="text"/>		

EMERGENCY CONTACT

Name	<input type="text"/>	Telephone no	<input type="text"/>
------	----------------------	--------------	----------------------

Please note that our preferred way of communicating with you about volunteering and your role, is via email. Unless you state otherwise, we will communicate via the email address given above. If you do not have access to email or require another method, please let your Line Manager or Volunteer Co-ordinator know.

I confirm that I have received, read and understood the contents of the handbook

Date:	<input type="text"/>	Signature:	<input type="text"/>
-------	----------------------	------------	----------------------

**Please return this
completed details
form to your
Volunteer
Co-ordinator/
Line Manager**

Dealing with problems

If you feel unhappy about something, there are many people that you can talk to. In the first instance, talk to your Volunteer Co-ordinator or the Volunteering Manager, you can also talk to a member of the Volunteer Voice.

LOROS wants your experience to be enjoyable and we will try to resolve any problems as quickly as possible. LOROS has a complaints procedure which can be followed in the event that a resolve is not found.

Your privacy rights

We respect your right to privacy and to have your data kept securely and in accordance with the Data Protection Act and General Data Protection Regulations. We will never exchange your details or sell or rent your data to any other commercial organisation or charity.

To view our full privacy policy, including details of your rights, go to **loros.co.uk/privacy** or if you do not have access to the internet, ask us for a copy.

If there are any queries about your privacy rights in relation to volunteering at LOROS these can be addressed by our Information Governance Lead by emailing **dataprotection@loros.co.uk** or call **(0116) 231 3771**.



LOROS

Hospice Care for Leicester, Leicestershire & Rutland

Being there for *you*
and *your family*

LOROS

Groby Road, Leicester LE3 9QE

☎ (0116) 231 3771

✉ info@loros.co.uk

♥ LOROSHospice

f LOROSHospice

loros.co.uk/volunteer

Registered Charity No: 506120