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- A start to help you understand prostate cancer

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Prostate disease: A major issue.....A5 card

A Brief Guide to prostate disease (credit card sized leaflet)

Table Talker 3 fold to stand up with double sided tape

Bookmark

Prostate Scotland Newsletter

Prostate Scotland quiz

Order form for Prostate Scotland materials

## The following are available on request

Workplace Tool Kit (A4 ring binder)

Prostate Scotland awareness power point presentation

Prostate Log Book

PSA Explained with inserts

BPH Explained with inserts

Prostatitis Explained with inserts

Early Prostate Cancer Explained, Locally advanced cancer, Decision making booklet

Advanced Prostate Cancer Explained (All 5 booklets in an A5 ring binder)

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- Booklet 3 Life with advanced prostate cancer
- Booklet 4 Clinical Trials and Newer Therapies Explained
- Booklet 5 Medical Words Explained

## Acknowledgements

Prostate Scotland would like to thank '**Awards for All**' for funding the Volunteer Toolkit and the Awareness Volunteers Display Resource kits.

We extend our thanks to **Volunteer Centre Edinburgh** who helped in the compilation of the Volunteer Toolkit and to Neil Warden for designing the Toolkit.

Dear

Thank you very much indeed for agreeing to become a Prostate Scotland volunteer. On behalf of the staff and Board of Prostate Scotland I would like to extend a warm welcome to you.

We value our volunteers very highly and aim to give you the best possible volunteering experience. We know that our achievements would be impossible without our volunteers. Volunteers are very important to us and can play a vital role in our work to create greater awareness of prostate disease across Scotland. The energy and commitment of volunteers in helping us is a major contribution to our work and an important part of our means of reaching out in local communities.

The volunteer toolkit gives you information about volunteering with us and also offers a reminder of some of the more important issues covered at your induction. We will keep in touch with you regularly but if you have any questions or anything that you are not sure about please don't hesitate to give us a call.

I look forward to working together in the future and hope you enjoy your time volunteering with us.

SIGNED

Prostate Scotland



## Introduction

### Welcome to volunteering with Prostate Scotland!

Your Tool Kit contains our Volunteer Handbook, Policies and Procedures. It's designed to give you the background information and resources you need while volunteering with us.

It complies with UK best practice in volunteering. Everything in it is to help make your volunteering experience with us as rewarding as it can be, while making sure that Prostate Scotland provides you with a safe and legal framework.

It includes the following:

- Background information on Prostate Scotland and prostate disease
- Our policies and procedures
- Forms that you may need, for example your expenses claim form
- Information and guidelines to help you, whatever your role with us
- Sample materials from Prostate Scotland

Remember that you'll be receiving regular updates to file in this Toolkit, so please let us know what's missing and we'll do our best to get it to you. It's also good to visit our website regularly, too, for updates – [www.prostatescotland.org.uk](http://www.prostatescotland.org.uk)

Please don't hesitate to get in touch with Mae, Adam or myself if you have any questions or comments and thanks again for coming on board. You know your local area and local contacts best, so please make use of your local contacts. It's good to seize local opportunities and please always let us know about them!

I hope you enjoy your volunteering with us!

Alison McNeill  
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## SECTION A

# Your Volunteer Handbook





## About Prostate Scotland

Prostate Scotland was set up in 2006 as a Scottish charity to develop awareness of prostate disease, to support men and their families/ partners with the disease through providing advice and information and to advance treatment and research into prostate disease. Nearly 1 in 2 men in Scotland is likely to get prostate disease at some stage in their lives, and 1 in 12 may get prostate cancer.

Our Board of Trustees is made up people with personal knowledge and experience of prostate disease, as well as some of the leading medical experts on prostate disease and on cancer in Scotland. We work with:

- Men and their families/partners to provide them with information about prostate disease and treatments;
- Doctors, medical staff and organisations to look at ways of providing the best information about treatment and developments;
- Other charities, government, health boards and businesses to publicise prostate health issues and to advance prostate health care

Since our establishment we have concentrated on developing awareness of the disease across Scotland as increasing awareness is likely to lead to greater chances of cure and survival. We have developed an interactive website as a central information point for men and their families/partners in Scotland - it is the first website in Scotland dedicated to covering the range of prostatic diseases and is found at [www.prostatescotland.org.uk](http://www.prostatescotland.org.uk)

With prostate cancer set to increase by over 48% over the next 10 years there is much more to be done in informing, supporting and advancing treatment of prostate disease in Scotland. We are aiming to:

- Develop our information and advice support for men and their families/partners
- Develop our awareness work to help ensure that every man in Scotland has access to information about prostate disease
- Enable the provision of the most up-to-date and effective equipment to treat prostate disease and to support research into future treatments.

## About the Board of Charity Trustees and Staff

Prostate Scotland was set up and is led by a Board of volunteer charity trustees. They are people brought together by personal experience or knowledge of prostate disease, sharing a vision of increasing awareness and priority on prostate issues in Scotland. This knowledge and personal experience remains the driving force and bedrock of the organisation, which became a registered Scottish charity in 2006. The Board of Trustees also includes a number of members who are experts in the healthcare and cancer fields in Scotland.

### Biographies of Charity Trustee Board members



#### **Robert Wilson - Chairman**

Robert is Chairman of Nelsons, the UK's largest natural medicine manufacturer. Robert is also a Trustee of a number of important charities both in Scotland and England including the Scottish Civic Trust, Chairman of the Barcapel Foundation and Trustee for The Prince's Foundation for Integrated Health.



#### **Alison McNeill - Company Secretary**

Alison has worked in the field of communications, firstly in advertising and then in television. Her connection with Prostate Scotland is the early (and probably avoidable) death of her father at just 57 from prostate cancer. He died just a few days after the birth of his first grandchild - Alison's son Cameron. Her grandfather also died at 68 from the same disease.



#### **Mary Hallam - Treasurer**

Mary is a Chartered Accountant and Chartered Tax Adviser who runs her own VAT Consultancy in Edinburgh. Her business involves advising businesses and charities of the VAT consequences of their activities and how they might minimise VAT costs. She has 3 young daughters and became involved with Prostate Scotland as a result of a close family member suffering from prostate cancer.



#### **Peter Mann**

Peter is a successful self-employed businessman with interests in the motor trade and property development. Peter has a great wealth of knowledge about chairing a national charitable organisation and of having headed up the very successful campaign to raise £1.1m for the Kennel Club Charitable Trust where he is currently a Trustee.



#### **Alan McNeill**

Alan is a consultant urological surgeon at the Western General Hospital, Edinburgh, where he has helped to develop the minimally invasive surgery programme in urology (including laparoscopic radical prostatectomy), after receiving additional training at the Cleveland Clinic, Ohio and the University Hospital in Leipzig, Germany. As a consultant urological surgeon with an interest in prostate disease, he has been struck by how little that many men know about their prostate gland until they develop prostatic disease.



#### **James Thomson OBE**

James is the successful owner and creator of some of Scotland's best-known restaurants and hotels including the Witchery, the Tower and Edinburgh's only 5 red star hotel, Prestonfield. Actively involved in a wide and eclectic range of educational, industry and sporting charities and initiatives, James is keen to advance the work of Prostate Scotland having seen at first hand the distress that this often diagnosable cancer has caused family and friends.



#### **Anna Gregor CBE**

Anna is a retired cancer clinician who led the development of SCAN - a managed clinical network for cancer services in Southern Scotland. From 2001-6 she led the development and implementation of the Scottish National Strategy for Cancer Services. She was closely involved with guideline development, quality assurance programmes and national cancer audits. Her main clinical interests have been thoracic oncology and malignancies of the nervous system, and she served both as a Board Member and Treasurer for the International Association for Study of Lung Cancer (IASLC).

### **Patron of Prostate Scotland**

Sir Tom Farmer CVO CBE KCSG DL

### **Ambassadors of Prostate Scotland are:**

Grant Stott

Craig Levein

Chris Paterson MBE

Lorraine Kelly OBE

## Biographies of Staff Members



### Adam Gaines

In June 2008, Prostate Scotland took on its first Director, Adam Gaines, who is responsible for the administration and operations of the charity. He has a background in both the voluntary and public sectors including having been Director of the Disability Rights Commission in Scotland as well as Director of Public Affairs for the National Council for Voluntary Organisations



### Mae Bell

Mae is Information and Advice Coordinator and joined Prostate Scotland in September 2009. Her remit is to develop literature to raise awareness of prostate disease, develop information leaflets on prostate disease, deliver presentations to community groups and in the workplace and develop Prostate Scotland's involvement with volunteers. She has worked in the voluntary sector for the past 11 years and previously as Chief Dietitian in the health service.

## Prostate Advisory Group for Prostate Scotland (PAGES)

**PAGES** was set up December 2009 and usually meets 3 – 4 times a year with the aim of ensuring that all the publications produced and distributed by Prostate Scotland, are accurate, comprehensive, relevant, reviewed regularly and user friendly.

PAGES has an advisory role on materials being produced for Prostate Scotland and so the group:

- Reviews and comments on drafts of leaflets, training materials, promotional materials and packs produced
- Identifies, and notifies any gaps in current literature and suggests leaflets/materials to be produced
- Suggests updates as new research is published
- Comments on our marketing strategy and reaching our target groups
- Comments on our distribution strategy

Members of PAGES include:

- Consultant Urologists
- Clinical nurse specialist
- 2 men (1 who is a former patient and 1 currently having treatment)
- Deputy charge nurse in a urology ward
- Specialist urology physiotherapist
- Mae Bell
- Adam Gaines

In addition the group will ask for input from specialists in particular fields to gain their expertise and knowledge.

## About Prostate Disease

These pages are designed to give an overview about the prostate and prostate disease. Further more detailed information can be found at [www.prostatescotland.org.uk](http://www.prostatescotland.org.uk) which also has a series of videos from men with prostate disease as well as leading clinicians from across Scotland explaining about the diseases and treatments. Please note that this information is provided for background purposes, not for diagnostic purposes and men with symptoms should seek medical advice.

### The prostate gland

Only men have a prostate. It is a small gland about the size of a walnut and produces a thick clear fluid that mixes with sperm to form semen, often known as the ejaculate. It is composed of glands and muscle tissue, and a number of hormones control its growth and function, including testosterone. As men get older, the prostate can become enlarged, thereby causing problems with the outflow of urine from the bladder.

### Where is it?

The prostate is found in the lower part of the male body beneath the bladder and in front of the back passage. The urethra (the tube that carries urine out of the bladder and through the penis) runs through this gland.

### What does it do?

The prostate gland plays a role in the male reproductive process and produces a thick clear fluid that mixes with sperm to form semen, known as the ejaculate. It produces nutrients in the fluid designed to nourish the sperm. Initially the prostate is very small in young boys, but grows at puberty and continues to grow throughout most men's lives.

### What can go wrong with it?

Different kinds of prostate problems can cause the prostate to be enlarged or inflamed. The result of this is that passing water can become difficult and can cause problems with a man's general health and affect a man's quality of life. The symptoms of prostate disease are called lower urinary tract symptoms (LUTS).

### Prostate Disease

There are a number of problems or diseases which can affect the prostate including prostatitis, benign prostatic hyperplasia (BPH) and, in some men (particularly older men), prostate cancer. Symptoms of prostate problems or disease can include incomplete emptying of the bladder, difficulty passing urine, dribbling urine, having a weak stream and finding that you have to get up frequently at night to urinate. There is a symptom self test questionnaire which is aimed at providing a guide to the severity of symptoms to be found on the Prostate Scotland website [www.prostatescotland.org.uk](http://www.prostatescotland.org.uk).

### Prostatitis

Prostatitis is inflammation of the prostate gland. Prostatitis makes up almost a quarter of urology consultations so is an important disease for both patients and doctors, although similar symptoms can also be caused by other conditions which are non-inflammatory and these days also known as 'pelvic pain syndrome.' Prostatitis most commonly affects men between the ages of 30 and 50.

### Prostatitis Symptoms

These include:

- Chills
- Fever
- Pain in the lower back, genital area and penis
- Frequent, painful or burning urination
- Body aches
- Bone/joint pain
- Painful ejaculation
- Nausea

Occasionally the sufferer may be completely unable to pass urine. Prostatitis is often linked to a urinary infection, as evidenced by white blood cells and bacteria in the urine. There may also be discharge from the penis. Acute bacterial prostatitis can present as a severe illness that makes the sufferer generally unwell and may result in hospitalisation.

A leaflet about Prostatitis called 'A straightforward guide to inflammation of the prostate and Pelvic Pain Syndrome' is available and included at the back of your volunteer toolkit.

## Benign Prostatic Hyperplasia (BPH)

Benign Prostatic Hyperplasia (BPH) is a condition which can affect men through an enlarged prostate, due to the growth of non-cancerous tumours in the prostate. A small amount of prostate enlargement is present in many men over the age of 40 and particularly affects men over the age of 50. Nearly half (43%) of men over the age of 65 have either some urinary symptoms or a reduced urinary flow due to BPH. As many as 9 out of 10 men in their seventies and eighties have some symptoms of BPH.

BPH is characterised by the non-cancerous (benign) growth of prostate cells, with the effect that the middle portion of the prostate progressively enlarges. The result is that the part of the urethra that is surrounded by the prostate becomes constricted, so the urinary flow is reduced and the man finds that his urine stream becomes weaker and it is more difficult to empty his bladder.

In addition to the discomfort of restricted urinary function, BPH can also lead to the thickening of the bladder walls resulting from the additional pressure caused by the obstruction to the urine flow. This often leads to the formation of pouches (known as diverticula) on the bladder and sometimes bladder stones.

## BPH Symptoms

There are a number of symptoms of BPH. Some of the common ones are:

- Poor stream      the urine flow is weaker and it takes longer to empty the bladder
- Hesitancy      having to wait for a while before the urine starts to flow
- Dribbling      after finishing, a bit more urine may trickle out and stain underpants
- Frequency      having to pass urine more often, most irritatingly at night. Getting up several times a night is common and is called 'nocturia'
- Urgency      having to get to the toilet fast
- Poor emptying      a feeling of not quite emptying the bladder

Usually the symptoms are mild to begin with - perhaps a slight reduction in flow or having to wait a few seconds to start passing urine. As the years go by, symptoms may become more troublesome. In some people, the symptoms become quite severe and a complete blockage of urine may develop ('retention of urine'), needing urgent treatment. Sometimes BPH can also lead to kidney problems through the pressure that can be created in the kidneys, due to the bladder not being able to empty.

It is important that men with symptoms tell their doctors. In 8 out of 10 cases, these symptoms suggest BPH but can also signal other, more serious conditions that require prompt treatment, and some symptoms can overlap. These conditions, including prostatitis and prostate cancer, can be ruled out only by a doctor's examination.

## BPH - Risk Factors

The size of the prostate does not always determine the severity of obstruction or symptoms. Some men with greatly enlarged prostate glands have little obstruction and few symptoms, whilst others with small glands have greater problems, although generally the larger the prostate the greater the risk. Severe BPH can lead to urinary tract infections, bladder or kidney damage, bladder stones and incontinence - the inability to control urination. If the bladder is permanently damaged, treatment for BPH may be ineffective. When BPH is found in its earlier stages, there is a lower risk of developing such complications.

The incidence of BPH tends to increase with age. It particularly affects men over the age of 50 and nearly half (43%) of men over the age of 65 have either urinary symptoms or a reduced urinary flow due to BPH. As many as 9 out of 10 men in their seventies and eighties have some symptoms of BPH. A leaflet about BPH called 'Men and their plumbing' is available and included at the back of your volunteer toolkit.

## Prostate Cancer

Prostate Cancer affects 1 in 12 men in Scotland and is the most common cancer amongst men in Scotland. Whilst the number of people diagnosed with prostate cancer in Scotland has increased, so have survival rates, especially where there has been an early diagnosis.

### Prostate Cancer - Symptoms

Not all men will show any symptoms and a lot of men may have this condition without it leading to any problems. It may be found if they are offered a PSA test from their GP or health provider or possibly undergo a digital rectal examination for another condition, either of which may highlight a problem.

Other men may experience lower urinary tract symptoms like those occurring with benign growths in the prostate gland, which may lead to tests being done to rule out potential prostate cancer. These urinary symptoms can include:

- Poor stream           the urine flow is weaker and it takes longer to empty the bladder
- Hesitancy            having to wait for a while before the urine starts to flow
- Dribbling             after finishing, a bit more urine may trickle out and stain underpants
- Frequency           having to pass urine more often, most irritatingly at night. Getting up several times a night is common and is called 'nocturia'
- Urgency              having to get to the toilet fast
- Poor emptying       a feeling of not quite emptying the bladder

Sometimes men may go to their doctor with symptoms related to cancer cells that have spread away from the prostate gland (metastases) such as back pain or pain in the bones that doesn't change or go away with simple pain killers. Tests can be carried out to determine the stage of the cancer.

### Prostate Cancer - Risk Factors

There are a number of factors affecting men's likelihood of developing prostate cancer – age, family history and, potentially, diet.

- Age is an important factor in that prostate cancer rarely occurs in men under 40, but its incidence increases in men aged 45 to 64 to a point where it is the most common cancer amongst men in Scotland aged 65 and above (see ISD Cancer in Scotland, June 2008).
- Men who have had close family members (brothers/ fathers) diagnosed at a young age (under 55) can be at increased risk, with studies showing that the risk of developing prostate cancer can be as much as 3 times greater if a man has a first degree relative with the disease.
- In addition, some men can be at increased risk due to inherited genes which are faulty, such as BRCA2, which also has a role to play in breast cancer (and there may be a link between a family history of breast cancer and propensity to develop prostate cancer).
- Studies have also shown that the ethnic origin of men may be a factor, with men of Afro-Caribbean origin having higher risk and those of East-Asian origin, particularly Chinese and Japanese men, having a lower risk.
- There may also be a dietary link, as studies have shown that Japanese men when moving to the US have a higher risk than when they live in Japan. This may be connected with the fact that Western diets are high in red meat and saturated fat and that obesity may have a role in cancer.

Some studies have shown that diets rich in Vitamins D and E, as well as lycopene (usually found in tomatoes) can help to protect against prostate cancer

A leaflet about prostate cancer called 'A start to help you understand prostate cancer' is available and included at the back of your volunteer toolkit.

## Key Statistics about Prostate Disease in Scotland

1. Prostate disease affects nearly 1 in 2 men in Scotland at some point in their life.(i)
2. Prostate cancer is the most common cancer in men in Scotland; there is a 1 in 12 lifetime risk of a man developing prostate cancer.(ii)
3. During 2009, 2,805 men were diagnosed with prostate cancer.(iii)
4. The survival rate for men with prostate cancer has doubled over the past 20 years.(iii)
5. Projections by the NHS in Scotland show that there is likely to be an increase of 48% in the numbers of men with prostate cancer over the next 10 years to 2020.(iv)
6. The incidence of prostate cancer in Scotland is 14% below the UK average, but mortality rates are higher.(v)
7. There were 7118 deaths of men in Scotland from prostate cancer between 2000 and 2009, and over 22,662 new registrations (vi).
8. Scottish Government statistics on cancer care show that patient symptom reporting and referral times for prostate cancer were the longest amongst a group of 6 key cancers, with 100 days elapsing between patients noticing symptoms and referring themselves, compared with under 40 days for breast cancer (vii)

- (i) WM Garraway et al High Prevalence of benign prostatic hypertrophy in the community - The Lancet 1991, 338, 469-471, also Kirby - The Prostate – small gland big problem 2002,
- (ii) Scottish Cancer Registry and Cancer in Scotland, ISD, NHS National Services Scotland, September 2011 and October 2011.
- (iii) Cancer in Scotland: ISD, NHS National Services Scotland, September 2011
- (iv) Projections of Cancer incidence in Scotland to 2020 –Samuel Odo, Roger Black, David Brewster NHS National Services for Scotland ISD 2010
- (v) Alan White - Centre for Men's Health, Leeds Metropolitan University, based on an analysis of the Office for National Statistics Cancer incidence and mortality in the United Kingdom and constituent countries 2004-06
- (vi) See Scottish Cancer Registry and Cancer in Scotland, Information Services Division NHS National Services Scotland September 2011
- (vii) Better Cancer Care - Scottish Government 2008, p47

## Introduction to volunteering with Prostate Scotland

### What do we mean by "Volunteering"?

The Scottish Government's Volunteering Strategy defines volunteering as follows:

*"Volunteering is the giving of time and energy through a third party, which can bring measurable benefits to the volunteer, individual beneficiaries, groups and organisations, communities, environment and society at large. It is a choice undertaken of one's own free will, and is not motivated primarily for financial gain or for a wage or salary." (Volunteering Strategy, 2004)*

### Who can volunteer with Prostate Scotland?

We welcome a wide range of volunteers, in line with our Equalities and Diversity Policy and appreciate contributions from those with a wide variety of skills and experience. We welcome men (or their family members) who have been diagnosed with prostate disease as they have much information and practical knowledge that they can share but would suggest that they wait for at least 6 months after diagnosis before volunteering with Prostate Scotland.

### What roles are there with Prostate Scotland?

We have a number of roles for volunteers, including the following:

- Awareness Volunteer
- Fundraising Volunteer
- Focus Group Volunteer
- Office Volunteer

### Management of Volunteers

Prostate Scotland aims to support our volunteers to carry out their roles. Volunteers are encouraged and expected to keep in regular touch with their Contact Person. It's always good to hear from our volunteers about what they are doing in their local communities and how they are making a difference for men with prostate disease. In this way we can perhaps help out by suggesting contacts, supplying you with relevant materials and then celebrate your successes in our newsletter. We offer volunteers regular opportunities to chat with us and discuss how the volunteering is going. Of course, if you have a query, don't wait just give us a call.

Occasionally, group support sessions may be organised. This will give you a chance to share common experiences with other volunteers.

Policies and procedures have been included as part of your Toolkit so that you and Prostate Scotland know in advance what is expected. The Toolkit is to help you understand more about the running of Prostate Scotland and ensure that we follow volunteering best practice. So that's why we've put the Toolkit together. We aim to support our volunteers well, right from the start of volunteering with us. We expect you to follow all the policies, procedures and guidelines in this publication, so if there's anything you're not sure about please let us know. The Toolkit is always there for you if you ever need to refer back to it.

### Volunteer Role Descriptions

So that it's clear what you and our other volunteers do in Prostate Scotland, we've included volunteer roles descriptions:

## Prostate Scotland Volunteering Role: Awareness Volunteer

Role Purpose	As Prostate Scotland is a relatively new and small organisation by using the skills of the Awareness Volunteer who know their area well we can reach many more men and their families with information. It is beneficial that people have a local person to contact for events and supplies of information about prostate disease
Contact Person	Mae Bell
Specific Tasks	<ul style="list-style-type: none"> <li>• To raise awareness of prostate disease to men and their families, in your locality, and bring to their attention the signs and symptoms of prostate disease</li> </ul> <p>Examples of this are; to look out for opportunities/events where Prostate Scotland materials could be displayed, to host an information stand, attend an event, distribute information. This could take place at health events, sports events or centres, or in shopping centres, for instance during March Prostate Cancer Awareness month. You could also contact local groups to offer to give a short awareness raising presentation.</p> <ul style="list-style-type: none"> <li>• To contact GP surgeries and local health projects to provide them with information leaflets</li> <li>• To contact local venues and provide them with leaflets</li> <li>• To contact local businesses to offer the Workplace Tool Kit</li> <li>• To develop a calendar of local awareness raising events</li> </ul>
Skills and Qualities Needed	<p>Volunteers come from a wide range of backgrounds and have many different qualities and skills. Essential qualities for this role are:</p> <ul style="list-style-type: none"> <li>• Ability to approach individuals, businesses and organisations in a friendly, professional manner to request they display Prostate Scotland materials</li> <li>• Local knowledge of clubs, venues, events</li> <li>• Knowledge of participating in or organising displays and speaking with people</li> <li>• Delivering presentations to local groups</li> </ul>
Commitment	The amount of time dedicated to this role will be dictated by the volunteer's availability and capacity. This will be agreed before the start of the trial period and be reviewed every six months.
Support and Training	<p>The volunteer will be given an Awareness Volunteers' Kit of materials such as leaflets and display materials and a Volunteer Toolkit.</p> <p>Regular one to one guidance and support is offered and where any relevant training required will be identified and the volunteer will be offered suitable training to meet their needs (funds permitting)</p>
Expectations of Prostate Scotland Volunteers	<ul style="list-style-type: none"> <li>• Willingness to abide by Prostate Scotland's policies</li> <li>• Commitment to attending on-going training.</li> <li>• Co-operation with administrative tasks e.g. filling in expenses forms and record forms</li> <li>• To wear your Prostate Scotland name badge at all times while volunteering</li> <li>• To complete a Prostate Scotland application form</li> <li>• To complete a trial period of 3 months (at least 20 hours of volunteering) before signing the Volunteer Agreement Form</li> </ul>
Location	Volunteering will take place mainly in your local area.

## Contents of Awareness Volunteers Toolkit for events/exhibitions/displays

Main display kit items	✓ or ✗
Table top display boards x1 set	
Magazine rack for Prostate Scotland newsletters x1	
Prostate Scotland pull up banner x1	
Prostate Scotland table cover x1	
Prostate Scotland name badge x1	
Prostate Scotland posters necessary	
Prostate Scotland leaflets necessary	
Prostate Scotland Brief guides and dispensers	
Prostate Scotland contact details and website cards	
Contact details of Prostate Scotland	
Activity form to fill in details	
Form to capture contact details if attendee wants further information	
<b>Additional items that may be required</b>	
Blu tack	
Scissors	
Selotape	
Pens/pencils	
Hoops and loops	
Pins for pinboard	
Paper	
Notepads	
Pritt stick	
Elastic bands	
String	
Clip board	
Venue contact details	
Directions/map	
Janitor caretaker number	
Promotional 'freebies' if available	
Personal mobile phone in case of emergency	

## Prostate Scotland Volunteering Role: Fundraising Volunteer

Role Purpose	To raise funds in aid of Prostate Scotland in a professional, well organised manner while adhering to health and safety recommendations and complying with all legal and fundraising regulations, including risk assessments, when organising events. (Please note that Prostate Scotland will support you to ensure that your event complies with legal regulations.)
Contact Person	Mae Bell
Specific Tasks	<p>The following are suggestions and can be undertaken singly or in any combination:</p> <ul style="list-style-type: none"> <li>• Distributing collection containers to local venues, collecting them and returning any funds raised to Prostate Scotland</li> <li>• Organising an event in your local community eg bingo, quiz, dance, raffles. This could be a small one-off event or a bigger annual event</li> <li>• Participating in an organised event and being sponsored, eg 10k run</li> <li>• Organising a supermarket bag pack</li> <li>• Ensuring that any funds collected are returned to Prostate Scotland in an agreed timescale</li> </ul>
Skills and Qualities Needed	<p>When planning an event it is important to be well organised, enthusiastic, know something about Prostate Scotland and prostate disease, have confidence in the cause, be able to approach people and be approachable.</p> <p>Risk assessing an event (help can be provided with this)</p> <p>Checking back and keeping Prostate Scotland up to date with your plans</p>
Commitment	<p>Amount of time dedicated for this role will be dictated by the volunteer's capacity and the event/collection/sponsored event they are undertaking. This could be a few hours every month or so up to many weeks of planning when organising a big event.</p> <p>All events and collections should be agreed with Prostate Scotland in advance so that adequate support and materials can be provided.</p>
Support and Training	<p>Where appropriate, the volunteer fundraiser will agree to undertake training and one to one support on a regular basis and will be issued with a Prostate Scotland Volunteer Toolkit.</p> <p>All volunteer fundraisers will be issued with appropriate guidance on fundraising, just giving donations, sponsorship forms etc</p>
Expectations of Prostate Scotland Volunteers	<ul style="list-style-type: none"> <li>• Adhere to Prostate Scotland policies and procedures</li> <li>• To complete a Prostate Scotland application form</li> <li>• To complete a trial period of 3 months (at least 20 hours of volunteering) before signing the Volunteer Agreement Form</li> <li>• Sign a volunteer fundraiser agreement form</li> <li>• Where appropriate to attend training sessions</li> <li>• Wear your Prostate Scotland name badge at all times when fundraising</li> <li>• Co-operation with administrative tasks e.g. filling in expenses forms and record forms</li> </ul>
Location	A volunteer fundraiser can raise funds throughout Scotland in their local communities in aid of Prostate Scotland.

## Prostate Scotland Volunteering Role: Focus Group Volunteer

Role Purpose	To participate in a focus group to give their views on a specific topic, issues or document and help inform Prostate Scotlands' future developments and direction.
Contact Person	Mae Bell
Specific Tasks	In becoming a member of a focus group, you may be required to read relevant documents prior to commenting on these by email, telephone or conferencing facilities or participating in the discussion within a focus group.  Attending a facilitated/non-facilitated group discussion.
Skills and Qualities Needed	We are looking for volunteers from a wide range of backgrounds, some of whom may have been diagnosed with prostate disease and others who have knowledge or experience of family members having prostate disease. Being willing to participate and share your views with others whilst able to listen to and respect others' points of view. To agree to maintain confidentiality within the group. It would be advantageous if you have some knowledge of prostate issues.
Commitment	Time commitment will vary in attending the focus group. However in addition there may be an added time commitment in reading and commenting on documents. There may be travel time to and from the venue that may not necessarily be in your local area.  Prostate Scotland will let you know how much time might be involved in a particular focus group, including time (if any) needed to prepare for the group.
Support and Training	The volunteer focus group participant will agree to undertake any necessary training and one to one support on a regular basis and will be issued with a Prostate Scotland Volunteer Toolkit. All volunteer focus group participants will be issued with appropriate guidance on participating in a group.
Expectations of Prostate Scotland Volunteers	<ul style="list-style-type: none"> <li>• Following all Prostate Scotland policies and procedures, paying particular attention to our Confidentiality Policy</li> <li>• To complete a Prostate Scotland application form where applicable</li> <li>• To complete a trial period of 3 months (at least 20 hours of volunteering) before signing the Volunteer Agreement Form where applicable</li> <li>• Where appropriate to attend training sessions</li> <li>• Co-operation with administrative tasks e.g. filling in expenses forms and record forms</li> </ul>
Location	A volunteer focus group participant can take part in groups throughout Scotland. This will, as far as possible, be based within their local communities or region or perhaps through email or conferencing facilities

## Prostate Scotland Volunteering Role: Office Volunteer

Role Purpose	Assist with various administrative and general tasks that will allow for smoother running of Prostate Scotland
Contact Person	Mae Bell
Specific Tasks	Performing scanning of documents, assisting with mail outs, data entry on spreadsheets and other ad hoc tasks.
Skills and Qualities Needed	Volunteers will come from a wide range of backgrounds and will have many different qualities and skills. Essential skills for this role are: basic office skills, including basic computer skills and flexibility to deal with a range of tasks.
Commitment	Amount of time dedicated to this role will be dictated by volunteer's availability and capacity. This will be agreed before the start of the trial period and be reviewed every six months.
Support and Training	<p>The office volunteer will agree to undertake any necessary training and one to one support on a regular basis and will be issued with a Prostate Scotland Volunteer Toolkit.</p> <p>During support sessions any relevant training required will be identified and the volunteer will be offered suitable training to meet their need.(funds permitting)</p>
Expectations of Prostate Scotland Volunteers	<ul style="list-style-type: none"> <li>• Following all Prostate Scotland policies and procedures, paying particular attention to our Confidentiality Policy</li> <li>• To complete a Prostate Scotland application form</li> <li>• To complete a trial period of 3 months (at least 20 hours of volunteering) before signing the Volunteer Agreement Form where applicable</li> <li>• Where appropriate to attend training sessions</li> <li>• Co-operation with administrative tasks e.g. filling in expenses forms and record forms</li> </ul>
Location	Volunteering will take place at Prostate Scotland's office, 21 - 23 Hill Street, Edinburgh, EH2 3JP

## Management and Support of Volunteers

All volunteers are given the name of the Contact Person for their volunteering role. There is a trial period, so you can see if this is the right sort of volunteering for you and it also gives Prostate Scotland the opportunity to make sure that you are suited to this particular volunteer role. The trial period is usually three months or 20 hours of volunteering. The Contact Person has responsibility for supporting and managing the volunteering programme and will contact you regularly during the trial period. After the trial period, if you are happy volunteering with us, we will have an informal review to change or confirm your volunteering role with us and ask you to sign a Volunteer Agreement.

We appreciate the contribution of volunteers and aim to support you in any way we can. We like to hear from our volunteers, so please don't hesitate to contact us if you have a query, particularly during your trial period. The trial period allows you to see if the volunteer opportunity is for you and you don't need to make a commitment until you decide to sign the Volunteering Agreement. After the trial period, we will contact you every three months so we can meet up or give you a call to hear how things are going with your volunteering.

Your contact person will be Mae Bell, Information and Advice Co-ordinator

The Board Trustee with responsibilities for volunteers is Alison McNeill.

### Recruitment of Volunteers

We try to recruit volunteers with a wide variety of skills and talents and to make Prostate Scotland a welcoming and friendly organisation in which to volunteer. We aim to make your introduction to the organisation as smooth as possible and do our best to match you with an appropriate role. After an informal interview with you, we take up the two references you have provided for us, this is to make sure that this is the right volunteer role for you at this time.

### What we ask of Volunteers

We ask our volunteers to:

- Carry out their roles to the best of their ability and in accordance with all Prostate Scotland's policies and procedures. It's particularly important that you keep to your volunteering role description, as this is what you are insured to do.
- Be reliable and offer a regular time commitment even a few hours every month is most welcome
- Respect confidentiality in whatever role you have
- Treat all those that you come into contact with with respect and have a non judgemental approach
- Let us know of any concerns or worries you have about your volunteering as soon as you can
- Let us know if you need help or guidance on anything to do with volunteering for us and we will do our best to help you.

We could not run our organisation without volunteers such as you. As your contribution is vital to our work, we ask that you give us as much notice as possible if you are unable to volunteer as arranged, for example if you're not well, so we have time to arrange for another volunteer to step in. We also appreciate you letting us know as soon as you can about your holidays and other breaks. There is more information on holidays and absence in the policies and procedures section of the Toolkit.

We welcome your views and comments. So please get in touch with any suggestions you have about any aspect of our organisation.

## What Volunteers can expect from us

We will:

- Offer you a comprehensive introduction to our organisation
- Give you opportunities to develop your skills and provide relevant additional training, funding permitting
- Provide an interesting volunteer experience for you and give you enough support to carry out your volunteer role with us
- Give you opportunities to contribute to the development of the organisation
- Do our best to make you feel valued and very much part of Prostate Scotland.

We are committed to doing everything we can to make your experience of volunteering with us the best it can be. While you are involved with us as a volunteer, you are covered by Prostate Scotland's insurance policy as long as you keep to your Volunteering Role Description and our policies, procedures and guidelines. This applies whether you are volunteering on Prostate Scotland premises or carrying out duties outwith our building, for example at an information stall or fundraising for us. There is more information on insurance cover later in this Toolkit.

We will consult you before any changes are made to your Volunteering Role Description.

All personal information we keep about you (for example, your emergency contact details) will be treated as confidential and will be stored securely. Prostate Scotland has an open access policy which gives you the right to view all information held by us about you. Any request from a third party for information about you will only be given with your permission.

We can offer you a reference relating to your volunteering after you have been volunteering with us for at least six months.

## Frequently Asked Questions

Below are some of the questions people who are thinking of volunteering with us often ask. If your question is not answered here, please get in touch with us.

### Why should I volunteer with Prostate Scotland?

Nearly 1 in 2 men in Scotland will be affected by prostate disease at some stage of their lives and 1 in 12 will develop prostate cancer. It is the most common cancer in men in Scotland.

The more men and their partners that are aware of information about the prostate, the better. It's vital that people know what to watch out for and how to seek help, then the greater the numbers of those who can be successfully treated. We need volunteers to help us do this.

### Who can volunteer with Prostate Scotland?

We welcome a wide age range of volunteers with a diverse range of skills. Prostate Scotland could not achieve its aims without the huge contribution volunteers make to the organisation.

### How do I apply to become a volunteer?

Phone us for a chat. You can then fill in an application form. You can either do this online, download a copy to fill in and send back to us or we can send you a copy. There's an induction programme and a trial period so you can see if it's right for you before you commit to volunteering with us.

### What does volunteering with us involve?

We have a number of interesting and varied roles, including Awareness Volunteers, Fundraising Volunteers, Office Volunteers and Focus Group Volunteers. We offer you an induction programme and continuing training opportunities.

### Will I be volunteering alongside other volunteers while at Prostate Scotland?

This depends on your role. For example, Office Volunteers might be working alongside other volunteers and staff. It might be that you are the only volunteer in your local area at first, but we may be able to put you in touch with volunteers doing similar tasks in other parts of Scotland.

### What sort of hours do you need me to do?

Volunteering with us is very flexible and takes place mostly in your local area, depending on what time you have available. This can vary between a few hours every month to volunteering full time with us. Hours will be agreed with us during your induction programme.

### What should I do if I can't make a volunteering session I've agreed to do?

Let us know as soon as you can so we can arrange cover. It's much better if you're able to let us know so you don't let anyone down.

### Can I claim expenses?

You should not be out of pocket in any way through volunteering with us. You can claim travel expenses to and from your volunteering and if you are volunteering for longer than four hours you may claim an agreed amount for refreshments. We ask that you provide receipts for our records.

### What sort of support will I get while I'm volunteering with Prostate Scotland?

You'll have the opportunity for regular contact with Prostate Scotland, either face-to-face or on the phone. You'll also be offered on-going training.

### What do I do if I want to change volunteering roles within Prostate Scotland?

If you want to change roles please get in touch with us and we can chat it over. Your Contact Person will be in touch regularly, so you could also mention it during one of your regular chats.

### Can I take a break from volunteering?

Of course, all we ask is that you give us as much notice as possible so we can plan ahead and recruit another volunteer to cover for you.





## SECTION B

# Prostate Scotland Policies and Procedures





## What is a Volunteer Policy?

A volunteering policy sets out the organisation's values and procedures for volunteer involvement. This is so that both volunteers and everyone else in the organisation are clear about why and how volunteers are to be involved. It communicates the importance and value of volunteering to the organisation.

### Recruitment of Volunteers

We try to recruit volunteers with a wide variety of skills and talents and to make Prostate Scotland a welcoming and friendly organisation in which to volunteer. We aim to make your introduction to Prostate Scotland as smooth as possible and do our best to match you with a role that is suited to you.

### Our Policies and Procedures

As you will see the following pages sets out our policies and procedures. Some of these are very brief and don't need a lot of explanation. However, others such as our policy on health and safety or confidentiality are quite complex and we have therefore provided more guidance on these.

So we have broken this down into two parts. The first part gives a brief overview of all the policies whilst the second part gives a more detailed explanation of those policies where we need to give more guidance.

### Overview of Prostate Scotland Policies

Below is an overview of all policies. Where there is a separate section providing more detailed information a page number is shown.

Policy	
Health and Safety and personal safety	more detailed information on page 24
Confidentiality	more detailed information on page 27
Expenses	more detailed information on page 30
Induction support and supervision	more detailed information on page 32
Complaints Procedure	
Problem Solving	more detailed information on page 33
Email and Internet	more detailed information on page 37
Equal Opportunities	more detailed information on page 40
Protection of Vulnerable Groups	more detailed information on page 42
Holidays, absence and breaks	
Recording information	
Contacting staff and other volunteers	
Smoking	
Moving on from volunteering	

### Health and Safety

The aim of this Policy is to prevent injuries and accidents, involve and motivate volunteers in health and safety matters, promote a high standard of health and hygiene, control situations which may threaten life, health or property. For health and safety to be effective, it is essential for volunteers to co-operate with safe working practices. Volunteers have a duty of care to those they are in contact with while volunteering. This includes helping to maintain a healthy and safe environment, and treating others in a way which cannot harm them.

### Health and Safety and Risk Assessment

Prostate Scotland values volunteers who give their time to us and we are committed to your health and well-being during your time volunteering with us. We follow health and safety best practice as recommended by the Health and Safety Executive and aim to expect you to follow our health and safety policy at all times, bringing to our attention any concerns you have. Your Contact Person will go through your volunteering role risk assessment with you as part of your introduction to the organisation.

### Confidentiality

The main aims of this policy are to ensure that information given in trust by Prostate Scotland to volunteers or held within the organisation for any other reason is treated with respect.

All volunteers are to respect confidentiality in all aspects of their involvement with Prostate Scotland. People contacting Prostate Scotland may share personal information and it is vital that this trust is respected and that such information remains confidential within Prostate Scotland. All personal information about volunteers will be treated as confidential and will be stored securely.

### Expenses

This policy summarises the expenses volunteers can claim and how to claim them. As a volunteer you should never be out of pocket as a result of volunteering. Prostate Scotland will promptly pay any relevant expenses you have, such as travel to and from the place you volunteer. We ask that you claim your expenses regularly using the Expenses Claim Form in section D. Your Contact Person has to authorise any out-of-pocket expenses submitted and can answer any questions about claiming expenses. It is essential to attach tickets and receipts to your completed Claim Form.

### Providing Transport in your private car while you are volunteering

Volunteers may choose to use their own cars in the course of volunteering with Prostate Scotland, at their own risk, including driving to and from training events, roadshows, and so on. If you chose to use your car as part of your volunteering with us it is your responsibility to ensure that you have a valid licence, road tax, appropriate insurance, that the vehicle has a valid MoT, and is serviced regularly.

### Insurance

Volunteers are covered by our insurance policy while carrying out their roles in Prostate Scotland. It's important to be guided by your Volunteering Role Description, as any tasks not on that description will not be covered by our insurance. There are some exclusions set out in our insurance policy about some of the more adventurous fundraising activities, so it is best to contact us for more advice before organising or participating in events.

### Induction, support, supervision and continuing training

We offer a comprehensive induction training programme and offer further update training after the end of the Trial Period. We ask that you attend occasional update training.

### Complaints Procedures

This policy lays out what to do if someone in contact with Prostate Scotland wants to complain about a Prostate Scotland service.

### Dealing with complaints about Prostate Scotland

In the event that you receive a verbal complaint from a member of the public or organisation about any aspect of our service you should pass the complaint on to your Contact Person or another appropriate member of staff for them to follow our complaints procedure.

In the event that a complaint is made against a volunteer, we will always try to settle the situation informally, but where this is not possible we will follow our Complaints Procedure. Depending on the outcome we may subsequently follow other procedures, such as the Problem Solving Procedure

### Problem Solving

Prostate Scotland is committed to creating an environment where all volunteers are able to perform their role to their best ability. Prostate Scotland recognises that there will be occasions when problems arise. The purpose of this policy is to ensure that if such problems do arise, they are dealt with fairly and consistently. This policy sets out the action which will be taken when problems occur.

#### Problem-Solving - What to do if you feel the volunteering is not going well

We hope that we will be able to give you the support you need to be happy in your role and perform your role to an acceptable standard. If you do experience any problems, however, we will offer support, encouragement, guidance and training to help you achieve your potential.

If you feel things are not going well, get in touch with your Contact Person at Prostate Scotland as soon as possible and ask for a time to have a chat with them. If you are still not satisfied, you can use our Problem Solving Procedure. If you are still not satisfied the Prostate Scotland charity trustee with responsibility for the volunteering programme will contact you to follow up any issue you might have.

### Email and Internet

This policy covers things to bear in mind when using these communication systems during your volunteering with us.

Both the Internet and e-mail are widely used by the Prostate Scotland to provide information and efficient communications. However, improper or inappropriate use of email and the internet can have an adverse effect on Prostate Scotland and potentially serious legal consequences. This Policy and Guidelines set out the rules which must be followed by all Prostate Scotland employees and volunteers to ensure appropriate use of e-mail and the Internet.

### Equal Opportunities

Prostate Scotland is an equal opportunities organisation and will not discriminate, on grounds of race, colour, nationality, religion or belief, disability, gender, marital status, sexual orientation, age, trade union membership, responsibility for dependants, or unrelated criminal record. Such equality of opportunity will also apply to recruitment of volunteers by Prostate Scotland and will also apply to services delivered by Prostate Scotland. Volunteers will be trained and supported in how to apply this policy to any services they deliver.

### Protection of Vulnerable Groups

All volunteers of Prostate Scotland can play an important part in promoting the safety and protection of any vulnerable adults with whom the organisation may work. Prostate Scotland provides services to a wide range of individuals and organisations throughout Scotland, some of whom might be vulnerable adults. The aim of this policy is to ensure that any vulnerable people are protected and kept safe from harm while they are in contact with Prostate Scotland. All volunteers at Prostate Scotland can play an important part in promoting the safety and protection of any vulnerable group that you may come in contact with.

### Holidays, absence and breaks

The aim of this policy is to state clearly what is expected if there is a change in your commitment due to holidays or absence for any other reason. As your contribution is much valued, it's important that you let us know as soon as possible if you're not able to volunteer for a session, so that we can arrange to cover your duties. Please give us as much notice as possible of any holidays or period of absence for other reasons.

### Recording Information and informing Prostate Scotland about work completed

All the tasks you complete during your volunteering are a vital contribution to the work of our organisation and we need to know how many hours you volunteered and any positive or less positive experiences you had. For example, if you staffed a stall for four hours and spoke to 50 people, handing out 60 leaflets, we would really like to know. The completed Event/ Record Sheet should be returned to your Contact Person by the time agreed. There is a form in section D that you can fill in and return to us.

### Publicity

All publicity for any Prostate Scotland events is done through the Edinburgh office. Please get in touch with your Contact Person at least a month before the event you are organising is to take place.

Prior to, during or at the conclusion of your event you can of course contact the local press with details of your event and for photo opportunities, but please let us know in advance so we can help you put this together.

If you are asked by a local newspaper or local radio for an interview or to comment on a particular topic or report, it is essential that you take their details and contact the Edinburgh office for more guidance. Adam Gaines, Director of Prostate Scotland, deals with all such requests for Prostate Scotland.

### Representing the Organisation

As a Prostate Scotland volunteer you need to safeguard the reputation of our organisation at all times, for example when representing the organisation at fairs or staffing stalls. We ask that you dress smartly

but in a way that you are comfortable with, polite to all those you come in contact with and not to smoke when involved in volunteering for Prostate Scotland. If your role as a volunteer involves you dealing with members of the public, whether over the phone or in person, it is expected that you will be polite and courteous to members of the public at all times when representing Prostate Scotland.

### Identity badge

Volunteers are given a Prostate Scotland Identity Badge which must be worn at all times when you are representing Prostate Scotland. In addition we have included a letter confirming your role as a volunteer with Prostate Scotland in Section A of the toolkit, should you need this.

### Photographs

Volunteers should not usually take photographs of people during the course of your volunteering, for example of people visiting stalls, unless the people photographed have agreed to fill out our 'Photograph Release Form for Attendees at Events'. If you consent to a photograph of yourself being used in any of our publications or on our website we ask you to fill out a 'Volunteer Release Form'. Both these forms are in Section D.

### Recognition of Volunteers

We recognise the huge contribution of volunteers to Prostate Scotland and take every opportunity to recognise this through nominating volunteers for awards, arranging social events and encouraging volunteers to contribute to our annual report, newsletter and website. We can provide you with a reference after you've been volunteering with us for a minimum of six months.

### Contacting Prostate Scotland Staff and Other Volunteers

You will be given a note of your main Contact Person. A list of other staff and volunteers is available, as required. Do not give out personal contact details of any other volunteer to a member of the public as often this will be a personal email or telephone number. You can pass on a message to the other volunteer, who can then arrange a call back.

### Volunteering While Receiving Benefits

Generally speaking if you are in receipt of benefits you are entitled to volunteer and your benefits should not be affected by doing so.

You are however advised to refer to the Job Centre Plus information booklet which contains important information about informing any relevant agencies. Your Contact Person will provide you with this booklet on induction, if relevant, and will be happy to assist you in this at any time whilst you are volunteering with us. You may also consult the Department of Work and Pensions website [www.dwp.gov.uk](http://www.dwp.gov.uk).

### Smoking

Smoking is not permitted when carrying out your volunteering role for Prostate Scotland. Volunteers who smoke may, of course, take short breaks for smoking. We ask you that breaks should not be too long and should not interfere with fulfilling your role.

### Responsibilities of Prostate Scotland to Volunteers

- Prostate Scotland recognises that volunteering brings benefits to volunteers themselves, to staff and to those using our services
- We will ensure that volunteers are properly integrated into the organisation and that resources are available to enable them to contribute to our work
- Staff at all levels of the organisations are committed to work positively with volunteers
- We recognise that volunteers require training and development and seek to meet these needs, enabling them to volunteer effectively for the organisation
- We will ensure no volunteer is out of pocket as a result of their volunteering.

## Responsibilities of Volunteers to Prostate Scotland

- We expect volunteers to follow all Prostate Scotland policies and procedures. You can find all of these in the Toolkit
- It's particularly important for you to keep in touch with your Contact Person and make sure that she or he knows how many hours you are volunteering
- After discussion, respect decisions made by staff at Prostate Scotland
- Please remember that it is your responsibility to ensure that while volunteering you do everything possible to avoid injury to yourself or others.
- During your induction you will complete an Emergency Contact Form. Please make sure that this is kept up-to-date. The form includes details of your GP, who you would like us to contact in an emergency and any medical information, such as allergies, that we need to know. This information is kept securely following Data Protection guidelines. It is the responsibility of volunteers to inform their Contact Person if this information changes.

## Moving On

If you feel that you're ready to move on from your volunteering role please let your Contact Person know as soon as you can. We will also be happy to talk about other volunteering roles in the organisation at any time if you would like a change of role.

If you feel the time has come to leave the organisation we will invite you to complete an exit questionnaire. Your feedback will help us to improve our volunteering management and other practices. We encourage you to take up the opportunity of an exit meeting with the charity trustee on our Board who oversees the volunteering programme or our director.

Prostate Scotland will be happy to provide you with a reference during or for up to 2 years after your time as a volunteer if you would like one. Please note that if we are contacted by a potential employer looking for an employer's reference we must advise the person seeking the reference that ours is a reference about your volunteering. You should have volunteered regularly for a minimum of 6 months before requesting a reference from Prostate Scotland.

**Now that you are aware of the overview of all our policies, in the following pages there is more detailed information on those policies that need more explanation.**



## Prostate Scotland health and safety policy and personal safety policy

Prostate Scotland believes that health and safety is an important issue for the organisation, and has developed this policy to give expression to this. Whilst Prostate Scotland is not obliged under the Health and Safety at Work Act 1974 to have a policy, as we have less than five employees, we have decided to develop this policy as a matter of good practice and as indication of the priority and consideration that we place in this area.

### 1 Policy Approach

This policy is aimed at ensuring that Prostate Scotland works to the highest standards in regards to health and safety of its employees, service users, visitors and volunteers, and to comply with the Health and Safety at Work etc. Act 1974 and all other allied relevant legislation as appropriate.

Prostate Scotland will aim to:

- Provide a healthy working/volunteering environment;
- Provide and maintain safe equipment,
- Distribute information and where relevant training to all employees and volunteers about health and safety
- Identify risks and set in place programmes to remove or reduce these risks
- Monitor operation of the policy.
- Encourage health and safety awareness

### 2. In taking this policy forward Prostate Scotland aims to:

- Appoint a competent person to have lead operational responsibility for health and safety - who will be Adam Gaines, our director;
- Ensure that our Certificate of Employers Liability insurance and the HSE health and safety poster is displayed, and the leaflet from the Health and Safety Executive on health and safety is distributed to staff;
- To maintain public liability insurance in relation to public events run by Prostate Scotland, and look to ensure that health and safety considerations are considered as part of such events and where appropriate undertake risk assessments;
- Work with the centre manager of the office building to promote health and safety considerations in the building and to help ensure the maintenance of unobstructed access to fire escapes and fire fighting equipment;
- Provide working conditions that comply with, or exceed, statutory requirements;
- Inform all employees of their legal obligations and rights in connection with health and safety at work and actively encourage all employees to adopt safe working methods;
- Take health and safety considerations of volunteers into account in developing roles for volunteers and where relevant to include information on health and safety in information for volunteers undertaking projects at the direction of and on behalf of the organisation;
- Undertake relevant risk assessments to assess potential risks and to take forward actions arising out of those risk assessments;
- Ensure all accidents that result in injury or damage are reported and all circumstances are investigated and analysed. There is a form included in section D Forms at the back of the toolkit for you to fill in and send back to us

## Health and safety policy continued.

### Expectations

Employees and volunteers are expected to accept responsibility for the following;

- Adopt working practices that ensure the safety of themselves and others.
- Take approved precautions and use equipment correctly.
- Notify the organisation/director of any unsafe condition or equipment as soon as it is recognised.
- Provide suggestions to the director of ways of improving safety and eliminating hazards.
- Familiarise themselves with fire exits, fire extinguishers and fire drill in the place of work.
- Not to lift objects beyond their capability
- Co-operate with the organisation to enable Prostate Scotland to fulfil its obligations under the Health and Safety at Work Act 1974.

### Road Safety and Mobile Phones

Driving for Prostate Scotland - it is illegal to use a hand-held mobile phone when driving, even when stopped at traffic lights or in a queue of traffic. This includes making or receiving calls, pictures, text-messaging or accessing the Internet. Provided that a phone can be operated without holding it, then hands-free equipment is not prohibited by the new regulation. Where a hands-free kit is not available, you must not make or receive calls whilst driving for Prostate Scotland. If using a hands-free kit, please alert any caller to the fact that you are using such equipment on answering any call.

### Personal Safety

#### Management of Difficult Situations

Unfortunately incidents can arise when the behaviour of a member of the public can be unacceptable. Under no circumstances should staff and volunteers have to endure verbal or physically aggressive behaviour. In the event of this happening the member of the public should be asked to modify their offending behaviour and if they do not comply then any meeting should be immediately terminated. At no time should a member of staff and volunteers put themselves at risk from assault. If you are concerned you should, where possible, seek assistance. If this is not immediately possible you should remove yourself from the situation. In extreme circumstances you should seek assistance from the police.

All incidents of difficult behaviour by members of the public must be reported to your Contact Person and recorded on a Accident, Incident or Near Miss Recording Form. This form can be found in Section D.

### Use of private cars

Staff and volunteers should avoid giving lifts in their private cars to clients, unless another member of staff or volunteer is also present. Staff and volunteers should not accept lifts in clients' or members' of the public's cars unless another member of staff and /or volunteer is present. Where there is a possibility of carrying members of the public as passengers, all staff and volunteers must ensure that they have the correct insurance cover to allow them to carry passengers for work or volunteering purposes.

If a staff member or volunteer's vehicle is used for work purposes, regular maintenance checks on the vehicle should also be performed to ensure it is safe and fit for purpose.

## Health and safety policy continued.

### Overnight stays

It is possible that staff and volunteers may have over-night stays when away on Prostate Scotland business. Staff and volunteers must do everything to ensure their personal safety in such situations such as staying in a suitable hotel and ensuring that your Contact Person has the name, address and contact number of the hotel you are staying in. Ensure that your Contact Person has a contact number for you, such as a mobile phone number.

### Recording and Monitoring

Staff and volunteers must report all incidents (including near misses) to their Contact Person at the earliest opportunity. Contact Persons must undertake the appropriate level of investigation of incidents reported to them and serious incidents will be reviewed as a significant adverse event. In order to ensure the implementation and effectiveness of this policy and associated local protocols, local statistics and incident reports should be reviewed regularly. The Incident Record Form can be found in Section D.



## Confidentiality policy

This policy is for Prostate Scotland paid staff and volunteers

### 1 Introduction

The main aims of this policy are to:

- Ensure that information given in trust by Prostate Scotland staff, volunteers and service users or held within the organisation for any other reason is treated with respect.
- Ensure that information is protected through clarity about how it is to be stored and shared.
- Ensure that the boundaries of confidentiality are clear, and understood by staff and volunteers
- Make explicit the responsibilities of staff and volunteers concerning confidentiality
- Ensure users are aware of Prostate Scotland's responsibilities to protect confidential information.

### 2. Principles of the Policy

- 2.1 This policy covers confidential information relating to staff, volunteers and service users of Prostate Scotland. It is based on the principle that all such information should be treated as confidential. Information of this nature should only be shared when there is a clear, legitimate reason for doing so and with the permission of the staff member, volunteer or service user concerned.
- 2.2 Although personal/sensitive information is protected by Prostate Scotland there are exceptional circumstances when confidential information would have to be disclosed. (These circumstances are noted in point 10 of the policy, below.)

### 3. Storage and disposal of information

- 3.1 It is the responsibility of Prostate Scotland staff and volunteers to ensure that personal/sensitive information about service users (individual clients, groups and organisations) is treated as confidential and stored in a secure place
- 3.2 Such information will be stored only if it is current and necessary to undertake tasks relating to service delivery.
- 3.3 The time limit for storage of general non-active information will be five years, where there is a legal requirement to do so. Information where there is no such legal requirement will be stored for an appropriate period of time, which may, on occasion be specified. There may be instances in which information of a personal nature is held longer than five years at Management's discretion.
- 3.4 Prostate Scotland staff will be responsible for shredding confidential papers when finished with and deleting information from computer files.
- 3.5 Prostate Scotland has a specific policy on the handling, storage and use of information relating to Criminal Record Disclosures. Please see this separate policy.

### 4. Storage and disposal of information

- 4.1 Prostate Scotland is on the Data Protection Register and adheres to principles and practices outlined in the Data Protection Act 1998.
- 4.2 Prostate Scotland operates an Open Access Policy in relation to files and computer records. This means that service users, staff members and volunteers have access to information held about them. In order to access such information, service users should give the Director of Prostate Scotland two working days notice.
- 4.3 Information regarding service users is confidential to the team from whom they receive a service, and not to the individual staff member working with them. This enables other team members to have access to information when staff are absent.

## Confidentiality policy continued.

- 4.4 Information considered sensitive regarding an individual service user which affects the work we are engaged in with the user, should be reported to the Director who is responsible for monitoring the situation outlined.
- 4.5. Only information regarding users which is directly relevant to service provision will be held on record. Information given for one purpose will not be used for another purpose.
- 4.6 Personal information of staff members, volunteers and service users, for example, phone numbers and home addresses, will not be given to other staff members or service users without the permission of that person, apart from where Exceptional Disclosure is necessary. (Please see Paragraph 10 of this Policy.)
- 5. Boundaries of confidentiality in supervision within Prostate Scotland**
  - 5.1 In supervision, confidential information can be discussed relating to professional and, at times, personal issues when they are affecting the individual staff member's work. The Contact Person is responsible for treating this information as confidential.
  - 5.2 Records of supervision sessions will be passed to the administrator or Director and will be filed in the secure personnel filing cabinet.
  - 5.3 All information discussed in supervision will be considered confidential by both the Supervisor and the staff member or volunteer being supervised.
  - 5.4 Some issues arising in supervision may need to be discussed with the Director of the Prostate Scotland in order to reach a resolution. In this situation, both the supervisor and staff member or volunteer being supervised should agree to this course of action.
  - 5.5 In the event of issues arising, within a supervision context, which require to be dealt with in a line management capacity e.g. disciplinary issues, the supervisor will call a separate line management meeting, and the Director will be informed about this action.
  - 5.6 Exceptional disclosure. In the event of any threat to the safety of a vulnerable service user, exceptional disclosure of information may have to be made. Further information about this is contained in Paragraph 10 of this Policy.
- 6. Staff Personnel Files and Volunteer Records**
  - 6.1 Personnel files are confidential, with access to a staff member's file being limited to the Director and to the individual at anytime, during office hours. Confidential Volunteer Records are kept with information such as emergency contact details and brief notes of induction and training received.
  - 6.2 Personnel files and Volunteer Records will be kept in a locked filing cabinet, with a limited number of key holders.
- 7. Personal issues affecting staff members or volunteers**

Staff members and volunteers have the option of discussing personal issues adversely affecting their work in confidence with their Contact Person. The Contact Person can then take appropriate measures to address these issues, without breaking confidentiality, with the staff member's or volunteer's agreement. This may include discussion with an appropriate other person, and placing a record of this into the staff member's personnel file or the volunteer's record.
- 8. Telephone calls, E-Mails and Letters**
  - 8.1 Any mail sent to a Prostate Scotland staff member or volunteer and marked "Personal" will not be opened by another member of staff.
  - 8.2 Access to a room where phone calls can be made in private will be available to staff or volunteers working in open plan offices within Prostate Scotland.

## Confidentiality policy continued.

### 9. Procedure when confidentiality is broken

Prostate Scotland's staff and volunteers are required to maintain confidentiality in accordance with this policy. Inappropriate disclosures will be treated as a disciplinary matter and dealt with by the Director, in accordance with the Prostate Scotland's disciplinary procedures for staff, or problem solving procedure for volunteers.

### 10. Exceptional disclosure of information

- 10.1 Exceptional circumstances may occur where the protection of a service user, a staff member, volunteer or a third party must be ensured, and to do so would involve disclosure of information, whether or not agreement has been reached with the service user. In this situation, the staff member or volunteer involved should seek advice immediately from their Contact Person.
- 10.2 The Contact Person will conform to Health and Safety legislation by informing the workplace of any notification received about contagious or notifiable disease suffered by any person with whom staff or volunteers may have had contact with in the course of their Prostate Scotland duties.
- 10.3 In the event of a serious issue arising of a line management nature, (e.g. professional misconduct) such an issue may be raised with the Director with or without the staff member's or volunteer's agreement.
- 10.4 There is a legal requirement to disclose information in the event of a police enquiry

### 11. Training on Confidentiality

- 11.1 All Prostate Scotland's employees and volunteers will be made aware of this policy and new employees and volunteers will receive a copy of this policy on taking up appointment.
- 11.2 Prostate Scotland will provide staff training on issues relating to confidentiality and the contents of this policy in order to ensure that work practices are in line with the requirements of this policy.

### 12. Monitoring and Reviewing the Policy

This policy will be monitored regularly, and a review of this policy will take place annually to ensure its effective operation.

Date: 1:12:11

Date for Review:



## Expenses Policy

### Introduction

This Policy explains Prostate Scotland's policy on volunteer expenses.

### What are expenses?

Expenses are the actual costs a volunteer pays out themselves in order to volunteer, for example, for travel to and from volunteering, or telephone calls made to arrange fundraising events. Volunteers should never be out of pocket because of their volunteering.

### How are volunteer expenses paid?

An Expenses Claim Form, with all relevant receipts, must be sent in monthly to your contact person. Claims must be made on a Prostate Scotland Expenses Claim Form which can be found in section D forms within three months of expenses being incurred. Receipts must accompany all claims.

If possible Prostate Scotland prefer to pay expenses directly into your bank account. This will be discussed with you during your induction when you can provide us with bank account details if you choose this method of payment. Alternatively a cheque can be sent to you to cover your expenses.

### What volunteer expenses can be paid?

The actual costs of, for example, travel or refreshments are refunded. Receipts have to be produced and attached to the Expenses Claim Form.

Expenses are paid for the following, on production of receipts.

- Travel, to and from the place of volunteering
- Travel undertaken in the course of volunteering
- Food and refreshments while volunteering when a volunteering session is over 4 hours
- Postage and telephone calls paid for by the volunteer – receipts and copies of phone bills must be attached to the Expenses Claim Form
- Materials to do voluntary work (paper, pens, stationery, photocopying etc)
- Attendance at training events/courses by agreement

### Travel Expenses

Volunteers can claim the actual cost of travel to and from the place where they are volunteering. Use public transport whenever possible. Always use the most cost effective form of transport, for example bus or second class rail travel. However, we realise that sometimes other forms of transport may have to be used. For example, travel by car may be essential if there is not adequate public transport available locally. Volunteers with disabilities are not expected to use their Taxicard to pay for travel to and from volunteering.

Taxis may be used for safety reasons, for example if a volunteer is required to return home late in the dark.

### Overnight Accommodation

If you need to stay overnight, for example if a ferry is cancelled, check with your Contact Person beforehand. We will agree an amount up to a maximum of £60 for accommodation and meals. In emergency, get in touch with your Contact Person for advice.

### Note on Use of Private Cars and other Vehicles

Volunteers who cycle to and from their volunteering can claim 20p a mile.

If you're using your private car keep a record of your mileage. You can claim 40p a mile.

We require you to fill in and sign a form stating that you have a current MOT, drivers' licence and insurance. This form can be found in Section D Forms.

Motor Cyclists can claim 24p a mile.

## Expenses Policy

### Refreshments

Volunteers doing four hours or more in one shift can claim for refreshments up to a maximum of £4.00. The amount should cover the actual refreshments and receipts have to be attached to the Expenses Claim Form.

### Personal Safety

Remember to consider your personal safety at all times when considering the method of transport. Please refer to our Health and Safety and Personal Safety Policy.

### Receipts

When submitting receipts it is better to have separate receipts from your normal shopping receipts so that only the items being claimed from Prostate Scotland are shown. It is helpful to number the receipts and have these in the same order as on your expenses form so it makes checking receipts easy. If you are in doubt about what you can claim as expenses then please call us for advice.

### Expenses Claim Form

The Expenses Claim Form can be found in Section D.

Date: 1:12:11

Date for Review:

## Induction, Support and Supervision and On-going Training

We aim to offer you all the support you need. All volunteers will be offered regular contact with us, usually every 3 months or so, and the opportunity to chat through what they are doing. Volunteers are also offered an annual review.

Please do not hesitate to contact us if there is anything you need, or anything you think we should know about.

Prostate Scotland is committed to providing volunteers with appropriate training to fulfil their volunteering role. All volunteers are entitled to induction training during their Trial Period with Prostate Scotland and relevant on-going training. During support and supervision sessions your Contact Person will discuss with you and help identify any training needs you may have.

Training for volunteers takes many forms including external and internal courses, coaching and on the job training. Training budgets are not unlimited so cost, relevance and value for money will be considered for all training requests. If there is a course you'd like to apply for, please ask us before applying.

We offer volunteers essential update or refresher training at least every 2 years.



## Problem Solving Procedures for Volunteers

### 1 Introduction and Purpose of the Procedure

Prostate Scotland is committed to creating an environment where all volunteers are able to perform to their best ability. Prostate Scotland also recognises that there will be occasions when problem solving and/or performance problems arise. The purpose of this policy is to ensure that if such problems arise, they are dealt with fairly and consistently. This policy sets out the action which will be taken if or when problems occur.

The aim of the policy is to encourage improvement in individual conduct and performance and to minimise disagreements about problem solving matters thereby reducing the need for "counselling out".

### 2. Principles

If a volunteer is subject to problem solving action:

- The procedure is designed to establish the facts quickly and to deal consistently with problem issues
- At every stage the volunteer will be advised of the nature of the complaint and given the opportunity to state their case in a meeting before any decision is taken on whether to impose a warning or other problem solving sanction
- The volunteer will be given the opportunity to be represented or accompanied at any problem solving meeting
- In some cases an investigation will be required before any final decision is taken on whether to impose a warning or other problem solving sanction
- There is a right to appeal against any problem solving action taken against a volunteer

### 3. Informal Discussions/Counselling

Most problems can be solved by informal discussions or counselling. Before taking formal problem-solving action, the Contact Person will make every effort to resolve the matter by informal discussions, which may include mediation, additional training, or support for the volunteer. This would not be recorded as problem solving action and would be seen as a process of constructive dialogue.

Only where this fails to bring about the desired improvement will the formal problem solving procedure be implemented.

### 4. Formal Verbal Warning

If, despite informal discussions or training, the conduct or performance still does not meet acceptable standards, the volunteer may, following an appropriate problem solving meeting, be given a formal verbal warning by their Contact Person. The volunteer will be told:

- The reason for the warning
- What the volunteer needs to do to improve the situation
- A time frame within which the conduct or performance needs to be improved
- Any support or training that Prostate Scotland might provide to support the volunteer
- That the verbal warning is the first stage of the problem solving procedure

A brief note of the warning will be kept but it will lapse after 6 months, subject to satisfactory conduct and performance.

## Problem Solving Procedures for Volunteers continued.

### 5 Written Warning

If there is no improvement in standards within the prescribed time, or if a further offence occurs, the volunteer will receive a letter from their Contact Person. The letter will contain:

- Details of what the volunteer has alleged to have done wrong
- The reason why the current behaviour or performance is unacceptable
- An invitation to attend a problem solving meeting with their Contact Person at which the problems can be discussed
- Information about the right to be accompanied at the problem solving meeting
- Copies of any documents that will be referred to at the problem solving meeting

The problem solving meeting should take place as soon as is reasonably possible but with sufficient time for the volunteer to consider their response to the information contained in the letter. The meeting will be an opportunity for both the volunteer (with their representative) and the Contact Person to talk about the allegations being made, review the information with a view to establishing whether to progress the problem solving action.

Where, following the problem solving meeting, it is decided that no further action is warranted, the volunteer will be informed in writing.

Where, following the problem solving meeting, the volunteer is found to be performing unsatisfactorily or their behaviour is deemed unsatisfactory, they will be given a written warning which will set out:

- The performance and/or behaviour problem
- The improvement that is required
- The timescale and date for achieving the improvement
- Any support that Prostate Scotland will provide to assist the volunteer
- A statement that failure to improve could lead to a final written warning and ultimately counselling out
- A review date

A copy of the written warning will be kept on file but the warning will lapse after 12 months subject to satisfactory conduct and/or performance.

Where a written warning is given, the Trustee with responsibility for volunteers will be advised and kept up to date with any progress.

## Problem Solving Procedures for Volunteers continued.

### 6 Final Written Warning

If the conduct or performance still remains unsatisfactory by the stipulated date, or if the misconduct is sufficiently serious to warrant only one written warning, a further problem solving meeting (where the Director will be present) will be called with the volunteer and their representative. The problem solving meeting will be an opportunity for the volunteer to answer the issues raised by Prostate Scotland.

Where this meeting establishes that there has been a failure to improve or change behaviour, then a final written warning will be given to the volunteer. The final warning will:

- Give details of and the grounds for the complaint
- Set out the improvement that is required and a time frame
- Make it clear that any recurrence of the offence, lack of improvement or other serious misconduct within the stipulated period of time will result in counselling out
- Refer to the volunteer's right of appeal

A copy of the final written warning will be kept on file but the warning will lapse after 12 months subject to satisfactory conduct and/or performance.

### 7. Counselling out

If the volunteer's conduct or performance still fails to improve or if further serious misconduct occurs, the final stage in the problem solving process may be instituted and the volunteer counselled out. The decision to counsel out will be taken by the Director following an appropriate hearing and the volunteer being given the opportunity to state their case and put forward any mitigating circumstances. Following the hearing the volunteer will be informed as soon as possible as to the outcome and if relevant the reason for the counselling out, the date on which the volunteer agreement will terminate and the right of appeal.

### 8. Serious Misconduct

In this case, a volunteer will be asked to stop volunteering while any allegations are looked into. Where there is an allegation of serious misconduct, a senior manager or the Director will carry out an immediate investigation. The volunteer will have an opportunity to participate in that investigation and put their case and answer the allegations of serious misconduct. Any decision to counsel out will be taken only after an investigation and a problem solving hearing. If, after investigation and problem solving hearing, the allegation is found to be true, the normal consequence will be counselling out without notice. The volunteer will be notified of the counselling out and appeal process as soon as possible.

The following list is a non exhaustive list that indicates the type of actions that may constitute serious misconduct:

- Theft, fraud, deliberate falsification of company documents
- Violent behaviour, fighting, assault on another person
- Deliberate damage to the charity's property
- Harassment
- Being unfit for volunteering through alcohol or illegal drugs
- Negligence
- Insubordination.
- Deliberately mis-representing the organisation

## Problem Solving Procedures for Volunteers continued.

### 9 Appeals

If a volunteer wishes to appeal against any problem solving decision, they must appeal, in writing within five working days of the decision being communicated to them to the Board member with responsibility for volunteers. She will convene an Appeals Sub Committee to hear the appeal and the volunteer will be invited to a meeting with the Appeals Sub Committee. The volunteer will have the right to be accompanied to the appeal meeting by a supporter.

The decision of the Appeal sub-committee will be final.

Date: 1:12:11

Date for Review:

## Use of the Internet and Email

Both the internet and e-mail are widely used by the Prostate Scotland to provide information and efficient communications. However, improper or inappropriate use of email and the internet can have an adverse effect on Prostate Scotland and potentially serious legal consequences.

### Commercial and Legal Effects of Email

The commercial and legal effects of sending and receiving emails are the same as any other form of written communication. The style, tone and content of emails has a direct effect on the way Prostate Scotland is perceived by others. Emails can contractually bind Prostate Scotland and any information, opinion, guarantee, representation or other statement contained in an email can be relied upon by those to whom they may be sent. As emails are archived, they can be easily reproduced and used in evidence in legal or other proceedings.

Users must not send emails which make representations, contractual commitments or any other form of statement concerning Prostate Scotland unless they have authority from the Director to do so.

### Security of Information

Communication by email is not an entirely secure means of transmitting information. It can be intercepted by "hackers" or can be sent to the wrong person or organisation. It can easily be copied and widely distributed. These factors should be carefully borne in mind when sending emails. All emails which are sent from Prostate Scotland's system must contain the following disclaimer as part of the "signature".

### Disclaimer

The views expressed in this email do not necessarily reflect those of Prostate Scotland. This message is not intended to create a contractual relationship. Prostate Scotland offers general information only - while we try and make this as accurate as possible it is not intended as advice. If you suspect a problem with this message, or have been sent this in error, please let us know and we will rectify the problem.

### Viruses

Viruses can be introduced into Prostate Scotland's network or transmitted to a third party's system by sending and receiving email and by using the internet. The deliberate introduction of a virus is a criminal offence. Accidental introduction of viruses may, in certain circumstances, give rise to a claim against Prostate Scotland. All users must take all reasonable steps to ensure that no viruses are transmitted and to ensure that they do not allow a virus to affect Prostate Scotland's computer systems. All e-mails both outgoing and incoming are automatically scanned for viruses.

### Authorised Use

Employees and volunteers are authorised to use email and the internet for Prostate Scotland's organisational purposes. Such use must be carried out in accordance with these guidelines. Prostate Scotland has no objection to occasional use of email and the internet for personal purposes provided that this is done outside your working hours and in line with the provisions set out under the heading 'Unauthorised Use' overleaf.

## Use of the Internet and Email

### Unauthorised Use

Email and the internet must not be used for the creation, transmission, downloading, browsing, viewing, reproduction or accessing of any image, material or other data of any kind which:

- Is illegal, obscene, pornographic, indecent, vulgar or threatening;
- Contains unacceptable content, including but not limited to, sexually explicit messages, images, cartoons, or jokes, unwelcome propositions or any other content which is designed to cause or likely to cause harassment or provocation of any other person or organisation based on sex, sexual orientation, age, race, national origin, disability, religious or political belief;
- Is defamatory, slanderous or libellous;
- Deliberately introduces viruses into the computer systems of Prostate Scotland or any other party, or is designed to corrupt or destroy the data of other users;
- Conflicts with Prostate Scotland's organisational interests;
- Infringes or may infringe the intellectual property or other rights of another;
- Disrupts the work of other Users.

Users must not create, transmit or download chain letters, junk mail or unsolicited commercial or advertising materials. In some cases it may be necessary to open and view an email to determine that it falls within one of these categories. All such emails should be immediately deleted.

These restrictions on the use of email and the internet apply to both organisational and personal use. Prostate Scotland considers that it is important that personal use is restricted in this way to avoid disruption to its working and embarrassment, distress or offence to others.

### Privacy and Monitoring

Prostate Scotland may monitor and record any e-mails which are transmitted over its computer system or monitor or record the use of the internet by employees, and the nature of material downloaded from the internet, for the following reasons:

- To ascertain whether Prostate Scotland's practices, policies and procedures (including this E-mail and Internet Use Policy) have been complied with;
- To investigate or detect the unauthorised use by any employees or volunteers of Prostate Scotland computer system;
- To secure the effective operation of Prostate Scotland's computer system;
- For the purpose of preventing or detecting crime.

Any e-mails sent by employees or volunteers may therefore be intercepted and monitored by Prostate Scotland for any of the above reasons. Accordingly, any messages which are sent are not private. If you wish a message to be confidential, or if you wish any internet access to be confidential, you should not use our system. Prostate Scotland's system should not be used to communicate personal details about which there might be any sensitivity.

In some cases it may be necessary to check a user's in-box during a user's absence from work to ensure that Prostate Scotland responds properly to its contacts. It is a User's responsibility to ensure that appropriate records are kept of emails which are sent in the course of Prostate Scotland's business. Prostate Scotland may also record websites visited by users.

## Use of the Internet and Email

### Forgery

Users must not use email or the internet to impersonate others or to forge messages or email addresses. Where a message is sent on behalf of another person the message should make it clear that this is the case and should identify the writer and the sender.

### Failure to comply with the Policy

Any failure on the part of an employee or volunteer of Prostate Scotland to comply with the Policy may result in disciplinary action being taken. Depending upon the severity of the offence a breach of the Policy may be considered gross misconduct.

Any failure to comply with the Policy on the part of a user who is not an employee or volunteer may result in the immediate termination of the contractual or other relationship between that person or organisation and Prostate Scotland.

Any unauthorised use of email or the internet by a user which Prostate Scotland, at its sole discretion, considers may amount to a criminal offence shall, without notice to the user concerned, be reported to the police or other relevant authority.

### Use of the Internet

The internet can be used as an invaluable tool for finding information. However care must be taken not to spend too much time "surfing" or "browsing" the internet when you are using it as a tool for work. The use of "favourites" and the practice of exchanging useful web sites with other users are effective ways of reducing the amount of search time required.

Prostate Scotland monitors all internet use, including duration, sites visited and items downloaded.

### Use of Email

Although email is an effective means of communication, it cannot always be used as a substitute for face-to-face meetings or phone calls. Interpersonal communication should generally be the first choice whenever practicable. Most importantly, email should not be used to resolve conflicts or to say things that would not be said in person.

### Good practice when emailing

Email communications are no different from any other written communication from Prostate Scotland and should therefore be carefully and professionally drafted. Slang, jargon and abbreviations should be avoided. Never leave a subject line blank. It may determine whether or not your message gets read. Use a short descriptive statement in the subject line and do not overstate the urgency of the message simply to get attention.

Do not use ALL CAPS as it is the equivalent to SHOUTING. In addition, all capital letters makes your text difficult to read, as does all lower case. Make sure that an automatic spell and grammar check is set up and check emails carefully for mistakes before sending.

Use an automatic signature at the end of all emails including all relevant contact details, such as phone numbers, volunteering role in Prostate Scotland, location and email address and the standard Prostate Scotland Disclaimer.

Date: 1:12:11

Date for Review:



## Equalities and Diversity Policy

### 1. Introduction and aims

Prostate Scotland's mission is:

*'to inform, educate, support, campaign and advance on prostate disease in Scotland'.*

*Our vision is 'to shape, influence and drive advancement on prostate disease in Scotland. We are committed to delivering local and national benefits - in the first instance by raising awareness, improving education, and expanding support across a range of platforms. In the medium to long-term we hope to influence treatment developments and promote research. We will be collaborative, inclusive and entrepreneurial in our approach, engaging with existing stakeholder groups to common purpose and benefit'.*

In taking forward this work we aim to ensure that equality and diversity considerations will be a central part of our overall approach, and that in taking forward our work we shall aim to be inclusive and partnership based and to serve the whole of Scotland and positively reflect equality and diversity issues in all that we do.

### 2. Policy objectives

This policy sets out our aim to embed in our work, our services, the information that we provide and in the way that we engage with people the key values of respect, dignity, equity and fairness and to uphold and embody these. We see equality and diversity issues as being intrinsically linked and central to the work that we do. The nature of prostate disease means that the population that we serve includes many men with prostate disease who will be older, may have disabilities and may be from an ethnic minority. Equally we see benefits in being inclusive and respecting diversity as this reflects the population that we seek to serve.

### 3. Scope of the policy

This policy will apply to the services and to employment and volunteering in the organisation. It shall be the duty of everyone in the organisation to seek to uphold it and its values.

### 4. Policy development

We aim to ensure that policy development and in business planning that equality considerations are included and the diversity of the organisation's clients and volunteers are included and that research and surveys take equality considerations into account.

### 5. Employment and Volunteering

Prostate Scotland aims to ensure that no employee, job applicant or volunteer receives less favourable treatment on the grounds of age, disability, gender or gender reassignment, race, sexual orientation, religion or belief. Recruitment and selection processes will be based around the merits and abilities, and the requirements of the job or volunteer roles. All staff and volunteers within the organisation will be expected to abide by its principles. It is staff members' and volunteers' duty to report any instances where they think this policy is not being followed.

### 6. Services

Prostate Scotland aims to provide services Scotland wide. As the organisation grows it is likely to come into contact with increasing numbers of people and expand its range of services. We will aim to include equality considerations in developing the organisation's services, so as to ensure that it is inclusive in its approach and also fully reflects the needs of the range of people we serve.

## Equalities and Diversity Policy

### 7. Volunteers

Volunteers play an important role in supporting and taking forward the work of Prostate Scotland both in the valued input they make to the organisation's activities, but also as ambassadors of the organisation. Prostate Scotland aims in its recruitment and treatment of volunteers to exhibit the values of inclusivity, fairness, respect and dignity. Likewise we expect all volunteers to also uphold these values both in their dealings with one other, with staff and when representing the organisation, respecting the importance of these values at all times.

### 8. Responsibility

Responsibility for the policy lies with the Director, who will be expected to monitor its applicability and relevance, and set out plans where necessary for its updating and development. The Board of Trustees will periodically seek information as to progress against it and on legislative expectations.

### 9. Training

Prostate Scotland will ensure that staff and volunteers have access to appropriate equal opportunities training

### 10. Future Activity and Good Practice

As a new organisation we recognise that we are still developing and that we shall need to develop our systems and procedures further as we grow. In line with this we aim to develop a listing of good practice steps on equal opportunities for Prostate Scotland to take forward. This will include:

- Ensuring employment and recruitment policies are kept under review to ensure they conform to best practice
- Ensuring that in developing and promoting our products and services that these meet the needs of diverse service users and are appropriately promoted
- Developing a code of expectations and practice for volunteers

Dated: October 2011

To be Reviewed: October 2012

## Protection of Vulnerable Groups Policy

### 1. Introduction

Prostate Scotland provides services to a wide range of individuals and organisations throughout Scotland and we recognise that some of the people using our services will be vulnerable adults. In the context of this policy a vulnerable adult is defined as:-

A person, being aged 18 or over who:

- Receives personal care, or nursing, or support to live independently in their own home, or a care home
- Receives any health or social services
- Has a substantial learning or physical disability, or
- Has a physical or mental illness, chronic or otherwise, including addiction to alcohol or drugs,
- Has a substantial reduction in physical or mental capacity due to advanced age or to illness.

(Source: Central Registered Body for Scotland)

All Prostate Scotland staff and volunteers can play an important part in promoting the safety and protection of the vulnerable adults with whom the organisation works. The aim of this policy is to ensure that any vulnerable adults are protected and kept safe from harm while they are in receipt of services from Prostate Scotland.

In addition to this policy, Prostate Scotland has a framework of policies which are designed to ensure the emotional and physical safety of service users, staff and volunteers which includes:-

- Recruitment and Selection Policy
- Confidentiality Policy
- Recruitment of Ex-Offenders Policy
- Complaints Procedure

### 2. Recruitment, Selection & Training of Staff & Volunteers

- 2.1. Prostate Scotland will ensure that its recruitment and selection procedures take account of the need to protect vulnerable adults and young people. Two references will be taken up for all successful candidates prior to a formal offer of employment or voluntary work, and where appropriate referees will be asked to comment on the applicant's suitability to work with vulnerable adults.
- 2.2. Where relevant to the post, any offer of employment will be made subject to receipt of a satisfactory Disclosure Scotland check. Disclosures will be requested prior to the applicant taking up post.
- 2.3. Induction for new staff will include information on all relevant policies and procedures, including the protection of vulnerable adults and young people, and on-going training will be provided if necessary.
- 2.4. All volunteers will have a contact person who will provide appropriate ongoing support and supervision.

## Protection of Vulnerable Groups Policy

### 3. Reporting Procedure

- 3.1. Abuse of vulnerable adults can take many forms including physical, verbal, emotional, sexual and financial. It is not the responsibility of anyone working within Prostate Scotland, in a paid or unpaid capacity to decide whether or not abuse has taken place. It is therefore vital that staff raise all cases of suspected or alleged abuse in line with the procedures identified in this policy. It is important to do this as there may already have been concerns expressed by other members of staff and failure to report concerns may put a vulnerable adult at risk.
- 3.2. Any disclosure or suspicion of abuse should be reported to the staff member's line manager or contact person as soon as possible.
- 3.3. The Contact Person, in consultation with the Director, will gather further information and details by interviewing the person making the report or the service user directly. In the event of the Director being unavailable for a prolonged period (due to annual leave or sickness absence) the Chair of the Board of Trustees or their nominated representative should be consulted.
- 3.4. The Director (or staff member so instructed by the Director) will then devise an appropriate plan of action. The exact nature of the action taken will be determined by the individual circumstances, but it may include the involvement of external authorities, such as Social Work, referral organisations and the Police.
- 3.5. All staff and volunteers (where appropriate) of Prostate Scotland will be familiar with good practice guidelines on the immediate action to be taken following a report of abuse.
- 3.6. Any allegation made against a member of staff or volunteer should be reported to the Director who will investigate and take action as per the Disciplinary Policy. In the event of an allegation being made against the Director, this should be reported to the Chair of the Board of Trustees or their nominated representative.
- 3.7. If a disclosure of abuse is made by a service user, care should be taken to explain to them the procedure that will be followed and they should be told that it may not be possible for Prostate Scotland to maintain confidentiality.
- 3.8. If a service user of Prostate Scotland makes an allegation about another organisation this should be reported to the Director who will investigate and take appropriate action.

### 4. Good Practice

- 4.1. If it is necessary for a member of staff/volunteer to meet a service user outside of Prostate Scotland's office he/she should, where possible, arrange for this meeting to be in a public place.
- 4.2. Visiting service users at their home is not encouraged, but it is recognised that in certain circumstances it may be unavoidable. In the event of a staff member visiting a service user at home they must ensure that another member of staff knows where they are going and what time they are expected to be back.
- 4.3. Service users should never be given access to the home address or telephone number of any staff member of Prostate Scotland. Service users' contact details should never be disclosed to anyone outside of Prostate Scotland without the individual's explicit consent.
- 4.4. No member of staff should be alone in the office with a service user. If a staff member is meeting a service user outside of normal office hours they must ensure that another staff member will remain in the office until the meeting is finished

## Protection of Vulnerable Groups Policy

The following are guidelines on immediate action to be taken when someone from a vulnerable group reports abuse.

- React calmly so as not to frighten or deter him/her.
- Re-assure him/her that you are glad they have told you, and it is not their fault.
- Don't promise to keep it to yourself - at the earliest opportunity remind them of our confidentiality policy and explain what it means.
- Explain that you need to make sure that they will be safe and may have to pass on the information to somebody trusted to deal with it appropriately.
- Listen carefully to what they say and take them seriously.
- Allow them to tell you what happened in their own words.
- It is important to clarify what you have heard, and to establish the basic facts. However avoid leading questions and do not ask them specific questions about explicit details.
- If possible make brief notes during the initial disclosure, explaining to them why you are doing this. If it is not possible to do this at the time, make notes as soon as possible afterwards. All notes should be dated and signed by the staff member or volunteer taking them.

The information recorded should include:

- The nature of the suspicion or allegation
- A description of any visible injury.
- Dates and times and any other factual information.
- The distinction between fact, opinion or hearsay.

Date: 1:12:11

Date reviewed





## SECTION C

# Prostate Scotland Guidelines for Volunteers

Fundraising Guidelines

Focus Group Guidelines

Office Volunteer Guidelines

Guidelines on Organising a Prostate Scotland Event



AWARDS  
FOR ALL  
SCOTLAND

LOTTERY FUNDED



## Guidance for those fundraising and organising fundraising events in aid of Prostate Scotland

- Ensure that your event is organised efficiently and safely. We cannot accept any responsibility for your event nor for anyone who participates in it, unless it has our agreement and we accept it on our behalf
- You should conduct a risk assessment to ensure that you have proper plans for the safety of participants. The Health and Safety Executive has further information ([www.hse.gov.uk](http://www.hse.gov.uk)).
- Ensure participants are fully briefed about the event, including (where relevant) any risks, fitness requirements, special equipment or clothing required and standards of behaviours expected.
- Ensure that your event is properly and adequately supervised. Where children are included this includes :
  - Providing adult supervision
  - Checking that the child's parents/guardians have given their permission for their child to take part
  - Carrying out appropriate background checks if adults have unsupervised access to children
- Consider what insurance cover you need for your event and contact us if it is to be an event that you are asking for our agreement to hold in aid of Prostate Scotland.
- Check whether you need any special licence: e.g. a public entertainment licence or licence to sell alcohol.
- There are strict and complex law relating to raffles and lotteries and you should not undertake these without obtaining relevant advice, or consulting us.
- You need a licence from your local authority to collect funds on the street or in a public place, or by going house to house. It is illegal to collect funds in this way without a licence. There are special rules about collection buckets.
- All your fundraising material should make it clear that you are fundraising in our aid but that you do not represent the charity.

### OSCR Guidelines

As Prostate Scotland is a Scottish Charity registered with the Office Scottish Charity Regulator (OSCR), we follow the OSCR Guidelines.

OSCR recommends that all volunteers fundraisers should make clear to potential donors which body they are representing and the fact that they are volunteer fundraisers. This is why you need to wear your Prostate Scotland identity badge at all times when fundraising in aid of Prostate Scotland.

### Further Information

If you have any questions about any aspect of fundraising, please get in touch with your Contact Person.

## Focus Group Guidelines

### Introduction

Focus Group Volunteers participate in a focus group to give their views on a specific topic, issues or document and help inform Prostate Scotland future developments and direction. A focus group involves informal discussion of a particular topic and all views around the topic are welcome.

### Focus Group Volunteers

Focus Group Volunteers are from a wide range of backgrounds. Some may have been diagnosed with prostate disease and others have knowledge or experience of family members having prostate disease.

### Preparation for the Focus Group

You may be required to read relevant documents and to comment on these by email, telephone or conferencing facilities, or participating in the discussion face-to-face in a focus group. Please get in touch with your Contact Person before the event if you have any questions about any of the documents.

### During the Focus Group

This may be a facilitated or non-facilitated confidential group discussion. We need you to be willing to participate, listen to others and share your views. Key points will be noted in writing, but not so that you can be identified in any way.

### After the Focus Group

We will send you a written note of some of the main themes, for information.

## Office Volunteer Guidelines

### Introduction

Prostate Scotland could not achieve its aims without the help of volunteers. We appreciate volunteers in our Edinburgh office.

### The Role of Office Volunteer

The role includes assisting with various administrative and general tasks that allow for the smoother running of Prostate Scotland.

### Office Procedures

You will be given a comprehensive induction to office equipment and procedures, including how to answer the phone, our computer system, how to scan in and photocopy documents and enter information on spreadsheets.

### Use of the Internet and Email

Please refer to our policy 'Use of the Internet and Email'.

Please note that occasionally you may come across personal information or details as part of your volunteering in Prostate Scotland. You are asked to adhere to Prostate Scotland's policies and procedures on confidentiality to ensure such information is protected.

### Personal Phone Calls

Please keep personal calls to a minimum while volunteering. When a personal call is made on a Prostate Scotland landline or mobile, remember to deposit money in our personal calls box, or equivalent, to help cover the costs.

## Guidelines for Organising a Prostate Scotland Event or Representing Prostate Scotland at an organised event

These Guidelines cover some general things to think about when planning an event. Remember to also consult our Fundraising Guidelines if it is a fundraising event. For more detailed guidance, or if you are not sure about a particular point, please contact us.

### Before the Event

#### Insurance Cover

In general we are covered for events where there are up to 400 people participating. Obviously for events where there might be additional risks involved, we might need to get additional insurance. Check with us if you are in any doubt about this.

#### Safety

It's important to keep everyone participating in your event as safe as possible.

Here are some key points to think about.

#### Running an event on someone else's premises

You must check their Health and Safety regulations when you meet up with them as part of planning the event.

#### First Aid Cover

If you are organising a large event, rather than, for example, a small stall at a fair, make sure there will be First Aid provision on hand.

#### Equipment Used

If you are planning to use display boards, check beforehand that there is enough room to safely display them. Remember, if it's an outside event, you may have to adapt your stall to make it safe in high winds, etc.

#### Get it in writing

It's worth asking for confirmation of any arrangements in writing, for example the size of the stall, or what will happen if it rains and it's an outdoor event

Remember to get written permission, where needed, for example, a street collection. (Please see our Fundraising Guidelines for more information about this.).

### Publicity

You need to consult the Prostate Scotland office in Edinburgh before putting any publicity out. In general you need to put publicity out at least two months before the event. We can help you with a press release, sample posters or other publicity materials if needed.

If you require awareness or information materials for an event, please try to give us as much notice as possible of what you require so we can get the materials to you in good time and so we can keep postage or courier costs to a minimum.

### Budgeting

Wherever possible, seek out free venues. If there is a charge, for a venue or display stand or anything else you need for an event, consult with Prostate Scotland first before agreeing anything.

## Organising an event

### During the Event

Remember that safety is an important issue and to make sure you are representing Prostate Scotland in a positive way. Always wear your identification badge during the event.

### After the Event

It's useful to review what you've done, what worked well and what you would like to do differently in future. Remember to send a completed Record Sheet to the office, so we know how it went. Also, if you have agreed to send out any materials to people, or to follow up any queries, try to do this within a week of the event. (Remember, we're just at the end of the phone, if you need to check anything with us.)

If you can, please write about your event for our Newsletter, too. We want to celebrate your successes, whether it's about awareness-raising, fundraising, or both!

Date: 1:12:11





## SECTION D

# Prostate Scotland Forms

- Volunteer Agreement
- Current driving Licence MoT, Insurance and Road Tax
- Expenses
- Personal Photograph Release Form
- Photograph Release for Attendees at an Event
- Events/Activities Record
- Accident, Incident and 'Near Miss' Recording Form





## Volunteer Agreement

Name of Volunteer: \_\_\_\_\_

Name of Prostate Scotland Contact Person: \_\_\_\_\_

This agreement should be read alongside the role description for your Volunteer Role and our Volunteer Toolkit. This agreement is designed to assure you of our appreciation of your volunteering with us and indicates our commitment to do the best we can to make your volunteering experience a positive and rewarding one.

Please note that this is a voluntary agreement only and does not constitute a contract of employment.

The following has been agreed between Prostate Scotland and the volunteer named above.

### Main Responsibilities

The main responsibility of the volunteer is to be a \_\_\_\_\_ in accordance with the \_\_\_\_\_ Role Description. The volunteer agrees to carry out their role to the best of their ability and within the aims and values of Prostate Scotland, following all policies and procedures.

### Time Commitment

Following initial induction and training, your agreed time commitment is \_\_\_\_\_

### Trial Period

All volunteer roles are subject to an initial trial period.  
For this role there has been a trial period of three months or twenty hours.

### Support & On Going training

Prostate Scotland agrees to fully support you. Your contact person will have regular support sessions with you while you are volunteering with us. These will help you get the most from your volunteering, allow you to raise any issues you wish to talk about and also help identify any relevant training opportunities.

Prostate Scotland will provide you with a Volunteer Toolkit containing details about your role.  
I agree with the conditions set out above.

Volunteer signature \_\_\_\_\_

Date \_\_\_\_\_

Prostate Scotland signature \_\_\_\_\_

Date \_\_\_\_\_



## Current driving Licence MoT, Insurance and Road Tax

I hereby certify that I have a current driving licence, MoT, Insurance and Road Tax

Car registration number \_\_\_\_\_

Volunteer signature \_\_\_\_\_ Date \_\_\_\_\_



## Volunteer expenses form

Your Name:

Address:

Period of Claim

From:

To:

Payment by BACS

Payment by cheque

Account no

Branch sort code:

Address of Bank

Name of Bank

Please fill in your claim and return it to Prostate Scotland by post or email.

We prefer to pay expenses directly into your bank account. Please provide bank details if you are happy with this. Otherwise expenses will be paid by cheque. Claims will be dealt with as quickly as possible.

**Claims must be made within three months of expenses being incurred.**

**Receipts must accompany all claims.**

The Volunteer Expenses Policy contains further information on claiming expenses.

Date	Description of expense claimed Travel: include type of transport, event details, journey details (where to/from), number of miles	TOTAL	Receipt attached? Y/N

I hereby claim the above sum as a refund of out-of-pocket expenses incurred by me on behalf of Prostate Scotland.

Volunteer Signature:

Date

Signature Authorised by:

Date

If you are unsure about any aspect of your expenses claim, please call your contact person for more guidance.



## Prostate Scotland Personal Release Form (for Volunteers)

Your Name:

Contact phone number / Email address:

Place where you volunteer:

By signing this form you agree to the use of photographic stills and video clips taken of you on \_\_\_ / \_\_\_ / 20\_\_\_ to promote Prostate Scotland and volunteering.

I hereby agree that Prostate Scotland shall have the unlimited right to use photograph/s taken of me, when and in whatsoever media they require. I understand however, that there is no guarantee that they will appear in promotional media (for example in print, online, via social media channels etc.).

Please ✓ as appropriate:

- |   |     |                          |    |                          |
|---|-----|--------------------------|----|--------------------------|
| My name may be used in Prostate Scotland promotional materials  | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |
| Photographs taken of you by Prostate Scotland may be used in promotional materials  | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |
| Photographs taken for Prostate Scotland may be used by other organisations to promote volunteering or the work of Prostate Scotland | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |
| Subject to being contacted in advance by Prostate Scotland I am happy to be contacted by journalists for further information        | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |
| I'm happy to be contacted again by Prostate Scotland (preferably by *phone / *email / *post (*delete as applicable)                 | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |

Your Signature:

Date:

Your Address:

Email:

Tel no/ Mobile:

On behalf of Prostate Scotland

Authorised by, Signature:

Date:



## Prostate Scotland Personal Release Form (for Attendees)

Your Name:

Contact phone number / Email address:

Place where you attended:

By signing this form you agree to the use of photographic stills and video clips taken of you on \_\_\_\_ / \_\_\_\_ / 20\_\_\_\_ to promote Prostate Scotland and volunteering.

I hereby agree that Prostate Scotland shall have the unlimited right to use photograph/s taken of me, when and in whatsoever media they require. I understand however, that there is no guarantee that they will appear in promotional media (for example in print, online, via social media channels etc.).

Please ✓ as appropriate:

- |   |     |                          |    |                          |
|---|-----|--------------------------|----|--------------------------|
| My name may be used in Prostate Scotland promotional materials  | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |
| Photographs taken of you by Prostate Scotland may be used in promotional materials  | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |
| Photographs taken for Prostate Scotland may be used by other organisations to promote volunteering or the work of Prostate Scotland | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |
| Subject to being contacted in advance by Prostate Scotland I am happy to be contacted by journalists for further information        | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |
| I'm happy to be contacted again by Prostate Scotland (preferably by *phone / *email / *post (*delete as applicable)                 | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |

Your Signature:

Date:

Your Address:

Email:

Tel no/ Mobile:

On behalf of Prostate Scotland

Signature:

Date:



## Event/Activities Record Form

We value your contribution and we want to hear details of any events or activities!

Please copy this form and make a note of any volunteering you do for us on it. (We will email you an electronic copy of this form if you prefer to email it back to us.)

Please return the completed sheet to your Contact Person (in the timescale agreed with them) so we can update our records. Many thanks.

**Volunteer:**

**Volunteer Role:**

<b>Date:</b>	<b>Time:</b>	<b>Notes on Session (for example, number of people given leaflets, etc) Evaluation of event</b>
	Start: Finish:	
<b>Signed:</b>	<b>Date:</b>	Return to Prostate Scotland Contact Person



## Prostate Scotland Accident, Incident or near miss form

Please complete this form and return to your Contact Person within a week of the accident, incident or 'near miss' taking place.

### 1. Please indicate the type of incident being reported.

(For example, verbal aggression, physical aggression, or brief statement of details of type of incident.)

### 2. Individuals Involved

Volunteer's Name:

Volunteer/Other Names:

Contact Address/Number:

Volunteer/Other Position

### 3. Details of the Incident

Date of Incident

Time:

Exact Location

Overview of the incident (Please complete in detail)

## Prostate Scotland Accident, Incident or near miss form

### 4. Details of any physical injury sustained

Was the individual affected by physical injury as a result of the incident?

If yes please provide details including what treatment route was taken.

### 5. Action Taken

Detail any action taken as a result of the incident.

### 6. Witnesses

Witness Names:

Contact Address/Number:

Position:

Signature

### 7. Signature of person making report

Date:

# Prostate Scotland publications

## Awareness posters x 7

### 1 of each simple guide to prostate disease:

- Men and their plumbing (Benign Prostatic Hyperplasia – BPH)
- Ladies – the prostate a simple guide
- PSA test – the knowledge
- Prostatitis. A straight forward guide.....
- A start to help you understand prostate cancer

Prostate disease: A major issue.... Leaflet about Prostate Scotland

Prostate disease: A major issue.....A5 card

A Brief Guide to prostate disease (credit card sized leaflet)

Table Talker 3 fold to stand up with double sided tape

Bookmark

Prostate Scotland Newsletter

Prostate Scotland quiz

Order form for Prostate Scotland materials

### The following are available on request

- Workplace Tool Kit (A4 ring binder)
- Prostate Scotland awareness power point presentation
- Prostate Log Book
- PSA Explained with inserts
- BPH Explained with inserts
- Prostatitis Explained with inserts
- Early Prostate Cancer Explained, Locally advanced cancer, Decision making booklet

### Advanced Prostate Cancer Explained (All 5 booklets in an A5 ring binder)

- Booklet 1 Introduction to advanced prostate cancer
- Booklet 2 Hormone Therapy, Treating Bone Pain and Chemotherapy Explained
- Booklet 3 Life with advanced prostate cancer
- Booklet 4 Clinical Trials and Newer Therapies Explained
- Booklet 5 Medical Words Explained