

WELCOME TO VOLUNTEERING

Chest
Heart &
Stroke
Scotland



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Welcome

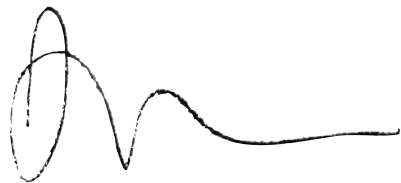
We are delighted to welcome you to Chest Heart & Stroke Scotland (CHSS).

We have developed a welcome pack for new volunteers which we hope sets you on your journey as part of Chest Heart & Stroke Scotland. Our volunteers are at the heart of everything we do and we could not run the charity, deliver our services, hold our events, or open our shops without you.

If there are any questions you can't find the answers to here, please ask your volunteer line manager who will be happy to help.

Your Journey Begins!

Thank you and welcome again.



Jane-Claire Judson.



Our history

National Association for the prevention of Tuberculosis founded in 1899

Stroke support included in 1976

Long Covid support included 2023

Re-branded Chest & Heart Association in 1948 after the development of pioneering TB drugs, and the rising concern of circulatory diseases

Re-branded Chest Heart & Stroke Scotland in 1991

As living standards have improved and our society has developed, new health problems have replaced the old. What has not changed, is our commitment to tackling these conditions. We ensure access to a quality supported self management & community recovery service.

Our mission & vision

Our Vision:

Welcome to a Scotland where people with our conditions can live their lives well. Full lives, with the right support, at the right time and in the right place.



Our Mission:

Every person with our conditions should have access to quality supported self management and community recovery . We will deliver an approach to this that is designed by people with our conditions and puts what matters to them at the heart of everything we do. We will work to develop the partnerships that will enable this to be available across Scotland.



Volunteering Strategy: what it means to you

As a volunteer with CHSS we want to make sure you have a fun and meaningful experience, however you choose to support us. Here we summarise how our volunteering strategy aims to achieve that.



Our values



Accountable:

we will take ownership for our work and hold decision-makers to their responsibilities.

Agile:

we will be able to adapt to the needs of our people and the environment we work in.

Inclusive:

we will adopt a human rights-based approach to our work and ensure we are accessible.

Innovative:

we will look for improvement in what we currently do and be creative in developing new services.

Collective:

we can only achieve our goals by working together and learning from each other.

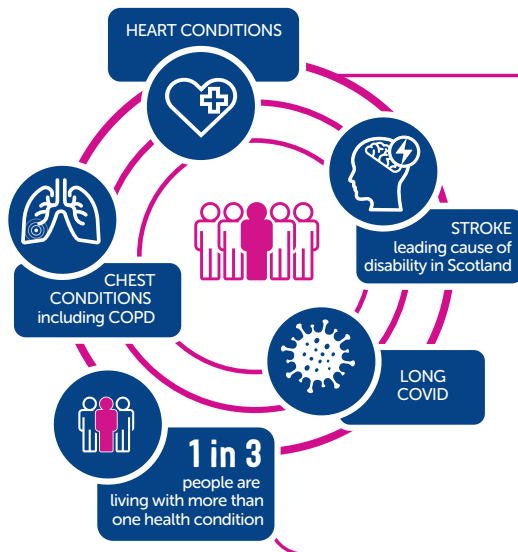
Courageous:

we will say what needs to be said and do what needs to be done to meet our goals.

We expect all our colleagues and volunteers, to demonstrate our values through their behaviours.

Our services

One in five people in Scotland are affected by chest, heart and stroke conditions and Long Covid.



Our Community Healthcare Support Service is there to:

PREHAB / PREVENTION

- Improve knowledge of risk factors, identify early signs and symptoms, and tackle health inequalities to help individuals and communities in Scotland live healthier lives.



ACUTE EVENT/ DIAGNOSIS

- Provide immediate support and advice at point of acute event or early diagnosis.
- Understand what matters to you and your recovery.
- Access to education for healthcare teams and people with our conditions.



AT HOME & IN YOUR COMMUNITY

- Provide access to quality supported self management and community recovery at home so no one has to feel isolated and alone.
 - 8 week supported self management course.
 - Module on managing your condition with optional activities.
 - A tailored, personalised approach to support recovery including peer and volunteer led support.

Everyone develops the ability to live well and with confidence.



GROW THE CHAIN OF SUPPORT

- People can support each other by providing social, emotional and practical support.
- Working with our volunteers to help extend awareness of our conditions and our reach.
- Work with research partners to close the implementation gap.



Over the next 5 years, we will work to:

measure



Develop a robust measure of who can access quality supported self management and recovery. Close the gap.

campaign



Campaign to ensure the right to rehab so that the first step in the self management journey is in place.

reach



Increase our reach and support so that 150,000 people a year have access to our Community Healthcare Support Service.

tailor



Co-produce our services so they are people-led. Enable personalisation so each person has control over their recovery journey.

connect



Build stronger connections with our partners and stakeholders to help inform and deliver our work.

Our services



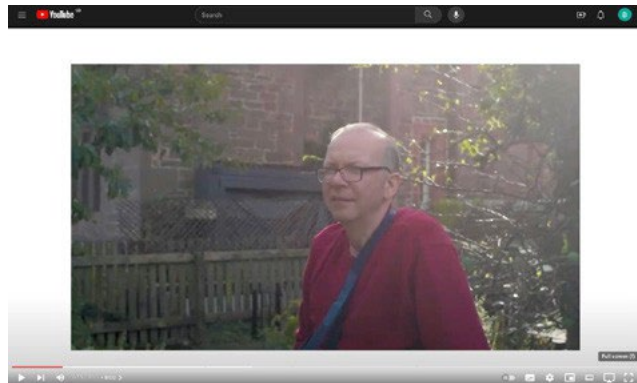
About Aphasia

We are committed to supporting people with aphasia to live their life to the full. We provide a wide range of services and supports to people with aphasia following stroke and aim to be aphasia-friendly across all our functions. It is crucial to our vision that all colleagues and volunteers understand the impact of aphasia on peoples' lives and how we can help.



This video gives an introduction to aphasia and its effects, and provides tips for supporting communication.

www.youtube.com/watch?v=RArMngJ2Tel



What is aphasia?

Aphasia is a common effect of stroke, affecting around one in three people who have had a stroke.

Aphasia means that a part of your brain which controls language has been damaged.

People with aphasia may find that they:

- Find it difficult to think of the right words
- Use the wrong word, or put words in the wrong order
- Struggle to understand what people are saying
- Slur or mumble
- Spell words wrongly, or mix up similar words

In extreme cases, people with aphasia may be unable to speak at all.

Some people who speak more than one language find that aphasia only affects one language, or affects one language more than others.

People with aphasia may not be aware that what they say is not what they mean to say.

If you are interested in learning more about Aphasia, please ask your line manager for information.

Meet a volunteer

Meet Ash

Ash Kasibante is a 23-year old Software Engineering student at Glasgow University. Not content to just focus his time on his studies, Ash is also volunteering here for Chest Heart & Stroke Scotland's retail store in Partick, as well as being a member of the charity's Health & Wellbeing Working Group

"My Volunteering experience wasn't what I expected. I didn't realise that I would be working with so many people and become friends with people of all ages and backgrounds. There is always someone around to chat to or hang around with after work."



Volunteer agreement

Volunteer : I agree to...

- Perform my volunteering role to the best of my ability, including meeting the time commitments and standards agreed in the role I undertake.
- Give reasonable notice if I need to cancel my involvement.
- Use the online volunteer platform, Assemble, where possible.
- Treat all colleagues, volunteers, service users and customers with courtesy and respect at all times.
- Participate in relevant training.
- Attend support and development meetings, and team meetings.
- Adhere to all policies and procedures relevant to my role.

Chest, Heart & Stroke Scotland : Agrees to...

- Ensure that your motivations for volunteering with us are met.
- Ensure you have a positive and rewarding experience when volunteering with CHSS.
- Have in place up-to-date volunteering policies and procedures that support and protect you.
- Provide you with health & safety and safeguarding information to carry out your volunteering safely, including relevant risk assessments.
- Provide required training to ensure you are safe, confident and competent in your volunteering role.
- Provide additional training opportunities for development.
- Set up regular support and development meetings to check wellbeing and development opportunities.
- Resolve any problems, complaints or difficulties you may have whilst volunteering. In the event of an unresolved problem, we will follow the Volunteer Complaints Policy.
- Never expect you to undertake a task outside of your volunteering role.
- Recognise and appreciate the contribution you make in helping CHSS achieve its aims.

**This agreement is binding in honour only; it is not intended to be a legally binding contract between us.
At any time, you or CHSS may withdraw from the Volunteer Agreement. Neither of us intends any
employment relationship to be created either now or at any time in the future.**

Safeguarding

What is safeguarding?

Safeguarding is all about providing a safe environment which actively prevents harm.

Safeguarding is everybody's business and everyone at CHSS has a role to play.



“Creating a safe and welcoming environment, where everyone is respected and valued, is at the heart of safeguarding”

The National Council for Voluntary Organisations (NCVO) 2021

In order to create a safeguarding culture and environment, Chest Heart & Stroke Scotland (CHSS) is committed to:

- Building an open and honest culture.
- Providing training for our volunteers and employees.
- Encouraging people to report concerns.
- Having clear policies and procedures in place.
- Respecting the wishes of individuals.
- Responding promptly and effectively to incidents.
- Providing support to all parties involved in an incident.

Safeguarding

Safeguarding at CHSS

With thousands of volunteers, over 200 colleagues and supporting thousands of service users every year, Safeguarding is vital to Chest Heart & Stroke Scotland, and we are committed to protecting people from harm.

We aim to ensure that, to the best of our ability, no individual from a vulnerable group (child or protected adult) will be harmed whilst in receipt of our services or supporting our activities.

We also aim to protect our volunteers, colleagues and anyone else involved in CHSS's activities - taking steps to protect their health, safety and wellbeing.

Safeguarding policies

Please refer our safeguarding policies for further information on how we keep people safe. These can be located in the Document Hub on your Assemble profile.

Keeping our people safe and well is not only a statutory obligation, it is central to our ethos and values as a charity.



Your responsibilities

Safeguarding is everybody's business and everyone at CHSS has a role to play. As a CHSS volunteer, you share a responsibility to promote the safety and wellbeing of others.

If you are made aware of a safeguarding issue, you must report it. You should not ignore your suspicions and should not assume that someone else will take action.

You should:

- Treat others with respect and dignity.
- Conduct yourself appropriately
- Carry out your role within the boundaries of the task description.
- Adhere to our Safeguarding policies and procedures.
- Attend your Safeguarding training.
- Understand that it is not appropriate to give or receive personal gifts.
- Be alert to any signs that abuse or harm may be occurring.
- Report any concerns that you do have appropriately.



Safeguarding

Signs of abuse

It's not always easy to spot signs of abuse. Someone being abused may make excuses for why they're bruised, may not want to go out or talk to people, or may be short of money.

It's important to know the signs of abuse and share your concerns following the Reporting Concern Procedure.

You should always report a safeguarding concern or incident and never promise to keep it a secret.

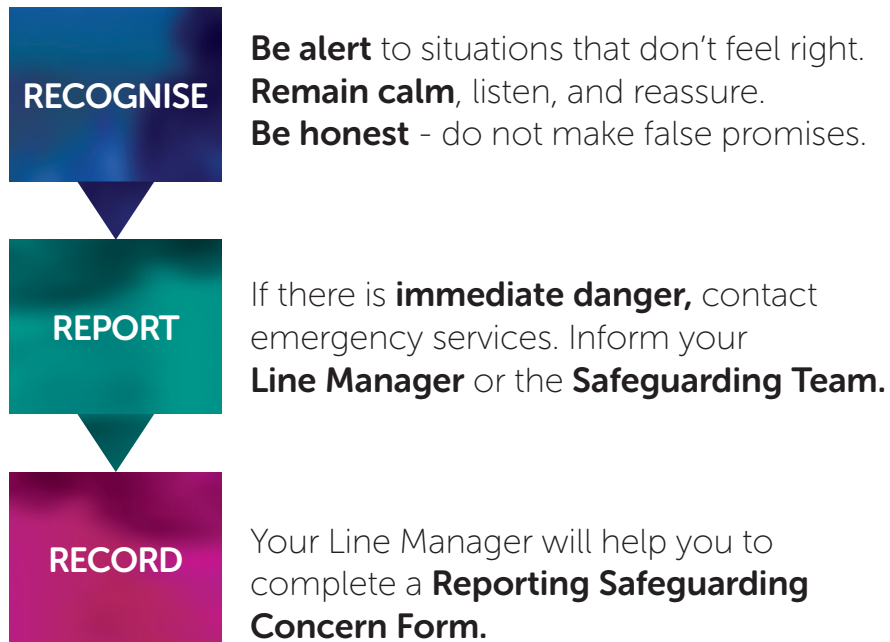


Signs of abuse can include:

- Becoming quiet and withdrawn.
- Being aggressive or angry.
- Looking unkempt, dirty, or thinner.
- Sudden changes in their behaviour or appearance.
- Physical signs – such as bruises.
- The same injuries happening more than once.
- Not wanting to be left by themselves, or alone with particular people.
- Their home being cold, or unusually dirty or untidy.

The Safeguarding Guide

Reporting a concern



Safeguarding Inbox

This inbox is accessed by authorised personnel only
safeguarding@chss.org.uk

Safeguarding Number

0131 609 0252
9am-4pm Monday-Friday

Designated Safeguarding Lead (DSL)

Name: Allan Cowie
E-mail: allan.cowie@chss.org.uk

Safeguarding Lead

Name: Katie Beeston
E-mail: katie.beeston@chss.org.uk

Safeguarding Officer

Name: Dean Elder
E-mail: dean.elder@chss.org.uk

Health & Safety Law

What you need to know:

All volunteers have a right to volunteer in places where risks to their health and safety are properly controlled. Health and safety is about stopping you getting hurt whilst volunteering or ill through volunteering. Your organisation is responsible for health and safety, but you must help.

What your organisation must do for you:

- Decide what could harm you in your volunteering role and the precautions to stop it. This is part of risk assessment.
- In a way you can understand, explain how risks will be controlled and tell you who is responsible for this.
- Consult and work with you and your health and safety representatives in protecting everyone from harm in the organisation.
- Free of charge, give you the health and safety training you need to do your role.
- Free of charge, provide you with any equipment and protective clothing you need, and ensure it is properly looked after.
- Provide toilets, washing facilities and drinking water.
- Provide adequate first-aid facilities.

- Report major injuries and fatalities at the organisation to our Incident Contact Centre on **0345 300 9923**. Report other injuries, diseases and dangerous incidents online at www.hse.gov.uk.
- Have insurance that covers you in case you get hurt whilst volunteering or ill through volunteering. Display a hard copy or electronic copy of the current insurance certificate where you can easily read it.
- Work with any other volunteers or contractors sharing the workplace or providing employees (such as agency workers), so that everyone's health and safety is protected.

What you must do:

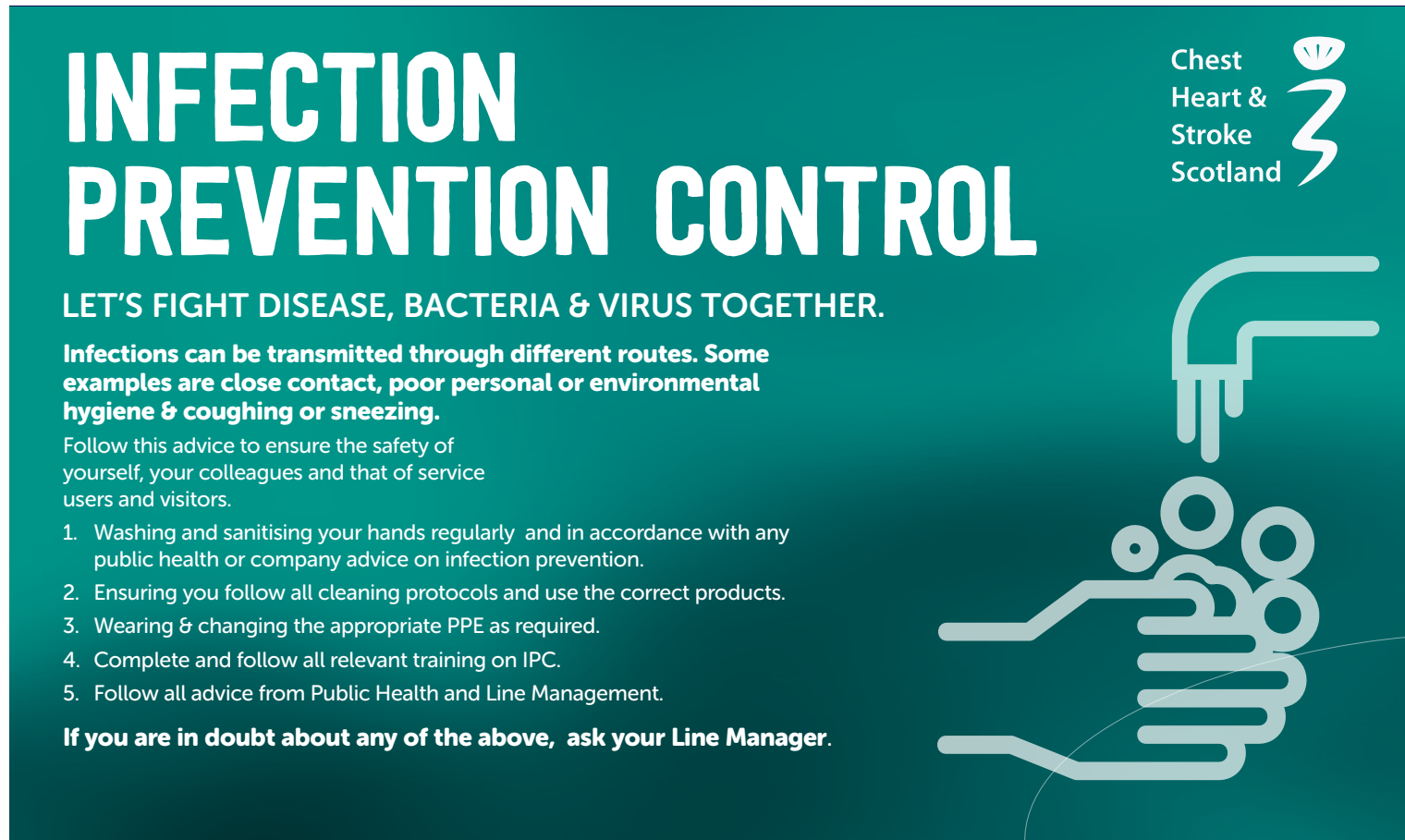
- Follow the training you have received when using any items your organisation has given you.
- Take reasonable care of your own and other people's health and safety.
- Co-operate with your organisation on health and safety.
- Tell someone (your organisation, volunteer manager, or health and safety representative) if you think the role or inadequate precautions are putting anyone's health and safety at serious risk.

Health & Safety Law

If there is a problem:

- If you are worried about health and safety in your organisation, talk to your organisation, volunteer manager, or health and safety representative.
- You can also look at our website for general information about health and safety at work.
- If, after talking with your organisation, you are still worried, you can find the address of your local enforcing authority for health and safety and the Employment Medical Advisory Service via HSE's website: www.hse.gov.uk

Health & Safety : Preventing Infections



INFECTION PREVENTION CONTROL

Chest Heart & Stroke Scotland

LET'S FIGHT DISEASE, BACTERIA & VIRUS TOGETHER.

Infections can be transmitted through different routes. Some examples are close contact, poor personal or environmental hygiene & coughing or sneezing.

Follow this advice to ensure the safety of yourself, your colleagues and that of service users and visitors.

1. Washing and sanitising your hands regularly and in accordance with any public health or company advice on infection prevention.
2. Ensuring you follow all cleaning protocols and use the correct products.
3. Wearing & changing the appropriate PPE as required.
4. Complete and follow all relevant training on IPC.
5. Follow all advice from Public Health and Line Management.

If you are in doubt about any of the above, ask your Line Manager.

Please follow this advice when undertaking your volunteering at CHSS to ensure the safety of yourself, your colleagues, and that of others.

Health & Safety : Manual Handling

SAFE LIFTING & CARRYING

PLAN TO PREVENT INJURY

- Use a trolley where possible
- Break down large and heavy loads
- Seek help where necessary
- Check your route is clear
- Take extra care with awkward tasks such as emptying a car boot.

LIFT THE LOAD SAFELY

- Stand close to it with feet apart to maintain your balance
- Grasp the load firmly
- Bend your knees not your back as you can lift with your legs
- Avoid twisting or leaning sideways your shoulders and hips should point the same way.

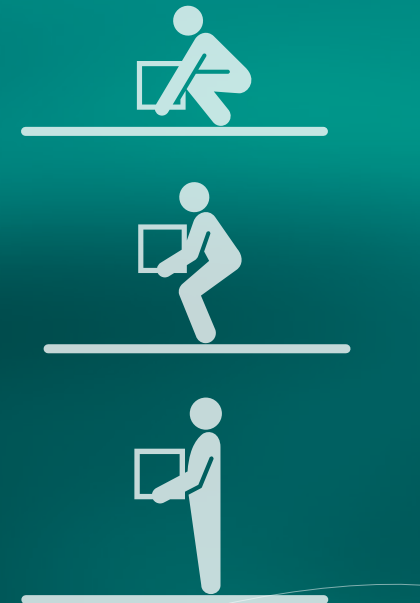
CARRY IT CAREFULLY

- Hold it close to your body at waist height wherever possible
- Look where you are walking keeping your head up
- Take extra care carrying up and down stairs
- Move your feet to turn around

PUT IT DOWN PROPERLY

- Bend your knees to lower the load
- Don't trap your fingers or toes
- Put it down first, then slide it into place
- Don't over-reach or stretch.

Chest
Heart &
Stroke
Scotland



Please follow this guidance when undertaking any manual handling during your volunteering at CHSS to ensure the safety of yourself, your colleagues, and that of others.

GDPR : Data Protection

At Chest, Heart and Stroke Scotland we use a variety of personal data in order to offer services and support. As a volunteer with us it is imperative that you follow best practice when working with data as part of your role.

In the UK Data Protection is covered in law by the UK General Data Protection Regulations and covers all data whether on paper or electronic systems. When collecting or using data please ensure you are following the GDPR Principles:

- You must be fair, lawful and transparent when you process personal data.
- Only collect and use personal data for specific, explicit and legitimate purposes.
- Data must be adequate, relevant and limited to what is necessary.
- Keep data accurate and up to date.
- Only keep data for as long as is necessary.
- Keep data secure. Ensure paper-based personal data is locked away. Electronic data should be password-protected, encrypted and/or restricted to only those people who need to use it.

While the type and amount of data you use may be different based on your role it is important that you are aware of and follow our Data Protection Policy. If at any point you are unsure on any aspect of Data Protection in your role, please contact your Volunteer Line Manager.

[*UK GDPR guidance and resources | ICO*](#)

[*Getting started with data protection a step-by-step guide | ICO*](#)

Cybersecurity

As a volunteer for Chest, Heart and Stroke Scotland, being cyber secure is essential to protect the sensitive information of those the charity supports, maintain the trust of donors and service users, and ensure the charity's vital work continues without disruption.

Staying vigilant against cyber threats safeguards both individual volunteers and the organisation. It:

- Protects the personal data of service users, donors, and fellow volunteers from cyber criminals
- Prevents fraud and financial loss to the charity
- Maintains the reputation and trustworthiness of CHSS
- Ensures the uninterrupted delivery of support and services
- Helps the charity meet legal and regulatory requirements for data protection

Remember to:

- Use strong, unique passwords for each account and avoid sharing them with others
- Enable multi-factor authentication (MFA) wherever possible to add an extra layer of security
- Change passwords regularly and never reuse old passwords
- Be cautious of phishing emails and suspicious links to prevent unauthorised access

If you have any questions or concerns about an email that potentially could be phishing, or a cyber-attack has happened to your CHSS account please contact your volunteer line manager and the IT helpdesk at CHSS.

Our number is **0131 260 1069** and our email address is icthelpdesk@chss.org.uk

Helpful guides -

Use a strong and separate password for your email - [NCSC.GOV.UK](https://www.ncsc.gov.uk)

Setting up 2-Step Verification (2SV) - [NCSC.GOV.UK](https://www.ncsc.gov.uk)

Using passwords to protect your devices and data

Policies

All those supporting CHSS are expected to familiarise themselves with the policies which are relevant to their role/s.

The following summarises the key aspects which impact volunteers.

The full policies are available in your Document Hub on Assemble and can be made available in alternative formats if needed

Volunteer

- Know your role & responsibilities
- Be aware of the disclosure and PVG check requirements
- Reflect on your training needs
- Keep your personal information data up to date

Safeguarding

- Complete safeguarding training
- Use the CHSS Reporting Concerns Procedure
- Maintain professional boundaries at all times
- Be aware of CHSS Protecting Vulnerable Individuals Policy

Digital Safeguarding

- Follow IT Policy and Confidentiality & Data Policy
- Follow Code of Conduct online as well as offline
- Ensure correct permissions before taking and using photographs online
- Volunteers use WhatsApp groups at their own risk, they do not fall under the auspices of CHSS

Health & Safety

- Take care of your own Health & Safety and that of others who may be affected by your actions
- Co-operate with CHSS and colleagues to help everyone meet their legal requirements
- Raise Health & Safety concerns or queries with your line manager
- The Health & Safety Law leaflet is available for you to read on the Assemble Document Hub

Expenses

- All volunteers must claim expense via the Volunteer Expenses Claim Form
- All claims must be submitted within the month of expenses being incurred
- Original receipts must support all claims
- Before claiming mileage expenses, volunteers must seek approval from their line manager. We advise volunteers to notify their motor insurers that their car is being used for volunteering

Policies

Complaints

- Wherever possible, the comments & concerns raised by volunteers will be dealt with informally, as they arise
- If a complaint is considered a safeguarding concern, the CHSS Reporting Concern Procedure will be followed
- When a complaint has not been resolved informally, a formal complaint should be made in writing, and the formal procedure will follow
- We encourage individuals to identify themselves, as anonymous complaints cannot be managed fully within the policy

Insurance

- Volunteers are covered by CHSS' Public Liability Insurance and Employers Liability Insurance policies

Gifts & Hospitality

- No gifts should be exchanged with a service user as this may put into question professional boundaries. Any offer of a gift should be declined
- If appropriate to give recognition to a service user, a card may be given from CHSS
- Volunteers must report offers of gifts, or hospitality, to their line manager

Equality & Diversity

- Volunteers, colleagues and CHSS, can be held liable for acts of bullying, harassment, victimisation and unlawful discrimination towards employees, fellow volunteers, customers, suppliers and the public
- Should a volunteer breach this policy, it will be dealt under the CHSS Volunteer Complaints policy

Learning & Development

- Take responsibility for identifying opportunities for self-development; plan, undertake agreed developmental activities and reflect
- Be part of lifelong learning

Confidentiality & Data

- Complete GDPR/Data training
- Follow the guidance in this policy when processing data
- You should not discuss confidential matters relating to an individual, unless you have their permission, or it serves a legitimate purpose
- Be mindful when sharing confidential information appropriately; ensure that you cannot be overheard

Close Personal Relationships within Volunteering

- Disclose any close personal relationships with CHSS staff or fellow volunteers

Dignity in your Volunteering Role

- Inform your line manager if you feel threatened, intimidated, belittled or unsafe in any way
- Safeguarding and Volunteering teams can also be contacted

Policies

Duty of Candour

- Management will support volunteers to comply with this policy and procedure in the case of an unintended or unexpected incident or death

Code of Conduct

- Behave in a professional, considerate and courteous manner in interactions with other CHSS colleagues, service users, donors & supporters, partner organisations, funders, suppliers & the public

Document retention

- No data should be retained on anyone's personal drive, or personal device (non CHSS)
- If you suspect a breach has occurred, you must report this to your line manager
- Comply with this policy & undertake GDPR & Cyber security training if relevant to your role

Social Media

- Exercise caution and always use social media sensibly and professionally, in line with the CHSS Code of Conduct

Whistleblowing

- Report any serious concerns about service provision or the conduct of CHSS colleagues or others acting on behalf of CHSS, that breach standards, are not in keeping with CHSS constitution/policies, fall below standards of practice, or is improper behaviour

Smoking

- Smoking is not permitted in CHSS premises, or premises being used for CHSS activities, including vehicles
- Should a volunteer breach this policy, it will be dealt under the CHSS Volunteer Complaints policy

IT Policy

- All shared equipment must be left operational and in good working order after each use
- Multi-factor authentication must be used when using a CHSS email account

Driving

- Volunteers that drive on behalf of CHSS for Business Purposes are personally responsible for ensuring that they are qualified to drive the type of vehicle they will use and have business insurance in place and a valid license
- Volunteers must inform their insurance company that they are driving their own vehicle as part of the volunteer role
- It is the Volunteer's responsibility to ensure that the vehicle, if over 3 years old, has a valid MOT certificate, is properly maintained and roadworthy

Useful contacts

The Volunteering team: Volunteering@chss.org.uk

Your Line Manager:

Your Name:

Email Address:

Remember you can also message your line manager directly via your Assemble account.



Please remember that your induction is an opportunity for us to get to know each other and see if we are the right fit.

We hope you're looking forward to your volunteering journey with CHSS!