

Volunteer Handbook

maggie's



Welcome to Maggie's

Each Maggie's Centre receives up to 100 visits a day and our unique network of Centres now welcomes almost 180,000 people through our doors each year. We can only continue the work we do through the unswerving support of dedicated and passionate volunteers like you, who provide a warm welcome and cup of tea to our many visitors, maintain our gardens, raise funds, help look after our donors and supporters and so much more.

You are essential members of the team of wonderful people that enable Maggie's to support people with cancer, and their family and friends. Everyone who joins the Maggie's team – whether they're working at one of our Centres, raising funds or volunteering – helps people as they experience life-changing events, which is why Maggie's is such an extraordinary organisation to support.

Thank you for giving up your time to enable us to grow and strengthen our network of Maggie's Centres throughout the UK, and for supporting us to continue providing free practical, emotional and social support to people with cancer and their family and friends.

I hope this handbook gives you the information you need to guide you through volunteering at Maggie's, but please let us know how we can make it even more useful for you.

Laura Lee
Chief Executive

About Maggie's

Since the first Maggie's Centre opened at the Western General Hospital in Edinburgh in 1996, Maggie's has been providing practical, emotional and social support for people with cancer and their family and friends. The Centres help people to navigate the complexities of living with cancer, and provide additional support to complement their medical treatment.

What began as one person's idea has become a network of Centres across the UK, online and abroad.

Maggie Keswick Jencks wrote *A View From the Front Line* in 1994 to describe simply what it is like to be diagnosed with cancer and then to cope with it.

“ Maggie's Centres are places where people feel at home and cared for. At the same time, the lively imaginative atmosphere encourages people to dare to explore, and simulates them to want to do so. The aim is clear: the object is to encourage people who feel frightened and anxious about coping with cancer to feel better by developing their sense of confidence and resourcefulness. What they discover at a Maggie's Centre may help them put a different perspective on what is happening to them and make a profound difference to their experience of living with cancer. ”

A View From the Front Line

Building upon these original ideas about cancer care, Maggie's has continued to develop an evidence-based programme of practical, emotional and social support that has been shown to improve physical and emotional wellbeing during treatment and recovery.

Copies of the publication are available at all Maggie's Centres – please ask for one if you would like to read it. You can get more information about Maggie's and the work that we do on our website www.maggiescentres.org, as well as find copies of all our publications.



01. Maggie's Edinburgh
by Richard Murphy Architects,
opened November 1996



02. Maggie's Glasgow Gatehouse
by David Page of Page Park Architects,
opened Autumn 2002.



03. Maggie's Dundee
by Frank Gehry, opened September 2003



04. Maggie's Highlands
by David Page of Page Park Architects
opened June 2005



05. Maggie's Fife
by Dame Zaha Hadid, opened November 2006



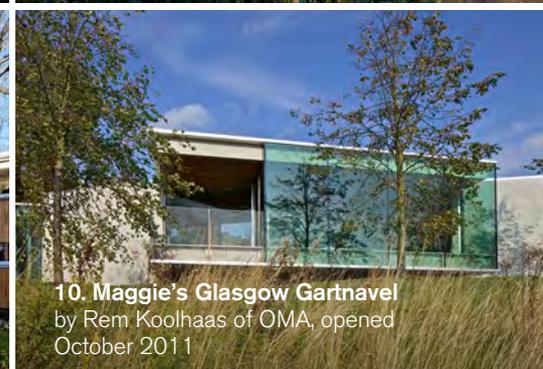
06. Maggie's West London
by Richard Rogers, opened April 2008



07. Maggie's Online Centre
opened in 2008



09. Maggie's Cheltenham
by Sir Richard MacCormac, opened
September 2010



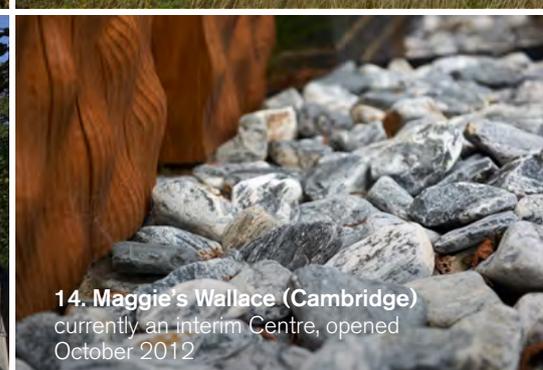
10. Maggie's Glasgow Gartnavel
by Rem Koolhaas of OMA, opened
October 2011



11. Maggie's Nottingham
by Piers Gough of CZWG Architects, opened
November 2011



12. Maggie's Swansea
by Kisho Kurokawa Architects, opened
December 2011



14. Maggie's Wallace (Cambridge)
currently an interim Centre, opened
October 2012



08. Maggie's Hong Kong
by Frank Gehry, opened 2013



13. Maggie's Newcastle
by Edward Cullinan Architects, opened
May 2013



15. Maggie's Aberdeen
by Snohetta, opened September 2013



16. Maggie's Merseyside at The Clatterbridge
purpose-built interim Centre by Carmody Groarke,
opened June 2014



17. Maggie's Lanarkshire
by Reich and Hall, opened September 2014



18. Maggie's Oxford
by Wilkinson Ayre, opened October 2014

Each Centre is part of a family of Centres built and in development across the UK and beyond

Great architecture is vital to the care Maggie's offers; and to achieve that, we work with great architects, such as Zaha Hadid, Richard Rogers and Norman Foster whose expertise and experience is fundamental to the success of our Centres. Their skills deliver the calm environments that make the people who visit and work in our Centres feel safe, valued and comfortable in an atmosphere that stimulates their imagination and lifts their spirits. The essential brief has remained the same as Maggie's has grown throughout the UK and evidence shows that an uplifting environment can reduce stress and anxiety.

Maggie's Centres are designed to feel more like a home than a hospital, with no reception desk, no signs on the wall, no name badges and a big kitchen table at their heart. This approach supports the informal relationships between staff and visitors, and is an important part of the unique support we offer.

Inside the Centre the kitchen table is somewhere to meet people who understand what visitors are going through, or to simply sit quietly with a cup of tea. Large, comfortably furnished rooms are available for talks and workshops that might include stress management and relaxation courses. Smaller rooms are available for quiet reflection, or for individual support. The library area holds information resources to help visitors find the answers to their questions about diagnosis or treatment with Maggie's Cancer Support Specialists on hand to answer any questions or simply to talk things through.

Each Centre has a garden, carefully created to be a welcoming extension of the inside space. It offers uplifting views out from the Centre, a connection to the changing seasons and, in warmer weather, a pleasant place to sit and relax.

The unique furniture, tables and chairs, crockery, cutlery and kitchenware have been designed to complement the specific personality of each individual Centre. Maggie's takes great care to ensure that this unique approach is maintained within each Centre and in the event that items need replacing consideration is given to ensuring they work with the original design of the Centre.

Maggie's Centres

There are currently 18 Maggie's Centres in the UK, online and abroad (pictured opposite). In addition, Maggie's has a further eight Centres in development, which are due to open from 2016 onwards.

01. Maggie's Barts (North East London)
02. Maggie's Forth Valley
03. Maggie's at The Christie (Manchester)
04. Maggie's Oldham
05. Maggie's South East Wales
06. Maggie's Yorkshire
07. Maggie's Southampton
08. Maggie's at The Royal Marsden

Maggie's programme of support

Maggie's offers free practical, emotional and social support for people with cancer and their family and friends. Our core programme of support is based on evidence and has been shown to improve physical and emotional wellbeing during treatment and recovery.

Emotional support might involve a one-to-one or group session with a Clinical Psychologist, stress management and relaxation workshops, or art therapy and creative writing courses.

Practical support might include advice on benefits and eating well, specialist support for managing hair loss and skin care during and after treatment, Getting Started for people who are newly diagnosed or Where Now? for adjusting to life after cancer.

Social support comes from the people who work in and visit our Centres, and the supportive community around each kitchen table who understand what it is to be living with cancer.

Who works in a Maggie's Centre?

A small team of professional staff work in each Centre:

Centre Heads oversee everything that happens in the Centre, supporting the needs of people with cancer, managing the programme of support and mentoring staff. Their background is typically as a senior NHS Oncology Nurse, Radiographer or Clinical Psychologist.

Psychologists support people to address a complex range of psychological issues through a range of therapeutic approaches. They offer support to individuals, couples and families as well as running timetabled group sessions.

Cancer Support Specialists are experienced professionals who offer high quality individual and group support to Centre visitors. Through their initial conversations and ongoing support with each visitor, they introduce people to the different types of support available, and help them decide what they'd like to get out of Maggie's.

Benefits Advisors help people to access and apply for all the benefits and grants they are entitled to, as well as providing support with other welfare issues.

Relaxation Therapists run sessions and courses proven to help with anxiety, stress and pain relief. In some Centres these include massage therapy, reflexology and meditation.

Sessional staff are professional experts in a particular field who come into the Centres to provide sessions on nutrition, art therapy, tai chi and creative writing.

Centre Fundraisers are responsible for delivering local fundraising campaigns to raise awareness of Maggie's and to ensure that ongoing Centre costs are met.

What you can expect from volunteering at Maggie's

Volunteers play a vital role in helping support us at our offices, Centres and events. As a volunteer with Maggie's we will ensure that you are provided with:

- An induction to ensure that you have the information you need to undertake your volunteering role within Maggie's
- An opportunity to visit your local Centre and spend time there so you can better understand the support we provide to people with cancer, and their family and friends
- Assurance that all personal information provided to us by you will be held in a secure database and will not be made available to anyone outwith Maggie's
- A contact from Maggie's you can get in touch with for information and support
- An introduction to other volunteers so you can be part of a volunteer community within Maggie's
- Your out of pocket expenses will be paid back to you for travel costs incurred as part of your volunteering role where applicable
- The opportunity to give feedback about your experience of volunteering within Maggie's so we can continually improve our support to you
- A bi-monthly newsletter so you can find out about what is happening in your local Centre and across Maggie's

While the atmosphere within our Centres and at events is positive and uplifting we recognise that there can be difficult times and sadness, which can lead to a range of emotions. We will discuss this with you as part of your induction and provide any support you may need if faced with emotional challenges.

Your induction with Maggie's

Our aim in Maggie's is to support and develop volunteers in their role so that they feel confident to undertake their role and responsibilities.

Your induction will be arranged with your Maggie's contact who you will work with throughout your volunteering role. The content and duration of the induction will depend on the scope and complexity of your volunteer role and will be outlined to you on your first day with Maggie's.

If, for example, you were to volunteer to meet and greet visitors in a Maggie's Centre, your induction would cover the following:

- How to welcome Centre users warmly and effectively
- Know when to pass a Centre user on to a member of staff (first visit, distressed, looking for specific information etc.)
- Be aware of the booking system for programme activities
- Be aware of the information required for the statistics that we collect
- Be comfortable with the kitchen (working dishwasher, location of crockery, filling up tea bags etc.)
- Know the system for informing the Centre if you cannot make a session
- Know about confidentiality and self-disclosure within the Centre

What Maggie's asks from our Volunteers

We are committed to investing in our volunteers by offering training and support while you are with us. In return we ask that when you agree to volunteer with Maggie's, you agree to work within the following guidelines:

a. Personal Information

We would ask that our Application Form is completed as comprehensively as possible so that we can populate our volunteer database with accurate personal contact information including emergency contact details and a note of your specific interests and skills.

b. Introductory Period

All new volunteers will have an introductory period of 12 weeks. This gives you the opportunity to see if you enjoy volunteering with Maggie's and gives us the chance to see how you work with other volunteer and staff colleagues. At the end of this period an informal review will take place to determine if you are comfortable in your volunteer role and whether you need any additional training or support to carry out your role. If you decide at the end of this period that volunteering with Maggie's is not for you then you can advise us accordingly.

c. Notification of Absence

Maggie's relies on volunteers to undertake a wide variety of roles and regular attendance to the hours committed is very important so that we can deliver the services we offer to people with cancer, their family and friends. We recognise that many things can impact on your ability to volunteer. If at any time you are unable to attend a session or event you have volunteered for, it would be appreciated if you could notify your contact at Maggie's as early as possible so that alternate arrangements can be made. If you are unable to attend due to sickness or injury, please let us know, if possible indicating a date of return.

d. Holiday arrangements

We recognise that volunteers will have holiday plans and would appreciate it if you could advise your named contact as soon as you know when you will be away so that, if required, alternative arrangements can be made.

e. Appearance

Staff at Maggie's do not wear uniforms or display name badges and this is the same for our volunteers. It is one way that distinguishes Maggie's from the more institutional feel of a hospital or other health service. When volunteers participate at fundraising events and on other occasions when it is helpful for you to be identifiable, we will supply you with a Maggie's t-shirt.

f. References and Criminal Records Checks

Certain volunteer roles within Maggie's may require the volunteers who carry them out to provide references. In certain circumstances where volunteering with us means you are likely to come into contact with children or vulnerable adults you may be asked to go through a Disclosure and Barring Service check. Should this be the case, we will discuss this with you.

g. Personal Property

Maggie's does not accept liability for loss or damage to any personal property brought in to a Maggie's Centre or to an Maggie's event.

h. Telephones & Correspondence

Maggie's telephone / mobile phone or postal facilities must not be used for private purposes without prior permission.

i. Confidentiality

During the course of your volunteering you may find yourself in possession of sensitive information, the disclosure of which could be construed as a breach of confidentiality. It is a condition of volunteering with Maggie's that you have a duty of confidentiality to Maggie's. You must agree not to discuss with anyone outside of the organisation any sensitive or confidential matters in relation to Maggie's or the people with cancer that Maggie's works with at any time.

j. Drugs, alcohol and smoking

You will be made aware of the rules concerning alcohol and drug abuse, and the consequences of breaching these rules during your induction period. No alcohol should be consumed during volunteering hours and no smoking should take place at any of Maggie's Centres or events.

k. Email, internet and social media

If you have access to Maggie's computers including email and access to the internet as part of your volunteering role, you must not abuse this by using these facilities for purposes unrelated to Maggie's. If you have a Maggie's email address, this is provided for responsible use on Maggie's business and should not be used in any other way whatsoever.

You must not represent yourself on behalf of Maggie's on social media without prior agreement from Maggie's to do so. All volunteers must make themselves familiar with Maggie's Internet & Email Policy. This will be discussed in more detail at your induction.

l. Receipt of Gifts

Volunteering with Maggie's may bring you into contact with outside organisations where it is normal business practice or social convention to offer hospitality, and sometimes gifts. In circumstance where a gift is offered, the advice of your named contact should be sought before it can be accepted.

m. Complaints

Maggie's has a complaints procedure in place and treats all complaints seriously. If you have occasion to complain about any aspect of your volunteering experience please get in touch with your Maggie's contact in the first instance who will explain the steps in dealing with your complaint.

Data Protection and Access to Information

Maggie's complies with all statutory requirements of the Data Protection Act in relation to personal data held on its IT systems. At Maggie's we take reasonable steps to ensure the accuracy and confidentiality of such information. The Data Protection Act protects individuals' rights concerning information about them held by third party organisations. We ask all volunteers to respect the confidentiality of any personal information of centre users, donors, supporters and staff that is disclosed to you or that you have become aware of, or that you have access to whilst volunteering at Maggie's. If you have any questions or concerns about confidentiality please ask your Maggie's contact.

Personal information held on Volunteers

It is important that our records are correct, as inaccurate or out of date information may affect our ability to contact you and keep you up to date with activity taking place in Maggie's. A contact is required in case of emergencies. Please notify your contact at Maggie's of changes in the following personal information:

- Name
- Home address
- Email address
- Telephone number
- Emergency contact
- Driving licence penalties (if you are asked to drive by Maggie's)
- Criminal charge, caution or conviction

Valuing Diversity at Maggie's

Maggie's is committed to valuing diversity and we believe that people from different backgrounds bring fresh ideas, thinking and approaches.

It is illegal to discriminate against any person on grounds of age, disability, gender or gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation whether in the field of recruitment, terms and conditions of employment, career progression, training, transfer or dismissal.

We expect both our volunteers and staff to endeavour to promote diversity, to comply with all relevant legislation and to ensure that they do not discriminate against anyone who uses Maggie's services, volunteers for Maggie's or works for Maggie's.

We are committed to:

- Developing equality of use as well as equality of access to all of our services
- Ensuring that no one accessing our services is discriminated against on the basis of gender, sexual orientation, race, physical disability or age.
- Ensuring that all eligible people have equal opportunity for employment and advancement within Maggie's on the basis of their ability, qualifications and fitness for work.
- That no job applicant, existing employee or person using our services is disadvantaged by conditions, requirements or policies that cannot be shown to be just and fair.
- That no eligible person is discriminated against on the basis of their gender, sexual orientation, race, physical disability or age, whether in recruitment, training, promotion or in any other way.
- To provide a working environment which is free from discrimination, harassment or bullying.

Expenses

You will be reimbursed for any expenditure necessarily incurred in order to carry out your volunteering role when your contact at Maggie's has agreed these in advance. Public transport and accommodation costs will be reimbursed at actual cost and appropriate receipts must accompany all claims. Mileage rates when travelling by your own private transport are 45 pence per mile. If you wish to be reimbursed for your expenditure, Expense Forms can be obtained from your Maggie's contact.

Health and Safety

Maggie's recognises its responsibility to maintain, so far as is reasonably practicable, the safety and health of its employees and volunteers, and of other persons who may be affected by our activities.

It is your duty as a volunteer not to put at risk either yourself or others by your acts or omissions. You should also ensure that you are familiar with the Maggie's health and safety arrangements within the Centre or event that you are involved with. These will be outlined to you in the Centre during your induction and at any event by the Maggie's staff delivering the event. Should you feel concerned about any health and safety aspects of your volunteer role, this should be brought to the attention of your contact at Maggie's as soon as possible.

a. Procedure in the event of an accident: If an accident does occur at a Maggie's Centre or an event that Maggie's is supporting, an Incident Form will be available. Any accident or near miss occurrence (i.e. no one was injured but the incident had the potential to injure) then this should be reported to an appropriate member of staff and recorded in the Incident Form.

b. First Aid: Maggie's believes that best practice is to ensure staff and volunteers have access to a trained First Aider or Appointed Person (someone who can take charge in the event of an accident). You will be made aware of trained staff at your Maggie's Centre or event.

c. Personal Safety: Generally there will be a number of people from Maggie's working with you in the Centre or at a fundraising event. However, if circumstances arise that you will be volunteering alone, then you need to develop an awareness of any risks and how to minimise them. It is important that you have a Maggie's contact number to call in the event that you need to get in touch with someone urgently. If you are at all concerned that you are being placed in an uncomfortable situation whilst volunteering please discuss this with your contact at Maggie's.

d. Insurance: Maggie's has in place adequate and appropriate insurance to cover all approved and authorised voluntary work carried out by you.

Training and Development

Maggie's is committed to ensuring that volunteers have the training and development necessary to carry out role within the organisation. The first part of this is the induction which all volunteers will undertake and will assist with settling into the volunteering role applied for.

Over time further training and development opportunities (including meeting other volunteers and members of staff) will be provided in consultation with you to enable you to develop skills and knowledge that are relevant to your volunteering role.

Annual Review

Maggie's want to ensure that volunteers get the most out of their role and we plan to have an informal discussion with each volunteer on an annual basis to:

- make sure that you are happy with the contribution you are making to the work of Maggie's
- give you the opportunity to raise any particular issues you may have
- provide feedback from the appropriate member of Maggie's in relation to your contribution
- make you aware of other volunteer opportunities within Maggie's

The discussion will take place at your local Maggie's Centre.

Leaving Maggie's

We recognise volunteers may have to stop volunteering with Maggie's if their personal circumstances change. It would be very helpful if you could advise your contact at Maggie's as soon as you know you will be unable to continue volunteering for Maggie's. This will allow us to acknowledge the contribution you have made through your volunteering work for Maggie's and to recruit a new volunteer to fill your role.

When you leave Maggie's you should return any articles belonging to Maggie's e.g. t-shirts, documents etc. After you leave Maggie's you must not divulge any confidential information relating to Maggie's that you have had access to during your volunteering.

And finally, thank you for giving your time to enable Maggie's to continue to provide free support to people with cancer and their family and friends.

