



Radio Lollipop Volunteer Guidelines

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This book has been prepared by Radio Lollipop to help you gain maximum enjoyment and satisfaction from the Volunteer role you have undertaken.

It aims to supplement the information and guidance you will receive from your Volunteer colleagues, Team Leader and your Management Team.

It includes information on:

- The Role of the Volunteer
- Volunteer Job Description
- Volunteer Responsibilities
- Policies and Procedures
- Team Leaders
- Meetings
- Training
- Reference Notes

If you have any comments or suggestions about the handbook, please do not hesitate to discuss them with any member of your Management Team or your local Trustee.

Finally, should you leave Radio Lollipop, you must return this book to your Honorary Volunteer Co-ordinator.



This book is the property of Radio Lollipop International Limited. The contents must remain confidential to the Charity. It must NOT be lent, copied or reproduced in whole or in part in any way whatsoever, without permission from the Board of Directors.

Radio Lollipop
Radio Lollipop (UK) Limited, 6 St Andrew's Street, London EC4A 3LX



STATEMENT OF CORPORATE PURPOSE:

***Volunteers providing care, comfort, play and entertainment
for children and young people.***

VALUES

Radio Lollipop believes that:

- Above all else it should provide care, comfort, play and entertainment to a consistently high standard.
- It should be accessible, available and adaptable to meet the needs of children, young people and their families in hospital and elsewhere.
- Active volunteers supported by professional staff are its greatest asset.
- All its people should be trained.
- It must uphold the highest standards of ethics and integrity.
- It should work as part of the care team supporting the child or young person.
- It should be fun for all involved.

AIMS

Radio Lollipop aims:

- To develop Lollipop services for children and young people.
- To achieve the highest quality of service delivery through appropriately trained and supported volunteers.
- To develop its play and entertainment services for children and young people in hospital and elsewhere.
- To promote awareness of the importance of play for children in hospital.
- To develop co-operative partnerships with hospitals and other organisations.
- To create the financial resources to achieve these aims.

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1.0 WELCOME TO RADIO LOLLIPOP

Welcome to the world of Radio Lollipop, a Charity organisation of trained Volunteers dedicated to providing care, comfort, play and entertainment for children and young people.

Please read this booklet carefully. It aims to provide you with an invaluable insight into the aims of Radio Lollipop and how you, as a volunteer, can make a difference to the emotional well being of children, young people and their families.

By joining Radio Lollipop and accepting the ward visiting commitment you are offering a very special service to children, their families and the hospital staff. You may find your experience with the children exciting, educational, sad and on many occasions humbling but, most importantly, we hope it will be personally rewarding.

Your energy and time is very much appreciated. Thank you for caring enough to become a Volunteer.

1.1 WHAT IS RADIO LOLLIPOP?

Children and young people are admitted to hospital for many reasons; sometimes for tests; sometimes for treatment and sometimes for their own comfort. What can be certain is that every child and young person admitted to hospital will have different needs. Radio Lollipop helps to meet some of these needs by working alongside hospital staff and supporting children through play.

2.0 RADIO LOLLIPOP'S HISTORY

Radio Lollipop has an exciting history. It began in 1978 at Queen Mary's Hospital for Children in Carshalton, Surrey. At the time Queen Mary's was the largest children's hospital in Europe with over 460 beds in 36 wards on a site covering over 92 acres. In addition to its paediatric cases the hospital was also home to many children with learning difficulties.

It took just over a year to raise funds, wire the wards, build the studio, recruit the team and get the very first dedicated entertainment service for children in hospital ready.

At mid-day on the 5th of May 1979 the very first Radio Lollipop went on-air.

Following a successful first year, an application was made to the International Year of the Child Committee for a grant to develop Radio Lollipop. The committee was so impressed with the work of the charity; they agreed to provide a grant to enable Radio Lollipop to establish itself as a National Charity, and to provide the special Radio Lollipop service in other hospitals.

Since that time there has been international expansion. In 1985 the first Radio Lollipop outside the UK was set up at the Princess Margaret Hospital for Children in Perth, Western Australia.

From these beginnings the organisation has expanded further with services in the USA, and New Zealand joining those developed in the UK and Australia.

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3.0 MANAGING THE CHARITY

Radio Lollipop is a voluntary organisation run to professional standards.

Radio Lollipop is an International Charity. In the UK a Board of Directors who have overall responsibility for the growth and development of the organisation governs the Charity and who ensure the aims and objectives of the Charity are met in accordance with the Charities Act.

Each station has a local Trustee from the Board, who provides guidance and support to the Management Team.

Radio Lollipop is a democratic organisation. At a local level, Volunteers are invited each year to elect their Management Team. The elected Management Team is responsible for running the Station within the parameters of the Charity set down in the Policy and Procedures Manual. The Team meet regularly to manage and co-ordinate local activities and are accountable to the Volunteers, the hospital and the Board of Directors (through the local Trustee) for their performance.

4.0 RADIO LOLLIPOP VOLUNTEERS

4.1 WHAT TYPE OF PERSON IS A RADIO LOLLIPOP VOLUNTEER?

Working in the environment in which Radio Lollipop operates is not for everyone, no matter how good their intentions. Many people think they can work with children, but providing the comfort to a child trapped within the confines of a hospital bed takes a very special talent.

A typical Lollipop Volunteer is over the age of 18 years, reliable, trustworthy and has a mature but fun outlook on life. Our volunteers are not afraid to work with children, are genuinely interested in play and respect children's needs and welfare.

They are prepared to obey the rules of the organisation and are happy working as part of a team. Most importantly they believe in the aims and values of Radio Lollipop and its contribution to the treatment of sick children and will always work towards these goals.

A professional approach:

The ability to work with children requires special talents and skills. Radio Lollipop Volunteers must be seen to be professional in their approach to their work. It is important to realise the need to be conscientious, reliable and prepared to make the minimum weekly commitment of two hours ward visiting. Radio Lollipop is fun but whilst having fun we ask the Volunteers to remember to take their work seriously.

4.2 WHAT IS THE ROLE OF A RADIO LOLLIPOP VOLUNTEER?

While the focal point of Radio Lollipop may be the Studio the main work of the organisation is provided by the Volunteers taking part in play activities with children on the wards and in the playrooms.

Playing is an essential characteristic of healthy childhood, which allows feelings of love, hope, fear, and anger to be safely expressed in play. This contributes to their mental health and stability

Play for children in hospital is very important. A child in hospital may be frightened, confused and angry, and has to adjust to new surroundings, strange people and strange routines away from their home, family and friends.

A child will not forget that they are in hospital but you can help them to accept and come to terms with this through play, allowing a child to express their feelings.

Some of the duties you will perform as a Radio Lollipop Volunteer are:

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Reading books; telling stories; handing out equipment for competitions; assisting children in competitions and craft exercises; talking about the child's interests; playing cards and games; taking requests; assisting children to use the telephones; looking after children playing individual games; helping to write letters to family and friends and much, much more!

This is the most important role you play. This is where Radio Lollipop is able to support the healing process.

4.3 JOB DESCRIPTION

Job Title: Radio Lollipop Volunteer

Responsible to: The Honorary Volunteer Co-ordinator

Accountable to: The Honorary Chairman

Purpose of Post: The primary responsibility of a Radio Lollipop Volunteer is to provide care, comfort, play and entertainment for sick children in hospital to a consistently high standard for a minimum of two hours per week.

Main Areas of Responsibility:

- To be accessible, available and adaptable to meet the needs of sick children and their families in hospital and elsewhere.
- To uphold the highest standards of ethics and integrity
- To work as part of a care team supporting sick children
- To keep the welfare of the children uppermost in your mind at all times
- To assist in making a child's stay in hospital brighter and better
- To promote awareness of the importance of play for children in hospital and elsewhere
- To assist in the development of Radio Lollipop's play and entertainment services
- To assist in the development of co-operative partnerships with hospitals and other organisations with whom we work
- To assist in securing the financial resources to achieve these aims
- To maintain confidentiality in your dealings with children, their families, hospital staff and Radio Lollipop's Business
- To attend volunteer meetings and mandatory training sessions
- To assist with external Radio Lollipop events
- To sign in and out of the hospital each time you attend
- To act as an ambassador for Radio Lollipop, actively promoting the best interests of the charity within the local area and beyond

Personal Development:

Be committed to own continuing education

Be effective in communication skills

Comply with all relevant Radio Lollipop policies and procedures

This job description is not exhaustive and may be amended in conjunction with the post holder to suit the changing needs of the service

Note:

You are required under the Health and Safety at Work Act 1974 to take reasonable care of yourself and others in carrying out your duties and to co-operate with Radio Lollipop in health and Safety matters.

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4.4 VOLUNTEER RIGHTS

As a Volunteer there are some things that you have the right to expect from Radio Lollipop. These are to:

- Receive the necessary training in order to work effectively with children.
- Have clearly defined lines of responsibility and communication, with sound guidance and direction from someone experienced and well informed.
- Receive information about and have input to the Charity, its policies, objectives, programmes and new developments.
- Be heard by a person in authority if you have any queries, complaints or suggestions.
- Be respected both as an individual and a member of your team.
- Have fun.

4.5 VOLUNTEER RESPONSIBILITIES

To be part of enabling Radio Lollipop to deliver an effective service you have the following responsibilities:

- To observe the Charity's Policies and Procedures.
- To keep the welfare of the CHILDREN uppermost in your mind at all times.
- To come to the hospital to entertain the children for a two hour session on the ward on at least 10 weeks out of every 13.

The 13-week periods are defined in quarters running from:

1st January –31st March,
1st April- 30th June,
1st July -30th September,
1st October –31st December

- To inform your Session Team Leader or Honorary Volunteer Co-ordinator in advance if you are unable to visit on your regular night. An alternative can probably be arranged.
- To sign in and out of the Signing In Book whenever you come into the hospital on Radio Lollipop business (no matter the reason for being there).
- To attend Volunteers' Meetings - The purpose of these meetings is to allow the management Team to share what is happening on a day-to-day basis with all Volunteers. It is also an opportunity for Volunteers to express their thoughts and feelings about how Radio Lollipop is being run and discuss any ideas for improvements.
- To attend Training Sessions - These are arranged to ensure that all volunteers have the knowledge to undertake their role professionally for the benefit of the child as well as the volunteer. Training sessions are mandatory.
- To take reasonable care for the health and safety of yourself and of all other persons who may be affected by your acts or omissions whilst on duty with radio Lollipop.
- To be loyal to Radio Lollipop
- To serve as a goodwill ambassador for the organisation and its services in the local community and beyond.

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5.0 RADIO LOLLIPOP'S STANDARDS, POLICIES AND PROCEDURES.

There are standards, policies and procedures on how Radio Lollipop should work at every session. These exist to provide consistency and to ensure a high standard of service delivery. Adhering to these will make everyone's work easier. You will soon become familiar with the routine, leaving you to concentrate on the children.

As a radio Lollipop volunteer on the wards, your role is to provide entertainment to children through play activities and encouraging participation in the radio programme.

- The Management team establishes the hours of operation. Your minimum two-hour commitment is the time spent with children. It is important that you fulfil your weekly commitment as regularly as possible. Remember, the children rely on this and expect you to be there for them. Any other radio Lollipop business or responsibility you accept must be conducted in addition to this two-hour ward visiting period. Any other activity such as preparation is not included within this time and you should try to arrive in adequate time to accommodate this.
- When in the hospital or on Radio Lollipop business, volunteers MUST, at all times, wear the agreed radio Lollipop uniform and display their ID badge. Together, they provide identification for the hospital staff, children and parents and enable us comply with hospital security procedures. You must also wear them at any external Radio Lollipop event, which you attend.
- Sign your name in and out in the Signing In Book each time you visit. This is for safety and security reasons.
- Read the notice board (s) and the Contact File for information.
- Discuss as a team, or with your Session team leader, the procedure for the ward visit, competitions etc., and take adequate supplies on to the ward with you. DO NOT remain in the studio unless you are performing a specific task there.
- When you reach your ward, report to one of the nurses and ask if there is any particular child they would like you to spend time with. Whilst working on the ward, do not be afraid to approach hospital staff unless they are obviously very busy. They will appreciate you asking for their opinion. Remember the Ward Manager is in charge and has the final say on all matters.
- If you have a problem with any member of the hospital staff do not confront them on the ward. Discuss with the Volunteer Co-ordinator how best the situation may be resolved. Remember at all times we are guests in the hospital playing with other people's children who are sick.
- Never give a child anything to eat or drink without the express permission of the nursing staff on duty.
- Listen for the radio. If it is not turned on then ask one of the nurses to turn on the system or obtain their permission to do so. It is essential that the speakers be turned on in the wards.
- If a particular child or parent asks for the radio to be turned down then oblige them by turning down their individual speaker. Obviously there will be times when children are too sick to listen to loud music.

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- Ensure Radio Lollipop telephones are available on the wards, plugged in and ready for use. Show the children how to use the telephones.
- Talk to the children and their families, tell them about Radio Lollipop and give them appropriate information booklets to take away. Suggest activities and ways they can get involved, e.g. entering a competition, putting a special message over the air, requesting a song, telling a joke. While you should try to visit all the children in the ward don't worry if one child needs some extra special attention which takes most of your visit time. This is your prime function.
- Never leave scissors or other sharp objects with the children unless a responsible adult is supervising them.
- Help the presenter. If they have announced a competition and you or the children have not heard it, ring up and ask them to repeat it!
- Before you leave:
 - Collect all the Radio Lollipop supplies from the ward.
 - Put everything back on the shelves or in the cupboard where you found them.
 - Do not leave competition entries lying around, give them back to the children or put them on display.
 - The last person to leave must check that all cupboards are locked and the answer phone is switched on.

5.1 STUDIO RULES

Radio Lollipop has installed a professional facility in the hospital and the studio.

These rules are to ensure that the expensive equipment within the studio is cared for and that the atmosphere within the studio is acceptable for radio broadcast. ALL Volunteers must observe the following rules:

- There must always be at least two Radio Lollipop volunteers in the Studio when children are present. Do not overcrowd the Studio.
- NO food or drink is to be consumed in the Studio at any time.
- As hospitals operate a No Smoking Policy, smoking is only permitted in areas designated by them.
- All equipment and stock must be handled with care.
- No Volunteer may remove any CDs, records, cassettes etc., from the studio for any purpose.
- The Studio must be left clean and tidy after each session.

The presenter must ensure that all studio equipment is turned off at the end of each session, that the studio is left tidy and that everything is securely locked.

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6.0 RADIO LOLLIPOP EXTRAS

6.1 TEAMWORK

- 6.1.1 Radio Lollipop is not an organisation of individuals. It is a team of Volunteers working together to provide care, comfort, play and entertainment for sick children. Everyone in the organisation is important with valid ideas, opinions to voice and skills to contribute. Everyone has the same opportunities to learn new skills and is expected to do their share of the work.
- 6.1.2 There is little place for personal problems. The children don't want to know if you have had a bad day.
- 6.1.3 If you have a problem that has to do with Radio Lollipop then talk to someone in the organisation about it but not in front of the children.
- 6.1.4 Remember there is no time for ego trips or personality clashes; leave that for the real world of entertainment!

6.2 TEAM LEADERS

- 6.2.1 Team Leaders provide support for Volunteers at each session through a co-ordinating role and a link to the Management Team. They work as part of a team and perform the same duties as all other Volunteers. If you have any problems please discuss them with your Team Leader who may be able to help, or will refer you to someone who can.
- 6.2.2 Remember you can contact a member of the Management Team at any time.

6.3 TEAM MEETINGS

- 6.3.1 Team meetings are held on a regular basis, for a short time after a session. They enable discussion to take place on all aspects of the Volunteers' work, help develop new themes and ideas and also encourage team spirit.
- 6.3.2 The team or individual members may also wish to write down suggestions and give them to the relevant Management Team members. Each suggestion will be discussed fully.

6.4 CONTACTS

The Honorary Volunteer Co-ordinator is the main contact person for all Volunteers. He/she will co-ordinate Volunteers, Volunteer meetings, recruitment and training. Your Team leader works closely with the Honorary Volunteer Co-ordinator.

6.5 KEEPING UP TO DATE

Radio lollipop has a number of ways of keeping Volunteers up-to-date with what's going on.

These include:

- Volunteer Meetings
- Training Sessions
- Minutes of Management Team meetings
- Newsletter
- Social Evenings

Contact Folder -a folder kept in the Studio area, which will contain relevant information, minutes and other data to help Volunteers keep up to date.

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6.6 SECURITY

Radio Lollipop cannot take responsibility for personal possessions and you should therefore effect a personal insurance policy. Do not leave valuables unattended, as theft in hospitals is invariably opportunistic in nature.

You are responsible for your personal security.

All equipment/materials in the studio are the property of Radio Lollipop. Stealing is an offence. Anyone caught stealing from Radio Lollipop will be dealt with by the appropriate authorities.

Radio Lollipop and its logos are protected by copyright. This means that copying of the logo without permission of the Board is an offence. Copyright laws also apply to all music and jingles provided for use. It is illegal to tape these for personal purposes.

6.7 CARE AND WELFARE OF CHILDREN

It is essential that you read and abide by the policy document on the protection of Vulnerable People

6.8 HEALTH AND SAFETY/ACCIDENTS /INCIDENTS

It is important that you read the Radio Lollipop Health and Safety Policy and understand the implications for yourself with regard to safe working. It is also important that you are aware of the hospital's Health and Safety Policy.

Any accidents or incidents should be formally reported to the Honorary Chief Engineer or a member of the Management Team. There is a standard form to be filled in for such eventualities.

7.0 QUICK REFERENCE NOTES

Some Important Do's:

- Volunteers must wear their Radio Lollipop uniform and ID badge at all times whilst in the hospital. This provides immediate recognition for the children and serves as security.
- Only two Volunteers (including the presenter) at anyone time should be in the studio during a show. Other Volunteers MUST be on the wards or in the playroom with the children, unless accompanying a child in the studio.
- When in the studio you must conform to studio rules.
- Report to nursing staff upon entering the wards. Ask if there are any children who may particularly benefit from your companionship. Be friendly and courteous to hospital staff at all times.
- Always ask the permission of a trained nurse before taking children out of the wards. Once they leave the wards to go to the studio they become your responsibility. Always work in pairs when accompanying children and be in sight of another Volunteer when playing with children.
- Remember, any child in the care of a Volunteer is the Volunteer's responsibility. Keep up to date with children's trends and tastes. One of the easiest ways to do this is to ask what they like and listen to what they say.

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- Include the children, their siblings, parents, relatives and hospital staff in Radio Lollipop activities. We are there to help relieve the stress of everyone in the wards.
- Encourage children, families and hospital staff to interact with Radio Lollipop and the studio as much as possible via the phone link-up, taking part in competitions or visiting. Explain what Radio Lollipop is to everyone.
- Remember we are guests in the hospital playing with other people's children.
- Maintain Radio Lollipop standards at all times.
- All play and craft materials taken to the wards must be collected and returned to the storage facility after each session. Remember to do this and you'll be sure of having it available for use next time.
- Respect the right of the child to say no to an activity.
- Respect your fellow Volunteers. Encourage and support each other to strive for creativity, imagination, participation and fun! Encourage commitment from your team-mates. Each individual Volunteer makes a difference to the children.
- Be an active Volunteer. You have the right to express opinions, make suggestions and have an input into the workings of Radio Lollipop. Be constructive.
- Inform the Volunteer Co-ordinator of any change in personal circumstances e.g. change of address, phone number etc.

Some Important Don'ts;

- Do not give food or drink to the children unless you've sought permission of hospital *staff* -remember children might be on special diets or fasting.
- Never assume adults with a child are Mum and Dad. Never ask a child why they are in hospital. A child's condition is private and it has no bearing on our work. Respect the confidentiality of each individual patient and their family. All that children need from us is friendship and fun.
- Radio Lollipop Volunteers are non-medical people. Do not interfere in any way with the medical treatment of the children. Do not give any advice or read the medical charts of patients.
- Never judge a child, their parents, relatives or family lifestyle.
- Never ignore a child because they have visitors and never be rude to anyone.
- Never take a child to the studio and then leave them alone.
- Never use the studio to calm a child you are having difficulty with.
- Do not leave potentially dangerous objects such as scissors with children, unless they are accompanied by a responsible adult.
- Do not rely on the radio or play materials to entertain a child all of the time. Sometimes all a child needs is a friend to talk with.

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- Any equipment or stock that you use is there because of someone's hard work or generosity. No Volunteer may remove anything belonging to Radio Lollipop for personal use. Stealing will not be tolerated and will be dealt with by the appropriate authorities. Remember, it is the children who suffer as a result of this misconduct.

PRIVACY

We all have a right to privacy. This includes privacy of body, belongings, information and space. We should respect the privacy of the patient and their family at all times and in all matters.

CONFIDENTIALITY

Children and their families have a right to expect that confidentially of information will be preserved. This means all information about the child and their family is confidential.

Volunteers must not discuss the child, their diagnosis, condition, treatment or family information with anyone apart from appropriate staff or volunteers. Volunteers will discuss information only in private spaces and not in public areas such as corridors, lifts, cafeteria, waiting rooms and the like. Volunteers must observe these precautions even if others appear to forget them.

No photographs or video filming are allowed at any time without the appropriate signed consent form and authorisation from the management team.
Volunteers may not have access to a patient's charts

Any breach of confidentiality will result in the automatic dismissal of a volunteer.
We hope that this handbook will help you to get the most out of your time with Radio Lollipop.
If there is any additional information you may find useful please let your local Trustee know.
Your idea may be incorporated in the next edition.

Thank you for joining Radio Lollipop.

