



# Volunteer Handbook

February 2010

## Introduction

The aim of this “handbook” is to give you a quick guide to what you need to know to be an effective volunteer on a Camp Quality holiday.










Reading this will hopefully help you feel more confident about the role you are about to undertake. What you are about to do may make a dramatic difference to the quality of life of one or more children; Camp Quality is here to support you. If you have any questions please email them to: [delyth@campquality.org.uk](mailto:delyth@campquality.org.uk)

## Typical day at camp















7:30am	Get yourself ready
8:00am	Get your child up and ready Ensure they have all they need for the day’s activities Take your child to the doctor’s room for medication
8:30am	Take your child to breakfast
9:15am	Take your child to the meeting point
10:00am	Activity starts
12:30pm	Meet for lunch Take child to doctor for medication
1:15pm	Gather at meeting point for afternoon activity
5:30pm	Take your child to doctor’s room for meds
5:45pm	Gather children for dinner
6:15pm	Entertain your child until 9pm
9:00pm	Ensure children have washed, cleaned teeth are in bed
9:30pm	You might still be trying to get your child to be quiet!
10:00pm	Meet for staff meeting
10:45pm	Free time Enjoy some adult conversations with other volunteers!
11:15pm	You collapse in bed!

## What to bring

### Clothing









-  Generally, don't bring anything that you mind getting ruined!
-  Old trainers
  -  That may get wet
-  A waterproof jacket
  -  In case it rains
-  Fancy dress
  -  There might be a party at the end of the week
-  Clothes with lots of pockets
  -  You'll find yourself carrying allsorts

### Others









-  A small radio
  -  For some light entertainment
-  A book
  -  Which you won't get time to read!
-  Torch
  -  For walking around the accommodation at night
-  Multiple pocket wallet
  -  You'll often be given money for the kids
-  Colouring pencils and paper
  -  For entertainment when travelling
-  Playing cards
  -  Always good for you, the kids and other volunteers
-  Couple of plastic bags
  -  For your dirty linen

## Your rights and responsibilities

### **Rights**

-  You will not neglect your own needs to the detriment of your health.
-  You will find a way to have some “me time” at some point each day.
-  You will have fun!
-  You will be informed of what is expected of you.
-  You will feel comfortable to raise any concerns with a camp director.
-  You will not be put in situations that contradict our child protection policy.
-  You will not be expected to spend any money on the camp.
-  You will not spend a disproportionate amount of time looking after other volunteers’ children.

### **Responsibilities**

-  You will ensure that the children under your care have the time of their lives!
-  You will need to help them integrate with other children and ensure that they don’t feel left out if they have difficulty in doing so.
-  You will entertain them from the minute they wake up to the minute they go to sleep.
-  You will be supportive, understanding and encouraging; working to increase their confidence.
-  You will nip bullying of any children in the bud immediately.
-  You will provide a positive role model.
-  You will respect the rules of the charity - they are there to allow us all to achieve our common goals in a safe environment.
-  You will do everything you can to allow them to be kids and have fun!

## Guideline for Volunteers

The purpose of Camp Quality UK is to provide special holidays for children whose lives have been affected by a potentially life limiting illness. It is essential that every volunteer is motivated by the aim of giving the children a “**holiday of a lifetime**” experience. The safety and happiness of the children must always come first. Families place a great trust in us, so our standards must be the highest possible. The following guidelines are divided into two broad categories: 1) General standards expected and 2) The role of a volunteer. Everyone serving as a volunteer will be expected to agree to abide by these guidelines and to sign and return this form to Camp Quality as an indication of that agreement.

### General guidelines for Volunteers

1. Volunteers are present for the benefit of the campers and their needs must always come first. It is hoped that the volunteers will have a rewarding and enjoyable experience **but the volunteers are not on holiday.**
2. Volunteers are expected to maintain high standards of behaviour at the holiday. They must not use foul language, or display other unsocial behaviour. The consumption of alcohol is not permitted at any time on the holiday. The use of tobacco products can only be used in a discreet and unseen way.
3. Volunteers are expected to be willing to listen and be supportive, but must not raise the topics of illness or treatment with the children. Volunteers will always try to communicate a positive, cheerful attitude. Under no circumstances should the volunteers make comments or recommendations concerning treatment.
4. Volunteers can be open and frank about their religious beliefs but there must not be any effort made to promote any faith or denomination whilst on the holiday.

5. Volunteers will treat all children equally and sympathetically. There may be occasions when firmness is called for, but any disciplinary problems must be referred to the Camp Director and not dealt with individually.
6. Volunteers should not provide gifts or spend money on the campers. Any emergency needs are to be referred to the Camp Director.
7. The volunteers should always remain on site with the main body of the camp unless otherwise arranged with the Camp Director.
8. All volunteers must complete an evaluation of the holiday for review by the Camp Quality UK committee. This is to include their candid views of how successful the holiday was, any problems encountered and any suggestions for future improvements.

### **Additional guidelines for volunteers**

*Note: These guidelines apply equally to all volunteers who have collateral responsibility as a volunteer. Each volunteer will be assigned responsibility for one or more campers.*





1. The volunteer is to be the campers friend, to spend time with them and to encourage and support their participation in activities. Volunteers will participate with their campers as much as possible.
2. Volunteers should be aware of the physical needs of their campers. Rest periods and bedtimes are to be adhered to and even minor injuries or illnesses must be reported to the medical staff and logged.
3. Volunteers are responsible for ensuring they and their campers are on time for all activities, including meals.

4. If other minor responsibilities take a volunteer away from his/her campers, arrangements must be made with the Camp Director to assign the camper to another volunteer. Care must be taken to ensure the campers are always aware of who & where their volunteer is.







## **Child protection... in brief**

Whilst we want you to relax and enjoy your time with the children, the rules of the child protection policy must always be in your mind to some degree. Failure to adhere to these guidelines leaves you vulnerable to and without the protection the policy gives both you and the children. Listed below are the main points of the policy and the training are:








### **Protect yourself from accusations**

-  Make sure there is always another adult with you
-  Be aware of night times and toilets
-  Report all injuries, however minor, to the doctor
-  Do not sleep in the same room as children

### **If you have concerns**

-  Speak to the following, moving onto the next level where appropriate
-  Camp director
-  Camp doctor
-  A Camp Quality UK trustee (see contact page)
-  If you're still not happy, take the child to a hospital
-  Alternatively, called the NSPCC: 0800 800 500

### **In general**

-  Be vigilant
-  We have a common aim of protecting all children
-  Abuse at home is also our responsibility
-  Do not expose yourself, keep one other adult with you always
-  Raise any concerns immediately
-  Do not discuss medical matters with the children
-  Do not spend your own money on the children

## **Bullying**

Bullying of any sort or of any magnitude is not tolerated at a Camp Quality UK holiday. If you see it happen you must inform a director immediately. We encourage volunteers to provide a positive role model to all the children. This includes them behaving in a manner that does not encourage bullying.

## Day to day issues (1 of 2)

Speak to the camp director if you have difficulty with ANY of the following

### **Discipline**

You are responsible for looking after your child and for gentle encouragement in the right direction. You are not there to discipline the children.

Some children will not have had the privilege of the structured, caring parenting that you may have had. Don't try to correct what you see to be flaws in behaviour; you will only end up frustrated. Hopefully the positive role model you project will have a lasting effect.

### **Homesickness**

Some children may become homesick very quickly. We have found that by keeping the children entertained, busy and encouraged they will feel happy and safe at camp and will not be thinking about home. Do not suggest to a child that they can go home.

### **Phone calls**

A phone call home when the child arrives at camp is required to let the parents know they are safe. Subsequent calls home must be discouraged. Whilst we are not saying that no contact is allowed, we have found that calls home can turn an otherwise happy child into a drastically homesick child within minutes.

## **Bedwetting**

Bedwetting can happen at all ages and maybe physical or psychological. It is a potentially devastating event for children sharing accommodation with other children.

If you find that your child has wet the bed be discrete, change the bedding, help the child ensure they are clean and inform a camp director. Let the child know that you are aware it has happened but that it is not something they need to be ashamed of. Consider limiting fluids in the evening and making sure the child knows where the nearest toilet is.

## Day to day issues (2 of 2)

### **Medication**

All medication should be handed over to the medical team at the start of the camp. At this time you will be told by the doctor the times that your child needs to attend for the administration of medication. A large proportion of children at camp may require medication so get there early to give the doctor time to get through everyone.

You may also be told other relevant information about the child's condition, but you are not entitled to know any more than the minimum required to ensure the health of the child. If the child has a Hickman line, or similar device, the doctor will advise you about any limitations.

The child and the medical staff will let you know whether or not you may be present during the administration of medication.

### **Childhood Illnesses**

Childhood illness and it's treatment can make the children very tired. They may be more or less tired at different times of day or before or after their medication. Whilst we hope you'll be enthusiastic with the children there are times when a quieter, but still encouraging, approach is required.

The children may speak to each other about all sorts of features of cancer. These can include the colour of vomit, the features of their ward or how sick different medication made them. This is a valuable exercise for the children; allow them to do it.


Do not use children as case studies. You are not allowed to ask them about their condition, prognosis or cancer-related experiences. However, if they initiate a discussion you may participate in a non-leading manner.

### **After the camp**

You may feel suddenly at a loss and empty. Going back home following the noise, fun, busyness and camaraderie of the camp can be strange. Talking to other volunteers may help. Alternatively our psychologist Su can offer you an experienced ear (see contact page).

## Contacts


### **For support after the camp**


-  Contact Camp Quality UK trustees who will try and help out where possible and be able to point you in the right direction for additional support should you need it.


### **For child protection advice**

-  NSPCC
-  0800 800 500

### **For reporting child protection issues to Camp Quality UK**

-  The following are Camp Quality UK telephone numbers, the names listed are the trustees with that phone.

 Contact 1 Delyth Thomas.....

 07983 563 745.....

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