

# Health, safety, and wellbeing information for volunteers

**Lymphoma Action is committed to providing a safe volunteering experience for everyone. This document sets out information to help keep yourself and others safe.**

Everyone has a duty of care for their own health and safety and that of others. To support you in fulfilling this in your volunteering role, it's important that you to read and follow our health and safety information and procedures at all times while volunteering with us. For some volunteer roles, this includes role-specific health and safety information.

If you have any questions about health, safety, and wellbeing in relation to your volunteering, please ask your volunteer manager or the Volunteering Team.

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## Other volunteering information related to health, safety and wellbeing

- [Volunteer wellbeing and support webpage](#)
- [Personal safety checklist](#)
- [Lone volunteering procedure](#)
- [Incident report form](#)
- [Cash handling and fundraising guide](#)

## Your health and wellbeing

The health and wellbeing of our volunteers is a priority for Lymphoma Action. That's why we have a requirement that individuals must be at least six months beyond their own, or that of family and friends' lymphoma/cancer diagnosis, treatment, active monitoring, or 12 months from a bereavement, before beginning volunteering. Or, if already in the role, volunteers will be advised to take a break.

Volunteers are asked to share any health or support needs, and keep us updated with any changes, so that we can support you during your volunteering. This includes planning activity to meet your needs and discussing the reasonable adjustments we may be able to make.

### Emotional wellbeing

Please be mindful of your own experience and feelings while volunteering. Some aspects of your volunteer role may be an emotional 'trigger' for you. For example, listening and responding to people affected by lymphoma, reading information about lymphoma, or sharing your own experience.

Your volunteer manager is here to support you, including when you need to talk about situations you may find challenging. (See 'Help and support', below).

## Help and support for you

Your volunteer manager is your main point of contact during the course of your volunteering. The Volunteering Team are always happy to offer help and support, too. We will check-in with you about your health, safety, and wellbeing, but please do get in touch if you'd like to discuss anything about it, or if you have any concerns or questions.

We have a dedicated [wellbeing and support page](#) for volunteers with helpful resources and a wellbeing check-in form.

Volunteers can also access our Helpline services – see information below – and have the opportunity to talk with a Lymphoma Action Mental Health First Aider.

### Helpline Services

**The Helpline is available Monday to Friday, 10am to 3pm.**

- Freephone number: 0808 808 5555 (press Option 1 for helpline)
- Email: [information@lymphoma-action.org.uk](mailto:information@lymphoma-action.org.uk)
- Live Chat: window in the bottom right of Lymphoma Action's website

## Staying in contact during your volunteering

The majority of volunteers are supported remotely, as many activities take place from home or within local communities across the UK. Some activities may involve a set time and day, usually relating to specific events, workshops, or meetings. Other activities have flexible involvement where you choose when you take part, depending on activity deadlines and your availability.

Therefore, communication with your volunteer manager will vary by role – some activities require a regular check-in, whereas other involve occasional contact. Please refer to your role-specific information.

We will always let you if you will be volunteering on your own, without direct support from a Lymphoma Action staff member. Our [lone volunteering procedure](#) shares information to help keep you safe when doing so.

Your volunteer manager must always be aware of your volunteering activities, including dates, times and location and any changes to them.

The Volunteering Team will keep in contact with you through our quarterly volunteer e-newsletter, online meet ups and general check-in's. We ask that you keep in contact with us, as required for your volunteering, particularly if there are any changes to your contact details, and your health and wellbeing.

## Insurance

During your volunteering activities, you are covered by Lymphoma Action's Public Liability Insurance and Employer's Liability Insurance. However, these policies do not cover your personal computers and devices if you are using them to carry out your volunteering activities, or your personal property and possessions against loss or damage.

Lymphoma Action does not provide motor insurance cover. If you use your own car or motor vehicle when volunteering, or when travelling to a Lymphoma Action event, you are responsible for having adequate insurance. Driving in connection with charitable volunteering is normally classified as 'social, domestic and pleasure', which is part of most standard cover – please do check with your provider.

When organising your own volunteering activity, for example, arranging a fundraising event, always check with your volunteer manager whether it will be covered by Lymphoma Action's insurance policy, or that of another organisation.

## Risk assessments

Every activity that is organised by or attended on behalf of Lymphoma Action, must provide a safe environment for all volunteers, staff, and attendees. A risk assessment is required for all volunteering activity, and it is also necessary for insurance purposes. Your volunteer manager will discuss the relevant risk assessments that we have in place with you and support you to complete an assessment for your own activity, where required.

## Reporting an accident or incident

Volunteers must report any accident or incident that occurs during your volunteering to your volunteer manager as soon as possible, including near misses, however minor they may be.

- An accident could be injury, someone becoming unwell or damage to equipment.
- An incident relates to a fire evacuation, safeguarding issue, or something possibly involving intentional behaviour, such as harassment.

You should use our [Incident report form](#) to make a formal report and return it to us.

## Volunteering from home

A number of our volunteer roles and activities are carried from home, for example, Buddy links over the phone, attending online volunteer meetings or facilitating workshops. In some cases, there may be situations where a volunteer who does not usually carry out their role from home, may be required to do so. For example, office closure or where it's reasonable and acceptable for them to do so for the activity.

### Environment

The environment where you carry out your volunteer role and activities is your responsibility, including the health and safety within it. Your volunteer manager, or the Volunteering Team, are happy to talk through the health, safety, and wellbeing of your volunteering from home, offering tips to keep yourself comfortable and safe. For example, the set-up of your workspace for physical comfort.

We can also review what reasonable adjustments we may be able to make to your volunteering.

Please refer to our [Personal safety checklist](#), which includes aspects related to volunteering online and from home.

## Safely handling and using equipment

If we provide equipment for you to use for your volunteering activities, this will be covered by the Charity's insurance. You have a responsibility to use it as instructed, and only for volunteering purposes, not for personal use.

You may need to transport equipment and resources to your volunteering activity and/or need to use particular equipment to carry out your activity, for example, using a laptop to deliver a presentation. Handling and using all equipment safely is key.

## Key information

- In most cases, equipment and resources can be delivered direct to the event venue to minimise the need for you to transport them, although you will still need to set up the items safely. Your volunteer manager will discuss this with you.
- Take care when using electrical and computer equipment – always check the condition before use, and that leads and connections are not loose. Report these straight away.
- We recommend taking a wheelie suitcase to transport equipment and resources.
- Assess what you can safely lift and carry - please do not carry heavy loads; more than you can manage or large items that obstruct you from looking straight ahead.

When handling equipment, here are some things you can do to help with lifting and carrying:

- Check the route you will be taking and remove any obstructions along the way.
- Minimise carrying distances, for example, placing the load on a table midway to take a rest.
- Avoid lifting from floor level or above shoulder height.
- Reduce the amount of twisting, stooping and reaching you do when lifting and carrying.
- Adopt a stable position if you are lifting, making sure your feet are apart, with one leg slightly forward to maintain balance.
- Get a good grip and keep the load close to your waist, keeping your head up as you move.



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