



COMMUNITY
CANCER CAREGIVERS

We care

Welcome Pack

Every battle can be fought when you have the right support.



Hello and thank you for volunteering with Community Cancer Caregivers and for helping to reach and improve the lives of people affected by cancer.

Volunteers are at the very heart of our organisation which is something we taught of when the logo was being designed. We will be relying on you to tell families we are here for them and your voice will help us shape and improve cancer care within the community we live and love. You are essential to everything we are trying to do! It's our ambition and goal to make sure anyone who volunteers their time to us feels valued, understood and proud to be part of our organisation. This handbook is here to explain the things you need to know about volunteering with us. We hope you find it helpful. If you'd like more detailed information on any of the subjects covered, please let us know, we will always be here for you.

Thank you once again for deciding to make a difference.

Deborah Hall
CEO/Chairperson and Founding member



A little bit about us

Community Cancer Caregivers aims to provide local families with a no cost relief childcare option within in our community. Our volunteer's role will be to care for children who are 16 years of age and under. Our service aims to provide a compassionate, confidential environment for families whose parent has been diagnosed with Cancer. Community Cancer Caregivers (CCC) hopes to reduce the financial strain of childcare costs on a family when they need help the most.

Community Cancer Caregivers was set up in memory of our bright, beautiful best friend Suzanne Holligan. Suzanne was only 35 years old when she lost her battle with cancer and she has left a lasting mark on our lives in the 18 years we knew her. Suzanne was very active within her community and was a serving member with An Garda Síochána when she died. Suzanne's passion in life was to work in the Crime Scene Investigation unit; she had completed her masters at Staffordshire University and was working towards this when she got her diagnosis. Suzanne left behind her beautiful 2 year old son Rían and her amazing partner Dave. Suzanne was the only child of Nuala and Tom Holligan from Carlow. The aim of this charity is to keep our friend's memory and all the good work she has done in her life alive.



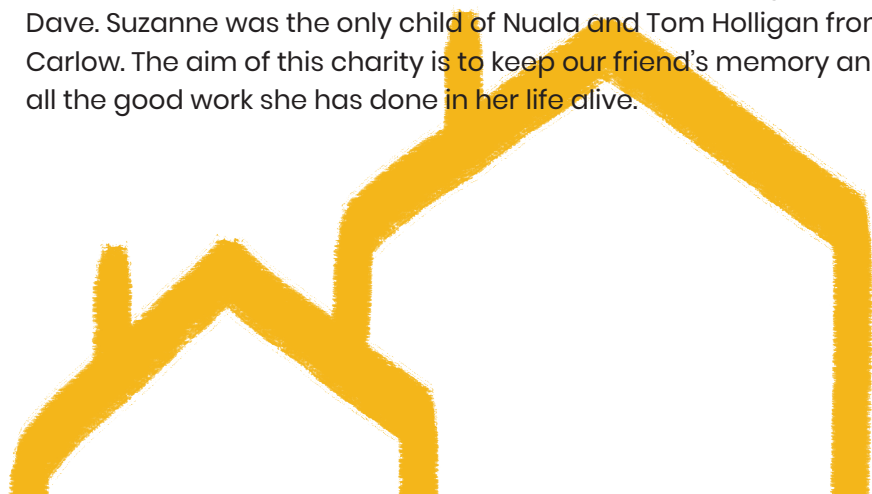
Suzanne wanted to fight her battle alone and we were devastated when we got the call that our best friend passed away and we didn't even know she was sick she hid it so well. Because of this we would hate to think that another friend, neighbour or parent at our kids schools, would go through this in silence. We want to help in a small way and give back to our communities to which we love and our children love.

Cancer has a huge financial burden on families and we don't want childcare to be one of them when there is so many kind people in our towns willing to help if they were asked. We have a strict confidentiality clause that will be enforced between our Volunteers and the families they are assisting so if you are like Suzanne and you want to fight your battle in private, you don't need to worry we will help you and confidentiality is a key policy with all our volunteers.

We will have 2 co-ordinators in the charity.

Deborah Hall Celbridge, Co Kildare

Donna Phelan Maynooth, Co Kildare



How you can help

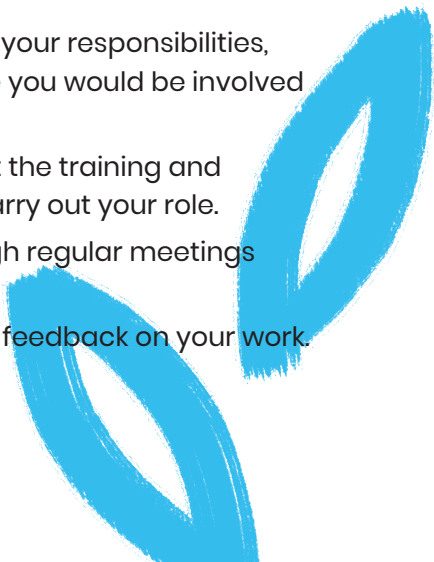
Community Cancer Caregivers runs 100% on donations and grants from the public. From organising a coffee morning, to a giant play date with the kids in AID of Community Cancer Caregivers every cent makes a huge difference. The cost of training each of our volunteers is approx €130 each and that's without the equipment and insurance that's needed to perform the role.

If you would like to get involved in fundraising to help us please contact: communitycancercaregivers@gmail.com

What you can expect from us as a Volunteer

Our commitment to our volunteers

We will:

- always treat you with respect, consideration and appreciation.
 - ensure you have a clear idea of your responsibilities, including a rough length of time you would be involved with a family.
 - help you with information about the training and support available to help you carry out your role.
 - provide you with support through regular meetings or discussions.
 - offer you fair, honest and timely feedback on your work.
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What we expect of you as a volunteer

You must:

- always treat CCC supporters and fellow volunteers with respect, consideration and appreciation.
- act in a professional way whenever you represent CCC in public.
- act in a way that doesn't discriminate against or exclude anyone.
- provide as much notice as possible if you are unable to fulfill your volunteering commitment, or if you no longer wish to be involved with a family.
- If you don't fully understand your role and responsibilities, please ask the co-ordinator in your area.

How we will support you

Training


Your CCC co-ordinator will ensure you have full training in order to complete your role; this will include Trauma Counseling, First Aid Training, Safeguarding and Fire awareness and an online Tusla Child Protection course.

We will also go over any Health and Safety requirements required.

We want to ensure that you feel happy and confident to carry out your role.

Reliability and commitment

It is very important that you're reliable and you stick to any arrangements you've made with us. If your circumstances change, please let your CCC co-ordinator know as soon as possible.





If you're planning to go on holiday, please let your CCC coordinator know that you'll be unavailable for certain dates and when you plan to return.

Support Service

You will receive ongoing support from your CCC co-ordinator. All volunteers will have review meetings; these will be carried out every quarter if not sooner where needs be. These review meetings will be in person and will focus on how the role is going, what support you need and, if necessary, update you on what's happening at CCC. It should be an opportunity for volunteers to give vital feedback on how to improve our best practices.

As a volunteer, you'll need to be aware of the following policies and procedures at CCC

Please take a few minutes to have a good read through and familiarise yourself with them

1. Gifts

Giving or receiving gifts may give the impression of favoritism and could raise expectations of the level of support you can provide in your role. As such, we ask that volunteers don't give or receive personal gifts to anyone receiving support services from CCC.

2. Health and Safety

It's important that you:

- Carry out your duties without endangering either your own health and safety, or that of colleagues, third parties and/or the general public.
- Inform your CCC co-ordinator of any personal health and safety requirements that you have. If you have any doubts regarding your health and safety role or responsibility please speak to us as soon as possible.

3. Accidents or Incidents

All accidents and incidents must be reported to your CCC coordinator as soon as possible. If you feel the situation needs a professional please contact the emergency services immediately.

4. Boundaries

Clear boundaries are important for volunteers and service users. They enable us to carry out a service according to agreed expectations and ensure that everyone receives the same quality of service. We realise that volunteers may sometimes have contact with clients in a personal capacity – as friends, family or colleagues. In this situation, please make your CCC co-ordinator aware of this.

5. Confidentiality

Volunteers must maintain confidentiality whilst volunteering. For this reason, when you complete an application form you are also signing a confidentiality declaration. This means that confidential information about people we support and volunteers is kept private, unless sharing this information is required by law.

6. Garda Vetting

Every member of this organisation requires Garda vetting in order to use our services. All volunteers and clients will be vetted before commencing this service.

7. Data Protection

Before we can collect, store, or use data about an individual, the law requires us to ensure that we have that individual's **consent** to do so. The way we do this is by using 'Data Protection Statements'. Our statements comply with the Data Protection Act. This is a legal act that protects people's personal information.



8. Diversity

We are committed to a policy of treating all volunteers and volunteer applicants equally and fairly. We accept volunteers based on their suitability for the role. We won't discriminate against any volunteers because of their age, disability, ethnic origin, gender, marital status, nationality, political beliefs, race, religion, sexual orientation or socio-economic background.

9. No Smoking Policy

Smoking is absolutely not permitted by any volunteer when directly involved with CCC activities.

10. Insurance

As a registered volunteer you are covered by our public liability insurance when carrying out your volunteer duties on our behalf.

11. Car Drivers

It is important to note that if you're involved in an activity for CCC that involves using your car, you must inform your own insurers. Written consent must also be provided from the family you are working with and this must be given to your CCC co-ordinator before you use your car whilst volunteering in our service.

Most insurance companies agree to cover car journeys at no extra charge – check this with your own insurance company. Your car will not be covered by CCC insurance.

12. Keeping in Touch

When volunteering with CCC we will need you to check in and check out after every visit with a family. Under no circumstances should extra volunteering hours be carried out without the approval of your CCC co-ordinator.

Dealing with Difficulties

If you encounter a difficulty with any aspect of the role, please talk to your CCC co-ordinator as soon as possible for advice and support. If the role isn't working out as hoped, please let your local co-ordinator know. Together we should try work out any difficulties.

Dealing with Complaints

Although dealing with complaints can be difficult, at CCC we will treat all complaints seriously.

If you wish to make a complaint regarding anything to do with at Community Cancer Caregivers please email:
Communitycancercaregivers@gmail.com



communitycancercaregivers.com

Email: CommunityCancerCaregivers@gmail.com

Cellbridge Contact Number: 083 0363905

Maynooth Contact Number: 083 0534082

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Registered Charity Number (RCN): 20205579

