

# D&G Hard of Hearing Group



## Volunteer Handbook

**DG HOHG Tel. 07896 342878**

**Email: [infodghhg@gmail.com](mailto:infodghhg@gmail.com)**

**Updated April 2018**

### **Our Aim**

*To help improve the quality of life for hard of hearing people living in Dumfries and Galloway and raise awareness of their needs throughout the wider community.*

This handbook will be amended on a regular basis as personal details change, policies are updated and new arrangements are introduced. Should you feel that 'Information' should be added to the document please contact Janette (details on the "useful contacts" page).

The document is intended for use by Volunteers and associated professionals. Please use it as reference when needing to inform others but only disclose the personal details contained in the 'Contacts' page by agreement of the individual.



## Volunteering for the Dumfries and Galloway Hard of Hearing Group

Thank you for volunteering for the Dumfries and Galloway Hard of Hearing Group. This handbook is a guide which will support you as one of our volunteers. It outlines your role within the organisation, guidelines that we all must follow, on-going support available and communication forms.

We hope that you will find your volunteering rewarding and interesting and we are always keen to hear your views and suggestions about what would help you with your role.

### Our volunteers

We have volunteers across Dumfries and Galloway. Our management committee are all volunteers. The Dumfries and Galloway Hard of Hearing Group aims to provide a comprehensive localised service to the hard of hearing which is complementary to the services provided by the NHS and Social Work and is accessible across D&G.

### Services that we aim to provide:

- Hearing Aid care and maintenance
- Advice and Signposting to other Services
- Support to Care Homes and Day Centres across the region

We cannot achieve this without our volunteers.

### What we offer our volunteers:

- Induction and on-going training
- A six-monthly review with the Project Co-ordinator.
- Out-of-pocket expenses and travel expenses
- A clear description of your role
- A newsletter every second month updating volunteers on how the group is doing
- A safe, accessible environment in which to volunteer.
- A direct staff contact for any support, advice or information needed.

### What we ask of you:

- Read this volunteer handbook carefully
- Attend any training required
- Keep in touch
- Support other volunteers
- Follow our confidentiality policy
- Follow our health and safety guidelines at all times
- Enjoy your volunteering!



## Dumfries and Galloway Hard of Hearing Constitution

### Type of organisation

- 1 The organisation will, upon registration, be a Scottish Charitable Incorporated Organisation (SCIO).

### Scottish principal office

- 2 The principal office of the organisation will be in Scotland (and must remain in Scotland).

### Name

- 3 The name of the organisation is "Dumfries and Galloway Hard of Hearing Group".

### Purposes

- 4 The organisation's purpose is:
- 4.1 the relief of those in need by reason of age, ill-health, disability, financial hardship or other disadvantage

### Powers

- 5 The organisation has power to do anything which is calculated to further its purposes or is conducive or incidental to doing so.
- 6 No part of the income or property of the organisation may be paid or transferred (directly or indirectly) to the members - either in the course of the organisation's existence or on dissolution - except where this is done in direct furtherance of the organisation's charitable purposes.

### Liability of members

- 7 The members of the organisation have no liability to pay any sums to help to meet the debts (or other liabilities) of the organisation if it is wound up; accordingly, if the organisation is unable to meet its debts, the members will not be held responsible.
- 8 The members and charity trustees have certain legal duties under the Charities and Trustee Investment (Scotland) Act 2005; and clause 7 does not exclude (or limit) any personal liabilities they might incur if they are in breach of those duties or in breach of other legal obligations or duties that apply to them personally.

### General structure

- 9 The structure of the organisation consists of:
- 9.1 the MEMBERS - who have the right to attend members' meetings (including any annual general meeting) and have important powers under the constitution; in particular, the members appoint people to serve on the board and take decisions on changes to the constitution itself;
- 9.2 the BOARD - who hold regular meetings, and generally control the activities of the organisation; for example, the board is responsible for monitoring and controlling the financial position of the organisation



## Hearing Aid Care and Maintenance Protocol

**In order to provide a high-quality service, it is important for all volunteers to follow the care and maintenance protocol.**

### The task:

- To undertake an assessment of any problems or needs the Service User is experiencing.
- Where the Assessment requires the intervention of professional services; by agreement with the Service User make a referral through the appropriate procedure to their GP, NHS Audiology or Social Work. It is important to gain agreement that the referral may be made through confidential Internet communication.
- Provide advice on the use of Hearing Aids and other related Hard of Hearing matters. This may include the provision of equipment through the Social Work Sensory Support Team.

### Where Practical assistance can be provided:

- Check & change batteries where required
- Re-tube and clean Hearing Aid where required.
- Replace the Hearing Aid 'hook' where required
- Clean through 'slim fit' tubes where required
- Do not use one Service Users Hearing Aid for another person.
- Where referrals are to be made advise the Service User and gain their written consent before proceeding.



## Organisational Structure

### **Board Members**

Martin McGroarty – Chairperson  
 Brian Monnier - Treasurer  
 Vanessa Bryson - NHS  
 Adam Kelly - AoHL  
 Barry Bryan-Dixon – Volunteer representative  
 Stuart Watson – Business advisor  
 Ann Ferguson – Voluntary Sector Advisor

### **Staff**

Janette Waddell – Service Manager  
[janettedghhg@gmail.com](mailto:janettedghhg@gmail.com)  
 07896342878

Sian Woolner – Project Co-ordinator  
[infodghhg@gmail.com](mailto:infodghhg@gmail.com)  
 07944698453

### **Area Representatives**

If you have any immediate concerns, please contact either Siân or Janette. If you have anything you would like to bring up (anonymously) at the Operational Group Meetings every 4 months, please contact your area representative below:

Area	Name	Email
Wigtownshire	Adelaide Anderson	adelaide47@tiscali.co.uk
Stewartry	Janice McCormick	barnbuckle@talk21.com
Upper Nithsdale	Drew Douglas	ld.douglas@hotmail.com
Lower Nithsdale	Margo Crosbie	gbcrosbie@btinternet.com
Annandale & Eskdale	John Bickett	johnbicket46@gmail.com



## Confidentiality Policy

The Dumfries and Galloway Hard of Hearing Group understands the importance of staff and volunteers maintaining confidentiality. Below are its principles and practices.

- **No** Service User details given out without consent
- Service Users **not** to be discussed beyond official duties
- Care **must** be taken to discuss a Service User only within a secure surrounding

### Confidentiality and email communication

**Any** communication with another party regarding a Service User should **only** happen after their expressed **permission**. Where the communication takes place through the use of e-mail etc. Then additional agreement to using the Internet must be gained to comply with Data Protection legislation.

The following notice should be displayed at Care & Maintenance Clinics and brought to the attention of Service Users.



## **DATA PROTECTION**

Your personal information will be held and used in accordance with the Data Protection Act 1998. The Dumfries and Galloway Hard of Hearing Group will not disclose such information to any unauthorised person or body, but where appropriate, will use such information in carrying out its various functions and services.

### ***Referrals by Email: PLEASE NOTE***

**IF A REFERRAL IS MADE BY THE HARD OF HEARING GROUP**

**TO NHS DGRI AUDIOLOGY**

**OR**

**D&G SOCIAL WORK SENSORY SUPPORT UNIT**

**IT MAY BE DONE VIA E-MAIL**

***THIS WILL ONLY BE DONE WITH YOUR PERMISSION***

## Useful Contacts

**This information is confidential and should not be disclosed to the general public without permission of the Addressee**

### CONTACT DETAILS

<b>Name and Job Title</b>	<b>Organisation</b>	<b>Address</b>	<b>Tel No:</b>	<b>Email/Website</b>
Janette Waddell Service Manager	Dumfries and Galloway Hard of Hearing Group	C/0 Surgery 5, Dental Centre, Bankend Road, Dumfries	07896 342878	<a href="mailto:janettedghhg@gmail.com">janettedghhg@gmail.com</a>
Martin McGroarty Chair of Management Committee	Dumfries and Galloway Hard of Hearing Group			<a href="mailto:ffdonx@btinternet.com">ffdonx@btinternet.com</a>
Somar Clark Senior Social Worker(Board Member)	Dumfries and Galloway Council	Contact Centre Monreith House Dumfries	030 33 33 3000	
Vanessa Bryson Paediatric Audiologist	NHS – Dumfries & Galloway	Audiology Department DGRI Bankend Road Dumfries DG1 4AP	01387 241499	<a href="mailto:vbryson@nhs.net">vbryson@nhs.net</a>
Adam Kelly, Fundraising Manager (Board Member)	Action on Hearing Loss Scotland	Empire House 131 West Nile Street Glasgow G1 2RX	Tel: 0141 341 5334	<a href="http://www.actiononhearingloss.org.uk">www.actiononhearingloss.org.uk</a>