



Volunteer Car Service (VCS) Patient Transport Service (PTS) Volunteer Agreement

This agreement outlines your relationship with Yorkshire Ambulance Service NHS Trust (YAS) in relation to volunteering with us. It describes the expectations we have of all our volunteers, as well as our commitment to making your volunteering experience a positive and rewarding one. This agreement is not intended to be a legally binding contract and the agreement may be ended at any time, by either party. Yorkshire Ambulance Service does not intend for any contractual employment relationship to be established as a part of this agreement, either now or at any time in the future.

Our commitment to you

Support and supervision - we will:

- Define the scope of your volunteering activity, communicate this to you and encourage and support you to achieve and maintain high standards as part of your voluntary role.
- Send you relevant updates and communicate with you openly and honestly.
- Provide a point of contact and schedule regular meetings in order to share, update, and discuss relevant matters.
- Consult with you and keep you informed of changes and developments affecting the role.
- Value your contribution and your skills.
- Respect your dignity and offer equal opportunities for all.
- Support safe volunteering practices.
- Work with you to resolve any issues.

Training - we will:

- Provide you with the appropriate training to ensure you have the skills and knowledge to start volunteering with us.
- Provide you with opportunities to refresh your skills.
- Inform you of any changes to the way that we need you to carry out your role.

Expenses - we will:

- Reimburse you for travel expenses incurred whilst operating as a volunteer.

Insurance

YAS is a member of the NHS Litigation Authority (NHS LA); we are insured for volunteers' undertaking actions approved and authorised by the Trust – details of this are available on request.

Equipment

We will provide you with equipment to enable you to effectively and safely carry out your role as PTS volunteer.

Your commitment to YAS

Duties and conduct - you agree to:

- Help YAS fulfil its objectives by performing this voluntary role to the best of your ability.
- Greet a patient at their door/location of clinic within a healthcare premise and assist them to the vehicle, ensuring that they get to and from the vehicle safely, and in and out of the vehicle safely.
- Provide transportation to and from healthcare premises.
- Demonstrate the Trust's core values: innovation, resilience, empowerment, integrity, compassion and one team.
- Operate within the PTS Volunteer Scope of Practice.
- Consider the health and safety of yourself, your peers, patients and the general public at all times.

- Call 999 and use the first aid skills taught on the VCS induction (where appropriate) to support people in an emergency situation.
- Report any accidents, incidents or near-misses on Datix and report any safeguarding concerns via the Clinical Hub.
- Provide an equitable, non-discriminatory approach to all members of the public, regardless of their age, disability, sex or gender reassignment, sexual orientation, paternal or maternal status, marriage or civil partnership status, race, religion or belief.
- Protect confidential information of the organisation and of YAS service-users.
- Keep YAS informed if your personal details change – i.e. address, new vehicle etc.
- Inform YAS of any change in your circumstances which may affect your ability to volunteer or your suitability for the role including points on your driving licence and criminal offences.
- Check your emails on a regular basis for communication from the Trust.
- Wear Trust-issued uniform whilst you are volunteering and to visibly carry an official Trust ID card.
- Introduce yourself to all patients and offer your assistance from their departure point to the vehicle.
- Complete all patient journey records using a smartphone provided by YAS.
- Agree to an Enhanced Disclosure and Barring Service (DBS) check being carried out every three years.
- Return all items issued by YAS (including uniform, ID card, smartphone, smartphone cradle, and first aid bag), without delay, should you cease volunteering.

Vehicle and driving - you agree to:

- Ensure that your vehicle is maintained to a high standard, roadworthy, legal and insured.
- Provide evidence that you are insured to use your vehicle to convey patients as a PTS Volunteer.
- Attend an annual vehicle safety check with YAS Fleet department and only use the vehicle that has been checked.
- Clean all items/fixtures within the vehicle after each patient, paying particular attention to high touch areas such as seatbelts and handles.
- Comply with all driving legislation and codes of practice and be personally liable for any breach of associated legislation.
- Drive courteously and considerately when transporting patients or representing YAS; providing a smooth and comfortable experience for passengers, non-detrimental to the patient's condition.

Media and social media - you agree that you will **not**:

- Communicate with any member of the press or media regarding the Trust, service-users or your duties as a volunteer.
- Use social media to share patient information or incidents involving patients, nor to be disrespectful about Trust colleagues or Trust business, nor to undertake actions that breach confidentiality, are libellous, defamatory, harassing, threatening, may be otherwise illegal, or bring the Trust into disrepute.

Training - you agree to:

- Keep up to date with training that is deemed necessary for the role by attending necessary face-to-face training provided by the Trust and completing necessary online training provided by the Trust.

Personal data

- I understand that records kept about me will be retained electronically throughout my service as a volunteer or until my 70th birthday (whichever is latest) **and** for at least 6 years after I cease volunteering, in accordance with the Trust's Records Management Policy (copy available on request).
- I consent to my personal details being held securely and for the purposes of managing the Volunteer Car Service.

The role of a PTS Volunteer is exempt from the provisions of Section 4(2) of the Rehabilitation of Offenders Act 1974, therefore you are not entitled to withhold information about any criminal convictions which for other purposes are "spent" under the provisions of the act. Any failure to disclose such convictions could result in YAS refusing to accept your application to volunteer.

Agreed by:

Name:

Signature:

Date: