



SERT COMMUNICATION POLICY

11. SERT COMMUNICATION POLICY

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11. **COMMUNICATIONS POLICY**

This Communications Policy should be read in conjunction with the Information Technology Policy and the Volunteer Policy.

11.1. **Purpose of Policy**

The purpose of this policy is to contribute to the effective communication within the Charity, with the Board, Co-ordinators, drivers and passengers and maintain a good working environment. This will promote efficiency and contribute to achieving the objectives of the Charity.

11.2 **Overall Approach**

Overall approach to effective communication all parties will be communicated with thoroughly and using a variety of agreed channels of communication.

11.3 **Means of Communication**

Communication of information between the Co-Ordinator and the driver should be done so by email or phone.

Email and the web are frequently used modes of written communication for all volunteers. Best practice is promoted and should be followed by all parties in accordance with GDPR, and our internal policies.

11.4. **Storing of Data**

This information can be held by the Co-ordinator or driver for the period which is required in conjunction with and GDPR Policies.

11.5 **Destruction of Data**

It must be deleted and destroyed as soon as it is no longer required and always held in a secure place during the term of requirement of the document.

I confirm that I have received and understand the SERT's Communications Policy and will adhere to all its contents thereof

Name: _____
(PRINT NAME)

Signed: _____

Date: _____



SERT CONFLICT OF INTEREST POLICY

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12 CONFLICT OF INTEREST POLICY

12.1 Purpose

The purpose of this policy is to assist charity trustees of SERT to effectively identify, record and manage any conflicts of interest in order to protect the integrity of SERT and to ensure that the Board of Directors of SERT (called “the board”) act in the best interests of SERT.

12.2 Objective

The Board of Directors aims to ensure that all board members are aware of their obligations to disclose any conflicts of interest that they may have, and to comply with this policy to ensure they effectively manage those conflicts of interest as representatives of SERT

12.3 Scope

This policy applies to the Board of SERT

12.4 Definition of conflicts of interests

A conflict of interest is any situation in which a charity trustee’s personal interests or loyalties could, or could be seen to, prevent the charity trustee from making a decision in the best interests of the charity. This personal interest may be direct or indirect, and can include interests of a person connected to the charity trustee.

These situations present the risk that a person will make a decision based on, or affected by, these influences, rather than in the best interests of the charity and therefore must be managed accordingly.

12.5 Policy

This policy has been developed because conflicts of interest commonly arise, and do not need to present a problem to the charity if they are openly and effectively managed. It is the policy of the SERT as well as a responsibility of the Board, that ethical, legal, financial or other conflicts of interest be avoided and that any such conflicts (where they do arise) do not conflict with their obligations to SERT.

SERT will manage conflicts of interest by requiring the Board to:

- avoid conflicts of interest where possible
- identify and record any conflicts of interest
- carefully manage any conflicts of interest, and
- follow this policy and respond to any breaches.

12.6 Responsibility of the Board

The Board is responsible for:

- establishing a system for identifying, disclosing and managing conflicts of interest across the charity;
- monitoring compliance with this policy; and
- reviewing this policy on an annual basis to ensure that the policy is operating effectively.

12.7 Identification and disclosure of conflicts of interest

Once an actual, potential or perceived conflict of interest is identified, it must be entered into SERT register of interests, as well as being raised with the Board. The register of interests must be maintained by The Company Secretary and record all information related to a conflict of interest (including the nature and extent of the conflict of interest and any steps taken to address it).

12.8 Confidentiality of disclosures

The information provided will be processed in accordance with data protection principles as set out in the Data Protection Act. Data will be processed only to ensure that Directors act in the best interests of the charity. The information provided will not be used for any other purpose.

The Company Secretary and the Board are the only persons who shall be in a position to view this information.

12.9 Action required for management of conflicts of interest

Conflicts of interest of a member of the Board

In the event of the Board having to decide upon a question in which a Board Member has an interest, all decisions will be made by vote, with a simple majority required.

A quorum must be present for the discussion and decision; interested parties will not be counted when deciding whether the meeting is quorate. Interested board members may not vote on matters affecting their own interests nor shall they be allowed to stay in the room when the matter to which the conflict relates is being discussed and the vote is undertaken.

All decisions under a conflict of interest will be recorded by the company secretary and reported in the minutes of the meeting.

12.10 What should be considered when deciding what action to take

- In deciding what approach to take, the Board will consider whether the conflict needs to be avoided or simply documented
- whether the conflict will realistically impair the disclosing person’s capacity to impartially participate in decision-making
- alternative options to avoid the conflict
- the charity’s objects and resources, and
- the possibility of creating an appearance of improper conduct that might impair confidence in, or the reputation of, the charity.

The approval of any action requires the agreement of at least a majority of the Board (excluding any conflicted Board members who are present and voting (if applicable) at the meeting. All details regarding the conflict of interest, including the action arising, will be recorded in the minutes of the meeting.

12.11 Compliance with this policy

If the Board has a reason to believe that a person subject to this policy has failed to comply with it, it will investigate the circumstances.

If it is found that this person has failed to disclose a conflict of interest, the Board may seek the Board members resignation from the board.

Contacts

For questions about this policy, contact the Chairperson of the Board

I confirm that I have received and understand the SERT’s Conflict of Interest Policy and will adhere to all its contents thereof

Name: _____
(PRINT NAME)

Signed: _____

Date: _____



SERT FINANCE AND FUNDRAISING POLICY

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1. Policy Statement

The work of SERT would not be possible without the generosity of its donors and supporters. It is through this generosity that SERT can continue to pursue its mission. SERT is committed to treating all donors with respect, honesty, fairness and transparency. SERT will follow best practice in how it deals with all donations. SERT will ensure accountability and transparency in all areas of its work so that donors and supporters have full confidence and trust in the way in which SERT operates.

2. Purpose

The purpose of this policy is to have a transparent, clear and consistent policy in relation to donations and fundraised income.

3. Scope

This policy applies to SERT Board and volunteers. All individuals or groups who raise or accept funds on behalf of SERT have a responsibility to follow this policy.

4. Donor Charter

SERT is dedicated to best practice in fundraising and is committed to implementing the Statement of Guiding Principles for Fundraising, published by The Wheel and the Guidelines for Charitable Organisations on Fundraising from the Public published by the Charities Regulator.

5. Donation Criteria

SERT recognises the important role of donations to realising its vision and mission and achieving its goals.

SERT has clear acceptance and refusal criteria in place for donations. This approach is in keeping with best practice for charitable organisations in Ireland.

When deciding on whether to accept a donation SERT will:

1. Comply with any legal or regulatory requirement;
2. Have a clear pathway for persons with the authority to make decisions about donations;
3. Ensure that decisions around donations accord with the vision, mission, and values of SERT;
4. Provide a clear objective standard against which external regulatory bodies can judge the actions of SERT in cases of potential or actual dispute; and

5. Provide a clear policy statement outlining the processes related to donation acceptance or refusal.

SERT may refuse a donation in circumstances where:

- a. the donation is suspected or known to be derived from the proceeds of illegal activity;
- b. the values of the donor, in particular for corporate donors, are not aligned with the values of SERT;
- c. accepting the donation might contribute to a decline in other support;
- d. accepting the donation risks damaging the reputation of SERT;
- e. accepting the donation risks damaging SERT's charitable or company status and/or membership of other organisations;
- f. the costs incurred in accepting the donation are greater than the value of the donation itself;
- g. accepting the donation is dependent upon the fulfilment of certain criteria or conditions placed upon SERT such as but not limited to:
 - h. a condition linked to the donation that is contrary to the objectives of SERT;
 - i. a condition linked to the donation that is regarded as unreasonable in relation to the resources required to fulfil same;
 - j. a condition linked to the donation that is regarded as unreasonable or unsuitable as regards public recognition of that support.
- k. a condition linked to the donation will divert SERT from pursuing its current objectives, policies or work priorities;
- l. where the donation is dependent upon SERT first spending its own funds or resources in order to facilitate the execution of the original offer of support;
- m. where the donation requires complex processes to process the monies which would incur a cost that exceeds the value of the donation to SERT;
- n. where the donation consists of goods and services which do not align with, or fulfil, current or future organisational objectives;
- o. if the donation is goods, services or property which SERT cannot lawfully use, convert, exchange or sell to directly support its vision, mission, values and organisational objectives

Donations are subject to consideration, approval and refusal, on a case-by-case basis by the Executive Director.

In the case of a donation which is, or is likely to be, in excess of €25,000, the Chairperson will be informed as soon as possible.

Any requests by a donor for the return of part or all of their donation, should be made in writing to the Chairperson.

It is the policy of SERT to issue receipts for all donations. SERT will send a receipt and, where appropriate thank you letter to the donor within five working days. Where donations are received using an online facility, donations will be acknowledged by a thank you page displayed after completion of the donation.

6. Use of Donations

Unrestricted donations are donations without any specific conditions attached. The majority of donations are unrestricted. Unrestricted donations give greater flexibility to the organisation. This income is used by SERT, for the most part, to fund its campaigning work. All donations received by SERT are treated as unrestricted income unless otherwise agreed with the donor.

Restricted donations are those donations that come with conditions. These conditions are usually that the donation is used for a specific purpose. All restricted donations will be subject to a written agreement between the donor and SERT. There are occasions where the use of a restricted donation might not be possible. In these circumstances, SERT will obtain the consent of the donor to use the remaining income for another purpose.

7. SERT Fundraising Committee

The Fundraising Committee is a committee established by the Board membership.

Membership:-

The Fundraising Committee consists of a minimum of three board members.

The Board appoints the Chairperson and the other Board members. On the recommendation of the Chairperson, the Board may approve individuals with fundraising expertise to join the committee.

Committee members are appointed for a fixed term of no more than three years and no individual shall usually be eligible to serve as a committee member for more than two consecutive full terms.

The committee chairperson reports to the Board.

Responsibilities

1. Identify SERT's funding requirements and develop a sustainability strategy for SERT;
2. Support the Chairman of SERT in targeting individual donors;
3. Identify suitable funding opportunities through statutory bodies, grant bodies, foundations and philanthropic organisations;
4. Oversee the implementation of an annual funding action plan (including activity targets) by the Chairperson;
5. Monitor the funding activities and relationships with, and reporting to, funders.
6. Report to the Board on fundraising performance;
7. Advise the Board on financial and fundraising risk.

8. Donations

Any donation received by a Director or agent of SERT, should be presented, as soon as possible, to the Board.

Donations and gifts to SERT directors and volunteers are prohibited and will not be accepted. In addition, any person acting on behalf of SERT cannot directly and personally benefit from a benefit in kind.

9. Gifts in Kind

A gift in kind is described as an asset that has a financial value. The Board is to be notified of the offer of gifts in kind. SERT will keep a record of any gifts in kind received.

10. Relationships with Businesses

Creating, building and maintaining working relationships and partnerships with those in the business and corporate sectors is an important part of fundraising. As such, this section should enable the Board of SERT to make clear and consistent decisions regarding the creation, building and maintenance of such relationships.

SERT recognises the need to partner with such organisations that are aligned with SERT's vision, mission and values and goals. While recognising the value of business and corporate partnerships, SERT also recognises the need for transparency with such partnerships.

Creating, building and maintaining relationships with business and corporate partners is an important part of fundraising, and the fundraising strategy of SERT. These relationships may be formed through the pro-active approach by SERT or by the business or corporate approaching SERT.

For the purpose of clarity, SERT will categorise a business or corporate partnership as one which is an active, on-going and public association with an organisation which qualifies as a business, where an approach has been made by SERT or by the business to create such a partnership.

Any relationship which may exist at present, or in future, between SERT and a business which is not active, on-going or public will not be deemed to be a business or corporate partnership.

Where a business or corporate partnership is (or is likely to be) greater than €5,000 in value, this must be brought to the attention of the Chairperson as soon as possible.

Responsibility for business and corporate partnerships and all related activity rests with the Chairperson of SERT. Responsibility for elements of the partnership may be delegated to members of the Board.

The Board will make the final decision regarding business and corporate partnerships

Business and corporate partnerships may involve, but are not limited to, activities below:

1. Sponsorship of a programme/project or purpose of SERT

2. Promotion of SERT as an organisation or a SERT campaign;
3. SERT promoted by internal communications within the business;
4. SERT promoted by external communications outside the business;
5. Gifts in kind;
6. Promoting the partnership by internal communications within SERT;
7. Promoting the partnership by external communications outside SERT;
8. Inclusion of the partnership in digital, print and traditional media; and
9. Other requests which are deemed to be reasonable by both parties, and not incur expenditure by SERT which would be more than the income generated.

Assessment

An assessment will be conducted by SERT of any potential partnerships. The assessment will include the potential benefits and risks which are, or could be, associated with a partnership. The assessment may include, but not limited to, the following points:

1. The financial standing and stability of the business. This may include assessing the businesses accounts;
2. The past, current and projected reputation of the business. Any issues, either positive or negative, related to the public image of the business should be considered.
3. This should especially be considered in light of potential impact to SERT and having an association
4. There are some types of business which SERT does not consider for partnerships. However, exclusion of the business type is for the purpose of a business or corporate partnership. Such exclusions do not inhibit individual members of staff of such business types from making a donation to SERT.
5. The types of business listed below:
 1. Producers of alcohol;
 2. Producers of materials or services which may be judged to be abusive of individuals or groups; be discriminatory or prejudicial, or knowingly deny or block a person's human rights;
 3. Producers of materials or services which may be judged to block, obstruct or contradict the work of SERT;
 4. Producers of pornographic content and material; producers of health related products with unsubstantiated findings or unregulated production; producers of tobacco; producers of electronic cigarettes, vaping, or producers of nicotine

alternative products; producers or suppliers of materials and services which have substantial evidence of negative health impacts of such; unsubstantiated health claims, in particular mental health related claims; business operating in ways or with outputs which may be deemed to obstruct a person's health and wellbeing and access to appropriate supports.

The assessment will be completed in a timely manner as to not impede the development and progression of a potential partnerships. A timeline for the completion of the assessment should be outlined by the Board of SERT and the Fundraising Committee.

In cases where the assessment does not recommend pursuing a partnership with the organisation, or where the Board of Directors of SERT and the Fundraising Committee, does not recommend pursuing a partnership, the decision should be included as a note in the assessment. The decision must be agreed upon by the relevant parties within SERT.

In cases where the assessment does recommend pursuing a partnership with the organisation, or where the Board of SERT and the Fundraising Committee does recommend pursuing a partnership, the decision should be included as a note in the assessment. The decision must be agreed upon by the relevant parties within SERT.

In the cases where the assessment has an unclear outcome about the potential partnership, the information collected should be presented to the Chairperson of SERT and the Fundraising Committee applicable for a decision to be made. The assessment should include a note about an inconclusive assessment of the business suitability for partnership, and the decision made by the relevant party.

Once a decision to not proceed with a partnership has been reached, it is the responsibility of the Chairperson to manage notifying the business, as applicable in the case where the business approaches SERT for a partnership.

Once a decision to process with the partnership has been reached, it is the responsibility of the Chairperson to manage notifying the business. There will also be a need to devise the action plan for moving forward in the creation, building and maintenance of the partnership, and outlining the applicable elements of the partnership.

Memorandum of Understanding

In all instances of a business or corporate partnership, SERT will prepare a Memorandum of Understanding (MOU) or Partnership Agreement which is to be signed by both parties. The MOU will incorporate the core elements of this policy and the agreed terms of the partnership. Items to include in the MOU should include, but is not limited to:

- a. The key contacts in both organisations;
- b. The best communication pathway for partnership related communications;

- c. The Board of SERT (and relevant contact information);
- d. What the business will offer SERT;
- e. What SERT will offer the business;
- f. The expected start date, duration, and end date of the partnership;
- g. The core principles of business or corporate partnerships (included below);
- h. Terms & Conditions by either party;
- i. Notice period for the review, termination or renewal of the partnership;
- j. Signatures by appropriate persons from both organisations;
- k. The signing date of the document; and
- l. Other information as deemed relevant by either parties.

11. Principles for Business or Corporate Partnerships

SERT will minimise the risk a business or corporate partnership that would have a negative impact on the reputation of SERT.

SERT will not allow a business or corporate partnership to influence strategic direction, programmes, projects or purposes of work. SERT will not allow any intention of a business or corporate partner to the same.

SERT will not allow a business or corporate partnership to influence the procurement or tendering process in place, or offer any competitive advantage to the business or corporate for any procurement or tendering process.

SERT will make business and corporate partnerships known to the public through the SERT website, digital communications, social media platforms, in the SERT Annual Report, and relevant traditional media.

SERT will not create, build or maintain partnerships with a business which falls within the exclusion criteria for partnerships (as outlined above).

SERT will not create, build or maintain partnerships with a business which is not deemed be aligned with SERT's vision, mission and values or organisational goals.

SERT will undertake an on-going evaluation of the partnership and development. This is a process SERT very much welcomes the partner business to be a part of and to ensure the success of the partnership.

Communications

SERT's name and or/logo must not be used without prior consultation and written agreement between SERT and the partner.

Inclusion of information related to the partnership between SERT and the business must not be used without prior consultation and written agreement between SERT and the partner.

All communications being used for traditional media, digital media, media releases (including media interviews) which refer, or may refer, to the partnership or to SERT will require prior consultation and written agreement from SERT.

In all circumstances where the partner intends to refer to the SERT in their internal or external communications, they must seek consultation and written agreement from SERT. This also includes ensuring the Brand Guidelines of SERT are being realised in any internal or external communications.

SERT is happy to work directly with the business or with their third party communications company/companies on all internal and external communications which relate to the partnership or SERT.

12. Legacy/Bequests

SERT recognises that benefactors may wish to leave a legacy to SERT. Legacy donations and bequests are a very important element of fundraising for charitable organisations. Such a gift, small or large, helps SERT plan into the future and leaves a lasting legacy of the donor.

**I confirm that I have received and understand the SERT's
Finance and Fundraising Policy and will adhere to all its contents thereof**

Name: _____
(PRINT NAME)

Signed: _____

Date: _____

APPENDIX 1

FINANCIAL PROCEDURES TO BE ADHERED TO BY SERT PERSONNEL

DONATIONS

SERT Personnel are not to accept cash donations from the public; they should thank the donor and instruct the donor to put the cash into the SERT donations box in UPMC Whitfield. This donations box will be opened monthly by Michelle Kearns (UPMC) and a member from the board of SERT. Cheques and bank drafts can be accepted and they are to be made payable to SERT.

Cheques and bank drafts can be placed in the donations box or alternatively given to the relevant co-ordinator for lodging to the SERT bank account.

FUNDRAISING

- Prior approval must be sought from the board of SERT before any major fundraising events can be undertaken with SERT as a benefactor and for the use of the SERT logo.
- If the event is a small local event the approval can be got from the local SERT coordinator or board member.
- The event must be conducted in accordance with all applicable laws.
- A SERT member must be in attendance of any such event.
- All monies collected must be counted and checked under dual control by the organiser and SERT personnel. All cash/coin must be counted under dual control and a bank draft obtained and placed in one of the pre-printed envelopes. A receipt must be written using the pre-printed receipt book, and the top copy given to the event organiser.
- The bank draft to be lodged into the SERT bank account using the lodgement book provided only.
- The receipt book and lodgement book to be returned to the treasurer annually – date to be advised by the treasurer/auditor.

EXPENSES

Each area/branch of SERT will receive a float cheque at the beginning of the financial year. Each area to record all expenses in the ledger provided (Receipt for each entry to be provided).

All receipts must be kept, attached to the ledger and the ledger and receipts returned to the treasurer annually – date to be advised by treasurer/auditor.

The balance of the float to be lodged into SERT bank account; and specifying area/branch in the narrative.



SERT BOARD MEMBERSHIP, SUCCESSION AND ROTATION POLICY

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14.1 Purpose

The purpose of the succession and rotation policy is to put in place a plan of continuous Board renewal. The plan includes the identification of suitable candidates for the Board and a plan for the staggered retirement of directors.

The policy also aims to ensure that SERT is fully prepared for the unplanned, and, for the inevitable changes as a result of a vacancy arising on the Board.

14.2 Objective

The objective of the policy is to provide the Board with a process to manage succession planning and to fill Board vacancies in an effective manner.

14.3

Existing Board and Succession Planning

The Board will maintain a record in writing of the periods of time during which a person has served as a member of the Board. The Committee shall be cognisant of requirements for retiring from the Board.

Board Members

The composition, rotation and succession of the Board is laid out in the Articles of Association of SERT in brief:

Composition: The number of Board members shall not be less than five (5) and until determined by the Board not more than nine (9)

Rotation: One third of Board members shall retire from office at the Annual General Meeting, commencing with those who have been longest in Office.

Succession: Prospective candidates for the Board may join as ex-officio until the next AGM where they may be fully appointed.

14.4. Identification of Candidates:

The Board will be responsible for the process of identifying prospective candidates for appointment to the Board, with appropriate representation of those who have gained experience as volunteers.

The Board shall ensure suitable diversity on the Board where appropriate and possible.

The Board shall consider the balance of skills, experience, knowledge and geographical location on the Board. These should include:

Financial/Accounting/Audit

Marketing

Human

Resources

Health and Safety/Medical, Nursing

Legal

Strategic

planning

Motor vehicle experience

14.5 Induction and Training

The Board will ensure that each new member will receive a copy of the Constitution and Articles of Association of SERT in addition to all policy documents pertaining to the management of SERT. Training will be provided by Board Members where appropriate. In addition Board Members may wish to improve their skills pertinent to SERT and as such fees for courses approved by the Board will be covered.

I confirm that I have received and understand the SERT's Board Membership, Succession and Rotation Policy and will adhere to all its contents thereof

Name: _____
(PRINT NAME)

Signed: _____

Date: _____



15. SERT VULNERABLE PERSONS AND TRANSPORTING POLICY

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1. Introduction

This policy outlines the role and responsibility of South East Radiotherapy Trust (herein after referred to as SERT) volunteers in relation to vulnerable persons and transporting vulnerable persons. All members and volunteers have an obligation to familiarise themselves with this policy and follow the procedures outlined when dealing with vulnerable persons. SERT has a policy of not carrying persons with a vulnerability, disability or sickness such that they are unable to care for themselves. However, it is acknowledged that there may be unexpected events or circumstances where a client's ability to care for themselves may be compromised which needs to be managed by the volunteers.

2. Volunteer Responsibility

Volunteers must act in accordance with procedures outlined herein and at all times in the best interest and safety of the vulnerable persons and passengers.

3. South East Radiotherapy Trust's Mission Statement

SERT's mission is to provide transport for cancer patients undergoing radiotherapy at the UPMC Whitfield Cancer Centre in Waterford or at Cork University Hospital. We provide free, confidential and discreet transport services from each passenger's home or pickup point to radiotherapy centres in Waterford and Cork. The passengers are also provided transport services home from their treatment to their home or pickup point.

4. Underlying Principles of this Policy

- Following the mission statement outlined above, the underlying principles of this policy are:-
- Recognise the need of vulnerable persons;
- Act in the best interests of vulnerable persons; Adhere to the procedures and best practice guidelines in this policy document
- Ensure that SERT's policy and procedures are known and used appropriately by all volunteers
- Assist a vulnerable person once consent has been given to do so
- Assess the risk factors when providing transport services to persons considered vulnerable due to decreased mobility and poor health

5. Legal Context for Policy

Acknowledge that under Section 39, subsection 5 (1) of the Charities Act, 2009 that SERT "must specify the risk assessment procedures, safety checks and safeguards employed by the charitable organisation where its activities include working with vulnerable people (including the aged, children and young people, the sick, disabled and handicapped)."

6. Risk Assessment Procedures, Safety Checks and Safeguards

- All volunteers must familiarise themselves with these procedures and ensure a prompt and appropriate response to any requirement.
- SERT does not transport persons under 18 years of age.
- SERT has a policy of not carrying persons with a vulnerability, disability or sickness such that they are unable to care for themselves. . There is a general presumption that all passengers using the service of SERT have physical capacity and an assessment should be carried out by the driver if they believe there is a risk or if unexpected event or circumstances where a client's ability to care for themselves may be compromised which needs to be managed by the volunteers arises.
- SERT's passengers have cancer but at the point of radiotherapy this is controlled. It is acknowledged that radiation sickness, largely nausea and vomiting, may develop during the course of their treatment and transportation with SERT.
- In the event that a passenger is unable to physically care for their own wellbeing, it is advised that such passengers should apply to the HSE for ambulance transport to their hospital appointments.
- At no time should a volunteer engage in physical contact with the passenger other than in an emergency or take it upon themselves to provide any medical treatment.
- Volunteers may from time to time have to deal with difficult emergency situations and have to use a common-sense approach. Some guidelines are outlined below to follow:-

In the event that a passenger becomes unwell while using SERT's services, the volunteer should:-

- Immediately pull over the vehicle;
- Remain calm and reassure all passengers;
- Assess the situation and the risks;
- Seek assistance of emergency services or if possible return to the treating hospital;
- Do not move an injured or sick person unless absolutely confident to do so: and
- Do not deal with any body fluids without protection and appropriate equipment.(Tissues and gloves are available in the vehicle)

In the event that a passenger becomes injured when entering or exiting the vehicle:-

- Remain calm and reassure all passengers;
- Assess the situation and the risks;
- Seek assistance of emergency services or if possible return to the treating hospital; and
- Do not move an injured or sick person unless absolutely confident to do so.

In the event that a passenger becomes abusive or violent to the volunteer or other passengers:-

- Immediately pull over the vehicle

- Remain calm and reassure all passengers;
- Assess the situation and the risks;
- Tell the passenger to stop the behaviour:
- Give a warning to be removed from the vehicle;
- Physical intervention should only be considered as a last possible option and if there is a physical risk.
- Contact passenger's family or An Garda Siochana.

In the event that a passenger is in imminent danger of serious harm, the volunteer must act in the best interest of the passenger.

All incidents must be documented on the attached form Appendix I. All incidents must be reported even if considered insignificant.

In the event of a breakdown or road traffic accident:-

- First responsibility is the safety of passengers and assess any injuries;
- Follow procedures for such events;
- Arrange alternative transport;
- Exit vehicle; bring passengers to safety if considered appropriate.

7. Standards of Volunteers dealing with vulnerable persons:-

- Each of these standards must be considered and read with all other SERT policies.
- Garda vetting will be carried out on drivers in accordance with our Garda vetting policy;
- Each driver must hold a current driver's licence;
- Each driver must uphold the rules of the road at all times and adhere to the safety standards required;
- The driver must drive the assigned vehicle and ensure that it is road worthy;
- The driver must not smoke in the vehicle and must not volunteer if they are under the influence of alcohol or drugs.
- Drivers must maintain confidentiality unless disclosure is required by law or the safety of the passenger;
- Drivers must not have any relationship or further contact with passengers;
- Drivers must meet each passenger and address them appropriately. Respect and dignity must be shown to each passenger ;
- Drivers must never accept gifts from passengers;
- Drivers must ensure they are punctual;
- Drivers must not use the vehicle for any unauthorised use;
- All passengers must wear seatbelts while vehicle is in motion;
- Any complaints to the driver must be referred to the co-ordinator immediately; and
- First Aid boxes should be on board all vehicles and any use reported to the co-ordinator.

SERT recognises that the welfare of the vulnerable persons and passengers is the paramount concern. It also recognises that procedures and policies are required to ensure confidence in the service. When in doubt about procedures relating to this policy relating to vulnerable persons or other policies, guidance should be sought from the co-ordinator or the board.

This policy shall be reviewed at least every two years based on the experience of the Board of its operation and also as necessary in light of any legislative changes or guidelines that may be issued by any relevant authorities.

8. Vulnerable Adults and Abuse

All adults have the right to be safe and to live a life free from abuse. All persons are entitled to this right, regardless of their circumstances. It is the responsibility of SERT to ensure that all passengers are treated with respect and dignity, have their welfare promoted and receive support in an environment in which every effort is made to promote welfare and to prevent abuse.

The "Safeguarding Vulnerable Persons at Risk of Abuse - National Policy and Procedures", has been adopted by SERT, outlines a number of principles to promote the welfare of vulnerable people and safeguard them from abuse. These include a requirement that all services must have a publicly declared "No Tolerance" approach to any form of abuse.

Some of the principles underpinning the policy include:

- Respect for human rights
- A person centred approach to care and services
- Promotion of advocacy.
- Respect for confidentiality
- Empowerment of individuals
- A collaborative approach.

Types of abuse include:-

- Physical Abuse includes slapping, hitting, pushing, kicking, and misuse of medication, restraint or inappropriate sanctions.
- Sexual Abuse includes rape and sexual assault, or sexual acts to which the vulnerable person has not consented, or could not consent, or into which he or she was compelled to consent.
- Psychological Abuse includes emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation, or withdrawal from services or supportive networks.
- Financial or Material Abuse includes theft, fraud, exploitation; pressure in connection with wills, property, inheritance or financial transactions; or the misuse or misappropriation of property, possessions or benefits.

- Institutional Abuse may occur within residential care and/or acute settings including nursing homes, acute hospitals, and any other in-patient settings and may involve, for example, poor standards of care, rigid routines or inadequate responses to complex needs.
- Neglect and Acts of Omission include ignoring medical or physical care needs, failure to provide access to appropriate health, social or educational services, the withholding of the necessities of life such as medication, adequate nutrition and/or heating.
- Discriminatory Abuse includes ageism, racism, sexism, based on a person's disability and other Forms of harassment, slurs or similar treatment.
- All vulnerable people have a right to be protected against abuse and to have any concerns regarding abusive experiences addressed. They have a right to be treated with respect and to feel safe, regardless of the setting in which they live.

If any volunteer has a concern about abuse or neglect of a vulnerable person, they should report it to the co-ordinator, who should report to the Chairperson of SERT , who will in turn contact the HSE appointed confidential recipient.

The HSE has appointed a confidential recipient who will receive, and report concerns of abuse or neglect in complete confidence. The confidential recipient is Ms. Leigh Gath and she can be contacted by email on leigh.gath@crheallh.ie or LoCall I890 1000 I4.

APPENDIX 1: INCIDENT LOGGING FORM

Section 1: Volunteer dealing with incident

Volunteer name: _____

South East Radiotherapy Trust Region: _____

Date and Time of incident referral: _____

Section 2: Details of Vulnerable Person

Name: _____

Drop off Point: _____

Section 3: Details of incident: _____

Section 4: Procedure to deal with incident: _____

In your opinion, do you think there was imminent danger of serious harm? _____

Please outline the reasons the person is in immediate harm or danger? _____

Date: _____

APPENDIX 2 CONTACT NUMBERS

Hospital Numbers:

Waterford University Hospital

Whitfield Hospital

Cork University Hospital

Co-Ordinator Emergency Numbers

An Garda Siochana [in each area]



SERT PROCUREMENT POLICY

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16. **PROCUREMENT POLICY**

16.1 Introduction

The purpose of this document is to develop a procurement policy to assist the Board of SERT and outline the procurement and financial procedures in place.

16.2 Principles

The procurement policy should be based on best practice in contracting and procurement principles and procedures to achieve value for money and quality in the acquisition of all goods and services.

16.3 Procurement Policies and Principles

The following principles should be adhered to in the procurement of materials and services:

A. **Fair Competition**

SERT should treat all suppliers and service providers with fairness and ensure that they are given the same level of information when preparing quotations or tenders.

B. **Conflict of Interest**

Situations of conflict of interest with the business of SERT should be declared in accordance with the code of conduct of SERT.

C. **Cost-effectiveness**

Quotations and tenders should be evaluated not only on competitiveness in pricing but also factors such as the quality of the products/services and track records of the bidders.

D. **Transparency**

To ensure transparency, all quotation and tender documents should provide all the necessary information to facilitate submission of appropriate and competitive quotations and tenders.

E. **Public Accountability**

Organisation should be mindful of any obligations under donor contracts for which the organisation shall be held accountable for any procurement involving the use of public funds.

F. **Delegations**

Delegations give authorisation to people to approve and undertake a range of functions in the procurement process.

G. **Procedures**

To have a set of procedures documented that are conducted and are seen to be conducted in an impartial, fair and ethical manner.

H. **Compliance**

Ensure compliance with government and EU legislation, regulations and directives.

16.4 **Scope**

This procurement policy applies to all contracting and procurement activities ranging from the purchase of routine supplies and services to major contracts and is binding upon Directors, Board and volunteers of SERT

16.5 **Process of Procurement**

For any purchase being made by SERT with a value over €1000 quotations must be obtained from three parties and all three quotations given to the Board for Board approval. Any conflicts of interest should be made aware to the Board in relation to the procurement.

Annual Insurance Policy

The annual vehicle insurance premium is SERT's largest single annual expense. This procurement policy recognises the difficulty in obtaining three estimates for the annual motor insurance of its fleet, where the number of providers of insurance willing to give a quotation may often be less than three.

In addition, taking into consideration the difficulty and paperwork involved in furnishing all drivers' and Vehicles' details to obtain quotations, an attempt may not be made to obtain three quotations every year, but an attempt should be made to obtain three insurance quotations at least every third year.

16.6. **Evaluation**

Prices should be evaluated exclusive of VAT. The award may be on the basis of:

- 16.6.1 The lowest priced quotation or (ii) The most economically advantageous quotation* (specifying in addition to price other criteria including running costs, servicing costs, level After sale service, technical assistance, environmental characteristics, timeframe etc.)

*When a contract is being awarded on the most economically advantageous basis, the invitation to quotation must state all the criteria being applied in the award process, giving the relevant weightings for each criterion. If it is not possible to indicate criteria weightings in advance, they must be listed in descending order of importance.

The evaluation process must be demonstrably objective and transparent and based solely on the specified criteria. An evaluation/scoring sheet should be prepared to support the evaluation process. Specific conditions set out in quotations should be carefully examined to ensure they are not inconsistent or inappropriate.

- 16.6.2 The evaluation process together with quotations should be retained for inspection and audit. Evaluation forms should accompany invoices for payment.
- 16.6.3 Unsuccessful suppliers shall be notified accordingly without delay. When requested, all unsuccessful suppliers should be informed as to why they were unsuccessful.
- 16.6.4 Disaggregating or contract splitting to avoid the quotation process is strictly prohibited. It should not be considered in any event.
- 16.6.5 Successful suppliers may be requested to submit evidence of compliance with tax clearance certificate requirements.
- 16.6.6 Successful suppliers may where appropriate be required to submit insurance policies with an indemnity provided to SERT. Such policies should be submitted to the company's insurers for review.
- 16.6.7 Suppliers are required to comply with relevant statutory provisions before awarding a contract. The Head of Administration (or Board member in charge of the procurement) should ensure that suppliers have regard to provisions relating to minimum pay, legally binding industrial arrangements and relevant health and safety issues.
- 16.6.8 Open-ended contracts should not be entered into. The contract should have a commencement date and a termination date.
- 16.6.9 A mechanism must exist to terminate contracts in the event of non-compliance or unsatisfactory performance.
- 16.6.10 Proper records and files should be maintained in respect of all procurement activities.
- 16.6.11 In line with procurement directives, candidates who have been convicted of involvement in organised crime, of fraud, corruption or money laundering must be excluded from a contract.
- 16.6.12 All records should be held for 6 years after the goods/services have been received or the contract has been completed.

16.7 **Approval/Authorisation**

Approval or authorisation should be sought from the Board before inviting suppliers to submit quotations expected to be above Euro 1000 and for selecting suppliers for seeking such quotations.

Routine expenditure relating to the vehicles should only be made at the direction of the Transport Manager.

Payment to garages [or repairs or servicing to vehicles] should be approved by the Transport Manager without Board involvement. Any repair estimate above the value of euro 1000 first needs the approval of the Board. The Transport Manager will email the Board seeking their approval for the expenditure.

All invoices from the motor trade over the value of 100 Euro and relating to the care and maintenance of the vehicles should be checked by the Transport Manager first and then passed to the Treasurer for payment.

16.8 Conduct

16.8.1 Ethical Behaviour

Officials involved in the procurement process shall maintain the high reputation for ethical behaviour expected of them as officers/employees of the SERT. In this regard official orders shall not be placed for goods/services or other items for which offers of gifts have been received by way of inducement. Visits at supplier's expense to inspect goods for purchase must not be undertaken without the prior written approval of the Chief Executive.

16.8.2 Conflict of Interest

Authorised officers should be aware of potential conflicts of interest in the procurement process and should take appropriate action to avoid them. Potential conflicts of interests should be disclosed to the Board by all involved in the procurement process. Care should be taken to ensure that specifications and criteria are as open and generic as possible in order to avoid favouring any one solution or any one party.

16.8.3. Misappropriation

Each member of staff discovering or suspecting any of the following:

- (a) Any incident of actual or suspected fraud, lheli or other misappropriation.
- (b) Overpayment or Underpayment
- (c) Irregular or unfunded payment shall immediately inform his/her team leader/programme manager who shall immediately notify the Board and a full report shall be carried out.

16.9. Purchase Orders

For all purchases a Purchase Order must be completed and attached to an invoice.

Appendix A Purchase Order Form

PO Number:

Date:

Creditor:

Who is providing goods or service:

Details:

What is being ordered:

Note

Note if payment by credit card or if payment is needed in advance or any special terms

Amount: €

Amount (including vat] €

Initials

**I confirm that I have received and understand the SERT's
Procurement Policy and will adhere to all its contents thereof**

Name: _____

(PRINT NAME)

Signed: _____

Date: _____