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# Triage Project Volunteer Manual & Agreement

## A. Volunteer Reference Manual

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## I. Welcome to the Triage Project

On behalf of the Triage Project, we welcome you to the Triage Project family! We are delighted to have you on board and wish you every success in your efforts. This document is an introductory manual and agreement, that must be signed at the time of the completion of the workshop. Complete submission of this form will enable you access to the Triage Project Applications and entitle you for a certificate of completion.

By volunteering with the Triage Project, volunteers can gain experience and a reference for their CV, meet new people, work on new challenges, have fun, support others, benefit from free training and much more!

## II. Induction and Training

Volunteers will be inducted by staff when they begin their role. A volunteer induction checklist is available in the Triage Clinical DigiBook.

Volunteers will also be asked to sign this, Triage Volunteer Recruitment Agreement as part of their induction process. The agreement outlines the relationship between the organisation and the volunteer; setting out Triage Project's commitment to the volunteer and what is expected of the volunteer in return. The only exceptions are one-off volunteer days, such as fundraising events or taster days, where a verbal induction is required to cover the risk assessment actions and volunteers who are trustees or in governance roles who will receive the code of conduct.

Depending on the volunteer's particular role, they may be required to undertake specific training. However, the Triage Project supports all volunteers to develop their skills through ongoing learning opportunities.

## III. Health and Safety

The health and safety of volunteers is very important to the Triage Project. All volunteers will receive health and safety information as part of their induction, and it is the responsibility of volunteering managers to undertake risk assessments as and when appropriate. While carrying out volunteering activities, volunteers are safeguarded by the Triage Project Administration.



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## IV. Support and Supervision

The Triage Project is committed to providing volunteers with good quality support and supervision. All volunteers will be provided with a named Team Leader, as their main point of contact. Volunteers will also be made aware of other people they can go to for support, for example the Triage Administration Team, who can provide general volunteering support and our network of Access Champions, who are trained to provide support and advice on disability and access needs.

All volunteers will be partnered with a more experienced volunteer 'buddy' while they learn the requirements of the role and settle into their new team. The 'buddy' system allows two Volunteers at a time to visit patients, whereby one volunteer is active in data entry, while the other Volunteer conducts the Clinical Examination with the patient.

Volunteers will also be offered regular workshop reviews, giving both the volunteer and the volunteer's leader the chance to discuss achievements, assess their progress and to help review the basic training components of the Triage Volunteer/Leader Workshops.

Staff managing volunteers will be responsible for maintaining all volunteer records in line with Triage Project's Data Protection Policy.

Records on individual volunteer's activities will be kept by the Triage Project director and managers in order to track individual progress and to maintain notes for reference purposes.

## V. The Triage Clinical DigiBook & Triage Applications

The Volunteer agrees to review the Triage Clinical DigiBook to ensure comprehension of the Triage Project. The book is available on the Apple iTunes Book Store, and is password protected. The password will be made available to all graduates of the Triage Project Volunteer Training Workshop.

All Volunteers who are successful in the completion of the Triage Project Volunteer Training Workshop, will be granted access to the Triage Application (available on the Apple iTunes App Store and Google Play), based on the position granted.



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## VI. Recognition

The Triage Project recognises the valuable contribution of our volunteers in helping us make this country a place where all people have the same opportunities and access to healthcare. The Triage Project recognises that although volunteers do not seek financial reward, they do appreciate and value recognition in other ways. All staff responsible for managing volunteers will be encouraged to ensure appropriate acknowledgement is given. This could range from a simple 'thank you' to a social event, acknowledging their involvement with projects in press releases, through regular review meetings and certificates of completion and participation.

Volunteers who have contributed their time to the Triage Project over a period of years are recognised for their long-standing service.

## VII. Volunteer's Request for Reference Letter

Volunteers have the right to request a reference for their service whilst volunteering and for at least up to two years from their date of leaving. Reviewing our policies and procedures.

# B. Volunteer Recruitment Agreement

## I. Scope of Agreement

The organisation defines a volunteer as someone who, without receiving payment, gives their time to assist with the Triage Project's vision and purpose. This definition includes full-time volunteers, occasional volunteers, administrative volunteers and some fundraising volunteer roles. Our volunteers support our organization at the headquarters and throughout workshops and field visits. Konoz Retaj is the primary supporter of this campaign, and serves as a Board of Advisors in this endeavour.

We expect the number of volunteers in our services to increase as the organization develops new service models, while the number of volunteers in our head office are also anticipated to grow. Volunteering is a two-way partnership, from which both parties can benefit.

Aiming to give our volunteers a positive experience, all volunteers are entitled to receive on an ongoing basis:

- equal opportunities to get involved



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- information that is accessible for them
- an interesting, enjoyable and worthwhile volunteer role
  - regular support and supervision
- personal development opportunities

The Triage Project expects the volunteers and associated staff to comply to the terms of conduct outlined in the workshop and Triage Clinical DigiBook.

## II. Reliability

Volunteers play key roles in the organisation and so are required to commit to their pre-arranged volunteering dates and time slots. If, for whatever reason, volunteers are unable to make their regular time commitment, for example if they have booked a holiday, they are required to give as much advance notice as possible. If this is not provided, it may be appropriate for the volunteer's leader to address it with the volunteer.

## III. Trial Period

As a newly certified Triage Project Volunteer, the Volunteer agrees to act as a volunteer under the ongoing supervision of the Triage Project Administration. An initial probation spanning a 4 field visit period, will determine the Volunteer's suitability for the position.

## IV. Right to Terminate

At any time in the course of the Volunteer's participation, the Triage Project Administration retains the right to dismiss any volunteer, by discretionary right. A volunteer may be terminated at any point during or after the trial period, at the discretion of the Triage Project.

If a volunteer is dismissed, all confidentiality requirements remain valid after the termination. All Triage Project training materials and membership badge must be returned to a Triage Project Leader of Administrator.

## V. Confidentiality

The Volunteer who signs this agreement, hereby agrees to maintain full confidentiality in regards to any and all audiotapes, videotapes, digital photos and oral or written



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documentation received from, Triage Project, related to the Pure Research Study from the Saudi Heart Association. All information pertaining to people visited on the field visits, must be kept strictly confidential, as must not be shared with any outside party at any time (including social networking discussions and casual or professional discourse).

## VI. Terms of Agreement

1. To hold in strictest confidence, the identification of any individual that may be inadvertently revealed during the transcription of audio-taped or live oral interviews, or in any associated documents;
2. To not disclose any information received for profit, gain, or otherwise;
3. To not make copies of any mobile related audio recordings, video recordings, digital photos or computerized files of the transcribed interview texts;
4. To delete any and all electronic files containing study-related documents from my mobile device and any backup devices, if they happen to save, and I will report the incident (bug) to the Triage Director.
5. To complete the Consent Form with the patient, by the ethical standards outlined in the Triage Clinical DigiBook.

## VII. Liability

The Volunteer is aware that he/she can be held legally liable for any breach of this agreement, and for any harm incurred by individuals, subject to the laws of the Kingdom of Saudi Arabia.

## VIII. Policy Coverage

This policy applies to any individual who volunteers with the Triage Project and any member of staff who works directly with volunteers. This policy does not apply to individuals giving their time to the Triage Project under corporate social responsibility arrangements. This document forms part of The Triage Project's commitment to volunteering; providing meaningful and supportive experiences for individuals, while integrating volunteering into everything we do as an organization.



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## IX. Disclosure

Safeguarding vulnerable adults and children is of paramount importance and we reserve the right to carry out background checks, such as Disclosure and Barring Checks. Volunteers in services must complete the required level of checking related to their role.

## X. Job Descriptions & Responsibilities

The Triage Project Volunteer will act in accordance of the terms set out and behave by the standards of ethical conduct, as outlined in the Triage Project Training Workshop.

The Volunteer commits to the terms of the job description set out, and if any additional work activities are requested and agreed to by both parties, the volunteer agrees to take on the extra work as an additional feature to the details in this document.

The Volunteer agrees to conduct the Consent Form and Data Entry into the Triage Application, based on the terms outlined in this agreement.

### **Triage Project Leaders**

**Requirements:** Healthcare professional (*preferred M.D., MSc, DDs*) , *fluency in English & Arabic*

#### **Responsibilities:**

Attend Leader's Training Workshop

After certification, commit to studying the Triage Clinical DigiBook

Train Volunteers at Volunteer Training Workshop

Supervise Volunteers during Field Visits

Ensure that all collected Triage Project Consent Forms are appropriately and ethically completed according the the outlined Triage Project Protocols in the Triage Clinical DigiBook

### **Project Volunteers**

**Minimum Requirements:** University level student (*preferred Science Major*), *fluency in English & Arabic*

#### **Responsibilities**

Attend Volunteers Training Workshop

After certification, commit to studying the Triage Clinical DigiBook

Comply to ethical conduct and data entry protocols

Ensure that the Triage Project Patient Consent Form is read to community participants at a 4th Grade Arabic level

Sign and witness the community participant sign the Consent Form



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Upload a copy of the signature page of the Consent Form into the Triage Application, after all components of the Consent Form have been verbally explained to the patient, ensuring comprehension of the terms of the Consent Form

**Triage Project Administrators**

**Requirements:** High school graduate (*preferred 3 years administrative experience*)

**Responsibilities:**

Attend Triage Project administrator meetings

Deliver on agreed action plans

Coordinate workshops and field visits

Supervise Volunteers during Field Visits

Ensure that all collected Triage Project Consent Forms are appropriately and ethically completed according the the outlined Triage Project Protocols in the Triage Clinical DigiBook

XI. References

Volunteers will be asked to show at least one proof of identity to verify their identity to the Volunteer Administrators on the day of the workshop and field trip.

## C. Appendix

### I. Volunteer Information

| Position (select one)      | Volunteer | Leader | Administrator |
|----------------------------|-----------|--------|---------------|
| Name (first, father, last) |           |        |               |
| Nationality                |           |        |               |
| Mailing Address            |           |        |               |
| Phone Number               |           |        |               |
| Email Address              |           |        |               |

### II. Signatures

By submitting the application form, I agree to all the terms outlined in this document.

This document is the confidential property of Triage Project. Any sharing of this document outside of the Triage Project breaches the copyright rights of The Triage Project and The Pure Study of the Saudi Heart Association.



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This policy will be reviewed on an annual basis to ensure it is up to date and reflects Triage Project's organisational priorities. Where a need is identified, new policies will be created to provide clarification and clear guidance for both staff and volunteers. This policy was written in June, 2020, and will be updated on an annual basis.  
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