



Foreword

Welcome and thank you for using the services of Community Cancer Caregivers.

This organisation was founded in order to create a network of volunteers within a community to assist other families within the same community who have had a cancer diagnosis or are undergoing a treatment for cancer.

For many, this is an unexpected part of treatment. It is also very disruptive to a child's routine and can cause considerable additional stress and anxiety to an already extremely stressful situation.

This illness can stretch household budgets to a point that creates further stress on a family as childcare arrangements are costly and will need to be organised for times when a parent is undergoing treatment.

This is most profound when it's the main carer who is sick.

“Every battle can be fought when you have the right support”

Client Booklet



A Little Bit About Us

Community Cancer Caregivers (CCC) aims to provide local families with a no cost childcare option within 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.

CCC hopes to reduce the financial strain of childcare costs on a family when they need support the most. CCC 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. She chose to fight her battle alone and we were devastated when we got the call that she had passed away, we didn't know she was sick. We would hate to think that another friend, neighbour or parent in our community, would go through this in silence.

We know cancer can place additional financial burden and stresses on families. We don't want childcare to be one of those when we believe there are so many kind people in our community willing to help.







You don't have to worry, we have a strict confidentiality agreement that will be enforced between our Volunteers and the families they are assisting.

We have 2 co-ordinators in the charity.

Deborah Hall

Donna Phelan

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1. Our Services

1.1. Our Services

CCC is a charity established to serve the community in providing **care-giving relief to children** of parents or guardians who have been diagnosed with cancer. We also provide **GourmetFuel meal vouchers**, to ensure healthy nourishment for the family during your treatment.

We have a vision of a community where a parent diagnosed with cancer no longer feels isolated during a cancer diagnosis, but are supported in their community, by their community.

CCC has been established in direct response to the growing number of parents/guardians that are suddenly faced with a life changing diagnosis and having to source flexible ad-hoc support for caring for their child/children during treatment.

The goal of CCC is to ensure that families receive safe, compassionate, and confidential assistance by an engaged community of trained caregivers.

Allowing the client enough time to take care of themselves and focus on their treatment. Our focus is on providing care for children aged 16 years and under. CCC matches a compassionate adult caregiver with a referred family.



1.2 Making a Difference for Parents

Parenthood is never easy even in the best of circumstances. Having to cope with a cancer diagnosis presents unimaginable challenges.

- It changes your routines, it brings uncertainty and often strains your finances and relationships.
- It tests you physically and emotionally.
- It impacts those around you, especially your children who often do not know how to make sense of what's happening.

That's why CCC offers this service to families going through their cancer journey.

Our volunteers are specially trained with one goal and this is to lessen the impact of cancer on parents and families.

1.3 Services

Community Cancer Caregivers matches a compassionate adult caregiver with a referred child. Community Cancer Caregivers will setup five distinct services:

- Care for a child in their own home with a parent/ guardian present
- Care for a child in their own home without a parent/ guardian present
- Care for a child in a caregivers home
- Organised fun days out
- Collection and transport to and from school/home



1.4 Vision, Mission and Core Values

OUR VISION

We have a vision of a community where a parent diagnosed with cancer no longer feels isolated during a cancer diagnosis, but are supported in their community, by their community.

OUR MISSION

CCC provides no cost relief childcare for parents with cancer. We care for children 16 and under and provide safe, timely, compassionate support to families throughout a cancer diagnosis and treatment.

To meet this goal, we will:

- Recruit quality volunteers with the relevant experience and vetting to meet the Childcare Acts requirements.
- Arm volunteers with the right knowledge, skills and resources to care for children.
- To build lasting relationships with, and to be an effective resource to cancer support organizations and to identify support to parents when they need us the most.
- Raise funds to support programs that have direct meaningful impact on families we serve.

1.5 Our Core Values



Family-centric support: We are driven to provide high quality support for families through all phases of the cancer journey.

Opportunity and Accessibility: We believe all parents with cancer, irrespective of gender, race, religion, sexual orientation or socioeconomic status, should receive the childcare they need during their cancer journey.

Volunteerism: Our community is strengthened by coming together to provide support for our parents and their children.

Accountability: We are accountable to all of our stakeholders – children, families, volunteers, community partners, funding partners and supporters – and are committed to evaluating our performance and improving our results on a regular basis.

Governance: We will adhere to all relevant legislation and governance requirements set out by the regulating authorities.

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Our Volunteers

2. Our Volunteers

2.1 Why do we want to recruit volunteers?

There are lots of reasons for recruiting volunteers, which may include some of those which are listed below:

- Approach challenges creatively and with fresh perspective.
- Build connections with the local community and demonstrate your organisation's commitment to it.
- Extend your area of influence and contact with the wider community.



2.2 What we expect of our volunteer ?

They 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 they are unable to fulfil their volunteering commitment, or if they no longer wish to be involved with a family.

All volunteers are provided with necessary training in line with best practice and regulatory requirements.

The following list is another example of how we maintain the "Best Standard"

Volunteers must:

- Observe Child safety at all times.
- Have respect for each child.
- Adhere to Charity policies and procedures specific to the area in which you volunteer.
- Listen to each child and respect their contribution.
- Dress appropriately.
- Observe Health and Safety regulations.
- Never use foul language.
- Never volunteer under the influence of substances.
- Smoking is strictly forbidden on the premises where children are being minded.

- Treat children, parents/ guardians with respect at all times.
- Respect parent/ guardian's express wishes regarding communication with the child or children regarding their parent's illness.

2.3 Protecting and promote Children's Rights by:

- Protecting them from harm and reporting incidences where harm is suspected.
- Treating them with dignity, sensitivity, and respect.
- Encouraging children to have an input into how things are run.
- Helping children to be safe, happy and having as much fun as possible.

- Never favouring one child or children over others.
- Encouraging children to express feelings, fears and experiences openly.
- Giving written information about the organisation to children and their parents/ guardians.
- Knowing about principles and practices of child protection including the legal duties.
- Never engaging in sexually provocative games or make suggestive comments even in fun.
- Respecting children's privacy in bathrooms or in changing rooms.
- Sensitivity ensuring that children know about the child protection policy.
- Always respond to complaints or allegations.
These must be reported to the Designated Liaison Person who is Donna Phelan or the DDLP Deborah Hall.
- Helping children realise the difference between confidentiality and secrecy.
- Being sensitive to the fact that some children are more vulnerable and have special needs.
- While physical contact is a valid way of comforting, reassuring and showing concern for children, it should only take place when it is acceptable to all persons concerned.



Protecting Children

2.4 How we select volunteers?

Screening and selection is the process of ensuring our organisation chooses the right applicant for the appropriate roles. The level and extent to which we screen volunteers is determined by the services we provide and the nature of the role. Screening is particularly important as our volunteers work with children, young people or vulnerable adults

Garda Vetting is a legal requirement for volunteers working with these parties.

Volunteer screening helps to create and maintain a safe environment and ensures that volunteers are matched appropriately to their role and tasks.

CCC will only accept applications with no criminal record.

Methods of volunteer screening include:

- Application Form
- Interview
- Garda Vetting

2.5 Support and supervision

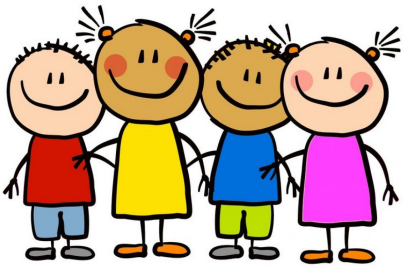
We provide a high quality support and supervision to volunteers by:

- Helping to identify the problems and solutions that volunteers may have
- Ensuring we know how they are feeling about the role.
- Identifying external issues that may impact a volunteers role.
- We want to make volunteers feel valued.

2.6 What we ask from you:

We ask that you provide us with enough notice where possible of appointment dates and times.

If you don't require our service on a particular day we ask you to contact your area co-ordinator no later than one hour before the caregiver start time so we can notify them.



2.7 Changes in Personal Details for you or your children

You must notify us by email of any changes to the following :

- Name,
- Address,
- telephone number, etc.,

This is to ensure we can maintain accurate records and make contact with you in an emergency (if necessary outside normal working hours.)

This information must be given to your co-ordinator .

3. Equality and Diversity

Admission is based on a needs analysis and risk assessment (if applicable). Provided we have a suitable caregiver that matches your child's needs and that the caregiver is within the child to adult ratio as outlined by Tulsa.

- We will conduct a needs analysis at Board level
- We operate a fair waiting list if demand outweighs supply.
- Each enquiry is documented and a co-ordinator will meet with parents/guardians to complete or discuss an application form.
- If we have no caregivers currently available we will offer a place on the waiting list and contact when spaces become available.

3.1 Equality and diversity Policy

We do not discriminate against any child or their family or prevent entry to our service on the basis of a protected characteristic as defined by the Equality Status Act 2000.

We are committed to a policy of treating all clients 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 as laid out in the Equality ACT 2004.



3.2 Admission Policy

Parents are required to complete the application form and submit it to us for review.

- We will confirm receipt of the application.
- A co-ordinator will be assigned and will contact the parents to arrange a meeting and run through the application and service availability.
- All details regarding a child's application form must be completed and any relevant important information. We will endeavour to cater for specific needs, dietary or otherwise as long as these are brought to our attention.
- Children with additional needs and disabilities are welcome. We will carry out a specific risk assessment and attach it to your child's record. Places are limited in line with adequate staffing and facilities to provide for each child's needs.

3.3 Boundaries

Clear boundaries are important for volunteers and clients. 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.

3.4 Confidentiality

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

3.5 Data Protection

It is our responsibility to ensure that the data held is relevant, accurate and where necessary, kept up to date. Any data held shall be processed fairly and lawfully and in accordance with the rights of data subjects under the legislation. As a volunteer you will have the right upon written request, to be told what personal data about you is being processed. You will also have the right to be informed of the source of the data and to whom it may be disclosed. You can request this data from our Data Protection Officer by e-mail:

info@communitycancercaregivers.com

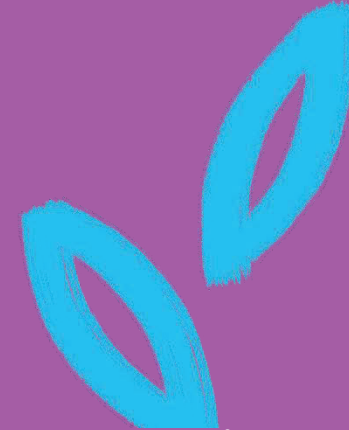
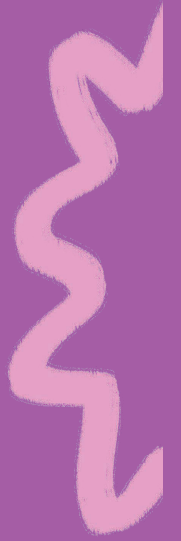
Please note we must keep all personal records on file for a minimum of 24 months.

3.6 Health and Safety

Health and safety is extremely important for all our families, and volunteers. We have issued a separate booklet on this area. If you do not receive this, please make your co-ordinator aware of this and one will be allocated to you immediately.

3.7 Accidents and Incidents

All accidents and incidents must be reported to your CCC co-ordinator. All caregivers must submit a written accident or emergency form to the co-ordinator as soon as it is possible once it is completed. These forms are in your Health and Safety Manual. If you feel the situation needs a professional please contact the emergency services immediately.



4. Service Requirements

4.1 About our Caregiving service

This is a home based Caregiving service, offering care for children aged 0-16 years. A maximum of 4 hours per week is required of caregivers.

- Maximum child ratios in line with Tusla guidelines.
- The operating hours are from 8am until 7pm in general. We do not offer overnight care.
- There is no cost for our Care giving services; however we do ask that parents cover any expenses a caregiver may incur while the child is in their care. I.e. medication cost/doctor services.
- Our Care-giving service is a home from home environment.

Our service mirrors the atmosphere and flexibility of home life and allows children to grow and develop in this homely setting.

- We have an open door policy. A parent or guardian can drop in at any time.
- We have a back-up caregiver in the event of an emergency. They are Garda vetted & fully trained.
- Only visitors personally known to a caregiver will be allowed into their own home while minding a child. However, visitors should be avoided where possible. If any known visitor is due, they will inform parents/guardians ahead of time, where possible.
- Children are never left alone with any visitors.
- Where there are any pets in the Caregivers home; a dog or cat for example, you will be notified in advance.

- Parents and caregivers are matched based on requirements outlined in the application form. If there are any specific issues re animals, these caregivers will not be matched with your family.
- We work in partnership with parents and guardians, and we encourage and value ongoing communication with you.
- If a designated caregiver is absent /ill (planned or unplanned), a relief on call caregiver will be available

4.2 Parents Responsibility

On the child's first day or prior to attendance with our caregiver, it is the parent's responsibility to have completed all areas of the following documentation before leaving the child:

1. Child Record/Registration Form – to include record of child immunisations

2. Medication Administration Form., If applicable..

3. Anaphylaxis Care Plan & Emergency Plan if applicable

The parents must provide the following items clearly labelled:

- ✓ Fully prepared milk bottle /instant milk if required
- ✓ Soother & sterilising container
- ✓ Nappies, nappy wipes, nappy creams, nappy bags
- ✓ Change of clothes
- ✓ Water Beaker ✓ Baby grow/ blanket for sleep (cellular blanket required for under 1 year olds)
- ✓ Sunscreen
- ✓ Packed lunch and snacks
- ✓ Sleep and feeding equipment such as high chair/travel cot (if these cannot be provided by parents or caregiver we will try to source same. If transportation is an issue we will try to accommodate)
- ✓ Buggy/Pram/baby chair
- ✓ Disposable changing mats

4.3 Equality of access

We ensure equality of access for all children into our Caregiving service.

We accept all children under the Equality Act 2004.

If we do not have the necessary resources to meet the needs of your child, we will discuss this with you and see if appropriate accommodations can be made to make every effort to secure these resources. For example – equipment and specialised training.

4.4 About our Caregivers

- They must provide two references regarding suitability to care for children.
- They are Garda vetted.
- Must hold mandatory qualifications or training in line with our training programme
- Must engage in on-going professional development and training, as required.
- They are covered by liability insurance.
- They have completed Tulsa's online Child Protection

4.5 Settling In Policy

We will support and help you and your child to settle in and make this transition as easy and comfortable as possible.

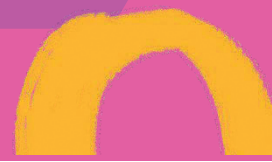
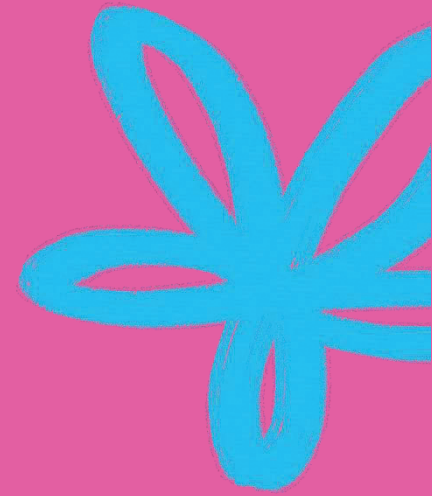
- We can arrange for your child to visit the Caregivers home and spend some time with the other children in the service.
- We will encourage you to provide us with as much relevant information about your child, for example – their likes, dislikes, routines, favorite activities, how to comfort them.
- You are encouraged to stay until your child is settled, relaxed and happy with the caregiver.
- We will ensure the settling period is not hurried, to give support and reassurance to your child for as long as required.
- We always encourage parents or guardians to collect their child on time, however we understand that treatment may not always be timely, we would ask the parents/guardians contact us as soon as possible so we can make arrangements.

4.6 Administration of Medication and Sun Screen

- Medications are only administered to a child where a child's parents/guardians have given written consent.
- Written consent is also required to allow your child to have appropriate medical treatment, if required.
- This written consent is given on application, on your child's registration form, or at a future date for new medications a new consent will be collected.
- Parents must provide details if their child has a medical condition, emergency contact numbers, child's doctor's details, child's immunisation record, information on allergies and special dietary needs. Parents must keep CCC up to date on their child's medical needs.



- Children are required to wear hats that protect their face, neck and ears from the sun. Parents are expected to provide hats.
- Parents/guardians should supply high factor sun protection cream (above 30 SPH) in sunny weather. Only the sunscreen supplied by the parent/guardian will be applied to their child.
- Written consent is not required to apply sun protection creams supplied by the parent/guardian for their own child, as the supplying of the sunscreen gives implied consent for that specific cream.
- When a parent/ guardian has not supplied sunscreen, the caregiver may apply (providing they have some) sunscreen as long as we hold parental consent.
- This will only be the case if a child has to be exposed to the sun i.e. medical appointment, collection, outings
- Sunscreen will be applied when required in accordance with the manufactures instructions.
- Children are provided with regular fluid.
- If a parent does not wish their child to have sunscreen applied we will discuss with the parent as to the best possible ways to protect the child in such an eventuality, for example use of clothing including sun hat and long sleeved top and long trousers, offering play in a shaded area etc.



5. Support

All families will need support, but the form that takes will vary.

5.1 Support Calls

A call will take place between families and the relevant co-ordinator in their area.

This will provide an opportunity for all parties to discuss the service that CCC and its volunteers are providing .

Also enable us to record feedback, identify new goals, and resolve any issues.

5.2 Liaison Officer/ Deputy Liaison Officer

Donna Phelan/Deborah Hall

The Children First Act 2015 places a legal obligation on certain people, many of whom are professionals, to report child protection concerns at or above a defined threshold to Tusla - Child and Family Agency.

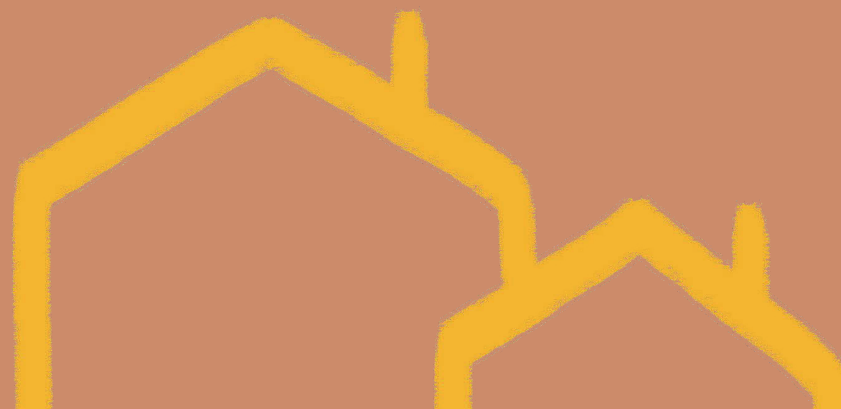
These mandated persons must also assist Tusla, on request, in its assessment of child protection concerns about children who have been the subject of a mandated report.

Mandated persons are people who have contact with children and/or families who, by virtue of their qualifications, training and experience, are in a key position to help protect children from harm.

Mandated persons include key professionals working with children in the education, health, justice, youth and childcare sectors.

Every battle can be fought with the right support





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Policies & Procedures

6. Policies and Procedures

6.1 Personal Data

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.

No Smoking

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

CCTV

If you use closed circuit television (CCTV cameras in your home you must notify us.

6.2 Keeping in Touch

When engaging in a service with CCC we ask caregivers to check in and check out after every visit with a family. Under no circumstances should extra caregiving hours be carried out without the approval of your CCC co-ordinator. You must not make informal arrangements outside of CCC with our caregivers.

6.3 Dealing with Difficulties

If you encounter a difficulty with any aspect of this programme please talk to your CCC co-ordinator as soon as possible for advice and support.



6.4 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:
info@communitycancercaregivers.com

Alternatively if you are concerned about the wellbeing of a child please contact our DLP Donna or DDLP Deborah.

6.5 Insurance

Our Caregivers are covered by our public liability insurance when carrying out their caregiving duties on our behalf.

6.6 Use of the Internet and Photographic and Recording Devices

- The Internet is only used in our service to enhance and support children's learning and development, and for limited, intermittent periods of time.
- We accept parents' right not to consent to their children having access to the internet.
- The caregiver will supervise children during technology use, including internet access.
- Internet is used only for brief periods
- We only take photographs and recordings with the permission of the parent/guardian.
- We only share photographs or recordings with the parent or guardian of that child in our service.
- We never post photographs or recordings of the children on our website and social media.
- Photography and recording is not undertaken in areas where children change their clothes, use the toilets or in nappy changing areas.
- Photos and recordings are deleted as soon as they are sent to parents.
- Our caregivers do not use CCTV
- Photographs and recordings are taken for the purpose of enhancing children's learning and development, to communicate a child's progress to their parents, in learning stories and individual portfolios, for safety purposes. For example – group photographs on outings.

