



**Information Pack for Consultants and
Health Professionals Volunteering For
Overseas Trips**

Consultant and Health Professional's Volunteer Pack

Introduction

Thank you for committing your valuable time to undertake an overseas project with BFIRST. We hope you enjoy your time on your mission and look forward to a very productive time working with you to fulfil the mission of BFIRST, which is to deliver training to local surgeons in some of the poorest parts of the world. BFIRST's primary concern is for the safety and wellbeing of our volunteers. This concern comes ahead of our responsibility and concern to our beneficiaries. As far as possible, we would want to support you on your mission. It is hoped that this volunteer pack will give you some useful information about what to expect, what resources are available and how best to work with us upon your return in terms of feedback and assessment of your trip.

Relationship between BFIRST and Volunteers

BFIRST is the official charity of BAPRAS and therefore when you go on a mission, you are representing the best of UK Plastic Surgery and our parent organisation, BAPRAS. Please note, however, that BFIRST is not an official employer and therefore you are not going as an employee but purely on a volunteer basis. There is therefore no contract, as such, to sign and no agreements to follow. However, we trust that as a volunteer, you will maintain the

highest standard of professionalism in your mission and that you will deliver care and teaching to the same high standard as per usual practice in the NHS.

Relationship between Volunteers and the Host Hospital:

In representing BFIRST, we expect the highest standards of professional behaviour when visiting a host hospital. To ensure the training objectives are met, most missions would need repeated trips and we would expect the same team to go again in most cases. Meaningful and long-lasting friendships can be established, and this is often one of the most rewarding aspects of a volunteer trip. Feedback would be obtained from the host country including not just the usefulness of service rendered but also the professionalism of the volunteers.

Complying with the Host Country's Legal Requirements

Each country will have its own legal requirements for short-term volunteering in a hospital or university setting. Before your trip, we expect that communication between yourself and the host hospital would have taken place to establish what documents are required and ensure all documentation is in order. As far as possible, BFIRST would establish or help with initial communications to check the

suitability and accessibility of missions but the final arrangements would have to be made by yourself.

Indemnity

Following from above, it is recommended that you contact your indemnity organisation and inform them that you will be volunteering abroad, and whether you expect to be operating. However, your host country should be able to advise you of their country / hospital's requirements for volunteering.

Expenses

As the official charity of BAPRAS, BFIRST is keen that most of the resources obtained from its parent organisation are being put to good and direct charitable use. Therefore, BFIRST believes that reimbursing volunteers is an important part of the work of the charity. However, BFIRST is not a 'rich charity' and resources are therefore very limited. Guidelines must therefore be set, but these are only guidelines and as such, changes can be discussed on an individual basis to accommodate special circumstances.

Expenses can be claimed for the following:

- Economy return airfares (if first or business class tickets have been purchased, please obtain a quotation of an

equivalent economy ticket for the same dates or thereabouts as only this will be reimbursed).

- Hotel accommodation (3 star or equivalent)
- Visa application

Unfortunately, BFIRST as a charity will not be able to reimburse for the following:

- Car transport (including trains and taxis to the airport)
- Airport parking
- Meals
- Insurances
- Vaccinations, including Malaria prophylaxis
- Excursions

The maximum amount that can be claimed for any trip is 1000 pounds. Volunteers will be reimbursed for reasonable expenses on completion of an expense form (Appendix 1) and the Chairman and the Finance Manager will review all expense forms. As a general guide, please treat your time away as a 'budget travel' trip rather

than an 'all expenses business trip'! Limited funds mean that BFIRST reserves the right to refuse to reimburse any expenses it deems unreasonable. If in doubt, please agree an expense claim with the Chairman or Finance Manager before incurring it.

If you have any queries during your trip, please get in touch with the Finance Manager (details below).

Health and Safety

BFIRST has a list of countries where volunteers participate on an annual basis. Some of these are in the least developed parts of the world and therefore the level of health and safety in these places can be uncertain. These include concerns from the external environment, such as national security, natural disasters, terrorists, civil war and the like. Concerns can also be raised from the internal environment, such as inherent risks from working with patients and instruments.

In countries with high HIV-positive rates, we would recommend that you bring anti-HIV medication in the event of a needle-stick injury. Your GP or pharmacy should be the best source of information regarding this.

As far as possible, BFIRST will avoid regions that place its volunteers at any significant risk of danger. Reconnaissance trips may be conducted to ensure the working environment is reasonably safe.

However, as BFIRST is ultimately not providing the workplace or is the 'official employer', it cannot therefore be liable for any injuries or mishaps that occur during a trip. Please obtain up to date local advice from the host organisers and review the foreign office travel website <https://www.gov.uk/foreign-travel-advice> before you leave. The decision to go on a trip is entirely the decision of the volunteer, and a waiver form would need to be signed so as not to incriminate BFIRST under any circumstances.

Please ensure you sign a Waiver form (Appendix 1) before you go on a trip.

Personal Health and Safety Insurance

BFIRST cannot financially afford and therefore takes no responsibility for providing indemnity cover, health insurance, accident cover, or travel insurance for volunteers. It is therefore your responsibility to ensure that you are adequately covered, as you see fit. Please discuss this with your own indemnity provider and insurer prior to travelling. Banner Insurance Group, for example, (details below) is very experienced in this field and can provide good advice. Please also note that policies you have in place at home (such as Life Insurance) can be null and void if you voluntarily choose to go into an area of conflict, or come to harm as a result of civil unrest. You are therefore strongly advised to check this with your insurer prior to travel.

Please read, sign and date the BFIRST Volunteer Legal Statement (Appendix 2) and return to the Secretariat prior to travel

Safeguarding Vulnerable Beneficiaries

BFIRST acknowledges its responsibility to safeguard children and vulnerable adults impacted by the work undertaken. This policy forms part of the volunteer management pack.

If your volunteering role brings you into direct contact with beneficiaries, then you are required to recognise if someone is at risk of abuse and taking the appropriate action to help beneficiaries keep themselves safe. Where necessary and appropriate, you will need to make a referral or report a crime to the local police. As a volunteer, it is important that you have an understanding of abuse and know what's required if a beneficiary you support is at risk of exploitation or abuse, or makes an allegation of abuse.

In the absence of local policies, please fall back on the UK's GMC guidance on 'Good Medical Practice', 'Protecting Children & Younger People' and 'Older Adult Safeguarding' (See links below) for guidance on how to promote good practice and on what to avoid.

All volunteers are required to demonstrate exemplary behaviour in order to protect children and vulnerable adults. In general, good practice means:

- Ensuring the appropriate personnel are always present during medical procedures
- Treating all children and vulnerable adults with respect and dignity regardless of disability, ethnicity, gender, age, religion or belief, health, sexual identity or other characteristics
- Making relationships with children and vulnerable adults that are based on trust, honesty and clear boundaries, aiming for a balance that empowers children / vulnerable adults to be consulted and included in the decision-making.
- Involving parents / carers

Please also re-familiarise yourself with the following:

- Protecting children and young people: The responsibilities of all doctors: http://www.gmc-uk.org/guidance/ethical_guidance/13257.asp
- Older adult safeguarding: <http://www.gmc-uk.org/guidance/26846.asp>

Social Media and Communication

BFIRST encourages the responsible use of social media. When appropriately used, the relevant channels can increase the charity's profile for purposes of fund raising, recruiting more volunteers and allow public recognition of the work of volunteers.

As a general rule, use common sense when posting anything in the public domain. Recognise that anything posted online can never be completely private (or deleted) and always ensure BFIRST's reputation is protected. You are effectively acting as an ambassador for the charity whilst volunteering, so please bear this in mind at all times. BFIRST takes any inappropriate breach of patient confidentiality very seriously, and expects all volunteers to protect such information in the same way as would be required in the UK.

When you go on a trip, there will be a social media team in place to help process and post your photographs, trip comments, updates etc. The list of contacts is given below for Facebook, Twitter and the BFIRST website and we greatly encourage that you communicate with our social media team as much as possible.

Note keeping, Photography and Use of images

For audit purposes, please keep meticulous notes on any care you provide beneficiaries (both clinical and non-clinical). As well as

ensuring this information is available in the local archive (e.g. Patient's Hospital Notes) you are strongly advised to keep your own copy for appraisal purposes, and also for BFIRST to keep a note of activities. Such data are also invaluable for research and publications. A simple model to follow is that of a surgeon practicing in the private sector in UK – in addition to documenting in hospital notes, surgeons are required to keep their own medical notes for each and every patient they treat, be that in hard copy or electronically (e.g. a photograph or scan of the paper notes).

Please ensure the correct permission is obtained before any photographs are taken. Please respect local sensitivities and customs. With regards to clinical photography, if in doubt, please adhere to practices that apply to you in the UK. For hospitals with their own local consent forms (in their own language) please check what it actually says so as to avoid future problems. In hospitals without any consent process, a good practice might be to obtain **your own** written consent as per UK requirements (we recommend you take printed copies of a standard NHS Consent Form 1 for adult and Consent For 2 for children – see examples via the links below).

Photographs taken by volunteers and shared in the public domain may be used for the promotion of BFIRST, without your permission.

Whistle blowing policy

Please contact the Chairman or Vice Chairman if there are any matters to be discussed in more detail about a particular mission or place. We will treat any concerns you raise with sensitivity and the utmost confidentiality.

Commencing and Concluding your Trip with BFIRST.

Before going on a trip:

All Volunteers are required to submit a CV and the name of a referee before commencing any BFIRST work. Acceptance of your role as a BFIRST Volunteer will be made in writing from the Secretariat together with this Volunteer Pack. In most cases, there would already be some communication between the Chairman and the volunteers, so the above process is for our record keeping.

Once a relationship between the host hospital and BFIRST is confirmed, the volunteer will be responsible for the final arrangements of the trips including dates, flight details, transport upon arrival, accommodation and timetable.

During a trip:

Trips are often hectic and intensely busy, leaving very little time for communication with BFIRST volunteers in the committee. As mentioned earlier, however, please note that there is a social media team in the UK who will be happy to post, tweet, upload your photographs should you wish to provide a constant update of your trip. This may allow you to feel connected with us for the duration of the trip.

We would also request you to submit updates and blogs for the BFIRST websites, both for professional and public consumption. These stories are invaluable for sharing experiences and also to let the public know what we are doing.

It may be helpful to keep a personal journal or diary during your visit, as it will help you process new experiences as well as providing a record of who you met when! It is then easy to selectively edit these for the updates and blogs.

After the trip:

BFIRST is under the educational governance of BAPRAS and we therefore provide accountability for the level of training. We would request you to submit two completed feedback forms; one from the local chief medical officer and one from a trainee. (DRB note - Is this necessary? I think realistically it would be easier/better to organize feedback forms at the end of each course to be completed

before the certificates of attendance are given which is the way most courses run in the UK. The local chief medical officer is likely to just want to see you again and so may be less objective.

Operative teaching is a different thing. Note ends)

Once a surgical curriculum is established, we have found it useful to obtain work-based assessments including DOBs, CEX, and CBDs to measure progress. If you manage to do this during your trip, it would be very helpful for us to produce a portfolio of the progress of the local surgeons you are training. These documents can be used to support your future application for them to come on a BFIRST fellowship. As the emphasis of BFIRST is on surgical training, we would be keen to tap into your experience to help design further surgical curricula for other volunteers going on similar trips.

We also need a report of your trip which includes what the purpose of the trip was for, and what happened. The aim of the report is to provide a record of the visit and for future volunteers to be able to build on your work.

After the trip, you would be in the best position to determine whether a repeat trip is necessary. If repeat trips are planned, we would request you to submit a longer term plan to describe your short and long term objectives.

Conclusion of a Project

BFIRST is keen that there is ongoing assessment of whether the training objectives are met. As such, it is sometimes reasonable to expect or to plan for an end point to the mission, for example, 3 years. When such an end point has been reached, please inform the Chairman and Secretariat and produce a completion report on the mission.

Termination of Volunteering

We truly hope your volunteering experience is a positive one. For whatever reasons, however, if you decide not to continue with a mission, please send a letter to the Chairman and Secretariat. Your volunteer position will be deemed to be concluded if we have not had any communication from you for 12 months (after repeated efforts on our part) and/or you fail to adhere to certain BFIRST guidelines as mentioned above.

Emergency Contacts

The charity's governing Board is made up entirely of volunteer trustees, who are ultimately responsible for ensuring the charity is managed effectively. However, as mentioned above, we cannot be responsible for your health and safety while you are in the mission

field. We are also not able to act as ambassadors. We are however, very happy to help in anyway we can. Below are listed the primary contacts. All are approachable and happy to be contacted by BFIRST Volunteers at any time.

Primary contacts:

BAPRAS office	0207 831 5161
Sarah Tucker	07521461196
Wee Lam	07725 027671
Barbara Jemec	07775 944299

The following are useful contacts and emails that may help if you have any queries:

<u>Title</u>	<u>Name</u>	<u>Contact</u>
Chairman	Sarah Tucker	<i>SarahTucker.Oxford@gmail.com</i>
Immediate past Chairman	Wee Leon Lam	lamweeleon@gmail.com
Secretariat manager	Helen Roberts	Helen.Roberts@bapras.org.uk
Finance Manager	Bola Olusina	finance@bfirst.org.uk

Appendices

Appendix 1: Disclaimer Form

Appendix 2: Feedback form from local chief medical officer

Appendix 3: Feedback form from local trainee

Appendix 4: Feedback form from BFIRST surgeon

Appendix 5: Workplace-Based Assessments

Appendix 6: Expenses form

References

General Guidelines/Advice for working charities with volunteers:

<http://www.theguardian.com/society/2009/jul/30/charity-trustee-advice>

<http://www.theguardian.com/society/2009/sep/03/charities-volunteers-employment-law-advice>

<http://www.theguardian.com/society/2009/sep/21/charity-fundraising-legal-advice>

Insurance

<http://www.bwbllp.com/charities-and-social-enterprises/services/charity/>

<http://www.thirdsector.co.uk/challenges-insuring-volunteers/finance/article/1117683>

Consent Form Examples:

<http://www.heartofengland.nhs.uk/wp-content/uploads/Consent20Form201.pdf>

<http://www.heartofengland.nhs.uk/wp-content/uploads/Consent20Form202.pdf>

<http://www.heartofengland.nhs.uk/wp-content/uploads/Consent20Form203.pdf>

<http://www.heartofengland.nhs.uk/wp-content/uploads/Consent20Form204.pdf>

Other Readings:

Basic Security in the Field

UN Courses – ‘Basic Security in the Field’ and Advanced Security in the Field’ – both on line and a requirement for UK-Med:

<https://dss.un.org/dssweb/Home.aspx> (sign-in required)

Sphere guidelines – worth familiarizing with:

<http://www.sphereproject.org/handbook/>

UNDAC handbook. This is for use by the United Nations Disaster Assessment and Coordination Team but had a lot of useful information about UN organisations and operating in the field:

https://www.unocha.org/sites/unocha/files/1823826E_web_pages.pdf

UK-Med: <http://uk-med.humanities.manchester.ac.uk/knowledge-centre.html> (Sign in required)