

Cotswold Hospital Radio

The Patient Station

Membership Terms of Reference: Roles, Responsibilities and Standards

Members of Cotswold Hospital Radio are responsible for a number of activities including ward visiting and providing live broadcasting based on patient requests. The majority of our members volunteer as part of an evening “Postbag” team and this is where all volunteers start.

Patient visiting is the core of our work. Our job is to make sure that the patients know the radio is available and know how to operate it. We also check that all radios are working properly and that the earpieces are clean and useable. To do this effectively volunteers must be at the studio by 6.15 to leave sufficient time to provide a quality ward visiting service.

Once a volunteer has been vetted via a CRB (Criminal Records Bureau) check they become a full member and are requested to pay a small membership subscription. This goes towards paying our annual business insurance premium. Members are asked to renew their subscription annually and are sent a reminder at the start of each year. To remain a member, the subscription must be paid by the 2nd of March.

Members are reminded that whether you are on-air, visiting a hospital or attending any event on behalf of Cotswold Hospital Radio, the Station will be judged by your actions. The Station Manager reserves the right to disqualify any member who fails to live up to the standards set by the Management Committee.

Cotswold Hospital Radio members are part of the wider volunteer service operated by the Gloucestershire Hospitals NHS Foundation Trust. The Management Committee therefore relies on all members to operate to the standards agreed between Cotswold Hospital Radio and the NHS Trust. These standards, along with the specific standards expected of volunteers with Cotswold Hospital Radio are outlined in the following pages.

The Studio

- Consumption of alcohol is strictly forbidden in all areas of Cotswold Hospital Radio.
- Smoking is prohibited in all NHS Trust buildings and grounds, including Cotswold Hospital Radio (this includes the car park).
- No food or drink is allowed in the blue or red studios. Water may be consumed in the green studio to assist presentation.
- The red power sockets are the “24 hour supply”. This means they are still live when the master switch is in the off position. Only authorized equipment can be connected. Do not plug any other equipment into this circuit.
- The Studio is protected with an alarm system and the doors are secured with combination locks. Under no circumstances must the combination codes be disseminated to non-members. Dissemination of the codes, without authority from the Station Manager will be considered a disciplinary offence.
- All members and visitors must sign in and out of the station, this is not only for management purposes but is also a Health and Safety requirement.
- Members should familiarise themselves with the “Fire Evacuation Procedures” on the notice board.

Equipment and materials

- Media (CDs, vinyl, MP3s), consumables (eg paper, printer cartridges, electrical/electronic spares) and all equipment in the studio is the property of Cotswold Hospital Radio and may only be removed from the studio with the permission of the Station Manager.
- Name badges are the property of the Cotswold Hospital Radio and must be handed back to your team leader immediately after returning to the studio after ward visiting.
- The studio equipment and materials are for Cotswold Hospital Radio use only. Any other use may only be approved by the Station Manager and must be cleared in advance.
- Treat all the equipment with care (some of it is rather old and fragile). Report any breakages to the Station Manager immediately.
- Members involved in preparing “Patients' Postbag” have priority use of the computer. Anyone else who needs access while Postbag is being prepared must obtain the Team Leader's permission before using the computer.
- Downloading software is prohibited. Only the Station IT Officer, Station Engineer and Station Manager can install software programmes onto any of the Cotswold Hospital Radio computers.
- Connection of external media storage devices are restricted to those authorized by the Station Manager.
- Access to the Internet is available to all members. Offensive, pornographic, violent or extremist material must not be accessed. Any member found to have accessed such material will have their membership rescinded and, if appropriate, they will be reported to the police.

Ward Visiting

- All members are required to Ward Visit (exemptions may be agreed on medical grounds or where a member is engaged in other duties on behalf of the Station). This is the case whether they are involved in “Patients Postbag” or doing their own show (see the “Live Show Presenting Policy for details).
- Members should familiarise themselves with the Ward Visiting Protocols and follow the protocols when out visiting patients.
- If you are feeling unwell **do not** attend the studio or ward visit. The effect of a secondary infection on a patient can be potentially very serious. You should notify your Team Leader as early as possible to allow suitable cover to be arranged.
- Clean your hands thoroughly with the alcohol hand gel provided on entering the ward before visiting the patients. Avoid physical contact with a patient and their belongings. If this is unavoidable, ensure you clean your hands thoroughly with the alcohol hand gel provided at the foot of each bed before visiting the next patient. This is to minimize the risk of passing on any infection to the next patient or picking up an infection yourself.

Programme Content and Presenting

- All content (tracks and presenter comments) must be in good taste and must not include any bad language or innuendo. References to death should be avoided.
- Presenters should refrain from giving their personal views on any potentially controversial topics such as politics, religion or sex.
- Presenters must never criticize or belittle a patient's choice of music and should always comply with the Presenter Guide.
- For "Postbag", all presenters are required to follow the Patients' Postbag presenting scripts. Anyone who doesn't use the script will be banned from presenting.
- Presenters should promote the Station's identity (Cotswold Hospital Radio) rather than their own. Whether it's Postbag or any other programme, remember to play 'message promos' as required.
- Mobile phones can interfere with the sound equipment so they must be switched off before they are taken into the red, blue or green studios.

Note: These standards cover Postbag and any presenter led "own" shows.

Attendance and other activities

- It is the responsibility of each member to let their Team Leader know whether or not they can attend. You should always respond to the weekly text/email from your team leader as soon as possible (this allows cover to be arranged if the team is going to be short).
- Any change of contact details must be conveyed to your team leader and the Membership Secretary. This allows the central records to be kept up to date.
- All members are required to be available for fundraising and to attend the Annual General Meeting.

Equal Opportunities

- Cotswold Hospital Radio welcomes volunteers from all sections of the community. In accordance with the Single Equality Act 2010, we will not tolerate harassment, bullying or discrimination on the grounds of age, ethnicity, sex, gender reassignment, marital or civil partnership, pregnancy or maternity, religion or belief, disability or sexual orientation.
- If any member is subject to any harassment bullying or discrimination when carrying out their duties on behalf of Cotswold Hospital Radio, they should talk to the Station Manager. Any issue will be treated in the strictest of confidence.
- The Station Manager will dismiss any member found to have harassed, bullied or discriminated against anyone else, when representing Cotswold Hospital Radio.

DECLARATION

The Management Committee reserves the right to update or alter the Cotswold Hospital Radio Membership Terms of Reference without prior notification.