

CoppaFeel!'s Volunteer Policy

If you're reading this, you're probably thinking about doing something pretty epic for CoppaFeel!, so here's the lowdown on what is involved when volunteering with us. We're excited to have you on board and hope this policy answers all of your questions, but if you need to know anything else, give us a shout at volunteer@coppafeel.org.

Welcome to Team CoppaFeel!!

Welcome to the CoppaFeel! family. We really appreciate you giving up your time to help ensure we can educate, encourage and empower more young people to check their boobs, pecs and chests! Although we may be a small team at HQ, we believe we are far greater in size with the support of our volunteers across the UK. You are very much an extended part of the team, giving CoppaFeel! a far greater voice and reach than we could have alone. Thank you for joining us in spreading the chest checking word and helping us to potentially save more lives.

Team CoppaFeel! x

An introduction to CoppaFeel!

CoppaFeel! is about empowering ourselves to be proactive about our own health and body, as well as our outlook on life. It's about knowing your chest and knowing that if you do find something unusual, you know what to do. We are the first breast cancer charity in the UK to solely create awareness amongst young people, with the aim of instilling the knowledge and tools they need to get to know their bodies. We like to talk about a serious message in a light-hearted way, empowering people to start healthy behaviours for life.

We want everyone to have the best possible chance of surviving breast cancer. Ideally, we want to live in a world where all breast cancers are diagnosed at the earliest stage possible, at which treatments are more effective and survival rates are higher. Put simply, breast cancer does not need to be detected late, and as long as we are here and continue to be supported by people like you, we will do all we can to make sure this doesn't continue to happen. We are passionately committed to affecting real change.

Why volunteering matters

CoppaFeel! was founded in 2009 by Kris and Maren Hallenga after Kris was diagnosed with secondary breast cancer at the age of 23. The charity was established on the goodwill and help of lots of people volunteering their time to join our founders with their mission to ensure breast cancer is diagnosed early and correctly. As a result, volunteering has always remained an integral part of the charity, with some of our key education programmes relying on the support of our fantastic volunteers to this day!

Volunteers are an important and valued part of the CoppaFeel! family and we recognise the experience, enthusiasm and value that volunteers can bring to our work. Without your help, we couldn't reach half as many people with our life saving message. CoppaFeel! values the contribution made by volunteers and is committed to involving volunteers in appropriate roles and providing you with an encouraging and supportive environment. Volunteering can bring benefits to all involved and we hope you will find the experience enjoyable and rewarding.

Our values and mission

Positivity – we want to be a force for positive change and create a lasting impact on the world. We talk about a serious message in a light hearted, proactive & empowering way.

Creativity – we're not like other charities. We are not afraid to challenge existing ways of doing things, think in unconventional ways and experiment – all for good reason. Making mistakes is the privilege of the active.

Impact – we believe in committed, hard work which delivers results. We are problem solvers who have proven time and time again that you can get good results from small means.

Community – collectively with our supporters CoppaFeel! has a voice far greater than our size. We will always remember that together we are greater than the sum of our parts.

Our values reflect the ways in which we approach volunteering and show the great importance we put on bringing together our team, volunteers and supporters to achieve our mission –

To ensure all breast cancers are diagnosed early and accurately by...

- Encouraging you to check your chest monthly from a young age
- Educating you on the signs and symptoms of breast cancer
- Empowering you to seek advice from a GP if symptoms persist

Who is this policy for?

This policy is for anyone undertaking a volunteering role agreed with CoppaFeel!, either as part of our education programmes, advisory groups, events or supporting operations at HQ. It outlines the policies, principles and expectations on which the relationship between volunteers and the charity is based, and provides further information about volunteering with us. It has been written to ensure that all our volunteers are treated fairly and consistently and that volunteers know what to expect from us.

Definition of a volunteer

Our volunteers are people who, unpaid and of their own free will, support our mission by donating their time, effort and skills to carry out CoppaFeel! activities and benefit others. The relationship is based on trust and mutual understanding, and is not associated with paid employment, internships or work experience placements. No enforceable obligation – contractual or otherwise – can be imposed on volunteers. The role of volunteers complements but does not replace the role of paid staff and is not intended to be a substitute for paid employment. No payment is made aside from reimbursement of expenses outlined further below in this policy.

Recruitment of volunteers

All volunteers need to complete an application form and provide references to apply for volunteering roles at CoppaFeel! and will at least have a call with a member of the team before any volunteering opportunities take place. For our established volunteer programmes, an interview (either phone, video call or in person) will be necessary to ensure all volunteers are able to deliver the role and are well versed in what the opportunity entails. Our volunteers are recruited for a particular role based on their ability to carry out agreed tasks. A personal experience of breast cancer is essential for certain roles. Volunteers who are considered unsuitable for a particular role may be offered alternative ways to support the charity's work.

Equal opportunities

CoppaFeel! welcomes applications from Black, Asian and minority ethnic candidates, LGBTQ+ candidates, candidates with disabilities, and from men, because we would like to increase the representation of these groups within the charity. We promote equality, diversity and inclusion in our workplace and make recruitment decisions by matching the charity's needs with the skills and experience of candidates, irrespective of age, disability (including hidden disabilities), gender, gender identity or gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, or sexual orientation. We are keen to encourage a diverse range of perspectives, skills, experience and knowledge at the charity.

Equal opportunities, diversity and acceptance are important values of being a CoppaFeel! volunteer. To read more about this, head to our [website](#).

Who can volunteer?

CoppaFeel! volunteering opportunities are open to anyone aged 18 years or over. In some cases, under 18s may be able to volunteer at events where they can be accompanied by a responsible adult if agreed between their guardian and the team. Our Boobette programme has an age criteria in order to ensure the programme meets its aims of delivering peer to peer education, however our other opportunities do not have an upper age limit.

Volunteering roles at CoppaFeel!

There are several different ways to volunteer at CoppaFeel!, each with their own criteria and volunteer journey, but all adhering to the same core principles.

- **Boobette** – The Boobettes are a group of volunteers who have been diagnosed with breast cancer under the age of 35, have had preventative surgery, a breast cancer scare at a young age or a strong connection to the disease. Using their stories they hold talks and stalls across the country, inspiring others to think differently about their lives and bodies, educating people about the importance of getting to know their chest and checking every month.

- **UBT** – Our Uni Boob Teams are CoppaFeel!’s student representatives on campuses across the UK. Every year we recruit a Uni Boob Team Leader from each university and it is their role to recruit a team of volunteers. As a UBT they are responsible for spreading awareness of our message with students.
- **Event Volunteer** – Event volunteers assist with the organisation and running of our events, from sporting and challenge events to our annual festival Festifeel, through raising awareness with event attendees and helping us raise funds to support our mission.
- **Summer Boob Tour Volunteer** – SBT volunteers assist with running our festival tour through providing education and raising awareness with festival goers about the importance of being breast aware.
- **Office Volunteer** – From helping out with admin tasks to assisting one of our education programmes or a creative project, we sometimes have opportunities at HQ, both at the office and online.
- **Advisory Group** – Members use their expertise to help evaluate, develop and inform our messaging, campaigns and programmes.
- There may be a volunteering opportunity that falls outside these roles but in this instance it will be advertised and recruited in the same way as the roles above.

All you need to know to get started as a volunteer

We recognise the responsibility of managing and supporting volunteers efficiently and sensitively so that the valuable gift of the volunteer’s time is best used to mutual advantage. We aim to be flexible and ensure your volunteering is a positive, enriching experience so we have outlined below what you can expect from CoppaFeel! during your volunteering journey. We respect your skills, dignity and individual wishes and will do our best to meet them. In return, we hope you will follow our volunteer guidance and be able to make the most of your time volunteering with CoppaFeel!.

Our commitment to you:

- To offer equal opportunities to everyone who wants to volunteer
- To match your skills and experiences with the right role for you whenever possible
- To provide you with appropriate information and expectations of your volunteer role
- To provide you with the appropriate training and support in your role
- To provide you with the necessary branded attire to wear whilst carrying out CoppaFeel! activities
- To provide you with necessary equipment and resources to use whilst carrying out CoppaFeel! activities
- To appreciate and celebrate the success and dedication of our volunteers, we will recognise the efforts and achievements of our volunteers throughout the year
- To provide appropriate information about the charity’s work, policies and procedures
- To take the necessary steps to ensure volunteers are kept safe and your welfare is looked after when volunteering with us, including being covered by our insurance
- To ensure the impact of volunteering at CoppaFeel! is shared with volunteers and the wider CoppaFeel! community
- To reimburse any expenses incurred as outlined in the expenses policy
- To respect our volunteers’ needs and keep lines of communication open to ensure you can always share your thoughts and feedback with the team

- To encourage a positive and friendly community led atmosphere
- To provide access to members of staff to guide and support you
- To prioritise your wellbeing and support where appropriate

Our expectation of you:

- To represent CoppaFeel! and our values in a positive and appropriate way and demonstrate a commitment to good quality engagement
- To be 18 years of age or older on the first day of your engagement as a volunteer. For some roles, if you are under 18 you must be accompanied by someone 18+ and this must be approved by CoppaFeel! in advance
- To be an ambassador for CoppaFeel!, promoting our mission and services
- To wear CoppaFeel! branded clothing at all times when volunteering (unless stated otherwise)
- To act appropriately and reflect our values whilst in CoppaFeel! branded clothing
- To understand that it is forbidden to consume alcohol or take any intoxicants, including cigarettes whilst (or immediately prior to) volunteering for CoppaFeel!. We reserve the right to terminate your role as volunteer if you are found to be under the influence of drink or intoxicants, or behaving in a manner that might bring disgrace to CoppaFeel!
- To support and act in accordance with our policies, practices, procedures and management decisions
- To protect CoppaFeel!'s reputation and brand by reflecting our values
- To be reliable and meet agreed time commitments or give notice if this is not possible
- To give feedback on your volunteering activities
- To be honest
- To respect confidentiality
- To attend relevant training
- To work in partnership with other volunteers, staff and the general public
- To act responsibly and within the law
- To let us know if you have any problems so that we can find a solution together
- To let us know if there are changes in your personal circumstances that may affect your volunteering
- To understand that if your behaviour falls outside any of these standards it will lead to your role being terminated
- To have the best possible experience by getting involved and enjoying your volunteering

Induction, training and development

All volunteers have specific role descriptions and will be provided with an appropriate induction and training to carry out their role. All education programmes have an induction for new volunteers, which they must attend before starting their role. As part of the programmes they will also receive at least one further training session throughout the year, covering appropriate content for their specific role. For volunteers joining us at events or at HQ, a short training course will be completed either as an online module or by the team member looking after you and you will be briefed before the event/task begins. It is important to us that all volunteers receive the training, support and necessary information to enable them to undertake their role with confidence.

Volunteer agreement

All volunteers at CoppaFeel! must have signed a volunteer agreement. This is an agreement in honour only and lays out mutual rights and responsibilities. The agreement sets out what you can expect from CoppaFeel! in terms of treatment and support, and what is expected of you as a volunteer.

Supervision, support and recognition

Every volunteer will have a designated contact at HQ who will look after them during their time volunteering at CoppaFeel!. This team member will be your first port of call for any issues, concerns, questions or guidance and support you may need. They will be in regular contact to ensure you have all the necessary details and equipment to carry out your volunteering, and so that we can identify, monitor and evaluate your involvement, recognise achievements and identify individual needs. They will also be responsible for supervising your training and making sure you are looked after at events. The wellbeing of our volunteers is very important to CoppaFeel!. If you feel you require more support than you are receiving in your role, please flag this with the relevant team member and they will be happy to discuss this further with you.

Volunteers will be encouraged and supported to seek out any awareness raising opportunities within their communities. The contribution of volunteers is vital to the work of CoppaFeel! and appreciation and recognition by the CoppaFeel! team is highly valued. Saying 'thank you' to our volunteers is crucial and we do this in various ways.

Expenses

Volunteers will be reimbursed for any travel costs they occur as part of their role. This will be authorised in line with the CoppaFeel! expenses policy. For volunteers who join the team as part of the Summer Boob Tour or any other volunteers that must stay overnight as part of their role, some accommodation and food expenses will also be reimbursed in line with CoppaFeel!'s expenses policy. We also reimburse postage and packaging costs for returning materials and kit (including boob costumes and boob balls) to the office. Receipts or proof of purchase must be provided for expenses to be authorised and processed. No other monetary payment will be made to volunteers.

Safeguarding and reporting concerns

At CoppaFeel! we value everyone's safety and wellbeing, whether you are staff, volunteers, fundraisers or the wonderful people interacting with us at events. Therefore we want to make sure everyone associated with the charity is happy and safe when conducting boob business.

All volunteers will receive CoppaFeel!'s Reporting Concerns Policy to read through, which details how to report any worrying behaviour towards yourself or others and how this will be handled by the charity. The team at HQ is there to support you and handle any concerns you may have. Please report any worries or concerns and they will be handled as detailed in the policy by the team, led by our safeguarding lead.

Problem solving and complaints

CoppaFeel! aims to treat all volunteers fairly, objectively and consistently. We aim to ensure that volunteers' views are heard, noted and acted upon promptly, and aim for positive and amicable solutions where necessary. If you encounter a problem during your time as a volunteer, please refer to your volunteer handbook, which may include further specific information about how to resolve it. If you need further assistance, please notify your contact at HQ, who will be able to offer support and further information.

In the event of a problem, all relevant facts should be obtained as quickly as possible. CoppaFeel! will support the volunteer while we try to resolve the problem in an informal manner. If an informal resolution proves impossible, CoppaFeel! will seek advice from trustees and other independent parties. If you encounter a problem with CoppaFeel! staff and don't feel comfortable raising this with your main contact, you can contact the Senior Management Team by email on smt@coppafeel.org to report any misconduct or staff related issues. On rare occasions a complaint may be made about a volunteer. Any complaint made about a volunteer will be dealt with fairly and with concern for all parties involved.

If you have any problems or complaints about your volunteering, please talk to your staff contact immediately. The charity takes the concerns of its volunteers very seriously and will make every reasonable effort to resolve any difficulties.

Social media

CoppaFeel!'s social media policy is guided by our shared values of positivity, creativity, impact and community. We very much encourage you to share the CoppaFeel! message on your personal social media accounts. We also have several volunteer Facebook groups that you may become a member of.

Please follow the guidelines set out for each group and [Facebook's Community Standards](#). Our volunteer groups are safe spaces for our volunteer community to communicate and interact with the CoppaFeel! team and other volunteers. Whilst we are able to monitor these groups, we cannot monitor private messages or anything that happens outside of these spaces. Please report anything you feel is inappropriate or offensive to your CoppaFeel! team member and follow our Reporting Concern's Policy.

You may also be given access to Twitter accounts which are linked to some of our programmes and used to shout about and promote the work those programmes do. Please follow [Twitter's Rules and Policies](#), report anything you feel is inappropriate or offensive to your CoppaFeel! team member and follow our Reporting Concern's Policy.

Please consider what you share or create when representing the charity, on your own private social media accounts and any accounts representing CoppaFeel!. Be mindful of what you post, use your judgement and common sense. You will be held accountable for what you say on your personal accounts if it breaches any of the guidelines below:

- Do not share hate speech, discrimination or threats of violence.
- No bullying or harassment.
- No sharing of confidential CoppaFeel! information.
- No sharing of campaigns, artwork or projects before their official launch.

- Ensure that you clearly have on your personal bio that your views do not represent the charity and they are your personal views.
- Be mindful that if you are posting from any social media account that mentions your involvement at CoppaFeel!, that you are indirectly representing the charity with your content. You must not share any partisan political statements as this could affect the charity's own campaigning and policy work, it is not permitted for the charity to have any political affiliation.
- Do not disparage or damage CoppaFeel!'s reputation, or that of our patrons, supporters, sponsors or volunteers.
- Do not reach out in a personal capacity to patrons or celebrities involved with the charity unless you have a specific existing personal relationship with them.
- If a member of the public reaches out to you via your personal account for a complaint or comment do discuss with the CoppaFeel! team before responding.
- Give credit where it is due and don't claim authorship of something that isn't yours. If using another party's content, make sure to credit them and that they approve. Do not breach copyright or trademarks.
- Remember you may NOT share any non-public information of the charity, and be cautious of taking any public positions online that are counter to the charity's interest, and cause conflict.

Health and safety

CoppaFeel!'s policy is to provide:

- healthy and safe working conditions
- appropriate equipment for all volunteers
- appropriate and relevant training for all volunteers

We also accept responsibility, as far as is feasible, for all members of the general public who may be affected by our activities.

CoppaFeel! is committed to your wellbeing and safety whilst you are volunteering and, in turn, we expect our volunteers to contribute to maintaining a safe working environment. It is imperative that you report any concerns immediately.

Volunteer safety

Volunteers visiting external venues to represent CoppaFeel! (for example, schools, offices, festivals) should adhere to the health and safety policy of that venue.

Volunteers visiting external venues for CoppaFeel! should also adhere to the following safety guidelines as much as possible:

- Ensure you have the contact details of the person or venue you are visiting before setting out (these will be available to you prior to the event).
- Plan your travel route in advance, taking into account the departure time as well as arrival time. If you are using public transport, check it will still be running. Some areas change significantly after dark – ensure that you have the number of a reputable taxi service if necessary and your contact at Boob HQ is aware of your planned journey.

- If using a car, double check the parking instructions beforehand. If leaving the location after dark you should ensure that your car is parked in a safe, well-lit area.
- If you need to transport materials, check beforehand that you have reasonable access and help when unloading.
- Take a mobile phone with you in case of emergencies.
- If staying overnight in accommodation or otherwise at festivals, make sure you have suitable equipment and facilities.
- Always speak to a member of the CoppaFeel! team if you are ever concerned about your safety.

Some volunteering events may require you to stay overnight. This will be discussed with you beforehand, including logistics, booking and payment. Volunteers are covered by our insurance whilst they are volunteering for us, CoppaFeel! is not responsible for volunteers whilst they are not volunteering for us (i.e overnight/in between volunteering hours). Volunteers staying overnight should adhere to the health and safety policy of the event/accommodation venue and should also adhere to the following safety guidelines:

- Plan your accommodation in advance (unless provided by CoppaFeel!, which will be confirmed in advance.)
- Ensure you have suitable equipment and facilities for an overnight stay.
- Always speak to a member of the CoppaFeel! team if you are concerned about your overnight stay.

Insurance

CoppaFeel!'s public liability insurance policies include the activities of volunteers and liability towards them. We do not insure the volunteer's personal possessions against loss or damage.

Vehicle responsibility

It is your responsibility to ensure that your vehicle is roadworthy and suitable for use when using it to volunteer for CoppaFeel!. You must have a valid MOT certificate and tax disc at all times and you should hold a full, current driver's licence if you are the driver.

Representing CoppaFeel!

We believe all our volunteers are highly responsible but would nevertheless like to set out our expectations of your conduct and ensure that your volunteering experience is a positive and rewarding one. As a CoppaFeel! volunteer, you will also be a representative of the charity and, as such, we ask that you act appropriately. You should behave with civility towards fellow volunteers and members of the CoppaFeel! team. No rudeness will be permitted towards donors, supporters or members of the public. Objectionable or insulting behaviour, or bad language will not be tolerated. Whilst volunteering for CoppaFeel!, you should use your best endeavours to promote the interests of the charity.

We don't have a strict dress code, however we do expect you to present a professional image when representing the charity externally. Clothes should be neat, clean and appropriate for the work you are doing. There are times when you will be required to wear branded clothes, please ensure that you remove these before going out socially. Do not smoke or drink alcohol while wearing CoppaFeel! branded clothing. Bear in mind that you are representing the charity and reflecting our values.

CoppaFeel! is a smoke free organisation and therefore no smoking is allowed at our events. Volunteers are asked not to smoke or drink alcohol when wearing a badge, branded clothing or anything that would identify you with the charity. Volunteering whilst under the influence of drugs or alcohol will not be tolerated.

If your behaviour falls outside any of these standards, whether in the presence of a CoppaFeel! team member or reported to the CoppaFeel! team by someone, your volunteer role will be terminated.

Volunteering hours and breaks

It is important that you take appropriate breaks when volunteering your time. Please follow the guidelines below and speak to your CF! team member if you have any questions or concerns.

- Volunteering for up to 12 hours = 2 x 30 min scheduled breaks.
- Volunteering for 13+ hours = 2 x 30 min scheduled breaks plus a 15 min tea break before the end of the event, ready for the final pack down.

If you are staying overnight as part of a volunteering event, please make sure you have 11 hours rest in between shifts.

Cash handling and paying in donations

There may be occasions when the good people of this world will want to give you money. Unless approved by the CoppaFeel! team in advance, please do not take responsibility for the money they would like to donate. If it is a cheque, ask them to post it to CoppaFeel! using the address below. If it's cash, ask them to donate the funds via our website. If neither of these options are possible, contact a member of the CoppaFeel! team.

Where you are responsible for collecting large amounts of cash, cash should be collected, counted, transported, banked and recorded by two individuals. Cash must never be left unattended at a fundraising event and we encourage that at least two people should always stay with any cash. All cash handled by volunteers must be dealt with so as to ensure its safe custody and mitigate against loss whether through fraud, misappropriation or mistake. When possible, cash collected will be placed in sealed envelopes, bags or buckets and signed over the seal by two responsible individuals. For safety, cash must not be counted on site. The volunteer will ensure that the cash collected is banked as soon as possible, usually

the next day. Cash must be counted by two people. If you are planning a collection remember to seek permission from the relevant person, council or property owner. Also please ensure that your bucket/shaker is always sealed correctly and you have the correct permit for fundraising if needed. If you have any questions please email fundraiser@coppafeel.org.

Confidentiality, privacy and data protection

At CoppaFeel! we take great care to ensure we process and store your data responsibly. We will always endeavour to keep any personal information you share with us safe. We are committed to using your personal information in accordance with applicable laws and only using your personal information where you would reasonably expect us to. For more information, head to our website and read our [privacy policy](#) to understand how, why and where we collect your personal data. Volunteers are free to request any information held on them at any time. In order to do so, please email data@coppafeel.org.

During your time volunteering with us you may have access to confidential information relating to our organisation or our supporters. We expect you to keep this information confidential and not to disclose this information to any person either during your volunteering experience with us or at any time afterwards.

Unless you have organised your own event, no one should be using your personal details to contact you about CoppaFeel! duties. If this happens, please notify HQ and forward the request on to your main contact.

Media relations and photography

No comments or stories should be given directly to the media on behalf of CoppaFeel! without checking with us first. All requests should be forwarded to your contact at HQ. We are sometimes approached by media outlets who would like to hear about our supporters' stories. We will always check with your first to see if you would like to be involved and will support you throughout the process.

We may use photographs of volunteers carrying out their roles for promotional purposes, such as in leaflets or online. We will always check with you first and you may, of course, request that an image is withdrawn.

The wellbeing of children and vulnerable adults is paramount to CoppaFeel! and therefore media content from events will only have been shared when permission has been granted by the organiser and participants. Venues and events may have their own media consent policies in place in order to protect children and vulnerable adults, therefore CoppaFeel! will only share media content that has been sent over by the organisers and already been granted internal permission.

Using the CoppaFeel! brand

Before using the CoppaFeel! logo on printed or digital material you must get our approval. The CoppaFeel! logo is a unique and valuable asset and creates a powerful and influential brand. It enables us to differentiate ourselves as a charity and communicate to a wider audience more effectively. If appropriate, we will provide our brand guidelines document and logos.

Moving on

When your volunteering opportunity is over or you have decided to stop any long term volunteering, your contact at HQ will be in touch with the necessary steps. This may include returning materials or completing any outstanding admin including expenses and paying in fundraising. If you wish to continue supporting CoppaFeel! in other ways, we would love to hear how you would like to be involved.

Thank you so much for choosing to support CoppaFeel!, we're so excited to work together so that we can reach more people with our life-saving message!

Further information and how to contact HQ

Address: CoppaFeel!, Unit 4, Bickels Yard, 151-153 Bermondsey St, London, SE1 3HA

Telephone: 02074070398

Email: volunteer@coppafeel.org

CoppaFeel is a registered charity in England and Wales (1132366) and Scotland (SC045970) & a company limited by guarantee (06974733).