

Truro Hospital Radio
Policies & Procedures

Section A: Membership

- 1) For Insurance purposes membership is restricted to persons aged 16 or over.
- 2) The rate of subscription is decided by the Executive Committee and due annually by 31st January.
- 3) Entitlement to Membership and the privileges thereof are decided by two Executive Members, subject to being accepted as a volunteer by the RCHT Voluntary Services Manager, upon satisfactory completion of all application forms, checks and payment of membership subscription.
- 4) Failure to complete the full membership application/renewal formalities as requested on the respective forms will result in the termination of membership.
- 5) Membership renewal is at the Executive's and Voluntary Services Manager's discretion.
- 6) Members who commit themselves to activities within Truro Hospital Radio should do so to the best of their ability.
- 7) RCHT Identity badges must be worn on all hospital premises and shown if requested.
- 8) All matters discussed at an Executive meeting should be treated as confidential and should not be raised or discussed with any third party.

Section B: General Behaviour

- 1) Members representing Truro Hospital Radio must at all times exhibit professional conduct in the public eye including (but not limited to) within the hospital, studios and on Outside Events and Roadshows.
- 2) Members must be as co-operative as possible with other members, hospital staff, patients and visitors.
- 3) Smoking, the consumption of alcoholic beverages, and the taking of illegal drugs are prohibited on hospital premises.
- 4) Members must not become involved in any activities on hospital premises which are liable to cause a fight or disturb the peace.
- 5) Members must adhere to the Truro Hospital Radio Social Media Policy as included in Appendix A.
- 6) No member may buy goods or incur liability in Truro Hospital Radio or the Charity's name without the explicit joint authorisation of the Treasurer and a member of the Executive Committee.
- 7) All donations from the public must be given to the Treasurer who will issue receipts for the same.
- 8) The station's name and equipment, including jingles, must not be used for personal gain.

Section C: Use of Studio

- 1) Members must obtain the permission of the Studio Co-ordinator (or, in his or her absence, an Executive Committee Member) to use the studio outside of broadcasting hours.
- 2) It is the responsibility of the presenter, before leaving the studio to ensure that the station is still broadcasting; if difficulties are encountered the Studio Co-ordinator, Scheduling & Production Co-ordinator, Chairman (or, in their absence, an Executive Committee Member) should be informed immediately.
- 3) All members and visitors must sign the diary indicating their arrival and departure times. Visitors should not be left in the studio without a full member being in attendance.
- 4) The use of studio key and codes is forbidden for any persons who is not, aged 18 or over, an Executive Member or a trained member.
- 5) Any objectionable notice will be removed by a member of the Executive and returned to the owner.
- 6) Before leaving the studio, members should ensure equipment (except for computers and PC faders on desk) is switched off, lights switched off and the alarm set.

- 7) Adverts should be played as scheduled on the computer.
- 8) Promotion of Events and competitions should be made as instructed in the studio.
- 9) No DIY (including, but not limited to, adding electrical appliances) should be undertaken inside the studio, without permission from the Chairman (or, in his or her absence, an Executive Committee Member).
- 10) Health & Safety procedures should be followed as instructed during training. Accidents occurring within the studio should be recorded in the Accident Book and reported to the Chairman.

Section D: Equipment

- 1) In order to use the studio equipment unsupervised, new members must firstly have carried out the Presenter Training Programme, be in possession of a passed presenter certificate and aged 18 or over. Following the completion of training, all members will commence a probationary period, reviewed after 3 months.
- 2) All equipment and property of Truro Hospital Radio (including the record and CD library) must be taken proper care of and treated with respect.
- 3) Faults in equipment must be reported to the Studio Co-ordinator or Chairman at the earliest convenience.
- 4) Only the Engineer or Chairman may undertake, or give permission for, repairs or adjustments to equipment.
- 5) All equipment taken from the studio, to be used for Outside Events must be returned to the studios immediately after use unless special permission is obtained from a member of the Executive.
- 6) Any member wishing to use the studio and Outside Broadcast equipment outside the studios must at first seek the permission of the Membership & Events Co-ordinator (or, in his or her absence, an Executive Committee Member), giving at least 7 day's notice and sign the equipment out in the appropriate book.
- 7) All members may be required to undergo 'top-up' training, at the discretion of the Executive Committee. Failure to comply will result in suspension of broadcasting until the training is complete.

Section E: Records, CDs and computerised audio

- 1) No records or CDs must be removed from the studios unless in connection with a Roadshow or with the permission of the Library Co-ordinator (or, in his or her absence, an Executive Committee Member).
- 2) Damage to any of the above should be marked on the sleeve/case and reported to the Library Co-ordinator.
- 3) All promotional identifiers and personal jingles must be approved by a member of the Executive Committee before they are broadcast on air.
- 4) All records and CDs used from the library must be replaced in the correct place.
- 5) Only Executive Committee Members, or those instructed by an Executive Member may, add to, edit or delete audio from the computer.
- 6) Presenter's will each be limited to 15 personal ID's or jingles on the computer.

Section F: Programmes

- 1) Presenters must adhere to the programme schedules.
- 2) Presenters must notify the Scheduling & Production Co-ordinator, Studio Co-ordinator (or, in their absence, an Executive Committee Member) as soon as possible if they cannot fulfil their scheduled duties. Adequate notice should be given to enable the Scheduling & Production Co-ordinator, Studio Co-ordinator (or, their absence, an Executive Committee Member) to arrange cover; if a presenter can organise their own stand-in, they should do so.
- 3) Presenters should be in the studio fifteen minutes prior to going on air.
- 4) To present a programme, a member must have completed training and then have submitted a demonstration recording which must be approved by at least three Executive Committee Members.

- 5) On-air presenter's wishes should be respected at all times. They have the right to exclude any other member from the studio during their scheduled broadcast. The presenter following them should be allowed access fifteen minutes prior to their show.
- 6) No person, who is not a member is to be admitted to the studio without express permission from a member of the Executive, unless for on-air commitment.
- 7) All requests/dedications must be played as near to the correct time as possible.
- 8) If a particular record is requested, it should be played if at all possible. If a record is unavailable then a suitable alternative should be found. In all cases the request/dedication should be mentioned.
- 9) Presenters who wish to terminate their show should inform the Scheduling & Production Co-ordinator in writing four weeks before they intend to finish.
- 10) Any presenter who is, or whose programme contents are deemed to be falling short of expected standards, may be taken off the air at the discretion of the Chairman. In the event of an appeal against this decision, the matter will go before a full Executive meeting where both the presenter and the Chairman will be given the opportunity to put their case.
- 11) Members must not:
 - a) Hold controversial interviews or make controversial comments.
 - b) Hold interviews where only one side of a debate is represented unless the other side has declined to comment (this should be announced on-air – i.e that the party declined to comment).
 - c) Talk about a patient's health other than in the form of a get well message or give information about a patient obtained from a third party.
 - d) Criticise the Royal Cornwall Hospitals NHS Trust, its staff or its services.
 - e) Attempt to give medical advice.
 - f) Tell possibly distasteful or sarcastic jokes on subjects like health, death, injury, politics, or religion.
 - g) Swear or use potentially offensive language on air (bearing in mind that a large proportion of our listeners are elderly and what is offensive to them is likely to be considered not so by a presenter of a younger age).
 - h) Tell jokes about or criticise Truro Hospital Radio or its members.
 - i) Show a lack of consideration for the needs and circumstances of patients.
 - j) Say anything likely to bring the station, our supporters, or the Royal Cornwall Hospital's Trust in to disrepute.

Section G: Ward Visiting and Request Collecting

- 1) As part of the training programme, new members will be introduced to ward visiting and encouraged to regularly visit a ward.
- 2) Hospital ID and Ward Visitor Badges must be worn in a prominent position when visiting a ward.
- 3) When entering a ward, members must adhere to any advisory notices displayed.
- 4) Members must ask staff's permission before going into the patient areas and follow any instructions given by the nursing staff present.
- 5) Members must not enter any side-wards or rooms to collect requests.
- 6) Members must not impose on any patient or disturb any patient surrounded by curtains.
- 7) Any problems experienced on a ward in radio reception, lack of headsets, unhelpful staff etc should be reported to a member of the ward staff.
- 8) Comments or complaints from patients or staff, regarding the station or it's members should be referred to the Chairman.

Section H: Fund-Raising

- 1) No Fund-Raising on behalf of Truro Hospital Radio must be undertaken without the knowledge and permission of the Executive Committee.
- 2) Members should help with Fund-Raising if at all possible when asked to do so.

Section I: The Roadshow Unit and Equipment

- 1) Members representing Truro Hospital Radio on Outside Events and Roadshows must at all time exhibit professional conduct in the public eye.
- 2) Members assisting in Roadshows must follow the instructions of the Membership & Events Co-Ordinator or other member of the Executive Committee.
- 3) Equipment in the Roadshow Unit should only be used by trained presenters.
- 4) Members must as far as possible observe health and safety regulation and ensure that no member of the public is endangered by the activities.

Section J: Discipline

- 1) It is the duty of any member witnessing a breach of procedure to inform a member of the Executive as soon as possible.
- 2) Failure to comply with any procedure will, at the discretion of the Executive, result in:-
 - First Offence: Verbal warning from the relevant Officer plus one other Executive Committee member.
 - Second Offence: Formal written warning issued by the Executive Committee.
 - Third Offence: Automatic suspension with the Executive Committee to decide on further action.
- 3) Anyone alleged to have committed serious misconduct, for example, being drunk, involved in fighting, stealing, causing serious offence or distress to another member, will be automatically suspended and have their case referred to a full Executive Committee meeting. The three-stage disciplinary procedure need not be followed in such instances.
- 4) If, following an automatic suspension, the full Executive Committee meeting confirms the suspension or proceeds to terminate the offender's membership; the member in question has a right of appeal within 28 days from the date of the notice of suspension or termination, an appeal will be heard by the Executive Committee, whose decision shall be final.
- 5) Any member who is expelled, or who leaves the organisation, will not have their subscriptions refunded and must surrender their RCHT Identity Badge, Name Badge, Parking Permit Studio Key and return any property or documentation belonging to the charity immediately.
- 6) Any member who has a grievance against another member or a member of the Executive Committee should approach the Chairman or, in the last resort, another member of the Executive Committee.

Other Rules

Any items not covered in these rules but which are clearly contrary to the Charity's best interests will be dealt with by the Executive Committee.

Produced by the Executive Committee of Truro Hospital Radio in association with the RCHT Voluntary Services Manager

Signed:

_____	<i>Chairman</i>
_____	<i>Secretary</i>
_____	<i>Treasurer</i>
_____	<i>Executive Committee Member</i>

Appendix A
Truro Hospital Radio (CHBN)
Social Media Policy

The following sections provide members with details on using social media responsibly and safely. Social media includes Facebook, YouTube, Twitter and all other social networking sites, and all other Internet postings, including blogs.

1.1 We want you to help protect our charity reputation. Members must not post disparaging or defamatory statements about:

- a) CHBN;
- b) CHBN members past or present;
- c) Listeners;
- d) The Royal Cornwall Hospital Trust, its patients, staff or volunteers;
- e) Suppliers, Vendors, Associates or Donors;
- f) Other affiliates and stakeholders;

Members should also avoid social communications that might be misconstrued in a way that could damage our charity reputation, even indirectly.

1.2 Members are personally responsible for what they communicate in social media (as part of their role or on personal sites). Remember that what you publish might be available to be read by the masses including CHBN, colleagues, future employers and social acquaintances for a long time. Keep this in mind before you post content.

1.3 CHBN does not permit tagging of vulnerable adults or anyone under 18 years of age.

1.4 There is no obligation for members to link their personal social media to any CHBN social media.

1.5 Members are not permitted to set up social media accounts for station purposes without prior consultation with a member of the Executive Committee.

1.6 If you disclose your affiliation as a member of CHBN you must also state that your views do not represent those of the organisation you are volunteering with. For example, you could state, "the views in this posting do not represent the views of CHBN". You should also ensure that your profile and any content you post are consistent with the image you present to those you work with as part of your role with the station.

1.7 You are responsible for the security settings of any social media sites you use and should ensure they are set to the appropriate level if you wish to limit who can see your information.

1.8 Remember that you must respect confidentiality at all times and protect confidential information. You should be mindful of Data Protection issues, if in doubt

Speak to a member of the Executive Committee. Confidential information includes things such as unpublished details about our work, details of current projects, future projects, financial information or information held on our supporters, or members.

1.9 Avoid posting comments about sensitive topics that may be related to us, the Royal Cornwall Hospitals Trust, other supporters or stakeholders. Even if you make it clear that your views do not represent those of our charity, your comments could still damage our reputation.

1.10 If you are uncertain or concerned about the appropriateness of any statement or posting, refrain from making the communication until you discuss it with a member of the Executive Committee.

1.11 If you see content in social media that disparages or reflects poorly on CHBN or our stakeholders, you should report it to a member of the Executive Committee. All members are responsible for protecting our reputation.

1.12 The contact details of business contacts made during the course of your membership are regarded as our confidential information, and as such you will be required to delete all such details from your personal social networking accounts, should you cease being a member.

1.13 It is your responsibility to disclose details of any historic social media activity that may contravene this policy and these may be taken into account when assessing your suitability for membership. If it is later discovered that you did not disclose such information it will be deemed as a serious breach of this policy.