



ORCHYD

Volunteer Handbook 2025

All the info you
need for this
year's holiday!

www.orchyd.org.uk

Registered Charity
1072239

Welcome!

Thank you so much for volunteering for ORCHYD. Any time you can give, in whatever capacity or role, is hugely appreciated. There are so many ways volunteers make a difference and help make ORCHYD what it is. Every single person at ORCHYD is a volunteer, and without you, we couldn't exist.

For those volunteers who are new to ORCHYD, here's a bit of background. ORCHYD was started in 1971 (yes, that's over 50 years ago!) by a group of like-minded people from Churches in the local area who wanted to provide a holiday for children with physical disabilities. Roll forward to 1998 and ORCHYD became a fully-fledged independent Charity.

The Charity is governed by a Board of 7 Trustees, with delegation to the Management Committee who organise and run all operational aspects of the Charity - including the main summer holiday, day trips and weekends.

Alongside this, the Trustees set aside an amount of money each year towards funding requests, helping children who need specialist equipment or supporting other organisations with offering holiday clubs/trips for children with disabilities.

This handbook is a guide for registered volunteers who are offering their time on behalf of ORCHYD and we hope it will give you all the information you need.

We greatly appreciate all that you do to support the Charity and the children we help.

Thank you!

ORCHYD Trustees & Committee

The 2025 Holiday

Thank you all so much for volunteering to help on this year's holiday! This booklet will provide you with some useful information you may need while at ORCHYD.

Location of ORCHYD

St Martins Church Hall, St Martin's Church, Eastcote Road, Ruislip, Middlesex HA4 8DG

Contact Numbers/Emails:

ORCHYD Mobile: 07502 382469 / staffing@orchyd.org.uk

Transport: The closest underground station is Ruislip Underground station which is served by both Metropolitan and Piccadilly lines. It is a little walk from the station straight down the high street.

Buses: H13 from Ruislip Station to the Hop and Vine.

There is a large pay and display car park opposite the church and a very small amount of parking on the roads.

The Important Dates for this year's holiday:

- [ORCHYD Training Day](#) - Sunday 27th July
- [ORCHYD Holiday Set Up](#)- Sunday 27th July / Monday 28th July
- [Wednesday Welcome Walkaround](#) - Wed 30th July 7.30pm
- [ORCHYD Holiday](#) -Thursday 31st - Friday 8th August
- [Mid-Holiday Social](#) - Tuesday 5th August 7.30pm outside the Hall
- [ORCHYD Holiday Take Down](#): Friday 8th August
- [Volunteer Celebration night out](#): Friday 8th August

[Granero Lounge in Ruislip from 7pm](#)

Key Contacts whilst on the ORCHYD Holiday

Staffing Team - Co-ordinate all the volunteers and are there to answer all questions during the holiday. The staffing team member will be identified first thing and name on the board.

Becky Waugh / Lisa Sanford / Gillian Friend / Gavin Coleman

If you have any problems please speak to a member of the staffing team.

If it's anything more serious, please speak to:

Holiday Chair: **Corrie Irwin** - corrie@orchyd.org.uk or 07801 908980

Or

Staffing Team

Or

Health Care Professional (HCP) Member on Duty

The Staffing & HCP Members on Duty will be detailed on the notice board in the main volunteer area.

The above group of people are the key decision makers on the ORCHYD Holiday.

ORCHYD Mobile: 07502 382469



Volunteers Essential Info

The ORCHYD Volunteer training day: **Sunday 27th July 2025** at **St Martins Church Hall**.

Details of the day should have been received by email, any questions please ask. It is essential ALL volunteers attend. **Please let one of the staffing team know if you can't.** It's a jam packed day with lots of interesting sessions just for ORCHYD.

What to do when you arrive at ORCHYD:

Sign in at the Welcome Desk, collect your ID badge. If you do not have an ID badge please speak to staffing ASAP. It is essential everyone has their ORCHYD ID.

The volunteer room is next to the Welcome Desk, you are welcome to leave your belongings here. Please help yourselves to refreshments and all contributions to the 'treat table' are very welcome (NO NUTS PLEASE!).

If it is your first shift please let the Staffing Team member know. We know it can be a little daunting starting at ORCHYD so we will make sure there is someone on hand to show you around, answer any questions and help out.

The Staffing and HCP room is next to the ladies toilets, there is normally always someone in there to answer questions and help with anything.



ORCHYD is a NUT FREE Zone - some of our children and volunteers have nut allergies, please don't bring nuts or peanut products to ORCHYD.

What does your volunteering role involve?

This section provides a brief outline of what each duty involves:

ORCHYD Early Risers:

- Waking the children up, washed, brush teeth and dressed.
- Anything from helping a more able child to changing nappies.
- Being a helping hand during breakfast, feeding and making sure the children are ready for the fun-filled day ahead.
- Please help yourself to breakfast too!

ORCHYD Adventurers (Day Trips):

- You will be paired with a child who you will provide one to one care for throughout the day. The children /volunteer pairing list will be on the wall in the volunteer room first thing. Any problems please speak to staffing.
- Children information folders will be in the volunteer room and in the hall. Please look at the information for your child each day.
- There will be a briefing each morning before we leave to give specific information about the day.
- You will be helping the child get involved in activities and making sure they get the most out of the experience, providing necessary care and helping with the child's toileting needs.
- Make sure you have your child's day bag prepared first thing, a list will be provided if unsure what to pack.
- Please make sure your child is dressed appropriately for the day and has any splints/ wheelchairs/ walkers/ specific shoes/ cups/ cutlery with you if needed.
- We will let you know which bus you need to go on and if you need a radio (we will show you how to use it).
- Collect a radio if needed, first aid kit (if qualified first aider) children's pocket money and ice cream money.
- We go around in small groups with other helpers and children on day trips. Please stay in the groups and with your child at all times.



Twilight Team:

- Looking after the children through evening. There will be activities most evenings to help the children with, such as paint a plate. There is also the sensory tent and toy area, please encourage the children to use both. We have iPads/Kindle Fires available for the children's use in the evening.
- Helping at dinner time and generally looking after the children.

Bedtime Squad:

- Helping the children get changed, toileted, teeth brushed and ready for bed in time for a good night's sleep.



Quiet Night Crew:

Experienced helpers who stay at the hall overnight to provide care and security for the children. Volunteers for this are expected to have been a helper for at least one year previously and be over 18.

Driver Duties:

We need lots of drivers. If you drive on a day trip you can act as a floating volunteer, help where is needed or be paired with a child on the trip



To be one of our minibus drivers you need to be over 21 with a full driving licence (with a max of 3 points), medically fit and be able to attend the driving training course. Please contact the staffing team if you are interested.

Kitchen Duties:

Catering has number of duties including:

- Making breakfast (perfect for all you early birds!) Making packed lunches for the children
- Making delicious dinners and desserts to please everyone in the evening.

Housekeeping:

- Mainly during the morning, the housekeeping volunteers come in and do a fabulous job of making sure every bed is made, everything is clean and organised.
- Emptying bins and ensuring the toilet/shower areas are clean.



Welcoming/Security Desk:

- Early morning, daytime and evening shifts, making sure volunteers and children are signed in and out correctly. A vital part of our holiday routine to help ensure everyone is safe.
- Those at the desk are in charge of making sure they are aware of who is in the building at anytime in case of fire and for the safety of the children.

Health Care Professionals (HCP's):

There are four different HCP shifts:

- Morning medications rounds
- Day trip providing nursing support and giving any medications due at lunchtime or any other time throughout the day
- Evening medications rounds
- Night shift

The children's medical needs are extensive and HCP duties may vary from administering regular medications, feeds through gastroonomy sites or caring for children during emergencies such as seizures.

If you are a registered nurse/ health care professional and would be interested in volunteering within the team please contact either the staffing team or Daisy who leads the HCP team.



Volunteer Code of Conduct:

- Please be on time for your shifts, if you are running late please call us as soon as possible (ORCHYD Mobile: **07502 382469**)
- Wear appropriate clothes while volunteering.
- Always wear your ID badge.
- When on duty with ORCHYD, please ensure that is where your attention is focussed. Particularly when we are out in public.
- Please only use your phone if you really need to around the children, remember we are here for them for their holiday.
- **Please DO NOT take ANY pictures of children on your personal phones or cameras.** This is to protect the children and the volunteers. We have designated photographers and cameras for the holiday.
- If you wish to smoke/ vape please do so offsite. This is either Ruislip High Street or Eastcote Road whilst at St Martins, or designated areas whilst on trips. Please do not smoke/vape in front of the children.
- Please be mindful of your language and topics of conversation - some children may struggle to communicate, but that doesn't mean that don't understand what you are saying!
- The Fire Assembly Point is outside the church doors heading towards Eastcote Road. If the fire alarm goes off please ensure you make your way to this point directly with the children. Fire Marshalls will be on hand to help.
- Please familiarise yourself with the ORCHYD policies, including safeguarding. These are available on the website and in hardcopy at the holiday.
- If you have any questions or concerns please speak to the staffing team.

Children's Information Books

The children's information books have as much information as we have about the children, regarding their medical condition, dietary needs, mobility, toileting needs, sleeping routine, likes and dislikes, equipment and allergies. The information is available in multiple places:

- Volunteer room
- The main hall
- Attached to the children's bed
- The minibuses
- With the child either in their bag or with their chair

If you find out anything new about the child you're looking after, please add it to the children's info board in the volunteer room.



Some of the children on the ORCHYD holiday find it quite hard to communicate. Please understand and respect that they will still have preferred things to do. If you're not sure what a child might enjoy please ask around for someone that may have looked after the child before and might know what they enjoy. For some of the less able-bodied children, it can be a lot of fun for them to come out of their chairs and lie on play mats or in the sensory tent to stretch and relax. Make sure you follow the manual handling procedure

Each child has a diary, please help them fill it in every day to capture the memories from the day.

**We are here to make the children's holiday great!
Make memories, grow in confidence and have fun!**

ORCHYD Daytrip and Activity Plan 2025

	Day Trip	Other Activities
Thursday 31st	Welcoming Children	Film Night
Friday 1st	Longridge Activity Centre	Music with Ashley
Saturday 2nd	Theatre show, ice skating and Thomley overnight	Campfire
Sunday 3rd	Thomley	Jungle Juniors
Monday 4th	Camp Mohawk	Therapy Dog visit
Tuesday 5th	Gullivers	Games Night
Wednesday 6th	TVAP & Swimming	Baking
Thursday 7th	Tube train & Bubble Planet	PARTY!!!
Friday 8th	Swimming	Parents collecting children

Your ORCHYD T-Shirt

We have provided all of our volunteers with an ORCHYD T-Shirt. Please choose your size on your first shift if you don't already have one.

We would like all of our volunteers to wear their T-shirts On the following days:

- To welcome the children on the **Thursday 31st July**
- To Gulliver's on the **5th August**
- Any other day that you want to!



Being prepared for a day trip with ORCHYD

We know there's lots to remember so here's a checklist for the day for the children:

- A jumper & spare change of clothes
- Waterproof jacket (we have spare ponchos)
- Sun hat / Sun cream / Sun glasses
- Nappies and nappy bags - if needed
- Wet wipes, gloves/ aprons/ hand sanitizer
- Packed Lunch and water bottle
- Wheelchair/ splints/ specific drinking cup and cutlery, straw if needed.
- Pocket money
- Child information card should be in bag

IF IT IS A HOT SUNNY DAY PLEASE APPLY SUNCREAM TO YOUR CHILD THROUGHOUT THE DAY AND MAKE SURE THEY DRINK PLENTY

In the main room there will be books giving you some detailed information about each of the children - read this before you set out on your journey and check what your child needs, for example:

- Does your child use a special cup?
- Does your child use a straw to drink?
- Does your child wear leg splints?

Make sure you check your child's dietary needs!

These are listed on the wall next to the kitchen - there's no sensitive information here, so feel free to take a photo on your phone!

What should volunteers bring on a day trip

- Suitable clothes for activity (No low cut tops, short shorts or flip flops or sliders please.)
- ORCHYD ID
- Waterproof jacket/ spare clothes
- Sun cream for personal use / Hat
- Reusable water bottle/ snacks (lunch is provided)
- Money if you wish to buy anything for personal use
- Outing notes
- Your ORCHYD T-Shirt (On the 31ST July & 5th August)
- **Swimming kit* and towel etc** for **Camp Mohawk** trip and **TVAP/Swimming** and **swimming on Friday 8th** (shorts & t-shirt are fine if prefer to wear these and are happy to go into water in them)

*Let a staffing team member know ASAP if swimming will be an issue for you.



Post Day Trip info

- Sign yourself and child back in at the hall
- Return radios and first aid kits
- Help your child fill out their daily diary
- Return lunches/ cups/ cutlery
- Help your child go to toilet if needed
- Fill in toilet chart as needed
- Help your child enjoy games/ sensory tent.
- If your child uses a chair, get them out of chair if they would like.
- Speak to staffing if you have any concerns from the day

Although your duty may have finished, if you have any spare time, you are very welcome to stay for dinner.



Meals for Volunteers

ORCHYD provide meals for volunteers on shift, help yourself to breakfast if you are in early, lunch for day trips will be provided and dinner in the evenings.

For Packed lunch days, you will be able to indicate your sandwich preference online when your shifts are allocated.

- Friday (1st August) Longridge [Pizza lunch](#)
- Saturday (2nd August) Theatre / Ice Skating/Thomley: [Packed lunch provided.](#)
- Sunday (3rd August) Thomley: [Lunch provided at Thomley.](#)
- Monday (4th August) Camp Mohawk: [Packed lunch provided.](#)
- Tuesday (5th August) Gullivers Land: [Packed lunch provided.](#)
- Wednesday (6th August) TVAP & Swimming: [Picnic lunch](#)
- Thursday (7th August) Bubble Planet & Cinema:, [Lunch at Box Park Wembley](#)
-
- Friday (8th August) Swimming: [McDonalds](#)

You are also very welcome to bring your own food if you would prefer.

[Dinner at ORCHYD is enjoyed together as one big group.](#)

Make sure you indicate if you're Vegetarian or have any other special dietary requirements.

Please ask a member of catering team if you would like anything, they are always around to help.

The Serious Stuff

ORCHYD has the following policies in place which are available for viewing on request and available on the volunteer website:

Non-medical policies including:

Safeguarding, Data Protection, Recruitment, Challenging Behaviour, Health & Safety and Risk Assessments

Medical Policies including:

Administration of Medication, Epilepsy, Infection Control, Asthma, Enteral Feeding and Allergy Anaphylaxis

Post ORCHYD Holiday Contact with Children

The ORCHYD holiday can be quite intense, especially if you are signed up to a lot of duties. This does mean that you can get to know some of the children very well and that both you and they would like to keep in contact after the holiday. Here are some guidelines we ask that you follow:

1. Please **do not** accept or initiate any friend requests with the children or their families via social media.
2. Please do not ask for or accept a child's address or phone number.

This is to avoid awkward situations for both volunteers and for ORCHYD itself.

We would also request that any comments you may make via ANY social media are appropriate and not likely to cause embarrassment to either ORCHYD or any individuals associated with ORCHYD.

Health, Safety & Hygiene

Please follow these simple guidelines which are here to protect you, the children and ORCHYD.

- Make sure you sign in and out of St Martins leaving your badge behind when you leave.
- Wear appropriate clothing and footwear for the duty. **We strongly advise against flip-flops.**
- Hand washing is extremely important. Always make sure you do this after changing a child.
- **Always wear disposable gloves and apron if changing a child's nappy.**
- NEVER lift a child on your own. Always lift in at least pairs and where appropriate use the hoist. A number of key helpers know how to operate the equipment and so just ask for help if you need to.
- Please ensure best endeavours are made for you to never be alone with a child. Please also ensure that you never leave a child alone.
- Always report any incidents or accidents, no matter how small, to the key staffing member on duty. These need to be recorded, anything recorded will be kept in confidence.
- If you have any safeguarding concerns please speak to Corrie, Gavin, the staffing team or HCP on duty.

Sickness Guidance

Thankfully we are no longer in a pandemic however we must be aware that we are working alongside some incredibly vulnerable people.

If you are unwell, particularly if it's something that could be COVID or a tummy bug, please do not volunteer and let us know as soon as possible.

Moving and Handling

Here are some best practice guidelines when it comes to lifting children, or any equipment at ORCHYD:

Children:

- Do you need to lift?
- Can the child help you / weight bear?
- A hoist should be used as much as possible when it comes to the children. If that's not practical, then a two person lift.

Other:

- Can the load be split?
- Do you know how heavy it is or if it has an unusual centre of gravity?
- Lift one corner carefully to get an idea of its weight and rock it gently to check weight and centre of gravity
- Clear the route first, ensure a clear space to put load down and open any doors (get someone to hold them open or prop them open temporarily).

Incidents/accidents - You are required to report all accidents or incidents which occur whilst you are carrying out your volunteering activity.

You can access an online version of the incident form [here](#), or hard copies are available from the Staffing room. Please ensure you hand any completed forms into Staffing or Corrie so that they can be kept in a secure place and confidential.



Safeguarding

ORCHYD believes that everyone has the right to be safe, no matter who they are or what their circumstances and that a child, young person or volunteer should never experience abuse of any kind.

ALWAYS FOLLOW THE ORCHYD SAFEGUARDING POLICY

If someone shares:

Listen - avoid interrupting or sharing your own experience, maintain eye contact where possible and use open body language to show you are listening.

Acknowledge - Use similar language to the child/volunteer speaking to show you are listening. Please try to avoid words that may diminish what they have shared eg “at least things are better now”. A response such as “that does sound difficult” would be more appropriate.

Signpost - You are not expected to have answers, or solve anything. Please escalate as appropriate and following the safeguarding policy.

Be mindful of confidentiality and don't share what you hear/discuss with others outside of those who need to know.

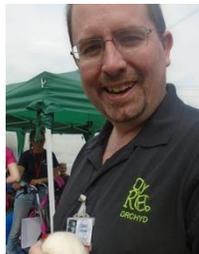
Please share with the following people:

If it relates to a child - HCP on duty

For escalation or anything else:



**Corrie Irwin - Trustee
& Holiday Committee
Chair**



**Gavin Coleman -
Holiday Committee
Vice-Chair**



**Mark Stimpson
Chair of
Trustees**

Who's who in ORCHYD?

The holiday Committee and team leads work very hard during the year to make ORCHYD happen, who are they?

Chairman: Corrie Irwin **Vice-Chair:** Gavin Coleman

Treasurer: Lin Gregory **Secretary:** Sophie Lloyd

Children's Team: Corrie Irwin, Rachel Parfitt, Amy Culham, Kirsty Knott, Leah Burton

Health Care Professional Lead: Daisy Parish, supported by Rachel Cummins

Staffing Team: Gavin Coleman, Becky Waugh, Lisa Sanford, Gillian Friend & Leisa Hart



Holiday Outings: Anna Ferrara, Sophie Lloyd, Leisa Hart, Georgina Fern, Josh Waugh, Kirsty Knott

Catering Team Lead: Alison Cummins

Logistics & Set-up: Josh Waugh

Day Trip / Weekend Co-ordinators: Rachel Parfitt / Anna Ferrara / Sophie Lloyd

Publicity Team Lead: Maddie Carr

Housekeeping: Jan White

These team leads and committee representatives have all been helped and supported by a large number of other people

Thank you to all our volunteers

We appreciate the time and support volunteers offer and show our appreciation in a variety of ways. Some of these include:

- Celebrating volunteers week (2-8 June 2025)
- Certificates of recognition
- Invitations to socials
- Providing a reference
(eg for employment/ university applications/ other roles) - but please do ask us before adding us a referee! In order for the charity to support our volunteers references in the correct way they can only be provided by a member of the committee, the staffing team or a trustee. For references please email staffing@orchyd.org.uk or info@orchyd.org.uk

Would you like a certificate in recognition of your Voluntary work with ORCHYD this year?



If Yes, please add your name to the list that will be at the Welcome Desk or in the volunteer room and we will provide you with one.

Family Friendly

We want ORCHYD to feel inclusive to all and we recognise that many of our volunteers have children who may be too young to volunteer but who would like to be part of ORCHYD. We strongly encourage and support this (after all, they could be our volunteers of the future!), but ask volunteers to follow these guidelines:

- 👤 You are welcome to bring your children down to the ORCHYD hall when you are not on duty, they remain your responsibility whilst onsite, please don't ask other volunteers (who may be on duty) to take care of your child.
- 😊 Your children are welcome to join us for mealtimes, but please respect our team by understanding that the ORCHYD children and Volunteers on duty come first when it comes to serving up dinner! Catering at ORCHYD is a mammoth task and ensuring there is enough food for everyone who needs it is our primary objective.
- 🚗 You are welcome to join ORCHYD on the days out at venues with your own children (or without!). You must cover your own costs and use your own transport - ORCHYD cannot facilitate transport for anyone not registered on the trip. Please feel free to stay with the group for the day 😊.

Please don't bring your children when you are on duty as your focus needs to be on the role you are signed-up for and which has been factored into our adult:child ratios and risk assessments for all ORCHYD activity. There are some exceptions to this request, for example where key members of the holiday committee have very young children and are breastfeeding, or where incidents may have happened that require that persons presence on site unexpectedly. These scenarios have been discussed and agreed by the Committee.

If you have any questions around this please speak to someone in the Staffing team, Corrie or Gavin.

ORCHYD Feedback

We welcome feedback from everyone! Please use the below QR code to submit or suggest anything you like. You can complete the forms as many times as you like!

One polite request - please keep feedback kind and constructive, we're all volunteers, and we're all doing our best!

We will have this on display around the Hall:



 ORCHYD Volunteers Night Out 

Friday 9th August from 7pm
Granero Lounge, Ruislip

Everyone is welcome!

ORCHYD Fundraising

We are fully reliant on donations and fundraising activity to help us run the holiday and do everything else we do!

We aim to raise £15,000 a year, which covers the cost of the annual holiday. Anything extra goes towards day trips, weekends and funding requests - and given that we're fully volunteer led, this means every single penny goes straight to the cause!

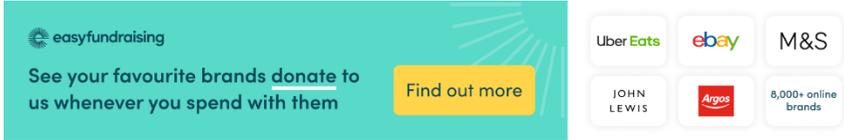
Maybe you might like to take on a challenge event, like a marathon, or climbing a mountain? Or maybe you might like to hold a quiz night in aid of ORCHYD? Perhaps you could help us source prizes for our raffle? Or possibly write-out to local businesses who might like to sponsor a day on the holiday?

Here are some photos of some of our fabulous fundraisers from the past year:



There's more information on our website, or please email info@orchyd.org.uk if you have some ideas!

And if you're tight on time - then you can support us without even leaving your house through Easy fundraising!



The banner features the Easyfundraising logo on the left, followed by the text "See your favourite brands donate to us whenever you spend with them" and a yellow "Find out more" button. To the right, there are six rounded rectangular boxes containing logos for Uber Eats, ebay, M&S, JOHN LEWIS, Argos, and "8,000+ online brands".

Did you know that ORCHYD is registered with easyfundraising, which means you can raise FREE donations for us every time you shop online. Over 8,000 retailers will donate to us when you use easyfundraising to shop with them - at no extra cost to yourself!

These donations really mount up and make a BIG difference to us, so we'd really appreciate it if you could take a moment to sign up and support us. It's completely FREE and only takes a moment.

You can find our easyfundraising page at <https://www.easyfundraising.org.uk/causes/orchyd/>

Thank you so much!

**Thank you so much for all the time and effort
you are putting into ORCHYD 2025.
Without our volunteers ORCHYD would not be
possible!**



**ORCHYD
Holidays for Children with Disabilities**

Excited for future ORCHYD events?

**Friday 24th - Sunday 26th October 2025 - Weekend at Willow
Tree**

Saturday 6th December - Christmas Day Trip

Provisional:

Sunday 26th July 2026 - Training Day / Equipment Move

Monday 27th July 2026 - Hall Set-up

**Thursday 30th July - Saturday 8th August 2026 - ORCHYD
Holiday!**

Registered Charity 1072239

www.orchyd.org.uk

Follow us on Facebook & Instagram - @ORCHYDRuislip