## Community Fundraising Incident Team Notes for Volunteers

Volunteers and Staff at Marie Curie make every effort to ensure that our events are safe and enjoyable for everyone involved. We do this through our processes around Event Clearance, Risk Assessments and good practice. However, sometimes things could go wrong in spite of our best efforts and in these cases it is important that any incident is handled correctly to protect members of the public, volunteers and staff, the resources and the reputation of the charity. If as a volunteer you become aware of any incident you should call the Community Fundraising Incident Team on 0800 3047112. A member of the team will be able to support you and give you guidance.

Incidents can involve anything but can be summarised as follows:

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|  | Serious Incident would include | Minor Incident would include |
| People (volunteers and public) | * Death * Injury requiring hospitalisation | * Injury requiring First Aid on site * Volunteer taken ill |
| Equipment, facilities | * Fire at event * Structural failure of building * Major failure of equipment * Rescue services (Fire and Rescue, Coastguard, Mountain Rescue) being called to an event |  |
| Reputation of Charity | * Police being called to an event * Local authority agency (H&S, Environmental Health) being called to an event * Disruption by outside bodies * Accusation against a volunteer of abuse, fraud, discrimination | * Serious verbal complaint by a member of the public |

The Incident line should never be used for matters such as requiring materials or getting in touch with your Community Fundraiser to tell them what a great event you’ve had. But if you are in any doubt about whether to call the number we would urge you to call and let us know your concerns.

Please ensure you have the 0800 3047112 number with you when you are volunteering for Marie Curie, but it is only for Fundraising Group members and registered volunteers so please don’t share it more widely.