



## **Rural North West Peterborough Good Neighbours Scheme**

**Charity Number**

**1186197**

### **Guidance Note for Volunteers Working with People and Working Outside.**



Make sure you know all the details about the task being requested and you are happy to undertake the task.

Be sure you know what will be expected of you by the client.

Make sure you have noted the client's address and phone number.

- When home visiting always show your identity card if you have one.
- Explain clearly who you are and why you have come – the schemes co-ordinator will have told the client who to expect.
- The co-ordinator may need to contact you whilst you're volunteering so you should always try to have a mobile phone with you.
- You could ask the co-ordinator if you could be accompanied by another volunteer on your first visit if you feel nervous.
- Always request that the client makes future requests through the scheme's co-ordinator.
- Don't give your personal phone number or address to people.
- Do not agree to any major work; the co-ordinator has a list of local support groups, statutory services or business that could help
- Do not accept inappropriate behaviour (comments or physical contact) and report any incidents to the co-ordinator.
- Ensure you know how to operate any equipment or machinery correctly.

- Do not use any equipment that appears to be dangerous and report it to the co-ordinator.
- Make sure you wear appropriate clothing such as safety goggles, boots and gloves.
- Be very careful when lifting. Only lift or carry items that you can easily manage. Use a wheelbarrow or trolley if available. If in doubt do not attempt the lift but seek assistance.
- Be very careful when using ladders. Make sure you know how to put a ladder up and place it correctly so that it won't slip.
- Be very careful when handling solvents, bleach or cleaning liquids. Wear protective gloves and always wash your hands afterwards.

### **Accidents**

If you have an accident during the course of volunteering you must inform the co-ordinator immediately.

If you are injured or feel unwell see your doctor. He or she will be able provide an independent record of any injury.

If the accident is serious you should call 999

### **What if I get sick?**

If you yourself fall ill, please inform your coordinator at the first opportunity.

Though we understand you may feel tempted to power through and make phone calls from home while ill, this is not necessary. You must look after yourself. There are procedures in place to accommodate this circumstance:

- The co-ordinator may ask another befriender to take over your phone calls.
- The coordinator may take over the phone calls while you are ill.

### **Privacy and Confidentiality**

It's important to respect the privacy of clients at all times, unless there is a clear safeguarding issue. It is vital that clients trust and respect the Scheme and the Volunteers.

**On completion of the task telephone the co-ordinator indicating the task assigned has been completed or by leaving a voicemail.**