



Rural North West Peterborough Good Neighbours Scheme

Charity Number

1186197

Guidance Note for Volunteers Working with People and Home Visits.



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.

- Unless you feel comfortable avoid being left alone in the house with a client. Leave if you feel unsafe. If you feel uncomfortable ask your duty officer not to send you there again and say why.
- If you are concerned about the client always tell 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.
- Be very careful when handling solvents, bleach or cleaning liquids. Wear protective gloves and always wash your hands afterwards.
- If a client has a fall while you are there and is unable to get up by themselves, **do not attempt to move or lift them**. Make the client as comfortable as possible and call 999. Paramedics are trained to check for injuries and to lift people correctly.

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.