



Hertfordshire

ageUK

Here if

you need us...

Volunteer Handbook



...A guide to help you

Contents



1. Introduction.....	2
2. Who we are.....	3
3. Your role as a volunteer.....	4
4. Policies, Procedures and Guidelines.....	6
5. Comments, Suggestions and Feedback.....	12
6. Other volunteering opportunities.....	13



1. Introduction

Dear Volunteer,

Welcome to Age UK Hertfordshire and thank you so much for volunteering for us. We truly appreciate you helping us to reach our objectives to:

"Alleviate loneliness and isolation, build resilience in the community and tackle loneliness for older people in Hertfordshire who need our help."

By volunteering for us, you are doing something incredible! The time you give means that someone in later life will have the support they need, at the time they need it most.

As a volunteer, we hope that our staff will make you feel very welcome and help you in any way they can. On behalf of the trustees and everyone at Age UK Hertfordshire I would like to thank you once again for volunteering with us.

I look forward to meeting you in the future.

With best regards,

Mark Hanna
Interim Chief Executive
Age UK Hertfordshire



2. Who we are

Age UK Hertfordshire is an independent charity focusing on alleviating loneliness and isolation, building resilience and tackling poverty for older people in Hertfordshire who need our help.

Every week we support over 3000 people, providing help during times of illness or emotional struggle as well as practical day to day help at a number of day centres.

Here at Age UK Hertfordshire, we offer a range of services including:

- Information & Advice
- Visiting Scheme and Telephone Club
- InTouch emotional support service
- Active Ageing clubs and day services
- Help in the Home
- Hospital & Community Navigation Service
- Hertswise Dementia Support
- Nutrition & Dietetics



25%

of older people in Hertfordshire do not go out socially more than once a month

3. Your role as a volunteer

To help you in your role as a volunteer, here are a few rules to remember.

Never:

- Give any form of medication to clients
- Lift a client as you may cause them harm and may hurt yourself
- Attempt to give any personal care
- Give or receive money, loans or gifts - please see our Gifts, Tips, & Bequests Policy for more information
- Get involved with someone's financial affairs
- Keep hold of a clients' door keys
- Give out your home telephone number or personal mobile number
- Be under the influence of any drink or drugs
- Overstep physical boundaries
- Drive (whilst volunteering) if you have consumed alcohol

We will provide appropriate training, relevant to your role, to enable you to volunteer safely without risk to yourself or others. If you are concerned about anything, relating to your client, then please speak to your Age UK Hertfordshire Coordinator.

Remember!

No client information should be held longer than needed or in any unsecure place

Signs to watch out for



Part of your responsibility as a volunteer is to notice any changes in the older person you are supporting. Any of the following signs may be a cause for concern, so look out for:

- Significant weight loss or change in sleep patterns
- Physical changes to do with mobility or speech patterns - these may only be minor
- Change in levels of personal care e.g. not washing, not changing clothes, not grooming hair
- Change in levels of cleanliness around the house
- Increased forgetfulness
- Change in outlook on life
- Change of behaviour towards other people

Remember!

You are not expected to do anything about the changes yourself or to offer more support

By **keeping an eye out** for dangers around the home, or changes in behaviour, we can determine whether further support can be provided either by one of our teams here at Age UK Hertfordshire, or other organisations.

Age UK Hertfordshire staff meet and speak to social workers, doctors, carers and nurses on a regular basis, we therefore know who to speak to for specialist support.

4. Policies, Procedures and Guidelines

In accordance with the Age UK Hertfordshire Adults at Risk of Abuse or Neglect Policy and Procedure and the *Care Act 2014*, you have a duty of care to protect our service users from abuse and to take effective action when abuse is suspected or disclosed.

Volunteers must:

- Read and act in-line with our Confidentiality Policy, Age UK Hertfordshire Adults at Risk of Abuse or Neglect Policy and Procedure, and our Protecting Vulnerable Adults at Risk/Safeguarding handout, which can be found in the 'Volunteers Resources' on our website.
- Be aware of abuse as an issue and understand the different forms of abuse.
- Alert your Age UK Hertfordshire contact of any suspicions.
- Ensure your duty to alert someone overrides any desire to keep confidence.
- Maintain a service user's safety and wellbeing at all times.

The Important Bit

We will need to collect, store and use a variety of personal information about you during your time volunteering with us. This will be carried out in accordance with the provided *Data Protection Act 2018* and our Privacy Notice.

Types of abuse

Abuse and neglect can take many forms and you should not be constrained in your view of what constitutes abuse or neglect, and should always consider the circumstances of the individual case.

Abuse and categories of abuse:

- **Physical Abuse** - including assault, hitting, slapping, pushing, kicking, misuse of medication.
- **Domestic Abuse** - including psychological, physical, sexual, financial, emotional.
- **Sexual Abuse** - including rape and sexual assault or sexual acts to which the adult at risk has not consented.
- **Psychological Abuse** - including threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, verbal or cyber abuse.
- **Financial Abuse** - including theft, fraud, internet scamming, coercion in relation to financial affairs including wills, property or inheritance.
- **Modern Slavery** - encompasses slavery, human trafficking, forced labour and domestic servitude.
- **Discriminatory Abuse** - including forms of harassment, slurs or similar treatment; because of race, age, disability, gender and gender identity.
- **Neglect and acts of omission** - including ignoring medical or physical care needs, failure to provide access to appropriate health, care and support or educational services.
- **Self-neglect** - a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding.

Emergency/Accident Procedure



If an emergency or accident should happen whilst a client is with you, please follow the steps below:

- Do not lift or move the person who may be injured
- Ensure the client is kept warm
- If the client has an emergency call system, pull the cord for assistance, if not call 999
- Stay with the client and monitor any changes in them
- Do not give them drinks, food or cigarettes
- Do not clear up any bodily fluids without gloves e.g. urine and vomit
- Report to your Age UK Hertfordshire contact as soon as you are able to

Always be aware of possible dangers if you are visiting someone at home. There may be worn or wrinkled carpets or floor coverings, loose fixtures and fittings or poor wiring. Report these to your Age UK Hertfordshire Coordinator immediately.

The Important Bit

Should you volunteer out of normal office hours and an emergency happens your coordinator should be contacted as soon as possible, if you can not reach them please call the non-emergency number 101.

Lone Working and Personal Safety



Travelling on foot:

- Keep moving, stay on well lit roads and pavements where possible
- Carry a mobile phone where possible
- Do not carry large sums of money
- If carrying a bag make sure that it is zipped up and close to you
- Do not have any expensive jewellery on show
- If you think you are being followed go into the nearest shop and ask for help

Travelling by car:

- Keep car doors locked
- Do not pick up hitchhikers
- Ensure your car is serviced regularly
- Check you have enough fuel to complete your journey- or carry a jerry can with you
- Avoid parking in a deserted place or where there is poor lighting.
- Secure your vehicle when you leave it, do not leave anything on display
- Take your mobile phone with you, if you have one



Remember to always tell someone that you are going on your visit!

The Important Bit

If you are visiting a client and you are concerned with their behaviour, make your excuses and leave. Then please contact your Age UK Hertfordshire Coordinator as soon as possible.

Insurance for Volunteers



Age UK Hertfordshire has Employer's Public Liability Insurance which covers both staff and volunteers. Under our insurance there are some things that you are covered for and some things which you are not.

What you are covered for:

- Injury to yourself when performing your volunteering duties
- Accidental damage caused by you to a clients possessions whilst in their home
- Causing accidental injury to a client

What you are not covered for:

- Injuries caused by lifting an older person
- Injury to yourself when you engage in activities which do not form part of your role

The Important Bit

You will receive appropriate training on the best practice for safe, secure, accessible and environmentally sensible storage of paper and electronic documents.

Remember!

If you are using your car for volunteering duties you must inform your car insurance company

Claiming Expenses



As a volunteer you are entitled to claim out of pocket expenses whilst engaged in Age UK Hertfordshire volunteering activities.

1. What can I claim?

There are three things you can claim for as a volunteer. Claims of 45p per mile when travelling for Age UK Hertfordshire volunteering duties, 20p per minute for mobile phone calls when used in-line with your volunteering and 5p per minute for land line calls.

2. How do I claim my expenses?

You should fill out a volunteer expenses claim form which should be signed off by your Age UK Hertfordshire contact. Claims should be made monthly, unless the value is less than £10.00.

3. How often do I receive my claims?

If you claim anything, it will automatically be placed into your bank account on the 14th of each month. For these claims to be processed they must be received by the Finance Department before the 7th of each month.

Remember!

You must add any receipts and attach your phone bill with calls that you are claiming for

5. Comments, Suggestions and Feedback

If there is anything you are concerned about, whether it is about your role or relating to our clients, please do not hesitate to speak to your Age UK Hertfordshire Coordinator. We will always try to resolve any issues you may have. We want you to find your volunteering experience an enjoyable one and we are here to support you.

We are always looking at ways to improve our work, so if you have any suggestions, ideas or comments please let us know by contacting our Volunteering Department on the contact details below:

Tel: 01707 386 067

Email: volunteering@ageukherts.org.uk

Address:

Volunteering Department
Age UK Hertfordshire
1 Silver Court
Watchmead
Welwyn Garden City
Hertfordshire
AL7 1LT



6. Other volunteering opportunities

As a volunteer for Age UK Hertfordshire, you can volunteer for as many services as you like, including:



Office/Admin Volunteer

You can help support us at our Head Office in a range of roles such as marketing, reception, volunteering, fundraising and general admin.



Day Centre Volunteer

We have a number of day centres throughout Hertfordshire where our clients come for the day and we provide them with activities and lunch.



Information & Advice Volunteer

Our Information & Advice Team are always looking for volunteers to help provide information on benefits and other advice and to help older people get started with technology.



Visiting Scheme Volunteer



Our Visiting Scheme volunteers are matched with an isolated older person who they then visit weekly (or as agreed) in their own homes to share news, views and interests.

Telephone Club Volunteer



This is similar to the Visiting Scheme except that the volunteers are matched with clients who they call at an agreed time each week.

Hospital & Community Navigation Volunteer



Our Hospital & Community Navigation Service helps people who are in need of additional support or who are returning home from hospital.



Hertswise Hub Volunteer

Our partner, Hertswise, are also looking for volunteers to help them in their dementia hubs.



...Local Charity, Local Impact



www.ageuk.org.uk/hertfordshire

01707 323 272

Registered Charity Number: 1116662