A logo with blue and pink letters

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Volunteer  
Handbook

A picture containing person, outdoor

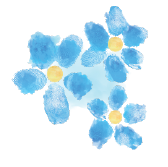
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### ...A guide to help you

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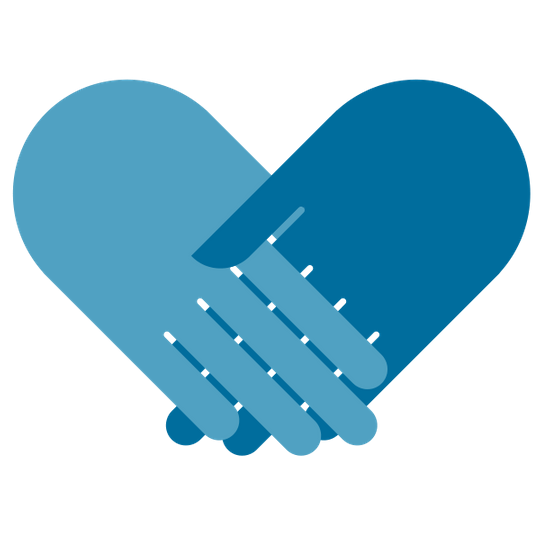
##### Dear Volunteer,

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

Chief Executive

Age UK Hertfordshire

# 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.

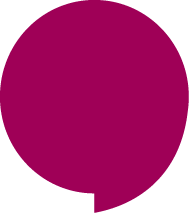
Every week we support over 3000 people, providing help during times of illness or emotional struggle as well as practical day to day help at a number of day centres.

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   
Memory Support Hertfordshire



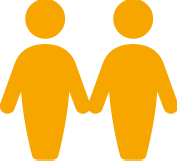
**25%**

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

Nutrition & Dietetics

Handyperson Service

Gardening Service



# 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 legal or financial affairs

Keep hold of a clients' door keys

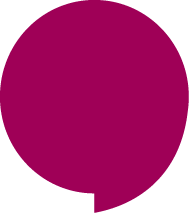
Recommend Trades People

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

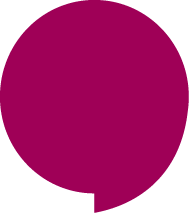
Change in levels of personal care e.g. not washing, not changing clothes, not grooming hair

Change in levels of cleanliness around the house Increased forgetfulness

Change in outlook on life

Change of behaviour towards other people

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.



**Remember!**

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

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.

# 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 Confidentially 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

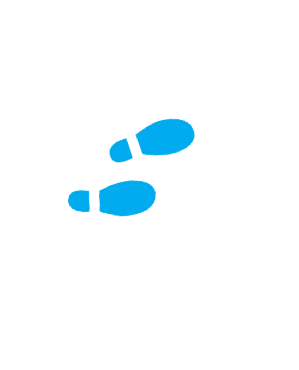
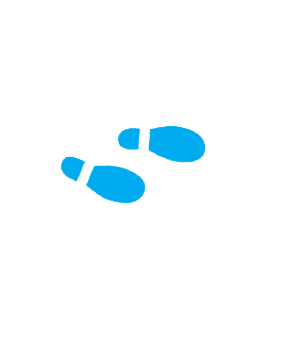
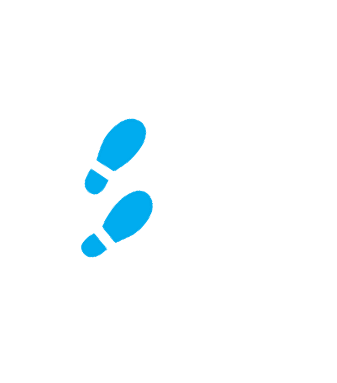
Report to your Age UK Hertfordshire contact as soon as you are able to

**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 services NHS 111 or police 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.

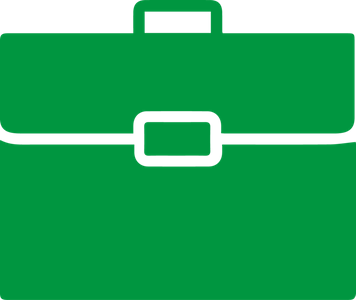
Secure your vehicle when you leave it, do not leave anything on display

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

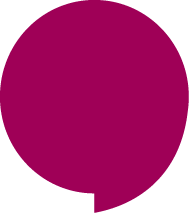
What you are not covered for:

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?

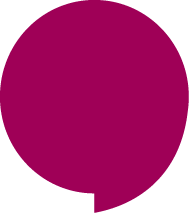
There are three things you can claim for as a volunteer. Claims of 45p per mile when travelling for Age UK Hertfordshire volunteering duties, 20p per minute for mobile phone calls when used in-line with your volunteering and 5p per minute for land line calls.

1. 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 coordinator at the beginning of the month. Claims should be made monthly, unless the value is less than £10.00.

1. How often do I receive my claims?



**Remember!**

You must add any receipts and attach your phone bill with calls that

you are claiming for

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.

# 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.

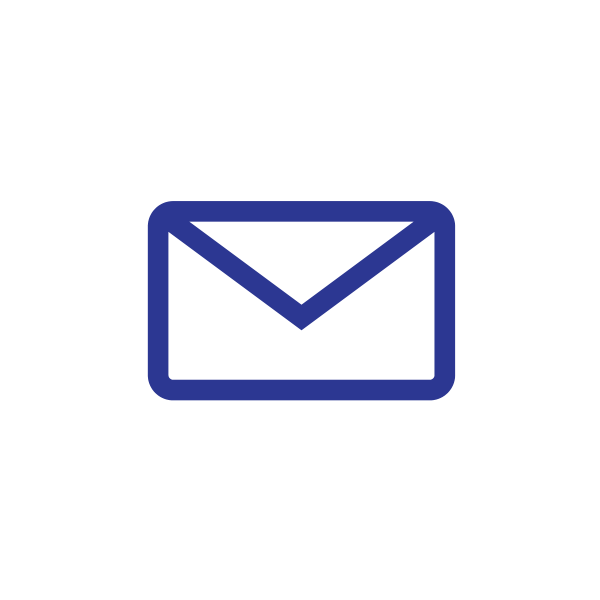
We are always looking at ways to improve our work, so if you have any suggestions, ideas or comments please let us know by contacting our Volunteering Department on the contact details below:

**Tel: 07525 070 472**



**Email:** [volunteering@ageukherts.org.uk](mailto:volunteering@ageukherts.org.uk)

Address:



Volunteering Department  
Age UK Hertfordshire  
1st Floor, Beane Bridge House

34 Chambers Street  
Hertford  
Hertfordshire

SG14 1PL

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**Let’s change how   
we age**



## [www.ageuk.org.uk/hertfordshire](http://www.ageuk.org.uk/hertfordshire) 01707 323 272

Registered Charity Number: 1116662