



Volunteer Handbook



Email: info@ageukwalthamforest.org.uk

Website: www.ageuk.org.uk/walthamforest/

Tel: 0208 558 5512

Address: Age UK Waltham Forest Resource Hub (North)
58 Hall Lane, Chingford, London, E4 8EU

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1. Introduction



Dear Volunteer,

A very warm welcome to you!

Thank you for choosing to volunteer at Age UK Waltham Forest. By volunteering for us, you are helping to improve later life for people in Waltham Forest by providing life enhancing services and vital support.

Volunteers are vital to our organisation and their contribution is deeply appreciated. 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 Waltham Forest I would like to thank you once again for volunteering.

Thank you for your support.

A handwritten signature in blue ink that reads "Emma Tozer".

Emma Tozer
Chief Executive
Age UK Waltham Forest



2. Who we are



Age UK Waltham Forest is an independent charity founded in 1982. Our mission is to promote the wellbeing of all older adults and to help to make later life a fulfilling and enjoyable experience.

We have grown a strong reputation for putting the individual older person at the heart of all we do, and provide support and opportunities to older people across the borough of Waltham Forest.

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

- Information & Advice
- Knowing Your Rights - assisting with welfare benefits and form filling
- Socialising - home visiting Befriending
- Fit and Active - exercise classes
- Digital Inclusion - beginners and topic based classes
- Scams Prevention - advice and support
- Community projects and activities

57%

of residents aged 65 and over in Waltham Forest have a limiting long-term health problem or disability.

50%

of people over 75 living in Waltham Forest live alone.

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 - 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 Offers of Gifts & Legacies policy for more information
- Get involved with someone's financial affairs
- Keep hold of a clients's door keys
- Give out your home telephone number or personal mobile number
- Be under the influence of drink or drugs
- Overstep physical boundaries
- Drive (whilst volunteering) if you have consumed alcohol

Remember!

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



We will provide induction training relevant to your role, to enable you to volunteer safely without risk to yourself or others. If you have any questions concerns or need any support with your volunteering, then please speak to your Age UK Waltham Forest contact or call the main office on 0208 558 5512.

Signs to watch out for



Part of your responsibility as a volunteer is to notice any changes in the older person you may be 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
- Increasing 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 Waltham Forest, or other organisations.

Age UK Waltham Forest 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 Waltham Forest Safeguarding Policy 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 inline with our Volunteer Policy and Safeguarding Policy provided with this handbook.

Maintain a service user's safety and wellbeing at all times

- Be aware of abuse as an issue and understand the different forms of abuse, see page 7
- Alert your Age UK Waltham Forest contact of any suspicions
- Ensure your duty to alert someone overrides any desire to keep confidence



Data Protection

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 General Data Protection Act 2018.

Awareness -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, or could not consent.
- **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

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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 or press the button 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 Waltham Forest contact as soon as you are able to

Remember!

If there is an incident always tell your Age UK Waltham Forest contact

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, poor wiring.

Report these to your Age UK Waltham Forest contact immediately or call the office on 0208 558 5512.

The Important Bit

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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 leave a message with the office on 0208 558 5512.

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

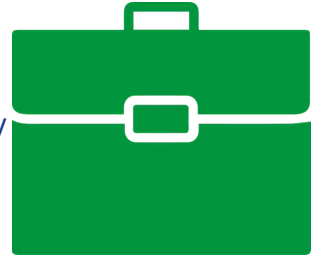


Remember to always tell someone that you are going on your visit!

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 Waltham Forest contact as soon as possible.

Insurance for Volunteers



Age UK Waltham Forest 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.

Remember!

If you are in doubt about anything just ask your Age UK Waltham Forest contact!

Remember!

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

The Important Bit

You will receive an induction before starting your role and please don't be afraid to ask if you are not sure about something. We want you to be comfortable and confident in your role.

Claiming Expenses



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

1. What can I claim?

Volunteers travelling on behalf of the organisation may claim travel expenses. In the case of a volunteer needing to drive as part of their volunteer role, mileage can be reimbursed at 45p per mile. Volunteers can be reimbursed for phone calls that are made as part of their role.

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 Waltham Forest contact. Claims should be made monthly.

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 Officer 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 Waltham Forest contact. 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 us on the contact details below:

Tel: 0208 558 5512

Email: volunteering@ageukwalthamforest.org.uk



Address

Age UK Waltham Forest
58 Hall Lane
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6. Other volunteering opportunities



As a volunteer for Age UK Waltham Forest, you can volunteer in a variety of roles, including:

1. Office Volunteer

You can help support us at our main office in a range of roles such as marketing, social media, fundraising and at the reception desk.

2. Digital Volunteer

We run a series of topic based classes to teach subjects such as Excel, Word, Google photos, how to use a tablet and accessing the internet.

3. Information & Advice Volunteer

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

4. Just Connect Volunteer

Our Befriending Service is where 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.

Other activities and fundraising



Through the year we run different activities and involve the wider community too.

Ways you can help us:

- * Sign up for a sponsored challenge
- * Help us spread the word - tell your friends and families about our services
- * Attend one of our Quiz Nights
- * Register with EasyFundraising and Smile Amazon so that we receive a donation everytime you shop online.

Keep up to date via our social media channels.

Facebook: www.facebook.com/AgeUKWalthamForest

Twitter: @ageuk_wf

Instagram: @ageukwf

Thank you once again for all you do for us.

The time you give means that someone in later life will have the support they need, at the time they need it most.

Staff Contacts

Emma Tozer	Chief Executive
Arlene Williams	Finance and Personnel Administrator
Carolyn Stiles	Reception and Office Assistant
Christine Bateson	Project Support
Delia Mattis	Operational Support Manager
Eric Callow	Project Support
Emma Pajarillaga	Volunteer Recruitment Co-ordinator
Chearine Alphonse	Information and Advice Manager
Ingrid Ambrose	Information and Advice Link Worker
Carol Moy	Administrator, Information and Advice
Terry Day	Befriending Manager
Harriet Simmons	Befriending Co-ordinator
Rowsunara Khanum	Befriending Co-ordinator
Susan John	Befriending Administrator
Claire Ford	Community Network Co-ordinator
Emma Levine	Community Services Manager
David Hale	Veteran's Co-ordinator
Alistair Martin	Veteran's Co-ordinator

Supporting people in later life...

with a range of services for older people



Befriending ...If you need some company



InTouch ...If you need to talk



Information & Advice ...If you need answers



Help in the Home ...If you need help around the house



Active Ageing ...If you want to get out and meet people

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