



Volunteer Information & Guidelines

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FULHAM GOOD NEIGHBOURS
Serving the community since 1966

Registered Charity No: 1113752
Company No: 5639340

Rosaline Hall
70 Rosaline Road London SW6 7QT

SOCIAL EVENTS

We occasionally have social events for volunteers, partly to thank you for the work you have done for the community but also to let you meet other volunteers.

All volunteers are invited to our Annual General Meeting, held in the autumn, where there are drinks and food available afterwards.

EQUALITY AND DIVERSITY

Fulham Good Neighbours wants to recruit volunteers from a diverse range of backgrounds to reflect the community we serve. We will not discriminate against any volunteer for whatever reason and we will treat all our volunteers fairly and with respect, so we ask that you do the same.

INSURANCE

We have a comprehensive insurance policy designed to cover all our activities. Should you have any kind of accident during the course of your work with us, or cause any kind of injury or damage to someone or their property, you must inform us immediately.

It is important that you inform us of any additional tasks that you may agree to undertake for a client after our initial request as our insurance only covers those tasks noted by us.

If you intend to use your car for any volunteer activity you must inform your car insurer before doing so. This is essential to protect the validity of your existing cover. We may ask to see your insurance document.

In any case, you have the right to refuse or question any request and to contact us, either at the time or afterwards, if there are any complications. We do not expect you to report back to us routinely after each request is completed.

We do not normally ask volunteers to undertake the work of our paid staff, but we do welcome help at occasional fund raising events.

Most of the requests we receive call mainly for empathy, kindness and common sense. Support, both for our volunteers and the users of our service, is always available. Where needed, training for volunteers can usually be arranged.

VISITING CLIENTS

We would ask you to visit clients only when requested to do so and introduced by us (unless you have an ongoing arrangement). We will always inform clients of the name of the volunteer calling.

Many of our clients prefer to be called by their title (i.e. Mr, Mrs, Miss etc) and family name, so please use this name unless requested otherwise.

Volunteers should not visit a client's home under the influence of alcohol or non-prescribed drugs. Likewise, volunteers would not be expected to remain in the home of the client who was under the influence of the above.

Volunteers should not give personal care or administer any medication to clients.

Smoking is not allowed in a client's home unless the client smokes and invites you to do so.

BACKGROUND INFORMATION

Fulham Good Neighbours is a small charity, working towards a community where neighbours look out for each other and offer help when it's needed.

Our aims :

- to enable elderly, disabled and vulnerable people to
- live independently and to contribute to society
- to help overcome isolation and loneliness
- to be at the heart of the local community

Our values :

- rooted in the local community
- welcoming and inclusive
- personal and friendly
- committed to making a difference
- flexible and responsive to need

Fulham Good Neighbours offers help to older, disabled or vulnerable people living in Fulham.

We link people who volunteer their time with elderly, disabled or vulnerable people who need assistance and we offer the sort of help that any good neighbour would.

Fulham Good Neighbours was founded in 1966 and since then hundreds of volunteers have helped thousands of local residents. Our activities are intended to complement those of statutory services in Fulham.

Our paid staff are responsible for assessing requests for help and ensuring, as far as possible, that volunteers are not asked to undertake inappropriate tasks.

REFERENCES

All volunteers will be asked for details of two referees who can vouch for them and we will take up these references before you can carry out any voluntary work for us.

We will carry out Criminal Records Bureau checks when relevant.

Proof of right to work in the UK is also required.

COMPLAINTS OR GRIEVANCES

Any complaint or grievance should be brought to the attention of the Volunteer Organiser. If the matter is not resolved to your satisfaction, then you should ask the Co-ordinator to resolve the matter, who will involve the Trustee Board if required.

Volunteers are expected to comply with these general principles and practices, but they still have the right (as already indicated) to discuss or question the suitability of any particular request.

If in any doubt about any point raised in these guidelines or any other aspect of the service please talk to a member of staff – we are here to help.

CONFIDENTIALITY

Clients : Bear in mind that you are a guest in people's homes and that information concerning them must be treated confidentially. You should not discuss a client's affairs with anyone apart from ourselves.

Volunteers : We observe confidentiality about our volunteers. We hold the information that you give us about you on a database and you have the right to see this data on request. We will never sell, lend or give data about you to anyone outside the organisation, unless forced to do so by a Court Order, or if we consider it essential to protect you or to prevent or detect crime.

We strongly advise that you use the prefix '141' when phoning clients and do not give them your personal number. If someone does ask for your telephone number, you can always suggest that they ring the office and we will (if appropriate) contact you.

Volunteers are expected to abide by our data protection and confidentiality policies.

MONEY MATTERS

We are happy to reimburse fares and car mileage (where applicable), and any other expenses (by prior arrangement) which are not the responsibility of the person being helped.

- You should avoid making purchases for people before receiving the money from them (unless this has been agreed in advance). Where possible please obtain receipts
- On no account should you look after money for people helped, and avoid carrying large sums of cash on their behalf.

DONATIONS

As we are a charity, some clients may wish to make a donation to the organisation. Donations are welcome, but are never solicited. If someone offers to make a donation you should accept with thanks and pass it straight on to the office. We will send the client a thank-you letter and receipt.

HEALTH AND SAFETY

Please take all precautions to protect yourself and the client whenever necessary. Since the work is so varied it is difficult to detail all safety precautions but we advise against:

- Heavy lifting
- Standing on anything apart from a stepladder
- Doing outside work above ground floor level
- Handling electrical or other specialist repairs unless qualified to do so.

Other things to consider:

- Training is offered for taking people out in wheelchairs
- When handling animals do not take any action which you are uncertain about
- We will not knowingly send any volunteer into a home where there may be some kind of danger or easily transmitted disease.