

# Brixham Does Care

## Volunteer Handbook



<b>Contents</b>	<b>Page</b>
What We Do	2
Aims and Objectives	3
Our Volunteers	4
Policies and Procedures	5-8
Home Befriending Service	9-10
Lone/Home Working Policy	11-12
Useful Information	13
Separate Document—Volunteer Forms	14-16



# Brixham Does Care Volunteer Handbook

Hello, thank you for choosing to volunteer for Brixham Does Care.

We are very grateful that you have offered your time, in helping us assist and support the community of Brixham and surrounding areas. You are vital to Brixham Does Care, without like-minded volunteers we would not be where we stand today. We hope that you have a long and lasting relationship with Brixham Does Care, one that you enjoy and are proud to be a part of.

This handbook will help to explain everything you need to know about volunteering for us...



## What Do We Do?

Welcome to Brixham Does Care, we are a registered befriending charity operating from the Town Hall in Brixham. Our opening times are **Monday to Friday, 9.45am - 4pm** and we are open to all age groups.

We offer:

- A home visiting service for the elderly, disabled and housebound provided by staff.
- A home befriending service provided by volunteers.
- The Cafe which provides a selection of hot and cold drinks and snacks from Monday to Friday, 10am - 1pm.
- A Charity Shop which helps to provide funds for Brixham Does Care
- A range of group activities including Art, Knit & Natter, Scrabble, Bingo and a Men and Ladies Group.
- A mini bus to transport housebound/disabled people to activities, groups and luncheon clubs, etc.

Over the course of the year we also organise a number of social events, a summer fair and a Carol and Mince pie morning. As a volunteer you may wish to be involved in all or some of these events.

## Aims and Objectives

Brixham Does Care is a registered befriending charity founded in 1978, which aims to combat loneliness, isolation and despair. We offer support to people of all ages and all client groups in Brixham and the surrounding communities.



### Our Aims:

- To support, and be supported by, the local community.
- To enhance:
  - ⇒ Quality of life, education, health and social welfare.
  - ⇒ The independence of vulnerable people.
  - ⇒ Befriending support to all those in need.



### Our Objectives:

#### **1. To provide:**

- ⇒ A source of solace and encouragement to those whose lives who are impaired by loneliness, ill health or the threat of despair.
- ⇒ Moral support and advice through periods of crisis.

#### **2. To make available:**

- ⇒ A range of services in support of the community.

#### **3. To organise:**

- ⇒ Groups and activities from the Town Hall centre.



## Our Volunteers

At Brixham Does Care we have a range of volunteers who help in various areas of our charity. No matter what the role, each of our volunteers have one thing in common, they all want to make a difference to the lives of people who live in Brixham and the surrounding communities. It can be very rewarding to see what a difference you are making to someone's life.

**Here is what a few of our volunteers say:**

**'Helping in B.D.C. is fulfilling with a lovely mix of people of all ages, that you would always wish to meet'** - Cafe Volunteer

**'Volunteering has been a reward in itself. I have enjoyed 17 years of fun and friendship whilst supporting the community'** - Shop Volunteer

**'I had never done charity work in the past but since retiring a few years ago, I can't think of anywhere else I'd rather be. I am always glad that I found BDC, they do so much for the local people'.** - Cafe Volunteer

## **How would you like to help Brixham Does Care?**

As a Befriender

Shop Volunteer

Cafe Volunteer

Driver

Group Activity Volunteer

Attendance Allowance Volunteer

Assisting with any Trip Outings

Library Book Delivery Service

Before undertaking any volunteering duties we will talk over, in more detail the types of roles available.

Please do let us know if there are any other ways you feel you can help Brixham Does Care, we are happy to discuss this with you.

**Please familiarise yourself with Brixham Does Care's following policies and procedures and refer back to them whenever necessary.**

## Equality, Diversity and Confidentiality

Brixham Does Care helps to promote each individual and can act as an advocate. We operate an equal opportunities policy and demonstrate that we are an organisation which does not discriminate against people on grounds of race, sex, religion or disability. Brixham Does Care is also non-political and does not make statements supporting any such activities. We hope you feel comfortable working within this framework when acting as a volunteer for us and hope you will uphold these values.

Discretion and total confidentiality are essential. You will be required to sign a form of undertaking concerning confidentiality; this is now standard practice in all voluntary organisations.

Volunteers in specific roles will also need to complete a Disclosure and Barring Service application which will cost £10.

## Data Protection

### **Data Protection Policy: Brixham Does Care complies with The Data Protection Act 1998.**

The Data Protection Act 1998 sets out the overall legal framework for Data Protection issues. All organisations which retain Personal Data must abide by the eight Data Protection Principles laid down by the new Act; they are as follows:

- Data must be used fairly and lawfully.
- used for limited, specifically stated purposes.
- used in a way that is adequate, relevant and not excessive.
- Accurate and up to date.
- Kept for no longer than is absolutely necessary.
- Data is handled according to people's data protection rights.
- Ensure data is kept safe and secure.
- Must not be transferred outside the European Economic Area without adequate protection.

## Health and Safety

Brixham Does Care is committed to ensuring the health, safety and welfare of its volunteers and employees. Brixham Does Care will, so far as it is reasonably practicable, establish procedures and systems necessary to implement this commitment and to comply with its statutory obligations on health and safety. It is the responsibility of each volunteer to familiarise themselves and comply with Brixham Does Care procedures and systems on health and safety.

If a volunteer is unsure how to perform a certain task or feels it would be dangerous to do so, then it is the volunteers duty to report this as soon as possible to the director or the health and

safety representative.

Volunteers should not attempt to lift or move a load which is too heavy to manage comfortably. Please ask for assistance if there is any danger of strain.

As a volunteer for Brixham Does Care we wish that you pay attention to the Lone/Home Working Policy (please refer to the Policy at the end of the handbook). Brixham Does Care has a responsibility and duty of care to make sure that all their volunteers are safe, when visiting clients in their homes, or when working without close or direct supervision.

### Accidents and Incidents

All injuries, however small, sustained by a person at work, must be reported to a member of staff and a written account by the individual recorded in the accident book. If the incident seems to be an emergency then please contact the emergency services.

### Expenses and Gifts

Brixham Does Care will reimburse volunteers for any reasonable expenses that have accumulated whilst volunteering e.g. milk and bread for the cafe. We will only be able to reimburse you providing that you present us with a receipt. It is your decision whether you wish to claim expenses.

If you are offered a gift or legacy you must refer the matter to the director for advice.

A **modest** gift may be allowed where refusal would cause needless offence and the giver is not seeking to gain an advantage (i.e. a business seeking your support to promote or advertise their product) BUT merely wishes to express thanks for advice, help or co-operation.

However it should be stressed that it is unlikely that Brixham Does Care will agree for volunteers to accept money from any client, for whatever reason or however small the amount, except where a legacy has been approved. It may be helpful to try and encourage the client to give a donation to Brixham Does Care, thus acknowledging their desire to express their thanks but deflecting it away from you.

### Non-Smoking

Brixham Does Care's premises are designated 'No smoking'. Smoking is prohibited for all volunteers when carrying out any activities on behalf of BDC.

### ID cards

You will be issued a BDC volunteer ID card; you must wear it at all times whilst volunteering for BDC.

## Driving Policy

### **If Driving your own car:**

- You must hold a full license.
- You should have comprehensive insurance for your own car (expenses may be paid to cover your costs).
- You should drive courteously at all times observing all the roads signs and complying with them. At ALL TIMES you should drive safely and well within the speed limits.
- You must be extra cautious when driving the elderly and disabled. Normally elderly passengers will also need escorting to and from their front door.
- We will need to have sight of your driving licence and insurance. You will also need to inform your own insurers that you are driving for a charitable organisation.
- If you have any medical conditions and are currently on medication, you should inform us and your own insurers. If you are prescribed medication that would inhibit your driving you, should let us know immediately (This applies not only to driving your own car but also if you are driving our mini bus).

### **If Driving our Mini-Bus:**

- You must be on our list of registered and authorised drivers.
- Undertake a short driving test and have an annual assessment.
- You should drive courteously at all times observing all the roads signs and complying with them. At ALL TIMES you should drive safely and well within the speed limits.
- You need to be fully fit and not have any restrictions medical or otherwise.
- You may need to supply us (for our insurance company) with a letter from your doctor confirming the above
- In the interest of the safety of those who use our transport and to comply with insurance requirements, it is important to follow these guidelines.

**Work undertaken by volunteers should complement the work of paid staff, not substitute it.**

<b>Brixham Does Care volunteers Have a Right To</b>	<b>Brixham Does Care Believes Volunteers Have the Following Responsibilities</b>
<ul style="list-style-type: none"><li>• know what is expected</li><li>• know who to go to with a problem</li><li>• be trained appropriately, if necessary</li><li>• get something from the work for themselves</li><li>• develop and change in the job</li><li>• be able to say 'no'</li><li>• know what their rights are if things go wrong (complaints procedure)</li><li>• claim legitimate expenses</li><li>• be involved and to take part in the organisation</li><li>• have safe working conditions</li><li>• be free from discriminations on grounds of race, gender, sexuality, disability, age etc. (Equal Opportunities Policy).</li></ul>	<ul style="list-style-type: none"><li>• to do the job reliably</li><li>• act it in a way which corresponds to the aims and values of the organisation</li><li>• to be honest if there are problems</li><li>• to attend training and support sessions if these are an agreed part of the role</li><li>• to respect confidentiality.</li><li>• comply with Brixham Does Care's procedures and policies.</li></ul>



## Home Befriending Service

Answers to most frequently asked questions about Home Befriending Service.

**Q. Why is there a need for Befriending Volunteers?**

A. There are many people living in Brixham who are housebound, elderly and disabled. Many of whom have very little social contact. Company is an opportunity to have a chat and a cup of tea - this can make a huge difference to someone's life.

**Q. Brixham Does Care has a visiting team, why do we also need to visit?**

A. We do have a team of staff who visit people in the community. Unfortunately we do not have the resources to visit socially as frequently as we would like. With your help we can extend and enhance our current service, working together to improve quality of life.

**Q. What makes a good Home Befriender?**

A. Anyone who is caring and enjoys being in the company of others. Someone who has good listening and communication skills, with a little time to spare.

**Q. How much time would I be expected to give?**

A. The amount of time is entirely up to the volunteer, but would usually be about one – two hours a week; this could vary. Not everyone needs a visit every week.

**Q. Is there any help with travelling costs?**

To keep travelling involved to a minimum we will try to match our Home Befriender to a visit as close to home as possible. A small budget for travelling costs is available.

**Q. Can I visit more than one person?**

A. Yes. We are more than happy if you have the time available. We also hope to visit residential homes in the area which will involve spending time with more than one person. To assist with visits such as these we hope to pair up two or more Home Befrienders.

**Q. What support can I expect to receive?**

A. A member of staff will escort you to your first visit. If you are then happy to continue

visiting, a named member of staff will keep regular contact with you. You will also have a named member of staff who will give you ongoing support and to whom you can refer.

**Q. Can I visit in the evenings and weekends?**

A. We encourage any arrangement that is acceptable and comfortable to both parties. Please bear in mind that many people feel vulnerable particularly in winter months opening their doors when it is dark.

## **Lone/Home Working Policy**

### **Who is a Lone Worker?**

Lone workers are any member of staff or volunteer who work by themselves without close or direct supervision and/or whose activities involve a period of their working time operating in situations without the benefit of interaction with other workers, or without supervision.

### **Who is a Home Worker?**

Home workers are those who carry out visits to Brixham Does Care client's homes without close or direct supervision.

### **Organisational responsibilities**

There is no legal prohibition on lone working. However Brixham Does Care has a duty of care towards all its employees and volunteers.

Brixham Does Care takes this responsibility seriously by:

- Operating a positive reporting and recording system for incidents, support and a debriefing after a difficult situation/home visit.
- Providing adequate communication systems and general safety equipment e.g. Personal alarms.
- Making all staff and volunteers aware of the Lone/Home Working Policy and the implications.
- Ensuring the organisation holds relevant information regarding each member of staff and volunteers.

### **Responsibilities for all volunteers and staff**

- Do not compromise yours or others personal safety.
- Realise your own abilities and limitations.
- Communicate any concerns with the director if in doubt, do not proceed and politely refuse.
- Be aware of what procedures you need to follow should an incident occur.

- Report all accidents/incidents in writing including near misses and verbal aggression, abusive telephone calls, to your line manager.
- Be aware of your own training requirements.
- No volunteer should be home visiting outside of normal office hours (unless agreed with the appropriate line manager).
- All volunteers are responsible for complying with Brixham Does Care's Lone Working Policy and Procedures.
- Volunteers, who use their car for visiting, must ensure it is taxed, insured and maintained in a roadworthy condition and meets all legal requirements.

### Guidelines

- Ensure you have all the available information before the visit.
- Only take what is essential into the house, no unnecessary valuables.
- Reverse into any car parking space - enabling a fast exit. If visiting early evening, park in a well-lit area.
- If you have a mobile phone, make sure it is switched on and charged.
- Always carry your ID badge. Wear appropriate clothing. Make sure you arrive at your appointment on time.
- Be aware of your body language. Be confident and purposeful. Do not get too comfortable or relaxed – remember this is a worker / befriender relationship.
- If you are delayed, try to get a message to the user with an estimated time of arrival. Once arrived always explain and reassure.
- Do not enter a home:
- If the occupant appears to be under the influence of any substance;
- If you feel unsure or uncomfortable (make an excuse and leave);
- If the client or anyone else in the house is dressed inappropriately e.g. half dressed.
- All volunteers should know the Brixham Does Care phone number:-
- **01803 857 727**
- If there is any situation that you feel is uncomfortable, remove yourself from the situation immediately, and report the incident to the director.
- All volunteers should be aware of this Lone/Home Working Policy and ensure its contents are noted, understood and actioned.



## Useful Contact Information

**Address: Town Hall, New Road, Brixham TQ5 8TA**

**Telephone**

**Number: 01803 857 727**

**E-mail: [coordinator@brixhamdoescare.co.uk](mailto:coordinator@brixhamdoescare.co.uk)**

**Website: [www.brixhamdoescare.co.uk](http://www.brixhamdoescare.co.uk)**

**Brixham Does Care Office and Charity Shop Opening Hours:**

Monday—Friday: 9.45am-4pm

**Cafe Opening Hours:**

Monday-Friday: 10am-1pm



If there is anything you think we could do to improve the volunteer handbook please fill out this slip and hand back to the BDC office. Thank You.

## Volunteers Form

Mr/Mrs/Ms/Miss \_\_\_\_\_ First Names \_\_\_\_\_

Surname \_\_\_\_\_ Date of Birth \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

Postcode \_\_\_\_\_ Telephone Number \_\_\_\_\_

Email Address \_\_\_\_\_ National Insurance Number \_\_\_\_\_

Profession or Occupation \_\_\_\_\_

Do you have a disability that we need to be aware of?

How would you like to help Brixham Does Care?

What days and times might you be available?

Why do you want to volunteer for Brixham Does Care?

What is your previous employment history?

Have you been a volunteer anywhere else?

What skills can you bring to the volunteering role?

Are there any skills you would like to gain?

I am in agreement for a disclosure application to be made to the Disclosure Barring Service (if applicable) and I will pay £10 towards my application.

Date:

Signature:

**To Be Returned To Brixham Does Care**

**Confidentiality And Disclosure Of Client Information**

**Form Of Undertaking**

I .....

Understand that all client information that is disclosed to me, or which comes to my knowledge, in connection with my employment by Brixham Does Care is to be treated as strictly confidential. I undertake to ensure that it is only communicated to relevant Brixham Does Care staff and not passed to anyone else, without requisite authority.

**Signed** .....

**To Be Returned To Brixham Does Care**

Having read the volunteer information supplied to me by Brixham Does Care I confirm that:

\* I have let Brixham Does Care have sight of my:-

driving licence \_\_\_\_\_ seen by BDC Date and Initials \_\_\_\_\_

certificate of insurance \_\_\_\_\_ seen by BDC Date and Initials \_\_\_\_\_

\* I have no medical condition or medication that may affect my driving ability (I can supply you with a letter from my doctor, for your insurers, if required).

\* I have informed my insurance company that I am occasionally doing some driving for a registered charity.

I have read the information re. Volunteer and driving guidelines and agree to abide by the requirements of Brixham Does Care when acting as a volunteer and when undertaking journeys.

Name: (Capitals) \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

**If undertaking any driving for Brixham Does Care**