

Volunteers should not get involved in any discussions about money, legacies or wills without reporting it to the Manager

Volunteers do not offer any personal care or regular housework.

Once again, thank you for volunteering with Contact and we hope you will enjoy working with us. For any further information please feel free to call in at the office or telephone us on 8651 4944.

Some of our clients' comments:

'Selsdon community would be a much poorer place without them. Of that I am certain'

When I need transport it's always arranged and I am most grateful'

'I think the services of Contact cannot be beaten.'

'I have nothing but the highest praise for the wonderful work that Contact does'.

'I don't know what I would do regarding shopping if it wasn't for them'.

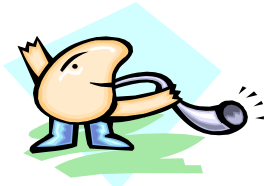
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Volunteer Welcome Leaflet

First of all, thank you for volunteering with Contact- Selsdon's Neighbourhood Care Scheme. You should find all the information you need in this pack, but please call the office if you have any problems now or in the future.



Volunteers

We have nearly 300 volunteers involved in Contact, some able to give a lot of their time, some a little - to all we are grateful. All volunteers (except Contact Links) are issued with identity cards.

General Information

- ◇ The Contact office is open to the public Monday - Friday, 10 am to 3 pm and is staffed by volunteers and two part time paid workers.
- ◇ Contact is a registered charity .
- ◇ Contact has public liability insurance which covers volunteers whilst working on behalf of Contact

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COUNCIL**

- ◇ All volunteers will be offered reimbursement for out-of-pocket expenses
- ◇ There is a management committee comprising representatives from the local community and from each sponsoring church.
- ◇ Referrals for help come from social services, health authority, doctors, friends, neighbours, family or the potential client themselves. All clients are visited by the manager or assistant before volunteers are asked to help.
- ◇ Croydon Council provides our main source of funding, followed by the local Churches, donations and fund-raising.

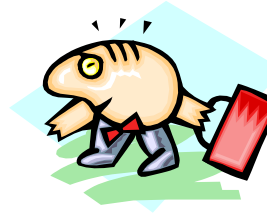


Croydon Neighbourhood Care Association is the umbrella body for the 20+ Croydon Neighbourhood Care Groups of which we are a member. Development workers and administrative staff based in Croydon support the existing groups and help create new ones where needed in the borough.

The variety of tasks the volunteers are asked to carry out varies enormously. It is impossible to mention everything that we do but the following are some of the more frequent requests:

Office

Some volunteers give one day a week each to work in the Contact office. This involves a lot of telephone work, meeting people and being able to do a lot of things at the same time—and we have good fun too! Regular office volunteer meetings keep people up-to-date with information and give time to discuss ideas, create new ways of doing things and have in-service training. Additional volunteers assist in the office, often for a morning or afternoon doing other extra duties. We also have a list of relief volunteers to cover in the office during sickness or leave.



Contact Links

Through a network of volunteers organised on the basis of one person to every 25/30 homes throughout the area, we can offer practical assistance to people who need it and would welcome some extra help. In this way, many households have someone to contact in time of need. If a volunteer is unable to help, the client or volunteer should pass the request on to the office. Many Contact Links are at work all day, but they can still provide that link in the community when help is needed - plus giving information about Contact and delivering a Contact Directory of useful information to all newcomers in the road. There may also be one or two other deliveries per year.



Gardening

We **do not** offer regular, ongoing gardening. It tends to be 'one off' clearing jobs, occasional 'tidy ups', or lawn mowing.



Shopping

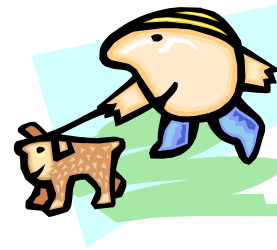
If a client gives you cash to buy some shopping, please give them a receipt (just on a piece of paper). Then when you return with the till receipt, agree the details of the costs and get the client to sign off your receipt. This will avoid any misunderstandings where money has changed hands.

Shopping Bus Escorts

Contact organises about seven buses a month. These trips are very enjoyable outings, travelling with the minibus on a return trip of approximately three hours to Warlingham Sainsbury's. (Some escorts have less time available and can only meet the bus at Sainsbury's to help the clients around the store). The shopping bus trips involve collecting clients from their homes, assisting during the shopping trip if necessary (some clients may be blind or frail or in a wheelchair) and then helping them back into their homes with their shopping. A detailed list of bus escort duties is enclosed.

If you encounter any problems (a client asking for too many or inappropriate jobs to be done, for example) please call the office to discuss it.

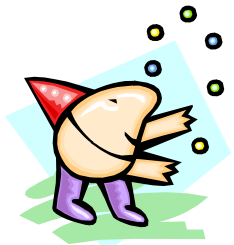
One-Off Tasks



Help is often needed on an infrequent basis for tasks such as wheelchair pushing, dog walking, prescription collections, gardening and many, many more.

Visiting/Befriending

This involves spending time on a regular (not necessarily frequent) basis with a client who is lonely for some reason. This could be an elderly housebound person or a younger person with health problems or indeed anyone in need of some company. When a client requests a visitor, the office finds a suitable volunteer. Once the client has been informed, the volunteers will then **make their own arrangements** with the client, to suit them both. The office will contact both parties after approximately one month to check if there are any problems. **After this we ask you to help us by keeping us informed occasionally as to how you are getting on.**



Sitting for a carer

This enables a carer to have a break from looking after the person they care for and have their 'own time'. This may be to go to the shops, the hairdressers, a walk, visit a friend, go to the theatre, or just have a break in their own home while you are there. These situations vary enormously, from sitting and chatting or making a cup of tea, to looking after someone with dementia. It usually involves longer than just

visiting someone, otherwise the carer has no time to achieve anything.

Volunteers are always informed of the situation before 'sitting' and are encouraged to meet the person before an official 'sit' to overcome any initial problems. You should be asked when completing the application form, or during your meeting with the manager, whether or not you would be willing to sit for someone with dementia.

When a client requests a 'sitter' the office finds a suitable volunteer. Once the client has been informed, the volunteers will then **make their own arrangements** with the client, to suit them both. The office will contact both parties after approximately one month to check if there are any problems. **After this we ask you to help us by keeping us informed occasionally as to how you are getting on.**

Transport

This involves taking clients to and from local appointments, for example hospital, doctor, clinics, etc.

If you volunteer to drive, you will need copies of:-

- 1) Driver's letter
- 2) Petrol expenses letter
- 3) Petrol expenses claim form

When possible, we ask drivers to wait with the client. Sometimes this is not possible (hospital appointments can involve long waits) and we may involve two drivers, one to take, one to collect.



The office has

- parking permits for Mayday hospital
- parking permits for Purley hospital.

- CNCA parking permits that allow parking on single yellow lines and some car parks and parking bays.
 - parking permits to park in the Sainsbury's Car Park
- Full details of these permits are available in the office.** We encourage clients to apply for disabled badges whenever possible. Please check that your clients bring it with them as they are invaluable for making parking easier. Occasionally we get requests for transport to London hospitals or other hospitals out of the area (e.g. Sutton). Please let us know if you would be willing to help in these areas.

Young Families

The need for help can range from mum not coping with her new role; dad not coping and putting extra stress on the family; a child needing extra attention, for example reading or playing. Whatever the situation, the parent might like you to play with the children in the house so the parent can get on with chores or the parent may just want to talk. You must not be left alone with the children at any time unless you have agreed to and signed Contact's Child Protection Policy.

When a young family requests help, the office finds a suitable volunteer. Once the client has been informed, the volunteers will then **make their own arrangements** with the client, to suit them both. The office will contact both parties after approximately one month to check if there are any problems. **After this we ask you to help us by keeping us informed occasionally as to how you are getting on.**

