



Volunteer Guidance

Volunteering is a highly rewarding activity because it:

- Benefits the individual volunteer
- Benefits the recipient of the service
- Benefits the wider society as public culture becomes more socially responsible.

As a volunteer, it may often be necessary to go unaccompanied into a client's house or to take them in your car. These "common sense" guidelines have been written to help encourage safe and enjoyable volunteering. They are not intended to be a comprehensive list of do's and don'ts, but are meant to act as good practice for the safety and benefit of both clients and volunteers.

Once you have read through the guidelines, please keep them in a safe place for future reference. If you experience any problems as a volunteer, you should contact a member of the LBVPT Management Committee (the Committee) for advice or assistance.

Remember - it is unlikely that you will encounter any serious problems whilst volunteering. However, it is common sense to be alert to any potential risks or hazards that could cause harm to yourself or those we are trying to help.

From time to time, LBVPT organises appropriate training to help volunteers improve their volunteer role e.g. Manual Handling, Driver Safety, Equality and Diversity etc. You are encouraged to take advantage of this training at every opportunity to help improve your own skills and the service you are helping to provide.

Thank you for taking the time to read these volunteer guidelines. We hope you enjoy your time with LBVPT and find it as rewarding and enjoyable as we do.

Working with people/home visits

- Make sure you know all the details about a client before accepting the job i.e. what will be expected of you by the client.
- When home visiting, always show your identity card.
- Clearly explain who you are and why you are there - the Call Handler will have informed the client of your name.
- The Call Handler should always know where you are when possible.
- If you have a mobile phone, take it with you.
- Always request that clients access the service through the scheme's mobile number – you may not be insured if you undertake tasks that are not properly recorded.
- Don't give out your personal address or telephone number to clients.
- Do not accept inappropriate behaviour (abuse, threats or violence) - report any incidents to the Call Handler immediately. Inform the police if you feel it necessary.
- Unless you feel comfortable, avoid being alone in the house with a client. If you feel uncomfortable, ask your Call Handler not to send you there again and explain why.
- If you are concerned about a client for any reason, always inform your Call Handler.
- Trust your instincts. If you feel uncomfortable or unsafe, you should leave.
- Telephone your Call Handler once you have completed the job if you feel it is appropriate.
- Never undertake any task that you are not experienced or qualified or trained and



confident enough to complete.

Volunteer driving

Make sure you read, understand and comply with all the conditions outlined in the LBVPT Driver & Vehicle Safety policy before undertaking any driving task. If in doubt, ask a Management Committee member or more experienced volunteer for advice. Both you and the client are requested not to smoke in your car whilst driving to and from their hospital appointment. **The LBVPT id. lanyard must only be used on official LBVPT business.**

Donations

LBVPT needs donations to cover operating costs for example, our volunteer drivers can claim 45p per mile for the round trip. This amount is an agreed sum with HMRC, and is reimbursement only for their expenses. We ask all users of the service to give their driver minimum donations of £12 to Luton and Dunstable/ Milton Keynes Hospitals, £15 to Stoke Mandeville Hospital, £26 to Amersham Hospital, £22 to Bedford Hospital and £30 to High Wycombe Hospital. Any sum in excess of this should be recorded on expenses forms and will be used by LBVPT to pay for administration costs, telephone calls, public liability insurance etc.

Helping those who are ill, infirm or otherwise vulnerable

- Do not undertake any "regulated activity" unless you have first been subject to a Disclosure & Barring Service (DBS) check. (*See below for list of regulated activities.*)
- Never undertake any task for which you are not medically trained or qualified.
- If a client has a fall and is unable to get up by themselves, *do not attempt to lift or move them*: Make them as comfortable as possible and phone 999. Explain what has happened to the operator. Paramedics are trained to check for injuries and to lift people correctly. Remember - you will not be insured if you injure yourself or the other person whilst attempting to move or lift them.
- If a client is taken ill when being visited or transported call for medical help immediately, if necessary by dialling 999.
- Do not transport clients who you consider too ill or infirm but ask for alternative arrangements to be made via social services or the NHS.

Accidents

- If an accident occurs to you or a client during volunteering, you must inform your Call Handler immediately and be prepared to record the details.
- If you are injured, see a doctor as soon as possible - he/she will be able to provide an independent record of your injury.
- If the accident is serious and you are not happy with the response from LBVPT, you can contact the Health and Safety Executive for help and advice. Fatal or major injuries should always be reported to Incident Contact Centre on 0845 300 9923. See the HSE website for further information: <http://www.hse.gov.uk/index.htm>

General

- All volunteers have a duty of care to both themselves and to their clients and must immediately report any incident or issue that places either at risk.
- Never place yourself in a position that could make you vulnerable to allegations, especially when dealing with money or a client's property.



- Notify the Call Handler of any donations made to you by clients at the earliest opportunity so it can be recorded prior to handing in at some later date.
- Never take on any task that is outside the scope of the LBVPT scheme.
- Please read and ensure you understand and comply with the LBVPT's Safeguarding Policy.
- Any extra donations should be recorded on your expenses form.
- Always treat clients with respect and courtesy.
- Do not allow a single client to become unreasonably dependent upon you.
- If you feel you are being over burdened with tasks, report your feelings to the Committee so the tasks can be better shared.
- Please ensure that all information obtained about clients is kept strictly confidential.
- Clients must not be identified by name during any open meeting or discussion.

Regulated Activities

Some activities with adults or children are termed "regulated activities" by the Disclosure and Barring Service (DBS). The policy of LBVPT is that only volunteers who have been subject to a DBS check will undertake a "regulated activity" to protect both clients and volunteers. A full list of "Regulated Activities" can be found at <https://www.gov.uk/disclosure-barring-service-check> but in practice, the only regulated activities LBVPT volunteers are likely to be asked to provide is:

Transporting clients who meet LBVPT criteria for using the service to or from Luton and Dunstable, Milton Keynes and Stoke Mandeville hospitals.

NB: Our Driver & Vehicle Policy states that

- Must not transport anyone under the age of 16 years unless they are accompanied by a parent, guardian.
- Must ensure clients wear seat belts at all times and must not transport a person under 12 years as we cannot guarantee compliance with 'Child Seats – the Law' as defined by Gov.uk.

Call Handlers

Call Handlers will be issued with an Aide Memoire to assist in carrying out role.

Staying a happy volunteer

Remember – Voluntary work can help you gain new skills and friends. The above guidance may appear a bit daunting but it is mostly common sense. Above all, enjoy yourself and speak to someone if you have a problem.

Thanks again for your help and commitment.