



Brixham Does Care

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VOLUNTEER INFORMATION

Welcome to Brixham Does Care, thank you for offering your services in support of the activities that we run. Brixham Does Care is a registered charity operating from our base in the Town Hall in Brixham and is open from 10.00 a.m. to 4:00 p.m., Monday to Friday and open to all age groups. We offer:-

- * A home visiting service for the housebound, elderly and disabled provided by staff.
- * A home befriending service provided by volunteers.
- * The centre, in the Town Hall, offers hot and cold drinks and snacks in the Café in the morning between 10 am - 1 pm. The centre also provides a range of activities including Men's Discussion group, Craft group, Art group, Ladies group, Bingo and Discussion groups, etc. See current newsletter for up to date list. Staff are always on hand to give support.
- * A mini bus to transport housebound/disabled people to activities, groups and luncheon clubs, etc.
- * Regular planned coach trips to venues mainly in Devon, Cornwall and Somerset. These normally are day or half day trips leaving about 9:00 a.m. and returning approximately 5:00 p.m.

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 and as is now standard practice in all voluntary organisations, all volunteers will need to complete a disclosure application to the Criminal Records Bureau.

- Enclosed are: *
- * Our current monthly newsletter.
 - * A leaflet outlining what we do and our approach.
 - * Information on our home befriending service.

As a volunteer you may wish to be involved in all or some of these events, offering as much time as you are able. As well as the groups mentioned above, we also over the course of the year organise other events such as:

- * A spring fair/summer fair
- * A number of flag days
- * A number of special and social events
- * A Carol and Mince pie morning

Before undertaking any volunteering duties we offer an informal opportunity to familiarise yourself with the range of roles available.

If driving your own car

- * You must hold a full licence.
- * 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.
- * In carrying elderly and disabled people you must be extra cautious when driving. Normally elderly passengers will also need escorting to and from their front door.
- * We 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 condition 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 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.

ABOUT OUR SERVICE

Brixham Does Care is a registered Befriending charity founded in 1978, which attempts 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 are impaired by loneliness, ill health or the treat of despair.
 - ▶ moral support and advice through periods of crisis.
 - ▶ the opportunity to make friends and feel valued.
 - ▶ a visiting service to support people in their own homes.
2. To make available:
 - ▶ a range of services in support of the community.
3. To organise:
 - ▶ groups and activities from the Town Hall centre.

Let us know if you think there are ways in which we can improve this information for volunteers.

On behalf of Brixham Does Care, thank you for offering your time, it is very much appreciated. We hope you have a long and lasting relationship with Brixham Does Care in helping us to assist and support the community of Brixham and surrounding areas.

VOLUNTEERS GUIDELINES

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

Brixham Does Care volunteers have a right to:-

- know what is expected
- know who to go to with a problem
- be trained appropriately, if necessary
- get something from the work for themselves
- develop and change in the job
- be able to say 'no'
- know what their rights are if things go wrong (complaints procedure)
- claim legitimate expenses
- be involved and to take part in the organisation
- have safe working conditions
- be free from discriminations on grounds of race, gender, sexuality, disability, age etc. (Equal Opportunities Policy).

Brixham Does Care believes volunteers have the following responsibilities:

- to do the job reliably
- to do it in a way which corresponds to the aims and values of the organisation
- to be honest if there are problems
- to attend training and support sessions if these are an agreed part of the role
- to respect confidentiality.

TO BE RETURNED TO BRIXHAM DOES CARE

If undertaking any driving for 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 Guidelines and driving 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: _____

Once documents have been seen and form signed and dated, photocopy this page and place in volunteers file.

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.

TO BE RETURNED TO BRIXHAM DOES CARE

VOLUNTEERS FORM

NAME (Block letters please) _____ **D.O.B.** _____

ADDRESS _____

_____ **PHONE NUMBER** _____

E-MAIL ADDRESS _____

PROFESSION OR OCCUPATION (are you retired YES/NO) _____

CAN YOU HELP in any of the following areas? (Please tick).

(a) Organisation and helping of community events? _____

(b) Interested in home or hospital visiting? _____

(c) Have you any special skills? _____

(d) Occasional driving of the elderly or disabled? Details of licence and insurance certificate are required? _____

(e) General duties or helping in our Centre? _____

(f) Completion of forms? _____

(g) Help in our Charity Shop? _____

(h) What days and times might you be available? _____

DO YOU NEED HELP?

(a) Are you disabled? _____

(b) Widow or widower? _____

(c) One parent family? _____

(d) A Carer? _____

DOCTOR'S NAME _____

I am in agreement for a disclosure application to be made to Criminal Records Bureau (YES / NO)

DATE _____ **SIGNED** _____

TO BE RETURNED TO BRIXHAM DOES CARE

Thank you for taking the time to read our literature. If you would like to join us as a volunteer, to proceed with applying for a disclosure we need the following information:-

Your Surname: _____
Mr / Ms / Mrs.

Christian Name(s): _____

Date of Birth: _____

Full address _____

and postcode: _____

Month and Year
moved into
current address: _____

National Insurance
Number: _____

With the above information we then contact the Criminal Records Bureau and begin the process. A form should be sent to you within 7 days with an explanatory leaflet. When you have completed this form it will need to be returned to us with **two** forms of **identification** such as a driving licence, passport, birth certificate or marriage certificate and one utility bill showing current address. We will then witness and photocopy your identification, returning originals to yourself and send the form off. Please note it can take up to eight weeks before this process is finalised.

We thank you for expressing your interest in becoming a Volunteer with Brixham Does Care and for your patience.

Home Befriending Service

Answers to most frequently asked questions about Home Befriending Service.

Q. Why is there a need for 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. We thought Brixham Does Care had a visiting team.

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 and work 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, 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?

A. 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. Why would a person want to be a volunteer?

A. It can be very rewarding seeing what difference a visit can make to someone's life. Some people enjoy putting something back into the community. Friendships are made.

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.