



# Volunteer Handbook

A handy place to keep the key information you need to volunteer in your chosen care home



# Alive's aims

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Alive is the UK's leading charity enriching the lives of older people in care and training their carers.

Alive:

- Engage older people creatively through meaningful activity sessions
- Train and support care staff to enhance older people's wellbeing and deliver outstanding care at every opportunity
- Reduce older people's social isolation by connecting them to their local communities
- Speak up for the rights of older people in care to those with the power to improve their lives
- Depend on charitable donations to deliver our work.

# Care home's role

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..... (Care Home Name)

- will ensure that volunteers are properly integrated into the care homes where they are placed.
- will do everything possible to support the volunteer in their role outlined on the following page.
- does not introduce volunteers to replace paid staff.
- will assist in the resolution of complaints and concerns of the volunteer.
- expects that staff at all levels of the care home they are placed in will work positively with volunteers and where appropriate, will actively seek to involve them in their work.
- recognises that volunteers require satisfying work and personal development and will seek to help volunteers meet these needs, as well as providing the training for them to do their work effectively.
- recognises that at times the role may be emotionally demanding and will ensure the volunteer has a chance to talk to other volunteers and the care home about their experiences.

# Your role

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I ..... (volunteer) will:

- be punctual and timely and keep appointments made with care home staff.
- respect the rules, residents and employees of the care home in which I am volunteering.
- be a representative of the care home where I am placed and will always be respectful and professional when engaging with care home staff, relatives and residents.
- raise any concerns I have to the care home or the correct safeguarding board as soon as possible.

# Volunteer agreement

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The care home or the volunteer has the right to terminate the volunteering arrangement immediately if any of the previous commitments are not fulfilled.

I (Representative of Care Home) agree to carry out the role outlined on the previous pages for the duration of the placement of the volunteer:

Full Name .....

Signature .....

I (Volunteer) agree to carry out the role outlined on the previous pages:

Full Name .....

Signature .....

# Your care home

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## Care Home

Name & Address .....

.....

Phone Number .....

Email Address .....

Number of beds .....

Care Home Group .....

Manager's Name .....

## Volunteer's Main Contact

Name .....

Phone Number .....

Email .....

## Activity Coordinator

Name .....

Phone Number .....

Email .....

# About you

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## Contact Details

Name & Address .....

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Phone Number .....

Email Address .....

## Next of Kin

Name & Address .....

.....

Phone Number .....

Email Address .....

## Medical Conditions

Do you have any medical conditions that the care home should be made aware of?

.....

**This page should be photocopied by the care home and retained for their records**



# Getting started

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This is a checklist of all the things you need to be made aware of by your care home when you begin volunteering:

	Completed?
Volunteer handbook completed	<input type="checkbox"/>
Introduction to key staff	<input type="checkbox"/>
Introduction to the resident(s)	<input type="checkbox"/>
Familiarisation with any current activities being run	<input type="checkbox"/>
Tour of the care home and its facilities	<input type="checkbox"/>
Security, pass-codes	<input type="checkbox"/>
Fire procedures	<input type="checkbox"/>
.....	<input type="checkbox"/>
.....	<input type="checkbox"/>
.....	<input type="checkbox"/>

**The following pages provide information and space for the key documents the care home should provide you with.**

# DBS checks


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All care homes have different procedures for DBS checks. A DBS check is a background check on your criminal record to make sure you are safe to volunteer with older adults.

Even though legally you only need a DBS check if you are going to be alone with a resident one-on-one, some care homes prefer if you have a DBS check to enter the home.

The care home you volunteer with will help you get a DBS check. DBS checks are free to volunteers.

**If obtained the volunteer should attach a copy of their DBS check here after giving a copy to their contact in their care home.**



# Health & safety

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While volunteering within the care home you must be aware of and abide by the care home's 'Health and Safety Policy'.

Your work and the activities you perform as part of your role will be covered by the care home's insurance policy.

**The care home should attach a copy of their 'Health and Safety Policy' below.**



# Safeguarding

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To ensure the safety of yourself and the residents, you should be made aware of the correct safeguarding procedure for the home.

If you are concerned about anything you have seen and feel unable to talk to anyone in the care home about it, then the contact information of the local safeguarding boards can be found on Alive's website or through Google.

**The care home should detail their 'Safeguarding Procedure' below.**



# Complaints procedure

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All complaints about the care home should be made directly to the care home or to the relevant safeguarding board in accordance with the care home's 'Complaints Procedure'.

Any complaints made regarding the actions of you, the volunteer, should be dealt with in accordance with the care home's 'Complaints Procedure'.

**The care home should attach a copy of their 'Complaints Procedure' below.**



# Claiming expenses

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The care home may be able to reimburse you for any expenses you incur while volunteering.

**The care home should attach details of the expenses they will provide and how to claim.**



# Volunteer support

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## Settling in meeting

About one month from starting

Time .....

Date .....

Location .....

Member of staff .....

## Progress meeting

About three months from starting

Time .....

Date .....

Location .....

Member of Staff .....

## Emergency Support

People who are on hand to chat to in case you have any concerns

Person One .....

Person Two .....

Person Three .....



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founded in 1628

W [aliveactivities.org](http://aliveactivities.org)

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