# NOTES FOR VOLUNTEERS

Thank you for applying to join **Help in Thursley** as a Volunteer.

We are a voluntary organisation, funded by donations, offering help to the elderly, frail and vulnerable in our local community. Volunteers offer help in many ways – with transport, shopping, reading, form filling, dog walking, occasional chores, etc. We may not always be able to meet every request but we will certainly try our best.

Our Helpline number is **07538 201 276**. Duty Officers will listen to requests from clients each weekday and pass on requests to Volunteers.

Our Scheme covers the area shown on the map. Anyone living in this area can ask us for help, regardless of age. We do not charge for our services (except for transport, where the cost to the client is 50p per mile) but we gratefully accept all donations offered.

Client confidentiality **must** be maintained at all times. It is therefore vital that you do not discuss details of clients or situations with anyone apart from Committee Members and Duty Officers. Please also avoid giving your home ‘phone number to clients but make arrangements through our Helpline number instead.

If you take money from a client – we recommend that you ask for payment for shopping, prescriptions etc. before you go – always write out a receipt. Always hand over store receipts for shopping. Always accept any donations offered, sealing them in a “Donations” envelope and pass on to our Treasurer who is the Reverend Peter Muir.

If you are asked by the client to do more than they originally requested, remember that you can always refuse. If you are concerned about a client or unhappy with a task or person, contact a Committee Member to discuss your concerns. Never contact anyone else (for example, the client’s family or doctor) without the client’s express permission. If, for any reason, you aren’t able to carry out a task for which you’ve been booked, please inform any Committee Member without delay.

Contact details for all Committee Members are given on the attached Form A1.

All our Volunteers are covered by the Help in Thursley public liability insurance while working but you must, if so advised, inform your own motor insurance company before you drive on behalf of the Scheme.

Our Volunteers are unpaid but expenses such as mileage (at 45p per mile), ‘phone calls (at 15p per local call and 25p per mobile call) and parking (receipts required) are reimbursed. You should claim your expenses at least every six months, or more frequently as required, by completing an expense claim form (form V7) and submitting it to our Treasurer.

Our Management Committee meets regularly and will be happy to discuss any points that you may raise. We also arrange occasional meetings for Volunteers, which give us the chance to share problems as well as to socialise. We look forward to seeing you there.

Welcome to Help in Thursley