

Barcombe Good Neighbours Scheme

Guidelines for Volunteers – keeping yourself and clients safe

Home Visits

- Explain clearly who you are and why you have come;
- Make sure someone knows where you are and who you are visiting;
- **Always request that the client makes future requests through the schemes mobile phone and not direct to you;**
- Be very cautious about giving your personal number and address to clients;
- Do not accept any inappropriate behaviour – report any incidents to the phone holder;
- Leave if you feel unsafe, uncomfortable or unwell and immediately ring the phone holder;
- If a client has a fall while you are there and is unable to get up by him/herself, do not attempt to lift or move them. Make the client as comfortable as possible and call 999.
- Do not agree to any major work; the phone holder has a list of local businesses that can help if necessary.

Driving

As above, plus:

- Do not volunteer to drive if you do not feel confident to do so, particularly if it involves driving in the dark;
- If you feel you need a second person with you because of client mobility, car parking problems etc, please request the phone holder to find a second volunteer;
- Only accept a job involving a wheelchair if you are sure you can assist a wheelchair user and put the wheelchair in the car;
- Make sure you know the route and record your mileage for the journey.

Outdoor Work

- Please make sure you know how to operate any equipment or machinery correctly and do not use any equipment that appears dangerous;
- Wear appropriate clothing, such as goggles, boots and gloves;
- Be very careful lifting. Only lift or carry items that you can manage;
- Be very careful using steps or ladders;
- Be very careful handling solvents, bleach or cleaning liquids;
- **Do not take risks!** If an injury was not caused by your own negligence, you may be able to claim through the scheme's insurance policy.