

# FiSH Volunteer Induction Pack

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WELCOME to FiSH Neighbourhood Care covering Barnes, Mortlake and East Sheen. We are very pleased that you have joined us as a volunteer and hope that you will enjoy working with us. FiSH will be used as the abbreviation of the group's name throughout this publication. FiSH Neighbourhood Care exists to offer Friendship, independence, Support and Help to residents in the London Borough of Richmond upon Thames, in particular for those living in Barnes, Mortlake, East Sheen and the surrounding areas. We offer support to improve the well-being of our users and to facilitate residents' social inclusion with the aim to avoid loneliness and isolation that so often can occur in any community.

## ROLE OF FiSH VOLUNTEERS

There are a number of different ways that volunteers can get involved with FiSH. You might be able to offer to take on the role of a car driver to take someone on a visit or to an appointment; we might ask you to get some shopping or help escort an outing on our minibus; or you could help us at our weekly FiSH 'n' Chats social listening coffee corner; visit someone who is isolated and housebound on a regular basis as a befriender; or become of a minibus driver. Whatever role you take on it is providing a valuable service in our local community and you can do as much or as little as you wish. You will also be allocated a Project Manager for any of the roles that you undertake and you will be given a Role Description to help you to be clear as to what the role entails. However the help and support you provide should be carried out with Care, Consideration and Confidentiality - the three C's

## OUR WORK IN BRIEF

- Car door to door Transport
- FiSH minibus outings / shopping trips
- Collecting and delivering Shopping
- Visiting
- Gardening help
- Miscellaneous odd jobs
- Befriending on the phone or face to face at the client's home
- FiSH 'n' Chats, social listening coffee corner
- Duty Team manning the FiSH Helpline
- Office admin / computer work
- Social Events, concerts
- Company director / Governance

## HOW FiSH WORKS

Our work is underpinned by the belief that all FiSH users are individuals with a right to:

- Respect for their individuality
- Independence
- Privacy and dignity
- Informed choices
- Be listened to
- Have their views heard
- Engagement with the local community

## OUR RESPONSIBILITY TO THOSE WE HELP

The welfare of those we help is a major concern to us and we ask you to help by:

- being reliable in trying not to let people down
- being honest with us if there are problems
- treating those we help with courtesy, dignity and respect

## **SUPPORT AND DEVELOPMENT**

FiSH runs regular training courses and seminars throughout the year and we will ask you to work shadow some volunteer roles for a short while. FiSH would also expect you to undertake the **Basic Volunteer Induction Course** within the first six months of you becoming a FiSH volunteer. These are advertised in our regular Newsletter. Training seminars are a good way of sharing experiences and meeting other FiSH volunteers. If you would like any particular training that you feel would be relevant to our work we always welcome suggestions.

Detailed handbooks for FiSH 'n' Chats volunteers and Client one-to-one Befriending volunteers are available for all volunteers participating in these activities as additional practical support and reference.

## **OUR RESPONSIBILITY TO YOU**

You are covered by our Public Liability Insurance against the event of any claim arising against you whilst engaged on FiSH activities. We do not wish to put your health or safety at risk so if you have any doubts about a job we ask you to do please raise them at once with your Project Manager. You should also refer any problems, accidents and complaints to the FiSH office.

**Health and Safety:** We have a responsibility under Section 2 of the Health and Safety at Work Act 1974 to ensure, as far as reasonably practicable, the health, safety and welfare of its employees. This includes both permanent and temporary members of staff and you as a volunteer. FiSH recognises that the Health and Safety Executive considers it good practice to provide the same level of health and safety protection to volunteers as to staff, irrespective of whether there are strict legal duties to do so.

**Volunteers working alone:** All staff and volunteers will always give priority to their own personal safety in respect to how they carry out their roles and responsibilities. If you feel threatened at any time, withdraw from the situation. Volunteers will only visit a Befriending client following an initial visit and introduction by a designated member of the Befriending team.

**Risk Assessment:** Risk assessments will be carried out by members of staff who are qualified to assess risk and have an in-depth knowledge of the job or task in question.

We are always happy to help you if you feel that there are issues or concerns that you would like to raise, or offload, or feel that something in your volunteering work for FiSH needs bringing to our attention. Please do contact the Director (8876 3335) or Befriending co-ordinator (8878 8100) if you would like to have a chat; or write to them at the FiSH office. A list of policy documents is listed at the end of this information pack.

## **VOLUNTEER IDENTITY CARD**

YOUR FiSH identity card shows that you are one of our volunteers. You may need to use it if someone asks you for identification or to reassure someone who might be reluctant to open their door to strangers - even though your visit will be arranged by our helpline or other FiSH staff and the person should know who you are and when you will call.

*Please ask the office to send you an identity card if you have not already been given one.*

## **PHONING CLIENTS**

If a FiSH volunteer has been booked for a particular task we do not give the volunteer's personal details to those we help, and ask that all contact with our volunteers is made through the helpline or office. However it may be necessary for volunteers to phone clients direct, prior to their task date or for shopping lists. **In order for volunteers to protect their personal phone number dial 141 prior to the number you are calling.**

## **CONFIDENTIALITY**

In order to protect your privacy please do not give your home address or telephone number to any person you help on our behalf. Instead, ask that all contact with you be made through FiSH via our Helpline, our Befriending Co-ordinator or another of the office staff. In return, to protect those we help many of whom are vulnerable and living alone please, do not discuss their circumstances with anyone other than FiSH staff members. We always value any feedback concerning users, volunteers or staff.

## **WHAT FiSH EXPECTS FROM YOU**

'Voluntary Care' can be taken to mean a great deal so there must be limits to what our volunteers can be expected to do for those whom we help. Much depends on what our volunteers consider reasonable, but a good yardstick is what A CARING AND CONCERNED NEIGHBOUR might be expected to do for someone who asks them for help.

We do not ask our volunteers to do: cleaning, or to undertake personal care such as assistance with bathing, taking to the toilet or administering medication, anything other than simple repair jobs and no lopping of trees or large shrubs. These tasks are not covered by our FiSH insurance and are more appropriate to professional help - we have a list of some tradespeople and companies who can offer these services. Please see the 'Insurance and Risk Assessment' section at the end of this pack.

## **CONTACTING OUR OFFICE or HELPLINE**

Jenny Hughes runs the FiSH office at Barnes Green Centre in the role of Director. If you have a concern regarding a visit or a particular client you can phone on 020 8876 3335 to talk to her or one of the other office staff: Leslie, Phyllida, Linda or Liz.

If you need to speak to the Helpline for details about your task please phone 020 8876 3414 between 9:00 a.m. and 12:00 noon, Monday to Friday.

If you find that you cannot do a job after initially agreeing to do it, please let us know as soon as possible by phoning the Helpline on 020 8876 3414 between 9.00 a.m. and 12.00 noon Monday to Friday, or by calling the office 020 8876 3335

## **HOW WE ARE MANAGED**

FiSH is managed by an elected committee of 12 company directors who are all FiSH volunteers. We are both a charity and a Company Limited by Guarantee. Elections take place at an Annual General Meeting, normally in June,, to which you will be invited and this is another opportunity to get to know other people involved in the organisation.

We receive some funding from Richmond Parish Lands Charity and Barnes Workhouse Trust and other organisations. Richmond Borough Council is changing their funding arrangements to the voluntary sector and as yet we do not know what these will be; although we have been assured of some on- going financial support from the Council.

## **OUT OF POCKET EXPENSES**

You can claim out-of-pocket expenses for your volunteer work with us. A car mileage allowance of 45p a mile can be paid to cover your petrol expenses - details are given on the INFORMATION SHEET FOR DRIVERS. Other expenses can also be claimed for, phone calls, parking etc. A claim form is included in this pack.

## **DONATIONS FROM THOSE WE HELP**

Our service is free but we encourage the users of FiSH to offer small donations.

If someone wishes to make a donation please accept this on behalf of FiSH and put it in an envelope to pass it on to the FiSH office. Donation envelopes are available at the FiSH office. Please note on the envelope the name of the donor. The office will write back to the person thanking the donation sender. If you require more envelopes please let the FiSH office know or collect in person.

Some people may want to give you a small personal gift; and we would prefer that you encourage the client to make a donation to FiSH instead. However, if they insist we recommend only "consumable" gifts such as a cake or chocolate may be accepted as a token of thanks. Please let the office know if you have any concerns. Volunteers should only accept money that will be given as donations to FiSH and make this clear to the clients they are helping.

## **REQUESTS FOR EXTRA HELP**

If someone asks you to do something extra to the job that our office has described to you your response must depend on whether you have the time and want to do extra. Bear in mind our "CARING AND CONCERNED NEIGHBOUR" yardstick.

If you do agree to do extra tasks please inform the office when you next speak to them as it is important to keep an accurate record of our work for updated statistics and for insurance purposes. If you do not have time or feel that someone is trying to take advantage of your generosity do not be afraid to say "no" and suggest the person wanting extra help get in touch with our Helpline again.

If a passenger asks you to do a detour to your agreed trip, such as taking them to the bank or the post office, it is up to you to decide whether you can do this. If it is not convenient explain that you have only time to do the agreed job and suggest they contact our helpline for further assistance. Again, please let the office know if you do more than you have originally agreed with the Helpline so that we can keep accurate records of our activities.

### **HOW ABOUT REFERRALS?**

If you are approached about a new person who would like help from FiSH we would ask you to ring the office and they will make arrangements to contact them. Please do pass on our Helpline number to anyone who may require it 020 8876 3414. Cards are available in the office to give to people.

### **FiSH EVENTS**

FiSH runs a number of events each year, such as concerts, FiSH Sunday, social gatherings and a stall at The Barnes Fair. We may ask you if you would like to come along and help at one of them. Please do not feel at all obliged to do so, but it can be a very pleasant way to meet some of your fellow volunteers and a good way of helping to raise vital funds for FiSH.

FINALLY, you should receive a lot of verbal thanks for the help you give, and in some cases donations to FiSH to show appreciation. But please bear in mind that some people find it difficult or embarrassing to say "thank you". Rest assured that all your efforts are much appreciated by the staff and Trustees of FiSH.

Our policy documents are available in the handbook housed at the FiSH office. Volunteers are welcome to stop in and read them, or to request appropriate excerpts from policies if needed.

1. Confidentiality Policy & Procedure
2. Data Protection Policy & Procedure
3. Disclosure and Barring Service (DBS) Check Renewal Procedure
4. Diversity and Equal Opportunities Policy & Procedure
5. Environmental Policy & Procedure
6. Financial Policy & Procedure
7. Health and Safety & Fire Safety Policy & Procedure
8. Lone Workers' Policy & Procedure
9. MRSA and C Difficile Exposure Information
10. Recruitment and Selection Policy & Procedure
11. Service Users' Complaints Procedure
12. Service Users' Involvement Policy & Procedure
13. Service Users' Safeguarding Policy & Procedure
14. Staff Grievance Procedure
15. Staff Leave and Absence Policy
16. Stress Management Policy & Procedure
17. Supervision and Appraisal Policy & Procedure
18. Training and Personal Development Policy & Procedure
19. Trustees Code of Conduct
20. Violence at Work Policy & Procedure
21. Volunteer Code of Conduct
22. Volunteer Complaints Policy & Procedure
23. Volunteer Insurance Procedure

FiSH is one of eight neighbourhood care groups covering the whole of The London Borough of Richmond Upon Thames. Although being run as separate organisations, regular meetings do take place to discuss relative issues and ideas. For more information about other schemes contact the FiSH office 020 8878 3335, or contact Richmond CVS 020 3178 8785.

# INFORMATION SHEET FOR HELPLINE

Your role supervisor; Jenny Hughes 8876 3335, Leslie Spatt office info 8876 3336

## JOB DESCRIPTION - FiSH HELPLINE Volunteer

The FiSH Helpline is one of the core activities of FiSH. If you have offered to work on the Helpline then the tasks are as follows:

- Answering the Helpline telephone in a confidential and courteous manner.
- Being aware of Helpline and FiSH volunteer guidelines and service area boundaries
- Matching requests for help with available volunteers
- Accurately recording job requests and matching volunteer details
- Getting the Helpline pack to the next Helpline volunteer (at home or in the office) for the following day

## HELPLINE PROCEDURE

- Training in the form of work shadowing will be given to all new helpline volunteers.
- Helpline team meetings will take place at least twice a year.
- To be available from 9am - noon on your assigned day, either at your own home or the FiSH office, to answer the helpline phone. The Helpline is easily diverted to your home phone so there is no need to come into the office if you prefer to work from home.
- To check, where possible, that the person requesting help is in our service area and is listed on our database as a registered client user. If the user is not an existing paid up member then they should be offered one-off help and sent a form to enable them to join FiSH. Please notify the office that a form needs to be sent to the new user.
- To write down the requests for help noting client name, address, phone number, date and time the request is needed and destination. Other information needed includes whether or not the client uses a mobility aid and if this can be folded to go into a car, any general mobility issues, whether or not the client has a Blue Badge, and any relevant medical conditions such as dementia. Use one form per job.
- The Helpline pack includes a volunteer database, a supply of job forms, and other helpful information including contacts for services which we do not offer such as personal care, cleaning and DIY. If you pass on a contact number for these services please inform the client that we do not recommend these people and it is up to the client to satisfy themselves about references, suitability and any contractual arrangements.
- We do not usually offer a return journey (especially for hospital appointments), the main exception to this is Chiropody appointments which are usually local and accurately timed. If a return journey is requested, with a waiting time, you may say that you will try to find a volunteer to do this but it is not guaranteed. Please emphasise that if there is a parking fee the client is responsible for paying this unless they have a Blue Badge. In the case of the rare requests including travel into the Inner London Congestion Charge area, the fee must be arranged and paid for by the client before the job is undertaken.
- If requesting shopping, clients are asked to limit it to visiting one shop only; in some cases it is OK to add collecting a client's pension in addition to this. Volunteers should NOT be asked to visit a variety of shops to fulfil a client request. We do not offer to take clients shopping individually - they can either have their shopping done for them or join the FiSH bus for supermarket trips.
- Then find a suitable volunteer to carry out the request by consulting the volunteer database list (supplied) matching up day / time availability, car driver (if needed) and other relevant information - if they cannot take wheelchairs, do heavy shopping etc. Give the volunteer the details of client's address, phone, time of pickup, destination and any mobility aids they may have or need.
- Normally we limit the number of phone calls to find a suitable volunteer to 15 maximum.
- When a volunteer is found, note their name, address and phone number on the Helpline form, and add any notes in the section provided.
- Ring the client back to say that you have found a volunteer to carry out the request, give ONLY the first name of the volunteer and under no circumstances give the client the volunteer's phone number. In some cases you may not be able to find an available volunteer, in which case ring the client back to let them know - be apologetic and kind. The cause is usually a shortage of drivers.
- If a caller is making an enquiry rather than booking an actual job, this should also be noted on a job form as it takes up your time.

# INFORMATION SHEET FOR DRIVERS

Your role supervisor: Helpline duty Volunteer 8876 3414, Leslie Spatt office info 8876 3336

## JOB DESCRIPTION - FiSH DRIVERS

Volunteer drivers play a crucial role in delivering our services. If you have offered to use your own car to drive clients the job involves:

- Contacting the client when you have confirmed a job with the Helpline to let them know that you will be driving them (do not give client your phone number)
- Confirm date, time of pickup and destination with the client
- Confirm that they will be able to get into your car and how much help they may require (the Helpline will usually check this when matching up volunteers)
- Confirm what, if any, mobility aids the client is using / bringing
- If you think it may involve parking charges check if the client has a Blue Badge; if not inform the client that they will need to pay the parking fees
- Being on time to collect the client
- If necessary helping them from the car to the destination (you may have to park to do this.)

## DRIVING PROCEDURES

### YOUR ROLE AS A FiSH DRIVER

This should be: as a friendly, caring taxi driver if you are just dropping off or collecting a passenger and as a supporter and advocate if waiting during an appointment. Please take care when helping a disabled passenger into your car. FiSH offers regular "Moving and Handling Courses" to help equip volunteers with useful tips on how to get frail clients in and out of cars and the use of equipment like wheelchairs. A shiny new black plastic sack on your passenger seat can be helpful so that they can swivel on the seat and slide their legs in and out of cars.

### FiSH LOGO CARD

This only shows that you are a FiSH volunteer driver. It will NOT protect you against penalty notices if you are parked illegally.

### PARKING

You can ask your passenger if they have a "Blue Badge" disabled parking permit. If so, parking will be very easy as you can park virtually anywhere provided you do not cause an obstruction; but still watch out for and obey parking restrictions where displayed. The badge must be displayed inside the windscreen with the valid date clearly showing. If your passenger does not have a Blue Badge, you must follow the normal parking rules. It is reasonable and acceptable if you have to pay for parking to ask your passenger to pay for this. It is very useful for FiSH volunteers who live in the Borough of Richmond to apply for a free Richmond Card. As a resident you would then be entitled to use the card to "pay" for 30 minutes free parking in any space or area managed by the Council (such as Sheen Lane Centre.) However, if for any reason your passenger is unable to pay, please pay the fee yourself and claim reimbursement from the office along with your petrol expenses.

Parking at HOSPITALS can be difficult; Queen Mary's usually has some space but Kingston is generally impossible and expensive. If you cannot find a parking space you should ask if you can use the "AMBULANCES ONLY" bay to drop off as you are providing hospital transport on behalf of FiSH.

### PENALTY NOTICES FOR PARKING

We expect you to park considerately at all times. However, it occasionally may not be possible to park legally for example if you are picking up someone who lives in a restricted parking area with yellow lines. Always display your FiSH logo card and take all practical steps to avoid getting a Penalty Notice, - e.g. look out for the attendant and say what you are doing. If you do get a Penalty Notice, discuss this with FiSH staff as soon as possible. If you are called to park at one of the Richmond Housing Partnership properties, e.g. The Willoughbys in Priests Bridge, please be extremely careful as there is a private firm of wheel clampers in operation; please use the drop off parking bay if it is available.

## **PETROL EXPENSES**

We are able to pay you a mileage allowance of 45p a mile to cover these. Please complete the claim form we can provide for this purpose. You can claim mileage from home to pick up your passenger(s), for the actual driving job, and then your mileage back home.

FiSH is able to claim back petrol expenses from the Council and Health Authority, so please make a claim, as it is important the Council is aware of how much driving we do for the community. If you do not want the petrol allowance please tick the box at the bottom of the claim form allowing the proceeds be donated back to FiSH to go towards other expenses.

Petrol expenses are claimed three months in arrears. Please send your claim to our office within 10 days of the end of each quarter at the end of March, June, September and December. Further forms are available from our office.

## **INSURANCE**

As well as having cover under our Public Liability Insurance you are also covered against loss of no claims bonus and the application of an excess if you are in an accident whilst doing a job for FiSH. You will need to check with your insurance company that you are allowed under the "social purposes" in your policy to provide transport as a volunteer driver for FiSH. You should explain that you receive no reward for carrying out FiSH tasks. A detailed document covering current insurance industry policy regarding volunteers' car use is available from the FiSH office on request.

## **ACCIDENTS**

If you unfortunately have an accident whilst on FiSH business, report it to your own Insurance Company and let our office know. If you have to leave a message on our phone we will contact you as soon as we can.

## **WHAT HAPPENS IF THERE IS NO ANSWER AT THE CLIENT'S HOME**

Many of our clients are frail and slow; do give them time to answer the door. If you get no reply please try phoning them if you have a mobile with you as they may not be able to hear the doorbell. If there is still no reply it is most likely that the client has forgotten and gone out. Talking to a neighbour can sometimes help. Failing those options please call the FiSH helpline supervisor to check the details of the task. If the Helpline is closed when you call please contact Leslie Spatt at the office 8876 3336.

## **MEDICAL EMERGENCIES**

If your passenger has a serious medical emergency - pull over to the side of the road. If you have a mobile phone call 999 for an ambulance or ask someone to make an emergency call for you. Help the person to lie back and reassure them until help arrives. **DO NOT ATTEMPT TO DRIVE THEM TO HOSPITAL YOURSELF** unless you are extremely close to one.

## **RETURN TRIPS**

FiSH does not normally agree to offer return trips to hospital appointments. It is often difficult to know how long an appointment is likely to take. Clients are therefore encouraged to make use of their Taxi Card for return trips. However for some shorter local appointments such as Chiropody a return might be requested. If you have only agreed to do a one way trip and then subsequently agree with the client to return them please call the FiSH office to let us know of the change. It is important, for our statistics and funding that we keep accurate records of the work our volunteers do.

## **EXTRA TRIPS and FOLLOW - UP APPOINTMENTS**

On returning a passenger from a hospital or clinic appointment they may ask if you can take them to their next appointment as well. **PLEASE ASK THEM TO MAKE THE ARRANGEMENTS THROUGH OUR HELPLINE, NOT THROUGH YOU.** It is vital that all arrangements are made through the office so that you are covered by our insurance policy.

## **WHAT HAPPENS IF YOU CAN NOT DO AN AGREED JOB**

Please call the FiSH Helpline 8876 3414 as soon as possible so that they can rearrange a replacement helper. We hope you enjoy working with us as a volunteer driver.

Please do not hesitate to contact the office with any queries and feedback. 0208 876 3335.

# INFORMATION SHEET FOR SHOPPERS

Your role supervisor: Helpline duty Volunteer 8876 3414, Leslie Spatt office info 8876 3336

## OUR SHOPPING JOBS

These fall into two categories:

1. Shopping for someone who can't get out.
2. Weekly minibus door to door shopping trips.

## JOB DESCRIPTION - FiSH SHOPPERS

Most individual shopping will be referred to you by the Helpline. If you are doing shopping for someone who can't or doesn't want to join the minibus shopping trips the job involves:

- Contacting the client when the helpline has given you the request, to say you will be doing their shopping (do NOT give them your own phone number)
- Confirming day of task and shop to be used
- Asking if they will give you the money in advance for shopping if you are collecting their list
- Taking their shopping list by phone, or visiting to collect it in advance
- Doing client's shopping (clients are requested to ask for only one shop to be visited)
- Delivering shopping back to client's home (see below about shop delivery options)
- Collecting money owed to you or returning change to client, with till receipt

## SHOPPING PROCEDURES

### I. GOING SHOPPING FOR SOMEONE

This service is for those who can't get out and is frequently on a temporary basis following an accident or illness. We leave our volunteer to obtain the shopping list and the money. It is helpful to check through the list when collecting it to clarify exactly what is wanted and if alternatives are acceptable. For example if 'a loaf of bread' is on the list, ask what colour, size and type, brand name etc. It is a good idea to agree and write down on the list the amount of cash received for the task. This will help later on when giving back any change.

You can shop wherever is most convenient to you of course, unless the client specifically requests a particular shop and you are happy with going there; but a supermarket which gives a till receipt with descriptions of each item is a good idea. We do not expect you to spend a lot of time searching for a particular item or to get very bulky shopping (but see the Waitrose delivery service below.) Bear in mind the lengths you would expect a neighbour to go to in shopping for you. If an item is unavailable settle for the nearest equivalent unless the client has been very specific about brands etc. Wherever possible, when delivering the shopping give a till receipt along with the change and make sure that you are repaid any extra money if you were given insufficient cash in the first place.

Waitrose in East Sheen offers a service where you can do the client's shopping for them and then arrange to have it delivered directly to the client at a mutually convenient time. This is useful if a client wants heavy or bulky shopping, or lives on an upper floor of a block of flats. There may be an extra charge for this (usually about £5.00.) If you and the client agree that this is the best way of doing their shopping then please agree a delivery time with them and also that they would be happy to pay any fee involved.

Due to constraints on our volunteer time we cannot take individual people to do their own shopping unless, of course, it's for something like shoes when they need to be present. Normally a volunteer will only be asked to go to one place to get things plus perhaps collecting a client's pension. Clients are advised that they should not ask volunteers to go to more than one shop.

### PAYING FOR PARKING WHEN SHOPPING

If you have to pay to park whilst shopping with or for someone it is reasonable and acceptable to ask them to pay the parking fee but if they are unable to do this you can claim reimbursement from the office.

### WHAT HAPPENS IF THERE IS NO ANSWER AT THE CLIENT'S HOME

Many of our clients are frail and slow; do give them time to answer the door. If you get no reply please try phoning them if you have a mobile with you as they may not be able to hear the doorbell. If there is still no reply it is most likely that the client has forgotten and gone out. Talking to a neighbour can sometimes help.

Failing those options please call the FiSH helpline supervisor to check the details of the task. If the Helpline is closed when you call please contact Leslie Spatt at the office 8876 3336.

## Collecting Pension

# INFORMATION SHEET FOR ESCORTS

Your role supervisor: **Minibus Driver for the day or Phyllida Cornfield 8876 3765**

## JOB DESCRIPTION - FiSH ESCORTS

FiSH volunteers who help to escort clients on the bus and on outings are an essential and valuable means of support for people joining outings and shopping trips. If you are escorting with the bus you may be asked to help with the following as needed:

- getting clients into and out of the bus safely, sometimes even if the passenger lift is used
- strapping clients into their seat belts before setting out
- help with pushing shopping trolleys or wheelchairs
- stowing shopping on the return trip (this may be done by the driver)
- engaging with clients particularly new ones to help them feel included
- assistance on outings with steps, inclines, getting through doors etc
- making sure that all clients are accounted for during the whole trip (headcount in and out)

## Training

All escorts will have basic wheelchair awareness supervision prior to their first trip.

They will work shadow experienced escorts.

FiSH offers regular moving and handling / First Aid training for FiSH volunteers. Escorts may also need to cope with emergencies of varying difficulty:

- the best way to assist people with mobility problems
- someone being sick or injured on the bus or during an outing
- where emergency equipment is stored on the bus and how to use it

## ESCORTING PROCEDURES

### 1. GETTING INTO AND OUT OF THE BUS - sometimes even if the passenger lift is used:

It is the responsibility of the escort (working alongside the driver) to see that passengers get on and off the bus safely. The obvious dangers are slipping, tripping and falling. Make sure that

- The doors are secured open and won't blow shut on the passenger
- Steps and gangways are unobstructed
- Any fold out steps and handrails are fixed in position
- If necessary and when available, lights over the stair wells are switched on and not obscured
- Everything is clear of the passenger tail lift before operating and any passenger using it is stable or supported on it
- Make sure that all fingers, hands and feet are clear of any moving parts or hinges when getting into or out of the bus

### 2. STRAPPING CLIENTS INTO THEIR SEAT BELTS

- All passengers, helpers and driver **must** wear seat belts in the minibus **at all times when moving**. Passengers sometimes are resistant to wearing seatbelts but it is important to point out that the bus will not set off unless all passengers are strapped into their seats. If a passenger is found not to be wearing a seatbelt if stopped by the police (for example) they could personally be liable to a fine of £500.
- Many clients need assistance in getting their seat belt ready to fasten and also to fasten it properly. They may be reluctant to ask for help, or reluctant to wear it. There are seat belt extensions available. If needed.
- Escorts must insist that passengers wear seat belts.

- If it is absolutely necessary for an escort to move during a journey (to help a client, for example) the driver should be asked to stop first if this can be done safely. If a client needs to move from a seat then the bus must come to a complete stop.

### **3. HELP WITH PUSHING SHOPPING TROLLEYS**

In many cases the trolley acts as a walking support for clients so they don't need much extra help.

- Some clients may need help with getting a shopping trolley around the aisles, or collecting items from high or low shelves. In most cases the office and the driver will have determined how many clients need assistance and in what degree (one-to-one, occasional, none). There should be enough helpers on every shopping trip to make sure that nobody is left to cope on their own if they need assistance. It might also be possible to get help from a shop assistant.
- For wheelchair clients, there are usually trolleys which clip onto a wheelchair so that the client can either go round on their own or the helper is free to push the wheelchair and the trolley together.

### **4. ASSISTANCE ON OUTINGS**

Clients need different degrees of assistance on outings, depending on the type of outing and the surroundings. Some clients do not need physical assistance but like to know that "someone is there" in case of difficulty. The office administration usually makes sure that everyone going on outings can manage their own personal care even if help would be needed for pushing a wheelchair or carrying a lunch tray etc. FiSH volunteers will not be expected to provide personal care such as taking people to the toilet or feeding them.

- Theatre trips generally need some sort of assistance getting on and off the bus, negotiating theatre steps (if any) and getting into a seat. Some theatre aisles have a slope which may cause people to feel unstable. Occasionally a helper might be asked to get refreshments for a client during an interval to save them getting out of a seat. Escorts should not be asked to take someone to the toilet or provide personal care as this is outside the remit of our volunteer help.
- For museum and building interior outings there might be some sort of assistance needed taking people round the exhibits and also making sure that everyone is accounted for at the start and the end of the visit. Some clients may decide to go to a museum shop and would then become separated from the group.
- Outings to exterior venues (gardens, exterior exhibitions etc) may require more assistance from escorts with negotiating pathways, slopes, gates. Escorts and clients are usually "matched" on outings to make sure that (a) there are enough escorts to help whoever is on the outing and (b) if there are wheelchairs or mobility problems that escorts are strong enough to manage whatever they may be asked to help with.

# INFORMATION SHEET FOR HOME VISITING - Befriending

Your role supervisor: Liz Dallas Ross, Deidre Munro 8878 8100

## **SITTING IN**

Our volunteers are sometimes asked to sit with someone for a short period while their normal carer is out. This should be arranged through the Helpline as it is only for odd occasions. If this is needed FiSH volunteers must not offer any personal care or administering of medication.

## **ONE-TO-ONE and TELEPHONE BEFRIENDING**

Clients who might be interested in a regular FiSH befriender should be referred to the FiSH office. They will then be visited and matched up with an appropriate FiSH volunteer. Guidelines for FiSH befrienders are available at the office and will be given to volunteers who take on a befriending role.

## **FiSH 'N' CHATS PROJECT**

FiSH volunteers interested in working with this social listening project should contact the FiSH office. There is a selection process and training is given prior to joining the team. Guidelines are also available at the FiSH office.

# **VOLUNTEER CODE OF CONDUCT POLICY**

We rely on FiSH volunteers to conduct themselves in a manner which maintains the integrity of FiSH, its standing in the community and with other bodies; and to act with courtesy and consideration for others at all times.

Volunteers are expected to respect and promote the agreed policies and procedures of FiSH agreed by the Executive Committee, including our Equal Opportunities Policy. All FiSH policies are available in the office to consult if needed.

Volunteers are expected to work within the spirit of our confidentiality policy at all times, respecting both client confidentiality and information which is confidential within the organisation in relation to financial, personnel and strategic management issues.

Any matters of concern should be raised with the Director so that we can act promptly and protect the needs of our clients and our volunteers.

## **Insurance and Risk Assessment**

FiSH maintains Public Liability and Employers Liability Insurance for all employees and volunteers working on our behalf. The policy covers the work of volunteers carried out in accordance with the Code of Conduct, Policies and Procedures. It covers all normal 'jobs' that are requested through the FiSH office or Helpline. Our policy is not a Motor Insurance policy. All driving volunteers must have a valid Motor Insurance policy that provides cover for all driving jobs carried out for FiSH.

Also, our policy is not a 'Handyman' policy. If a volunteer carries out a job at the client's home please note that the insurance only covers light house and garden work, examples of which are changing a light bulb, lawn mowing, hedge-trimming and weeding. Working on a step-ladder up to 4 feet off the ground is covered - other ladders and heights above 4 feet are not. There is no cover for any work that would be considered to be 'DIY'. Under no circumstances will a volunteer be asked to do electrical, gas or plumbing work.

Insurance is very important both to the employees and volunteers and to the Charity. Volunteers are asked to raise any uncertainties they might have with the FiSH office before a job is undertaken.