



Volunteer Handbook:

Group Volunteer

Your Details

Your name:

The group I volunteer at:

Day and time:

Dementia Group Leader's Name:

Their phone number:

Training date: ___/___/_____

If you are unable to attend your regular volunteering, please contact your DGL and copy in Solomon Hayes, Assistant Volunteer Co-ordinator, so he can arrange cover.

volunteers@togetherdementiasupport.org

Contents

Welcome to Together Dementia Support	5
Who we are and what we do	6
Our Core Services	6
The Volunteer Handbook	7
Our Vision	8
Your Role with TDS	9
Your Volunteering	11
Volunteering Code of Conduct	13
Volunteer Essentials	15
Dementia - What you need to know	18
Communicating	22
Policy and Procedures	26
Top Tips from Experienced Volunteers	38
Useful Contacts	39

Welcome to Together Dementia Support



We're delighted you're joining us!

Thank you for giving your time and experience to volunteer with Together Dementia Support. Welcome to our team!

You are joining a group of people with a deep commitment to making life better for people living with dementia. We wouldn't be able to deliver our services without kind, passionate and generous people like you.

Volunteers are at the very heart of TDS. We have a variety of volunteering roles across the organisation, and each makes its own difference every day. All our Trustees are volunteers, and some volunteer in our groups as well.

We hope that your experience with us will be enjoyable and rewarding. Volunteers are extremely important to us, and we will do all that we can to help and support you in your role.

Who We Are and What We Do

Together Dementia Support was founded in 2014 by our CEO, Sally Ferris. She found that there was a vacuum of support offered for people who had been diagnosed with dementia and wanted to change this. She believes that dementia support should be person-centred, comprehensive, and accessible to everyone.



TDS has established itself as the premier provider of dementia support services for people living with dementia and their carers. We are the only provider of specialised dementia support services in Manchester.

We support them primarily through the provision of weekly Friendship & Activity groups, 1:1 support at home through our Together at Home Service, and our comprehensive carer training and support package.

We currently have over 500 people who we support week in, week out, 52 weeks per year. Our dedicated team of Dementia Group Leaders and volunteers are the lifeblood of our service, working to improve physical and mental health. Together, we enable people to live positively with dementia.

Our Core Services

Our core services are:

- 1. Friendship & Activity Groups**
- 2. Together at Home**
- 3. Carer Training**
- 4. Carer Support**
- 5. Dementia Training for the public and professionals**

The Volunteer Handbook

This handbook will be a useful tool as you prepare for volunteering. It contains all the background information you will need, covering four main themes:

- Volunteering Information
- Working with our Members
- Health & Safety
- Safeguarding

The handbook will set out what is expected from you as a volunteer, and what you can expect of us to support you. You will also find information about our organisation policies and where to download these from.

If you ever need to get in touch, your first point of call will be the Assistant Volunteer Co-ordinator, Solomon Hayes.



Solomon Hayes

volunteers@togetherdementiasupport.org
0161 226 7186



Our Vision

We work every day toward our core vision: that everyone affected by dementia has their voice heard, and has access to support, friendship, and stimulating, therapeutic activities.

Volunteers are a core part of making this vision reality, and it is important that all volunteers understand what the four key aims or our services are.

Aims



Values

We collaborate to increase our impact

We are inclusive and accessible

We listen, learn and co-create services with people living with Dementia and their carers

Our services are high quality, creative and innovative

We are committed to the people with whom we work

Your Role with TDS

What does a Group Volunteer do?

A group volunteer assists the Dementia Group Leader in most aspects of running their group. While the role and its expectations may vary from group to group, every Group Volunteer will be expected to:

- Arrive 30 minutes before the start of the session to help the DGL set up the venue and prepare activities
- Welcome members as they arrive, and make sure they are all given a lanyard and offered a drink
- Prepare and serve refreshments such as water, tea & coffee
- Chat with different members and get to know them
- Help members with their activities or crafts
- Escort members around the building, such as to and from the toilet or to prevent wandering off

Where are our groups?

MON	TUE	WED	THUR	FRI
Fabulous Forgetful Friends (meets monthly)		Walk & Talk Alexandra Park	Pyari Yaadein Friendship & Activity Group	North Manchester Friendship & Activity Group
Moss Side Friendship & Activity Group	Wythenshawe Friendship & Activity Group	East Manchester Friendship & Activity Group	South Manchester Friendship & Activity Group	Old Trafford Friendship & Activity Group

We also run a monthly Together in Song Gospel Choir on Saturdays.

Dementia Cafes

Our **Dementia Cafes** are an opportunity for carers to meet other carers, share experiences and make new friends over a cup of tea or coffee. The cafes are also attended by professionals such as an Admiral Nurse, Dementia Support Advisor and a Carer Support who can give advice and guidance.

Volunteers are an important part of the cafés, making sure our carers are well looked after and that the members they bring with them

MON	TUE	WED
Beswick Dementia Café (first Tuesday of every month)	Old Moat Dementia Cafe (third Wednesday of every month)	Wythenshawe Dementia Cafe (last Wednesday of every month)
2-4pm	1.30-3.30pm	1.30-3.30pm



A massage chair at our Wythenshawe Dementia Café for Carers to relax in.

Your Volunteering

What you can expect from us

We want to make sure that you enjoy your role and get the most out of it.

We will

- always treat you with respect, consideration and appreciation
- Provide a Volunteers' Agreement to agree tasks and expectations
- Ensure you are adequately trained to carry out your role, including a DBS check
- Be flexible in relation to your personal circumstances and make you feel valued and respected in all you do
- Offer you opportunities for personal development within your volunteer role or to assist you in exploring new opportunities
- Provide you with support and guidance through a named contact, including support in the complaints process
- Keep you informed about the activities or any changes within Together Dementia Support
- Pay your approved expenses in relation to your volunteer role
- Provide public and employer liability insurance
- Inform you about health and safety matters, making sure your volunteering environment is as safe as possible
- Provide you with a reference if you have carried out a role with us for three months or more

What we can expect from

That you will

- Carry out your volunteering role to the best of your ability
- Be punctual and reliable.
- Attend induction, information, training and support sessions as appropriate and undergo a DBS check
- Work within the aims and objectives of Together Dementia Support and to follow health and safety procedures, including any diversity policies and data protection policies
- Be open and honest with us about how you are finding your volunteering journey
- Let your manager, volunteer supporter or other named contact know as early as possible if you are unable to carry out your volunteering duties, ideally giving at least 3 working days' notice (though we know this isn't always possible!)
- Refer concerns or issues to your named contact
- Undertake your role in line with Together Dementia Support's Volunteer Code of Conduct
- Act at all times in the best interests of Together Dementia Support for the benefit of all those we help
- Be personally responsible for informing the relevant agency of your volunteering role and any expenses claimed if also claiming benefits

Volunteering Code of Conduct

We work with people who are considered 'vulnerable' and therefore we have strict policies to abide by for both the members' protection and for your own legal safety. Please read these policies carefully.

1. Staff and volunteers are expected to maintain **appropriate boundaries** between themselves and the people who use our services. If you have any uncertainty about a relationship this should be discussed with the Dementia Group Leader.

This includes meeting up with members outside of organised groups or visits. This should ALWAYS be discussed firstly with your Dementia Group Leader and should not happen without our knowledge, consent, and full understanding of the exceptional situation. This is for your legal protection if something did go wrong.

2. Staff and volunteers **shouldn't give out personal information** to members about themselves or other individuals involved. It is **not** appropriate to give a group member your phone number, address, e-mail address or other contact information.
3. It is never acceptable for volunteers or staff to be at work under the influence of **alcohol or non- prescription drugs** as it is both unsafe and unprofessional

Additionally, staff and volunteers **should not work** when their functioning is impaired due to ill health or prescription drugs.

4. Staff and volunteers **should not** accept any gifts, including money, from a group member or their family. You must tell the Dementia Group Leader who will deal with this matter appropriately

5. Volunteers **should not** borrow from or lend money to group members as this could cause difficult situations later. All money handled must be given to the Dementia Group Leader to be logged and dated as soon as possible
6. Staff and volunteers must always abide by the Together Dementia Support **Confidentiality Policy**.
7. Volunteers should always adhere to and be advocates of the Together Dementia Support **Equality and Diversity Policy**
8. Volunteers should always adhere to and be familiar with the Together Dementia Support **Safeguarding Policy**
9. You must **adhere to all COVID-19 safety precautions** in place at the time and venue your volunteering is being carried out. COVID-19 information is constantly changing, so please visit www.TogetherDementiaSupport.org/covid19 to see our latest advice and guidance.
10. Volunteers are always expected to present themselves and behave in a way that promotes the values of TDS and enhances our reputation. This includes being courteous, respectful, helpful, punctual and appropriately dressed.

Also, specifically related to Dementia, volunteers are expected to act in a person-centred, empowering way, putting the needs and preferences of the people living with Dementia first where possible.

Volunteering essentials

Direct Line Management

If you have any problems or concerns about a job you have undertaken or are about to undertake for your group, no matter how trivial it may appear to you, please discuss this with your Dementia Group Leader in the first instance.

If your concern is not satisfactorily resolved, you can contact the Volunteer Co-ordinator.

Training

The core volunteer training will be held throughout the year and it is mandatory for all volunteer to attend. The training covers:

- What is Dementia
- Health and Safety
- Safeguarding Vulnerable Adults
- Communication Skills

Expenses

Volunteers are encouraged to claim all travelling expenses incurred when volunteering with TDS. This includes car mileage, currently payable at 45p per mile from the volunteer's home, as well as bus tickets and taxi fares. . If you are travelling by taxi you will only be able to claim the 45p per mileage cost. Receipts or bus tickets must be attached to your expenses claim form. Please claim expenses within 4 months of incurring the expense or we will be unable to process your claim.

Volunteers' Bulletin

Keep up to date with the latest news for volunteers by subscribing to our Volunteers' Bulletin. Your email address will have been automatically added to our mailing list for the bulletin so please check your Junk or Spam folders if you have not received any.

Your Commitment

It is important that you are punctual and ready to start your volunteer role at the agreed time. If you cannot attend or are going to be late for your group, please let us know in advance so we can make alternative arrangements. It is your responsibility to contact the Dementia Group Leader, ideally **giving at least 3 working days' notice**. We understand that sometimes things come up at short notice, and that you notify us as soon as possible.

We need good numbers of volunteers at each group to ensure that groups can run safely and smoothly. If we don't have enough volunteers we might have to cancel a group session at short notice, therefore letting our members down.

If you are persistently late or fail to notify us of your absence the Volunteer Co-ordinator will meet with you to discuss any problems in meeting your commitment and you may have to stop volunteering.

Data Protection and Confidentiality

No information about volunteers is ever given out without the permission of the volunteer first. Similarly, volunteers must not record personal information about our group members unless required to do so. Volunteers must also take care not to talk about members outside the group in a way that could identify them. Please see our **Confidentiality and Information Handling Policy**.

Policies

Together Dementia Support has policies regarding Equality and Diversity, Safeguarding, Confidentiality and Information Handling, Health and Safety, Accident and Incident Reporting, Risk Assessment, First Aid, Moving and Handling, Complaints and Compliments, and a Volunteering policy. All volunteers are asked to read these policies before they start work with us. They are available online as follows:

www.TogetherDementiaSupport.org/handbooks-policies

Password: Dementia1

Insurance

Together Dementia Support is fully insured for Public Liability and Personal Indemnity. The full policy can be viewed in our office at the Kath Locke Centre.

Good Communication

Please let us know the best way to keep in touch with you. WhatsApp or e-mail is the easiest for us to communicate with volunteers as a whole. We also post news and information on the Together Dementia Support Facebook page, and send out a monthly Volunteers' Bulletin via e-mail.

Moving on

We understand that your availability can change over time, please speak to us if you would like to change your role or time commitment. If you do decide to leave or want to put your volunteering on hold for a while, all we ask is that you let us know as soon as possible.

We would like to have a chat with you about your reasons for leaving, although this is not mandatory. You are under no obligation to serve a notice period and we thank you for the support you have been able to provide.

References

Together Dementia Support is pleased to offer volunteers references provided they complete three continuous months of satisfactory volunteering with us. References will be provided by your Group Leaders or the Volunteer Co-ordinator and will contain factual information about the dates of volunteering, a brief overview of the role/s undertaken and any training completed.

Dementia: What you need to know

Dementia is a syndrome associated with an ongoing decline of brain functioning. This may include problems with:

- Memory loss
- Thinking speed
- Mental sharpness and quickness
- Language
- Understanding
- Judgement
- Mood
- Movement
- Difficulties in carrying out daily activities

There is no cure for Dementia but there are ways of slowing down its effect. The symptoms of Dementia tend to worsen with time. In the much later stages of Dementia, people will be able to do far less for themselves and they lose much of their ability to communicate.

[NHS England]

We tend to work with people who have mild to moderate dementia although we aim to support the family throughout the illness.

Aims of our work with people living with Dementia

These things are important to the wellbeing of all of us, but particularly to people living with Dementia

Kitwood's model of Universal Emotional Needs (1997)

- Love
- Comfort
- Identity (people knowing who we really are)
- Occupation (something to do)
- Attachment (having meaningful relationships)
- Inclusion (being part of a group or community)



Alongside meeting these emotional needs, our main aims are:

1. To maintain or improve wellbeing
2. To maintain or improve physical health
3. To enable peer support, reduce boredom and social isolation by encouraging friendships
4. To maintain activity, skills, confidence and self-esteem
5. To give opportunities for people to talk about themselves, their lives and how they are coping with increasing impairment
6. To get to know, support and celebrate the individual

Difficult situations when volunteering with people living with Dementia

Volunteering with people living with Dementia is a positive experience almost all the time, and the people who attend our groups have been assessed for their suitability to attend social, friendship and activity group settings.

However, occasionally you may find yourself in a tricky situation, or feeling upset, as a result of comments, behaviour, or distress from a person living with Dementia.

Alongside volunteer training and learning as we go, here are a few example situations for you to practice how to handle tricky situations.

During difficulties, a volunteer must firstly:

- THINK** about what might have triggered the agitation / distress / anger / upset for the person with dementia
- ASSESS** how we can reduce the impact or remove the client away from the trigger
- SEEK** help from other volunteers or the Dementia Group Leader if needed
- TELL** the Dementia Group Leader, who will decide whether they should speak with a relative, whether an incident should be written up, and whether the concern needs to be escalated

Example 1

Mr X cries after his wife drops him off at the group, and he says she doesn't love him anymore and hit him that morning

Example 2

Mr Y, a member with dementia, suddenly shouts at the person walking in front of him, insults them and tells them to move

Example 3

Mrs Z won't sit down to do the craft activity. She is pacing up and down as if looking for something or someone

Example 4

Mrs S is trying to make fruit salad with other group members.

However, she doesn't have good control of the knife and has very nearly cut herself. What do you do?

DOs and DON'Ts



- ✓ Ask in a gentle voice "How can I help you?" and give them time to explain.
- ✓ Acknowledge how they appear to be feeling
- ✓ Distract or redirect the person
- ✓ Think about what you know about this person that makes them feel good



- ✗ Don't get too close to them
- ✗ Don't rush them
- ✗ Don't stand over the person
- ✗ Don't raise your voice or speak sternly
- ✗ Don't tell them not to worry or contradict them too strongly

We won't get it right every time. If a person with Dementia has been upset, agitated or angry it can leave us feeling upset and traumatised, too. Do speak about how you're feeling with other volunteers, your Lead Volunteer, or your Dementia Group Leader.

These upsets don't happen very often, but it's always best to be prepared and mindful that they can occur.

Communicating



Communication is fundamental to our ability to express ourselves, and to make and maintain relationships with other people yet many of our members struggle to communicate. They don't know what to talk about, they have lost confidence, they can't hear well.

It's the task of every volunteer to help members enjoy interacting. We must do this proactively, welcoming them with a smile and a greeting as soon as they arrive. We must sit down next to them, or opposite and start the conversation. We can introduce two members to each other and help the conversation flow between them.

Even if you feel shy or unsure of what to say, it's your task to chat. You can always start by paying the person a compliment or telling them something you have done recently. Remember, you might be the only person who has chatted to them all day – so your conversation counts!

How dementia affects communication

- Difficulty finding the right words, and sometimes using the wrong word
- Difficulty pronouncing words
- Muddling words, such as 'aminal' rather than 'animal'
- Problems following a conversation, especially in a noisy environment
- Difficulty understanding humour or sarcasm

- Difficulty reading other people's emotions or understanding their behaviours
- A tendency to repeat themselves
- Fluctuating concentration and communication abilities, often caused by tiredness or ill health
- Stress caused by struggling to make their views, needs and feelings known

Ways to communicating with a person with Dementia

Here, we share tips on the small but important changes you can make to improve communication. It can help to:

- Speak clearly and slowly, using short sentences
- Make eye contact with the person when they're talking or asking question
- Give them time to respond, because they may feel pressured if you try to speed up their answers
- Encourage them to join in conversations with others, where possible
- Let them speak for themselves during discussions about their welfare or health issues
- Try not to patronise them, or ridicule what they say
- Acknowledge what they have said, even if they do not answer your question, or what they say seems out of context – show that you've heard them and encourage them to say more about their answer
- Give them simple choices – avoid creating complicated choices or options for them

- Use other ways to communicate – such as rephrasing questions because they cannot answer in the way they used to

Communicating through body language and physical contact

Communication is not just talking. Gestures, movement and facial expressions can all convey meaning or help you get a message across. Body language and physical contact become significant when speech is difficult for a person with dementia.

When someone has difficulty speaking or understanding, try to:

- Be patient and remain calm, which can help the person communicate more easily
- Keep your tone of voice positive and friendly, where possible
- Talk to them at a respectful distance to avoid intimidating them – being at the same level or lower than they are (for example, if they are sitting) can also help
- Pat or hold the person's hand while talking to them to help reassure them and make you feel closer – watch their body language and listen to what they say to see whether they're comfortable with you doing this
- It's important that you encourage the person to communicate what they want, however they can. Remember, we all find it frustrating when we cannot communicate effectively, or are misunderstood.

Listening to and understanding someone with dementia

Communication is a two-way process. As a volunteer engaging with someone with dementia, you will probably have to learn to listen more carefully.

You may need to be more aware of non-verbal messages, such as facial expressions and body language.

Active listening can help:

- Use eye contact to look at the person, and encourage them to look at you when either of you are talking
- Try not to interrupt them, even if you think you know what they're saying
- Stop what you're doing so you can give the person your full attention while they speak
- Minimise distractions that may get in the way of communication, such as the television or the radio playing too loudly, but always check if it's OK to do so
- Repeat what you heard back to the person and ask if it's accurate, or ask them to repeat what they said

Policies and Procedures for Volunteers

Confidentiality Policy

Some of the information carried about our clients will be of a sensitive nature and/or will relate to vulnerable adults, therefore all volunteers must act in a legally sound and careful manner. Volunteers are entrusted to act accordingly.

Principles

This policy is intended to comply with the principles of the Data Protection Act 1998, the Caldicott Principles 1997 and the Rules of Confidentiality for Health & Social Care 2013.

All trustees, staff members and volunteers are expected to treat all personal information that comes to their notice with due respect and appropriate confidentiality.

All personal information shared with them during the course of their work or through other contact with clients and/or colleagues is to be treated in the strictest confidence.

Information is only to be passed on or given to someone else with the *express* permission of the person originally imparting the information or where it is required to deliver the normal service to the client eg. when arranging for a taxi company to transport a person to and from a group.

All trustees, staff members and volunteers can expect to be provided with the information and guidance necessary to ensure they are able to uphold confidentiality and operate soundly under the relevant procedures.

All trustees, staff members and volunteers will sign to show that they have read and understood the confidentiality policy. This is taken as an implicit agreement to abide by the policy.

Breaching confidentiality in circumstances other than those referred to in section 3 above is a serious breach of trust, and has the potential to bring the organisation into disrepute; and as a result a breach of confidentiality by any Director, staff member or volunteer will be considered gross misconduct, and could lead to dismissal from the organisation.

Procedures

Only take photos of service users if a staff member asks you to. You can then send them to the staff member and should then delete them as they are the property of TDS and consent to take and keep a photo will have been given only for specific purposes.

Workers should also take care that confidential conversations cannot be overheard and so should avoid talking about data subjects in public places.

Volunteers should not need to write down or store any written details about a service user except for an address and contact number if picking up a member in a car. After it has been used that information should be deleted from a personal device or paperwork destroyed. Only keep information that you might need in the next week.

Every effort must be made to avoid divulging information accidentally.

Employees and volunteers must **NOT**

- Talk about person-identifiable or confidential information in public places or where they can be overheard.
- Leave any person-identifiable or confidential information lying around unattended, this includes telephone messages, computer printouts, or other documents.

Breaches of Security

If security is breached and personal data is lost or released to other people or agencies, you **MUST** tell a staff member straight away.

Equality and Diversity Policy

Together Dementia Support is also committed to person centred care and is committed to recognising and responding appropriately to diversity and its impact on their experience of dementia.

Reporting discrimination / potential discrimination

Volunteers who feel that they have suffered any form of discrimination should raise the issue either verbally or in writing to the TDS CEO or to one of the trustees. Volunteers, if unhappy with the outcome can ask the trustees to consider the matter more fully.

In the case of service users who feel that they have suffered any form of discrimination, they can contact the Service Delivery Manager to discuss this and will be supported to raise the issue through the Complaints & Compliments procedure. This procedure should also be used if one believes they have been the subject of harassment from someone who is not an employee of Together Dementia Support.

If an employee/volunteer/service user witness's behaviour that they find offensive and discriminatory in relation to any protected characteristic, even if it is not directed at them, they should inform the CEO or another manager and use the Complaints & Compliments procedure.

Safeguarding Policy

All of our service users are people with health and social care needs. This means that TDS has a duty of care towards them, including a duty to raise an alert if there is any suspicion or account of wrong doing or neglect towards one of them.

The abuse may be a single act or repeated over a period of time. It may take one form or a multitude of forms. It is important to note that abuse may also be unintentional, notably where older vulnerable adults themselves carry out the abuse. The central concern is always whether a vulnerable person has been, or could be, harmed.

Perpetrators of abuse can include relatives, paid care workers (including TDS staff), volunteers or other service users.

Types of abuse of vulnerable adults

- **Physical abuse** – actions that result in injury
e.g. hitting
- **Sexual abuse** – acts to which the vulnerable adult has not or could not give consent
- **Psychological abuse** – including verbal abuse, controlling, intimidation or isolation
- **Financial or material abuse*** – including theft, fraud or exploitation
- **Neglect and acts of omission** – including ignoring needs, depriving access to services and other necessities
- **Discriminatory abuse** – including racist, sexist, that is based on a person's disability, and other forms of harassment
- **Institutional abuse** - This may take the form of isolated incidents of poor or unsatisfactory professional practice such as repeated instances of poor care
- **Self abuse**- acts with the intent of harming oneself

Recognizing abuse

- Unexplained injuries, unattended medical problems, fear etc
- Physical signs, unexplained difficulty in walking, sitting or urinating, increased agitation etc
- Isolation, low self esteem, untypical changes in behavior etc
- Unexplained withdrawals, pressurized financial decisions etc
- Poor hygiene, malnutrition, isolation etc
- Prejudices in the form of other types of abuse e.g. physical
- Poor care, restraint, deprivation, lack of respect etc

*Financial or material abuse is the most common

Procedures for raising alert for safeguarding concerns

If you are told something by a service user that concerns you, listen carefully and tell a staff member straight away or at least by the end of the group/visit. If you see anything that concerns you, tell the staff member as soon as possible.

The staff member is likely to ask you to write down what you have been told or what you have seen. You only need to write a factual account. After that the staff member will decide whether an alert should be raised with Manchester Adult Social Care.

Incident arising from:

- The individual themselves
- An observation you have made
- or an expression of concern from another person

The person is in immediate danger

Call the emergency services **immediately** by dialling 999

Contact the Dementia Group Leader and complete a Record of Concern within 24 hours

The person is **NOT** in immediate danger

Must take notes at the time about all details (these notes are **confidential**)

Contact the Dementia Group Leader or a staff member ASAP and pass along notes

If involving a TDS staff member of volunteer, alert Claire Marret, Service Delivery Manager as soon as

Confidentiality and capacity

Volunteers **must** tell the service user that they are obliged to disclose this information (unless there is a concern of intended suicide where the alert should be raised without telling the individual). Whatever the service user says, staff and volunteers cannot keep secrets; they must follow procedure.

Guidelines for recording information

All information must be recorded in black ink and signed with printed names next to signatures, dated and timed.

Information should include

- Details of the safeguarding concern and using your own words to describe, recording any exact quotes from the person and how they described the situation
- Date, time and place of any specific incident, and names of those involved (correct names **MUST** be used. No nicknames.)
- Appearance and behaviour of the person you are concerned about, where appropriate a body map may help to record any injuries
 - Ensure that only the relevant information is recorded
 - Use inverted commas to indicate recorded / quoted speech
 - Include information about other people who have been informed, when they were informed and any actions taken
 - Concerns must be collated and placed on file.



- ✓ Act on any concerns, suspicions or doubts
- ✓ Listen very carefully and try not to show shock or disbelief; clarify the facts
- ✓ Assure the person that their complaint or allegation will be taken seriously
- ✓ Record the words used and any physical injury using a body map
- ✓ Inform the person and seek agreement to report the concern



- ✗ Promise total confidentiality – you **must** complete the safeguarding procedure
- ✗ Ask probing questions
- ✗ Rush the person
- ✗ Start an investigation
- ✗ Question an alleged perpetrator
- ✗ Throw away any interim notes that may have been made
- ✗ Contaminate or disturb any evidence

Safeguarding reminders

- Employees and volunteers should be mindful that they have a duty of care to ensure that any individual should not be left in an unsafe or distressed state.
- It is not for Together Dementia Support employees or volunteers to determine if abuse is ongoing or has occurred in the past. If the person with Dementia indicates in any way that they have been abused, the same alerting process must apply.
- Inform the Dementia Group Leader immediately. If it is not possible to contact them, call Claire Marrett, Service Delivery Manager (07767 730 531 or claire@togethersedementiasupport.org). If Claire is unavailable, call the office on 0161 226 7186. If you have been unsuccessful reaching Together Dementia Support, contact social services.

Volunteer Recruitment

We wish to make our volunteer opportunities accessible to all. Equal opportunities and diversity are central to Together Dementia Support's ethos and also integral to our recruitment process.

The following are the steps we take in recruiting volunteers:

1. Promoting our opportunities

We use a variety of methods to recruit volunteers to the organisation, which include:

- Together Dementia Support Website, Facebook and Twitter
- Universities and Colleges/Sixth Forms
- Other voluntary websites such as Do-it, Community Volunteering Centres
- Various Community and Partner Organisations
- Recruitment Events

2. Applying to volunteer

Anyone interested in volunteering with us are asked to complete an Expression of Interest Form, so we can get a feel for individual abilities, ambitions and interests. You can apply online from our website or have the form posted.

3. Interviewing (informal chat)

We invite prospective volunteers for a friendly and informal chat with our Volunteer Co-ordinator. During this you have a chance to learn about Together Dementia Support and our volunteering

roles. We aim to place volunteers with their chosen Friendship and Activity Group, in cases where groups are full we will offer an alternative group. On completion of your interview regardless of what role you may have applied for, we ask that all volunteers attend one of our groups for a taster session if they are able.

It will give potential Group Volunteers some real experience and make sure they're fully happy with the role, and our other volunteers a chance to meet some of our members and see the impact our work has with them.

References and DBS Checks

All volunteers who take part in our activities will be asked to provide 2 references. It doesn't matter if you have not worked before or haven't been in education recently. We try to make our volunteering as accessible as possible, however references **cannot be a direct** family member.

All volunteering opportunities within Together Dementia Support require a DBS Check. We will provide you with all the forms and guidance information to do this. It should be noted however, that there can sometimes be delays in receiving your DBS certificate which may in turn delay the start of your volunteer role, particularly Together at Home and Drivers. Having a criminal record will not necessarily bar someone from volunteering with us. This will depend on the nature of the position and the circumstances and background of their offence.

Top Tips from Experienced Volunteers

- Always give members a warm welcome to set them at ease. Ensure they can see your name or tell them
- Listen carefully to the person. What is s/he trying to tell you? What's the underlying emotion (fear, frustration, anxiety, disorientation)
- Have patience; allow the member to take control of the conversation or help guide them into a conversation or activity that they will enjoy
- Keep a sense of humour and an encouraging tone. Flattery will get you everywhere!
- As a volunteer, you are there for them – don't give them your problems!
- Try to remain empathetic and mindful that our members are at various stages of their Dementia journey and that their capability will vary over time and even from day to day. They may be having a 'foggy' day
- Even if our members don't immediately recognise you, your contributions are still appreciated and felt
- Enjoy your time – there is a lot to gain from volunteering! If you haven't enjoyed a session talk to the DGL about why that is or to another volunteer

Useful Contact Details

Our Office is based at:

Kath Locke Centre, 123 Moss Lane East, Manchester,
M15 5DD

Tel: 0161 226 7186

E-mail: admin@togetherdementiasupport.org

Facebook: www.facebook.com/togetherdementiasupport

Twitter: @2getherDementia

Instagram: @togetherdementiasupport

Website: www.togetherdementiasupport.org

Free 24-Hour Confidential Helpline: 0800 0234 742

Online Volunteer Area

www.TogetherDementiaSupport.org/volunteer_area

The password to access the area is **Dementia1**