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**OUR PLACE WYE COMMUNITY COMPANIONS TERMS AND CONDITIONS**

**The volunteer:**

Helps reduce older, vulnerable residents’ social isolation

Helps the older person live independently for as long as possible

Helps the older person to re-engage with their community

These are the volunteering role boundaries we have put in place based on experience of what works well to develop a happy and fulfilling volunteering relationship. The boundaries provide a framework for everyone to understand what is and isn’t included in the volunteering role and to protect the volunteer from being asked to do something outside their role.

**The volunteering role can include:**

Phoning the older person, listening and chatting.

Keeping telephone contact with the older person, in agreement with your contact.

Having fun and enjoying each other’s company over the phone.

**The volunteer is not able to:**

Share the name, address and phone number of the person they are phoning as required by the Data Protection Act 2018 unless there is a safeguarding or welfare issue (see guidelines below)

Discuss their phone call with other members of the community.

Give the older person their contact details, including phone number. They should press 141 in advance of dialling the number of their contact so that their contact cannot trace the call.

Share any personal details of anyone connected to Our Place Wye

without prior permission

Hold, retain and use any keys of the older person’s home

Provide healthcare e.g. dispense medication or healthcare information

Provide personal care e.g. help with eating/drinking or help with washing

Manage and handle money and cash for the older person

Provide assistance with general household matters e.g. shopping on their

behalf or carrying out housework, gardening or minor household repairs

Provide assistance in the conduct of a person’s own affairs e.g. acting as

an advocate or being any power of attorney.

Drive an older person to places where they have received or will be receiving, healthcare, relevant personal care or relevant social work

Provide manual assistance in manoeuvring an older person in and out of a

car or public transport.

Providing assistance to wheelchair users to get out and about.

Provide face-to-face visits in replacement of an agreed telephone friendship service

Accept personal gifts from the older person they support.

Provide a ‘sitting’ service e.g. carers respite

Solve any problems which may arise

Offer counselling or therapy

Promise to keep secrets – they may have to pass on any concerns to the KCC Community Warden and will not need permission to do this from their contact.

Engage in actions, including physical contact, language or opinions that

are inappropriate or offensive.

**IF YOU AGREE TO THE ABOVE TERMS PLEASE EMAIL**

**Richard.sinden4@kent.gov.uk**

**STATING YOU AGREE TO THE OUR PLACE WYE COMMUNITY COMPANIONS TERMS AND CONDITIONS**