**Feed A Friend Volunteer Agreement**

Thank you for deciding to join “Feed A Friend”. We hope that this will be an enjoyable experience both for you and the person that we are looking to pair you with. In order to do this, we would like to ensure that everyone is clear on the objectives that we are looking to achieve and also provide you with clear information to help you should you ever come across difficult situations.

Firstly we need to capture a few details for you, please can you complete the volunteer contact form. We require the names of two referees who have known you for a minimum of one year, they should not be family members, and one of these referees should have known you in a formal capacity e.g. employer or tutor.

If accepted as a volunteer, you will be required to satisfactorily pass an enhanced level Disclosure and Barring Service (DBS) check, or provide information to allow us to verify your status using the online DBS Update Service. Your disclosure of any past or spent convictions may not preclude you from volunteering with FAF. For more information see [www.gov.uk/disclosure-barring-service-check](http://www.gov.uk/disclosure-barring-service-check)

ENC: Volunteer contact and references (F1)

**FAF Aims and Objectives for Volunteers:**

FAF offers a service to enhance the quality of life of older people who may live alone and have limited or no social contact, by offering companionship and support, usually by visiting them regularly at home with the offer of conversation, cake or a small meal. This does not include providing personal care or cleaning. A desire to make a difference to the lives of older and/or disabled people is vital, along with a kind, caring and friendly manner and the ability to listen, and to have empathy with clients.

The Coordinator will endeavour to match diners to volunteers by taking account of factors such as interests, location and availability.

**Main Tasks**

* To visit diner(s) on a regular basis at a time that is mutually convenient and where appropriate to take a snack or meal as agreed in advance.
* To spend quality time during visits listening to and talking to diners, one-to-one guided by the diner on the length of the visit.
* To report back to the co-ordinator about diners following each visit.
* To alert the co-ordinator to any concerns diners may have, or any concerns you may have about diners.
* To take an interest that the diner is safe

*Tasks you are* ***NOT*** *expected to undertake:*

* Any personal care, e.g. feeding, dressing, assisting with the toilet, etc.
* Shopping or housework
* Administering or advising on the use of any medications.
* Any heavy lifting.
* Any task you feel uncomfortable with.

**Experience**  
No previous experience is required, but a willingness to learn, and to participate in training, is important to enable you to best help our diners, and to help you get the most satisfaction from volunteering with this service.

Although not essential, you may find it can be an advantage if you have experience of dealing with, or caring for, older or disabled people either informally (e.g. contact with or care of older family members), or formally in employment.

**Essential Qualities**

* A desire to make a difference to the lives of older and/or disabled people is vital.
* A kind, caring and friendly manner.
* An ability to listen, and to have empathy with clients.

**Our Aim**  
We believe that visiting and helping our clients can be hugely rewarding, and want our volunteers to gain experience, and be proud of what they achieve whilst with us. To this end, we offer ongoing support, and hope volunteers will always feel free to contact one of our team to discuss any matter which will help them during their time with us.

**Health & Safety Policy**

FAF is based on providing food to our diners. All food must be produced or purchased in line with UK Food Standards.

* All volunteers are to have completed Food Hygiene 1 and 2 training courses
* All volunteers are to maintain up to date records on all products purchased and provided and these records are to be kept for inspection

ENC: Food preparation Record (F2)

As part of the Volunteer Agreement, we require everyone to have read and understood Level 1 and Level 2 Food Hygiene. We have enclosed the training for Level 1 and Level 2 with follow up questions. Please ensure that you have read and can follow all of the processes and procedures. If at any time you become concerned that you are not able to follow any of the guidelines then please stop and contact your FAF representative.

ENC: Level 1 and Level 2 Food Hygiene (F3 & F4)

I confirm that I have read and understood Level 1 and Level2 Food Hygiene & that I will put into application during any work conducted for Feed A Friend:

Volunteer signature required:

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First and foremost, we want you and our diners to be safe. If at any time you are concerned for you or your diner’s welfare then you should phone 999 emergency services. If you deem that the situation to be a non emergency then we have also included details of guidance provided by St John Ambulance which we suggest you familiarise yourself with. This said, if in doubt, always call 999 for help.

ENC: St John’s Ambulance details http[://www.sja.org.uk/sja/first-aid-advice.aspx](http://www.sja.org.uk/sja/first-aid-advice.aspx)

On this website, you will find important first aid advice topics which we recommend you read through and familiarise yourself with. They cover the following:

[First aid techniques](http://www.sja.org.uk/sja/first-aid-advice/first-aid-techniques.aspx) Bleeding

[What to do as a first aider](http://www.sja.org.uk/sja/first-aid-advice/what-to-do-as-a-first-aider.aspx) Bones and muscles

[Loss of consciousness](http://www.sja.org.uk/sja/first-aid-advice/loss-of-consciousness.aspx) Skin

[Breathing](http://www.sja.org.uk/sja/first-aid-advice/breathing.aspx) Hot and cold conditions

[Heart](http://www.sja.org.uk/sja/first-aid-advice/heart.aspx) Illnesses and conditions

[Head](http://www.sja.org.uk/sja/first-aid-advice/head.aspx) Poisoning

We are focused on working with the elderly which brings with it its own nature of situations. For comfort, we have also enclosed a list of key contacts

ENC: Key Contacts Document (F5)

Once you have dealt with the situation in hand, please can you ensure that you have completed an incident form and return to [feedafriend@outlook.com](mailto:feedafriend@outlook.com)

ENC: Incident form (F6)

**Confidentiality Policy**

We will ensure that any details that you provide will be protected and will not be forwarded to any person without your permission. By providing the details of your references, you must ensure that you have the permission from the individual for us to contact them and also for them to discuss your experience with us

FAF is working with vulnerable people and therefore you must guarantee that you will not discuss any personal and private details of your diner with anyone outside of the organisation.

If in doubt, please discuss any questions on confidentiality with the organisers to get comfort on the boundaries.

**Health & Safety Policy**

All individuals' (volunteers & diners) safety remains our utmost priority. All volunteers must demonstrate a high level of care and consideration for our diners in their manner and interaction and also in the care taken for all food handling. Any concerns for H&S must be reported immediately using an incident form

**Lone Working Policy**

By default, volunteers and diners meet on a one to one basis therefore creating a lone working environment by default. If you have any concerns then raise these immediately and it may be a case of temporarily suspending visits while concerns are ironed out.

If you feel uncomfortable doing lone visits then there may be opportunities to work alongside others to safeguard everyone so please discuss with the co ordinator.

**Bringing Children Along**

Many of our diners have expressed that they would be happy for volunteers to bring children along with them. However as a volunteer you must understand that any baby or child accompanying you is your sole responsibility and is not covered by FAF under any circumstances. You must get your diner to agree to them accompanying you in advance of doing so.

**Money Handling Policy**

No volunteer should handle money from a diner in exchange for any goods or services

# FAF - RECEIPT OF POLICIES STATEMENT

I confirm that I have received a copy of the following policies and documents. As a Volunteer with FAF, I agree to abide with the requirements of these Policies.

Volunteer Agreement 🞏  
Level 1 Food Hygiene 🞏  
Level 2 Food Hygiene 🞏  
Confidentiality Policy 🞏

Health and Safety Policy 🞏

Lone Working Policy 🞏

Bringing Children along 🞏

Money Handling Policy 🞏

Name: . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . .

Signature: . . . . . . . . . . . . . . . . . . . . . . . . . . . . .

Date: . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . .