

Dulwich Helpline Volunteers: Dos and Don'ts

Do:

- Always show your ID card when visiting as some service users have memory problems.
- Agree with the service user when you will visit, it is often useful to write down on their calendar.
- Notify the service user as soon as possible if you are unable to keep an agreed visit or phone the office.
- Respect the service user's home and be tolerant of their way of life.
- Report any problems or worries to a Dulwich Helpline member of staff.
- Notify the office of any Health and Safety issues.
- Phone the office if you are unable to get an answer when visiting at an agreed time and date.
- Keeping notes of your visits to a service user is an option and not obligatory.
- If you feel at risk in any situation, please leave immediately and inform the office.

Do not:

- **Give out your telephone number to a service user**
- **Volunteers are asked not to accept money from a service user.** If a service user gives you a donation it must be handed into the office where it will be paid into our general funds.
- **Do not loan money to or borrow money from a service user.**
- **Never use a service user's credit card or have access to their pin number.**
- Confidentiality is essential; do not discuss the service user's situation to outsiders.
- Do not give advice or information where specialist information is required.
- Do not help in any personal care, housework or shopping. Small amounts of shopping may be acceptable if agreed with your project co-ordinator.
- Do not handle or give out medication.
- Do not get involved with Wills.
- Whilst we recognise that Service Users sometimes offer gifts to volunteers please check with a staff member before accepting.
- Do not discriminate or stereotype service users, and always be tolerant of their lifestyle
- Do not impose your personal views onto the service user
- Do not keep promises or secrets that may be detrimental to the service user's physical or mental health.
- Do not perform any manual handling
- Do not undertake wheelchair pushing (unless you have undergone training from Dulwich Helpline).

We ask that the above Dos and Don'ts are adhered to for your own protection **particularly those that are in bold type.**