



Guidelines for Volunteers

We are grateful for your interest in volunteering through the League of Jewish Women and hope you enjoy it. Please remember:

1. **Need for confidentiality.** If you help in our work you may have access to private information about other people. However, we all have a right to our privacy, so please do not discuss the personal affairs of our members or clients in public or amongst friends and never divulge names, addresses or telephone numbers.
2. **Reporting.** If you are concerned about the person you visit, report back to the National Welfare Officer via Head Office on 020-7242-8300. Contacts with official bodies e.g. social service departments, doctors, residential homes, should be left to our staff. *In no case should action be initiated without consultation.*
3. **Your commitment.** You do need to be reliable! Telephone a couple of hours before an arranged visit to ensure you are still expected. If you cannot visit on the day arranged then please let the person or centre that you are visiting know. Please let us know if you are going away for some time e.g. on holiday.
4. **Telephone numbers.** It is strongly recommended that volunteers DO NOT leave their personal telephone numbers with the person they visit. Most people would not make over-frequent use of such numbers, others might. Dial 141 from a landline before phoning to arrange a client to maintain confidentiality of your phone number. If calling from a mobile it is necessary to change your settings to withhold the number. You are welcome to relay a message should The LJW office.
5. **Gifts and money.** This is a sensitive area but apart from, for example, flowers, our policy is that volunteers do not give or accept gifts or money to/from the people they visit.
6. **Insurance and Legal Requirements.** Our insurance will cover you whilst you are volunteering as a League of Jewish Women volunteer for this project. You may also be required to complete a DBS check before you can volunteer with us.
7. **Tasks.** Give thought to all requests and follow the guidelines to ensure you only take on tasks which are within the volunteer role.

DON'T.....

1. Take your concerns or worries about the person you visit to anyone in your family circle or to friends.
2. Divulge personal information with which you are uncomfortable or which you may regret at a later date.
3. Forget to visit – yours may be the only social contact for the person with whom you are volunteering.
4. Be judgmental or overstep the boundaries – you are volunteering in someone else's personal space.
5. Provide personal care for a client (e.g. assisting with toileting/washing) or giving medication.
6. Hold spare keys for, or go into a client's home when they are not there.
7. Take things back to shops and change them on behalf of the member.
8. Collect pensions, prescriptions or do shopping and be paid back at a later date.
9. Witness anyone's signature on a document.
10. Enter into or undertake any financial transaction with or on behalf of clients.
11. Accept financial payments from a client.
12. Make any recommendations to a client which may have financial implications for you or for them.
13. Recommend professional service to a client (e.g. solicitors, accountants, etc) as you might to a personal friend.
14. Represent or impersonate the client.