

Friends of Orchard

Volunteer handbook



www.orchardcarehomes.com

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We are delighted to welcome you as a *Friend of Orchard.*

As part of our volunteer scheme you will be joining a team of people from all walks of life who bring a wealth of skills, knowledge and individuality to enrich our residents' lives.

We especially appreciate qualities such as reliability, common sense and flexibility and sincerely value the substantial contribution you will be making.

In being a good friend the small things often make the most difference. Taking the time to chat over a cup of tea or play dominoes is as important as running a weekly film club or acting as the home's librarian. Bringing the outside in and making a connection with the wider community will enrich our residents' lives tremendously.

Thank you for offering to give your time.

Everyone at Orchard looks forward to a long and happy working partnership with you.



Orchard Care Homes

Who we are and what we do



Paul Mancey
Chief Executive
Orchard Care Homes

Since 1984 Orchard Care Homes has provided award-winning, purpose-built care accommodation for older people and now has more than thirty homes covering Yorkshire, Lancashire and the North East. We are opening more new care homes in the north of England than anyone else and are proud of our high standards that go beyond the recognised National Standards. We offer residential and specialist dementia care and are concerned about every detail of residents' lives including health, diet, exercise, hobbies and social activities.

However whilst it is important to have comfortable and safe homes, quality of life is often more about companionship. Our vision is to establish the Orchard care home as a hub of community activity with doors open to a wealth of interesting experiences inside and outside so that Orchard care homes become a place that people enjoy visiting rather than dread ending up in! As a *Friend of Orchard* you will be contributing to making this vision a reality.

Thank you and good luck!

Paul Mancey, Chief Executive

Roles for *Friends of Orchard*

We are grateful for the wide range of experiences, skills and talents that our volunteers bring to Orchard.

These are some of the specific roles we recruit for, but we are always open to new suggestions.

- Running a Film Club
- Managing our Library
- Putting together reminiscence scrapbooks
- Organising a games morning/afternoon
- Walks
- Helping to care for our pets/bringing in pets from home
- Assisting with knitting/sewing/art and craft work
- Gardening
- Shopping for residents/managing a trolley service
- Painting nails/other beauty treatments
- Reading
- Writing letters

....or just spending time to listen to an elderly person and engage in conversation.

Volunteer Agreement

Please note that this is not a contract of employment and this Agreement is not legally binding to either party. It is simply a means of highlighting our commitment to providing a rewarding and productive volunteering experience of mutual benefit to you, and to Orchard. The following information clarifies the reasonable expectations for both parties.

What you can expect from us:

- As a *Friend of Orchard* you will be valued and respected whoever you are and whatever your background.
- As a *Friend of Orchard* you will be able to choose what work to become involved in (subject to Orchard's needs and your ability to perform the task). You will be given a clear idea of the tasks you are being asked to perform and the responsibility that goes with those tasks.
- *Friends of Orchard* are not a substitute for paid staff and will not perform the roles of paid staff. The relationship between paid staff and volunteers will be complementary and mutually beneficial.
- As a *Friend of Orchard* you will receive all reasonable out of pocket expenses and will be provided with the equipment tools and materials to carry out your tasks.
- As a *Friend of Orchard* you will receive an on-site induction and any relevant training.
- As a *Friend of Orchard* you will be told who is responsible for your support and supervision and you will have regular access to this person.

The volunteer role is a special relationship based on trust and mutual understanding.

In return we ask that you:

- Make a regular commitment. We would prefer at least **two hours per week** on the same day each week for a minimum period of **six months**.
- Adhere to all Orchard's policies and procedures.
- Avoid any actions that could be to the detriment of Orchard and its reputation.
- Let us know with plenty of notice if you are unable to meet a commitment and give adequate notice before leaving.
- Declare any conflicts of interest.
- Refrain from using drugs, alcohol or other intoxicating substances when volunteering.
- Attend supervisions and training sessions in connection with your role.



Policies, procedures and guidance

Equal opportunities

Orchard aims to ensure that no employee, volunteer or resident receives less favourable treatment on the grounds of race, colour, nationality, religion, ethnic or national origins, sex, marital status sexual orientation or disability. All volunteers are expected to work within this equal opportunities framework. As a volunteer you will be treated in accordance with this policy.

Health & Safety

All volunteers are expected to be aware of their own health limitations and are urged not to exceed their own physical capabilities. Please let your support manager know if you have any serious medical condition that may affect your ability to undertake your tasks.

Under the **Health and Safety at Work Act** Orchard is required to provide a safe and healthy working environment for volunteers. Although the relevant manager has responsibility to ensure that statutory legislation is followed, there is a personal obligation on you to comply with Orchard's policy when representing us.

Should an accident occur whilst volunteering for Orchard please ensure that it is recorded via the home manager and accident book and seek medical treatment for any injury sustained. Orchard assumes responsibility for volunteers whilst undertaking approved work but cannot be responsible for the loss of or damage to personal property.

Absence and sickness

Please inform your support manager when a commitment cannot be met. We would prefer as much notice as possible, but a minimum of 48 hours is desirable. Please do not attend the care home if you are unwell; older people are very vulnerable to infection so we ask that you stay away for 48

hours following a sickness/stomach upset. If your illness is infectious please contact your GP for clearance before returning to your volunteer role.

Confidentiality

You may sometimes see or hear things that are of a confidential or personal nature. Please don't discuss these with anyone else. You will be asked to sign a confidentiality agreement when you start as a **Friend of Orchard**, and you will be given a copy of this.

Any breach of confidentiality may result in your termination as a **Friend of Orchard**.

Criminal Records Bureau

All volunteers regardless of their role within Orchard will complete a CRB disclosure check and will not be able to undertake their volunteering until clearance has been obtained.

Appointment

Following your interview with the community relations officer and the home manager you will be sent a letter detailing: your volunteer role, your general duties, who you will report to and any other practical information you need in order to carry out your role.

Orchard reserves the right to decline a prospective volunteer at any time. References will be taken up regardless of the volunteering role offered.



Trial Period

We really hope you enjoy volunteering with us. However in case there are any initial worries we will set a trial period with you and at the end of that time have a chat about how things are progressing and whether you wish to continue as a *Friend of Orchard*.

Expenses

Orchard Care Homes will reimburse volunteers for reasonable expenses. These include:

- Travel to and from the place of work
- Travel during volunteering
- Purchase of any previously agreed equipment

Very important: We do not want you to be out of pocket as a result of your volunteering, so please retain all receipts and make sure you claim what is due to you. A form for this purpose is included in this volunteer handbook

Refreshments

You may help yourself to tea, coffee and water during the day. If you are volunteering during lunch time/teatime then you are more than welcome to eat with our residents in the dining room.

Smoking

Please do not smoke within the home. Use the designated areas (for staff and volunteers) outside the home.

Records

Orchard will keep basic information about you on file. This will be the information that you gave us when you applied to become a volunteer, the two references given about you and your CRB disclosure. Records will be kept of supervised meetings, appraisals etc and these will be used to

provide you with a reference should you need one.

The information will be used only in connection with your volunteering and will not be used outside of Orchard. Under the Data Protection Act you are entitled to see what information we hold about you.

On-going support and training

While you are with us we will help you to complete the tasks you have been asked to perform. This may involve training which will be identified at your selection.

You will be given a named support manager who you should talk to if you are unhappy about any aspect of your volunteering. However it will usually be the home manager that you refer to in your day-to-day volunteering.

Dress Code

Although all Orchard staff wear uniforms, you will not be required to do so. Please use common sense and wear comfortable clothes that enable you to carry out your specific role whilst still remaining smart and presentable.

Insurance

You will be covered by our company insurance policy while you are carrying out volunteering duties on Orchard's premises.

Leaving Orchard

When you decide to stop volunteering please let us know with as much notice as possible. We will ask you to complete an exit form so we can get feedback about how you have found your time with us and any suggestions for how we might improve our volunteer programme.

We will be happy to supply a reference if needed.



Keeping you informed

Job title and role...	
Place of work	
Address	
Telephone number	
Home Manager	
Hours of work	
Support Manager	
Telephone number	

Notes



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