



Volunteer Policy

Introduction

Lost Chord is a registered charity and Company Limited by Guarantee that provides interactive musical sessions for people with dementia in residential homes and day centres. The project provides more than 50 concerts each month and volunteers are integral to the success of the concerts, providing both support to the musicians and encouragement and assistance to residents and attendees.

This policy is intended to give some general guidance on the implementation of good practice when involving volunteers within Lost Chord.

What is a volunteer?

A volunteer is someone who gives their energy, skills and knowledge freely and for the benefit of others in the community. Volunteers are a valuable resource to Lost Chord and are essential to the success of the project. Although, by definition, volunteers should not gain financially from their voluntary activity, volunteering will offer them the opportunity for personal development. Volunteers complement the work of paid staff and will not be used to replace paid staff.

Recruitment and Selection

Each potential volunteer will be given an application form to complete and return to the Chief Executive (see Appendix 1) together with a written outline of the volunteer's role so that they have a clear description of the tasks their role involves.

As volunteers will be working with vulnerable older people, all volunteers will be subject to a Criminal Records' Bureau check. They should be informed of this and the necessary paperwork should be completed at interview. Volunteers will be appointed subject to CRB clearance and will not be required to work until the clearance has been received in the Lost Chord office.

References will also be taken up on receipt of an application form.

Interview

Potential volunteers will be interviewed by the Chief Executive to determine their suitability. If an applicant is unsuccessful, they will be notified in writing.

Induction and Training

All volunteers will receive an Induction Programme which will include a description of the organisation, how it works, and a copy of all the policies relating to Lost Chord. Volunteers will be given a full description of their duties and be expected to undertake training in Health and Safety and First Aid along with any other courses appropriate to their work with Lost Chord. Volunteers should also be made aware of the need for confidentiality. They will not normally be permitted to speak to the general public, press or to communicate with the media or other organisations on matters which directly relate to the affairs of Lost Chord.

There will be a trial period of 3 months to allow volunteers to discover whether or not they feel comfortable in their role or whether they are deemed suitable as a Lost Chord volunteer.

Expenses

Volunteers will be paid travel and out of pocket expenses. Where a private vehicle is used, the appropriate car mileage will be paid (39.9p per mile, at present). Payment for telephone calls or postage will be made on production of evidence of expenditure.

Supervision and Support

The Chief Executive is the first contact for support and to discuss any problems volunteers may have.

All volunteers will be given the opportunity to meet with the Chief Executive on a quarterly basis to discuss issues and concerns.

Valuing Volunteers

Volunteers are an important part of Lost Chord and, therefore, their contribution should be recognized and valued. Some examples of ways in which volunteers are valued are:

- 1 Thanking them at the end of a session
- 2 Keeping in regular contact with volunteers
- 3 Birthday cards
- 4 Regular group meetings which give them the opportunity to air their views and which also enable support and thanks to be given

Health and Safety

a) Accidents and Incidents Involving Volunteers

In the event of an accident or incident taking place involving a volunteer, it should be reported to the Home at the time of the incident and it must be also reported to the Chief Executive who will investigate the most appropriate action to take. An accident form must be completed by the volunteer and countersigned by the Chief Executive and processed in the normal way.

b) Property

Lost Chord accepts no liability for personal property. Volunteers may take out their own insurance if they wish.

c) Health & Safety Regulations

Volunteers are subject to the Health, Safety and Fire Regulations which apply to all Lost Chord Staff.

Insurance

Volunteers are insured under Lost Chord's public liability insurance.

Equal Opportunities

A copy of the Equal Opportunities Policy is available on request.

This policy was adopted by Lost Chord Trustees on

INDUCTION PROCEDURE

It is the responsibility of the Chief Executive to ensure that each volunteer receives a thorough induction into the organisation and completes the Induction Checklist. Volunteers should be given a full description of the work they will undertake and sufficient knowledge of the project.

- 1 Induction. This one day session will include:
 1. Payment of expenses
 2. Confidentiality
 3. Background information about Lost Chord
 4. Other information necessary to carry out the role

Volunteers should be issued with an Information Pack which could include:

- Welcome letter
- Contact details of staff at Lost Chord
- Expenses claim form and how to complete this
- Confidentiality Agreement Form
- List of residential homes including addresses and telephone numbers

Expenses

- i. Lost Chord will re-imburse traveling expenses, telephone and postage, and any other exceptional expenses will be considered.
- ii. To claim traveling expenses, volunteers will complete the mileage claim form. To claim telephone expenses an itemised bill must be produced indicating the calls to be claimed.
To claim postage, a receipt must be produced.

Conduct of volunteers

Volunteers must respect the views and requests of professional staff both Lost Chord staff and staff in the residential homes. Any complaints or grievances must be forwarded to the Chief Executive.

Any departure from the strictest standards of confidentiality will be regarded as a serious matter and may lead to the termination of the volunteer's services



APPLICATION FOR VOLUNTARY WORK

Surname: _____

(Title Mr/Mrs/Miss/Ms): _____

Forenames: _____

Address: (Including Post Code)

Telephone No's.: Home: _____ Work _____

Mobile: _____ E-Mail: _____

Date of Birth: _____

Interests and Hobbies

Previous Voluntary Experience (if any)

Current Employment

How much time will you be prepared to volunteer? Please indicate when you are available by marking a ✓

	Morning	Afternoon	Evening
Monday			
Tuesday			
Wednesday			
Thursday			
Friday			

Please provide any additional information you feel may be relevant.

References: Please give below the names and addresses of two referees (not relatives) who can be contacted:

Name
Address

Name
Address

Tel.No.

Tel. No.

Signature of applicant:

Date:

Please return this form to : Helena Muller

VOLUNTEER INDUCTION CHECKLIST

REGISTRATION & ROLE	DATE	SUPERVISOR'S INITIALS	VOLUNTEER'S INITIALS
<p>Explanation of Volunteer's role</p> <p>Explanation of responsibility of volunteer</p> <p>Relationship with staff in the residential home</p> <p>Relationship with patient/carer in residential home</p> <p>PERSONAL</p> <p>Conduct</p> <p>Responsibility of personal property</p> <p>Expenses</p> <p>Personal problems</p> <p>Health</p>			
<p>PROCEDURES</p> <p>Accident</p> <p>Complaints/Grievances</p> <p>Health & Safety</p> <p>Confidentiality</p>			



VOLUNTEER TASKS

Hours: As required (1.5 hours per concert)

Responsible to: Lost Chord Chief Executive

Main Duty:

To attend concerts and assist the musicians in their efforts to stimulate the residents of the homes in which the concerts are taking place.

Specific Duties:

1. To liaise with the Lost Chord Chief Executive.
2. To liaise with residential care staff and musicians.
3. To help and advise in the arrangement of the concert room to give the most appropriate layout for those attending the concert.
4. To introduce and thank the musicians where appropriate.
5. To initiate a rapport with residents to stimulate their interest and help them become involved in the concert.
6. To encourage the residents to sing along to the music and use percussion instruments.
7. To dance with the residents, where appropriate.
8. To encourage the involvement of care workers at the home.
9. To complete a report form for all concerts attended.
10. To discuss the musical programme with Lost Chord Chief Executive and suggest any changes, where necessary.

[date]

[address]

Dear [name]

RE: [name]

The above named has applied to become a volunteer for Lost Chord and has indicated that you are willing to act as a referee.

I would be most grateful if you could complete the enclosed form and return it to me in the enclosed stamped addressed envelope. All references are confidential and are not shared with the applicant. I have enclosed a leaflet about Lost Chord which I hope you will find interesting, together with a list of Volunteer Tasks which gives some indication of the duties expected of our volunteers.

If you have any queries or concerns, please do not hesitate to contact me.

Yours sincerely,

Helena Muller,
Chief Executive.

Enc

VOLUNTEER REFERENCE FORM

PRIVATE AND CONFIDENTIAL

Name :

Address :

[name] has applied to become a volunteer of Lost Chord. Details of the main duties expected are shown on the enclosed Volunteer Tasks sheet.

How long have you known the above?

In what capacity?

Please comment on their suitability for the tasks described.

.....
.....
.....
.....
.....
.....
.....
.....

Please add any other information you feel is relevant.

.....
.....
.....

Signed Date

Print Name

Please note that all information is treated in the strictest confidence.

Thank you for your time and co-operation. If there are any queries or concerns, please feel free to contact Helena Muller.



ACCIDENT FORM

About the person who had the accident:

Name

Address

..... Postcode

Signature Date

About the person who is completing the form:

Name

Address

..... Postcode

Signature Date

About the accident:

Where did the accident happen

.....

When did the accident happen

What happened

.....

.....

.....

.....

.....



VOLUNTEER AGREEMENT (Volunteer copy for information)

Volunteers are an important and valued part of Lost Chord. We hope that you enjoy volunteering with us and feel part of the organisation.

This agreement tells you what you can expect from us, and what we hope from you. We aim to be flexible, so please let us know if you would like to make any changes and we will do our best.

We, Lost Chord, will do our best:

- 1 to introduce you to how the organisation works and your role in it, and to provide any necessary training particularly in relation to First Aid and that covered by Health & Safety regulations.
- 2 to provide regular meetings with the Chief Executive so that you can tell us if you are happy with how your work is organised and get feedback from us.
- 3 to respect your skills, dignity and individual wishes and to do our best to meet them.
- 4 to pay your travel and out of pocket expenses, as agreed with the Chief Executive.
- 5 to consult with you and keep you informed of possible changes.
- 6 to insure you against injury you suffer whilst undertaking voluntary work with Lost Chord.

Signed

Date

I, [INSERT NAME], agree to do my best:

- 1 to work reliably to the best of my ability, and to give as much warning as possible whenever I cannot work when expected.
- 2 to follow Lost Chord's rules and procedures, particularly in relation to its staff, volunteers and clients.
- 3 to attend where possible all training courses arranged to support my role as a volunteer particularly in relation to Health & Safety and First Aid.
- 4 to maintain the confidential information of the organisation and of its clients
- 5 to provide referees who may be contacted, and to agree to a CRB check being carried out.

Signed

Date

Note: This agreement is in honour only and is not intended to be a legally binding contract of employment.



**CONFIDENTIALITY AGREEMENT
(Volunteer copy for information)**

I understand that anything I hear or learn concerning Lost Chord and individuals within the organisation during my voluntary work for Lost Chord and after I have stopped volunteering, must be kept in the strictest confidence.

(A breach of confidentiality may result in termination of your voluntary work)

Signature.....

Name
(printed).....

Date.....



VOLUNTEER AGREEMENT

Volunteers are an important and valued part of Lost Chord. We hope that you enjoy volunteering with us and feel part of the organisation.

This agreement tells you what you can expect from us, and what we hope from you. We aim to be flexible, so please let us know if you would like to make any changes and we will do our best.

We, Lost Chord, will do our best:

- 1 to introduce you to how the organisation works and your role in it, and to provide any necessary training particularly in relation to First Aid and that covered by Health & Safety regulations.
- 2 to provide regular meetings with the Chief Executive so that you can tell us if you are happy with how your work is organised and get feedback from us.
- 3 to respect your skills, dignity and individual wishes and to do our best to meet them.
- 4 to pay your travel and out of pocket expenses, as agreed with the Chief Executive.
- 5 to consult with you and keep you informed of possible changes.
- 6 to insure you against injury you suffer whilst undertaking voluntary work with Lost Chord.

Signed

Date

I, [INSERT NAME], agree to do my best:

- 1 to work reliably to the best of my ability, and to give as much warning as possible whenever I cannot work when expected.
- 2 to follow Lost Chord's rules and procedures, particularly in relation to its staff, volunteers and clients.
- 3 to attend where possible all training courses arranged to support my role as a volunteer particularly in relation to Health & Safety and First Aid.
- 4 to maintain the confidential information of the organisation and of its clients
- 5 to provide referees who may be contacted, and to agree to a CRB check being carried out.

Signed

Date

Note: This agreement is in honour only and is not intended to be a legally binding contract of employment.



CONFIDENTIALITY AGREEMENT

I understand that anything I hear or learn concerning Lost Chord and individuals within the organisation during my voluntary work for Lost Chord and after I have stopped volunteering, must be kept in the strictest confidence.

(A breach of confidentiality may result in termination of your voluntary work)

Signature.....

Name
(printed).....

Date.....