

**Devon Memory Café Consortium (DMCC) 'Information Leaflet'.
A (DMCC) GUIDE to inducting Memory Cafe Volunteers.**

Content

Information. About Devon's Memory Cafés	Page 1
(Part 1) An introduction	Page 2
(Part 2) Volunteer agreements	Page 3
(Part 3) Training opportunities	Page 4
(Part 4) Insurance	Page 5
(Part 5) Sample volunteer registration form	Page 6
(Part 6) Sample volunteer agreement	Page 7
(Part 7) Sample Induction Pack Check List	Page 8
(Part 8) Assembly / Content of Induction Pack	Page 9

Information.

About Devon's Memory Cafes

Devon has 63 Memory Cafés, each providing a safe, stigma free environment in which people living with dementia, and their family carers find peer support, education and much valued social companionship.

For many people, a visit to their Memory Cafe is the only regular support they receive following a diagnosis; they provide an essential source of advice, information and guidance. Devon's Memory Café services offer a vital support link in our communities. For families affected by dementia, a Memory Café can help them to continue caring for their loved one at home.

Memory Cafes run on a weekly, fortnightly or monthly basis - each Cafe operates individually to suit the needs of the community within which it serves.

Memory Cafés are run by trained volunteers there is no charge for people who attend. Cafés combine beneficial and meaningful activity - from enjoyment of music, quizzes and reminiscence sessions, to seated exercise and talks from local historians etc - alongside a chance to form friendships over a cup of tea.

Learning gained from peer support helps people to understand and continue in their caring role.

Testimonies from carers and service users who attend Memory Cafés, say how much the short break respite and like-minded social company is valued.

All the information given in this guide is designed to help a new volunteer to feel valued, and gain the most benefit and satisfaction from their voluntary role. The guide will cover the points needed to introduce the new volunteer to a Memory Café, it will outline the essential training needed and help a Memory Café toward being awarded a Quality Assurance mark.

A (DMCC) guide to inducting Memory Café Volunteers.

(Part 1)

This guide is intended as an introduction to the induction of volunteers. How volunteers can work effectively in your organisation and how information and training will encourage commitment and enjoyment of their role.

The purpose of induction. Induction offers opportunity to introduce new volunteers to the Memory Café organisation. To explain policies and procedures and to set out, clearly, the roles expected of a volunteer. Induction should also identify the support a volunteer should expect from the Memory Café organisation.

Induction Programme. A Memory Café induction programme will introduce a volunteer to the roles needed for a Café to function efficiently. Induction should be flexible recognising a volunteer's other commitments and adapting to volunteers who require extra support. In addition to a theoretical introduction, practical training is also very beneficial. 'Buddy' your new volunteer with one established so they can learn in practise.

Induction Pack. Volunteers will have a lot of information to absorb. It is good practice to provide a 'welcome and induction' pack for them as a reference point. Include a simple checklist and training course record which can be maintained and signed off as appropriate.

A volunteer's 'welcome and induction' pack might include:-

- An introduction to the Café
- A written copy of their Café 'role descriptions' and dates and hours at which to attend
- A volunteer agreement and a check list
- Emphasis regarding confidentiality around your guests
- The Memory Café Management they need to know, e.g. Coordinator etc
- General information about the Café and premises, e.g. fire escapes, toilets, car parking, wheel chair access points, directions, bus routes etc
- Insurance detail (mandatory)
- Expenses procedures and sample claim forms
- Training available (some of these are strongly advisable if not mandatory), introduction to risk assessment to avoid potential hazards, fire procedures, health and safety. (Please refer DMCC training programmes) (dmcc.org.uk)
- Simple introduction to hygiene e.g. hand washing
- Introduction to the accident book
- Clarification of limitations to giving personal or medicinal care to Café guests. Memory Cafés are not required to carry out mandatory Disclosure and Barring Service checks (DBS) providing no 'one to one' care or medicinal services are given. The volunteer should be made aware of these limitations. If it is the established policy of any Memory Café to DBS check their volunteers then this procedure may be continued.
- Outline the pathway to resolution of volunteer 'problem or grievance' procedures

The above list should be sufficient to cover the points needed for a new volunteer to understand the nature and role of involvement in 'Their' Memory Café.

What if a new volunteer decides to withdraw during induction? If this is the case it will be useful, for future inductions, to discuss their reasons for withdrawal and whether there has been anything in the recruitment or induction process that could be improved.

A (DMCC) guide to inducting Memory Café Volunteers.

(Part 2)

Volunteer Agreement. It is important to recognise that a volunteer agreement should not be a document which, in the eyes of the law, could be construed as an employment contract. When drawing up a volunteer agreement it must not, however, imply that volunteers have lower care rights or be accorded less respect than employees. A volunteer agreement should encourage and create an outcome of trust between the Memory Café organisation and the individual volunteer.

Key areas to be addressed are that of the Memory Cafés commitment to its client group and explanation of its policies. It should particularly relate to health and safety, confidentiality, matters of dignity, privacy, diversity and equality.

A volunteer agreement should set out clearly what the expected role of a volunteer is and what he, or she, can expect in return from the organisation. It should guide the volunteer to the types of training available, and help them to achieve the best possible outcomes for the Memory Café.

An outline of what a Volunteers Agreement will address.

What the Memory Café organisation will do:-

- Provide a volunteer welcome pack
- Complete registration of volunteer including a review of their experience
- Provide information regarding Café opening hours and dates
- If possible the volunteers expected role.
- Induction, give information pack (Refer Part 1)
- Outline training opportunities (Refer Part 3)
- Introduction to the Memory Café organisation and lead management members
- Discuss insurance
- An introduction to health and safety
- Equality, diversity, privacy and data protection policies, explanation and discussion
- Reimbursement of expenses and claim form procedures

What the Memory Café will expect from the volunteer:-

- Have they understood their role in the organisation?
- Have they an understanding of the Memory Cafés policies and procedures
- Confidentiality?
- An understanding of commitment to the role of volunteer.
- An understanding of the limitations of their role?
- Agreement to be DBS checked (if decreed by the individual Memory Café)

An ideal 'outcome aim' is to help volunteers enjoy their voluntary service, to find confidence and to help them develop in themselves. This will come as they see the benefits they bring to those who attend the Memory Café service.

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(Part 3)

Training Opportunities. Memory Cafés have a duty of care to their client group and to their volunteers. Training forms an important part in helping a volunteer to achieve their full potential and become a valued member of a Memory Café team.

Training in some cases is strongly advisable to ensure both public and personal safety, for example in areas of risk assessment (health and safety), food hygiene and procedures in event of fire.

On-the-job training using a 'buddy' system is very effective and will raise a volunteer's sense of achievement and worth at an early stage.

Ideally a Memory Café should ring fence an amount of money for training.

Whilst funding lasts Devon Memory Café Consortium is able to offer free 'accredited' training courses for one lead volunteer in a Memory Café and courses that are to 'enhanced awareness' level for one other volunteer per café. (Please refer to dmcc.org.uk for detail).

Training subjects include:-

- First Aid
- Health and Safety (strongly advisable in certain areas)
- Food Hygiene (strongly advisable in certain areas)
- Dementia Awareness

Trained volunteers already in place can help to identify what extra training needs could be useful for other individuals starting in the same role.

Trained volunteers can be of great help by 'cascading' their knowledge down to new recruits.

Memory Café co-ordinators should also search for 'E-Learning' opportunities, these are available on the internet and, if not free, can be very cost effective.

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(Part 4)

Insurance . All organisations that engage volunteers must have an insurance policy covering the individual whilst they are engaged on their volunteering activity.

There are several types of insurance policy available; the main criteria being the policy should specifically mention volunteers as part of the cover.

The main aspects to consider and to check with your insurers are:-

- Public Liability
- Personal accident cover
- The policy will cover the activities volunteers will be doing
- States any age limit exclusion for volunteers
- Insurance for volunteer drivers

Additional aspects to consider if persons are employed are:-

- Employers liability
- Professional liability
- Professional indemnity

In all cases the Memory Café organisers must fully disclose and discuss their requirements with the insurers of their choice. Non disclosure / avoidance may cause a claim to fail.

NB: - In the event of an insurance claim, Memory Cafés may be required to produce their 'Risk Assessment' form and their 'Accident Book'..

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(Part 5)

A sample volunteer registration form

Name of Memory Café
Date
Full name of volunteer
How do they like to be addressed
Contact details of volunteer Address
Telephone Number Email address Which of above is preferred
Person to contact in an emergency
Telephone Number
Have you had any experience of dementia
Have you had any training in Dementia Awareness / First Aid / Food hygiene / Health and Safety
Please tell us a little about yourself. e.g your experience / hobbies
Miscellaneous Information you may like to tell us
Signed on behalf of Memory Café Print name
Sign

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(Part 6)

A sample volunteer agreement A volunteer agreement is the foundation of the working relationship between an organisation and its volunteers. A volunteer agreement clarifies the expectations of both parties in relation to length of time commitment, confidentiality, attendance at training, and adherence to the organisation's policies and procedures.

Sample Volunteer Agreement

This Volunteer Agreement demonstrates how we value our volunteers. We want to assure you that we appreciate your contribution to our organisation. We are dedicated to ensuring that you have a quality volunteering experience which is both productive and rewarding.

We agree to accept the volunteering services of :(Name) _____

Beginning on _____ and ending on _____

The volunteer agrees to attend for _____ hours on the following day(s): M Tu W Th F Sa Su

Days Memory Café meets: - weekly / fortnightly / monthly

The volunteer role is: - _____

and the volunteer will be supervised by _____

..... Memory Café Organisation commits to the following:

- To provide adequate information and training so you may meet the expectations as described in your volunteer role description.
- To allow for a six-week trial period.
- To explain what is required of you and to support and provide encouragement to help you achieve the desired results.
- To assign you with a named supervisor who will provide you with regular support and supervision meetings and act as a 'go to' person.
- To treat you with respect and courtesy at all times.
- To be receptive to any comments and feedback from all our volunteers.
- To value and recognise our volunteers as a significant resource in achieving the goals of our Memory Café organisation.

The Volunteer agrees to the following:

- To fulfil my role as outlined in the attached volunteer role description.
- To perform my volunteer role to the best of my ability.
- To follow the organisation's policies and procedures.
- To meet time and task commitments and to provide sufficient notice when not available.
- To act in a way that is in line with the aims and objectives of the organisation enhancing the work of the organisation.

Agreed to by:

Organisation's Signature _____ Date _____

Volunteer Signature _____

This volunteer agreement is binding in honour only, and is not intended to be a legally binding contract between the volunteer and the organisation.

Neither party intends any employment relationship to be created now or at any time in the future.

This agreement may be cancelled, in writing, at any time at the discretion of either party.

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(Part 7)

A sample Induction Pack Check List

Name of Memory Café	Induction Pack Check List
Date	
Full name of volunteer	
Has the volunteer received copy of their role description?	Yes / No
Has the volunteer received a volunteer agreement?	Yes / No
Has the volunteer been informed of training opportunities?	Yes / No
Has the volunteer undertaken any previous training? If yes please circle subject. First Aid / Health and Safety / Food Hygiene / Dementia Awareness / Other Subject	Yes / No
Notes:-	
Has the volunteer received detail of insurance cover?	Yes / No
Has the volunteer been advised of expense claim procedure? If yes has the volunteer been given a claim form?	Yes / No Yes / No
Has the volunteer been made aware of the Memory Café Policies regarding confidentiality?	Yes / No
Has the volunteer been given a copy of Carers Pathways?	Yes / No
Has the volunteer been made aware of the restrictions around The giving of one to one care?	Yes / No
Has the volunteer been informed of 'problem or grievance' procedures?	Yes / No
Signed on behalf of Memory Café Print name	
Sign	

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(Part 8)

Assembly /Content of Induction Pack. The induction pack is an important document and should be nicely presented in a single package e.g. a folder. It will form the point of reference for a new volunteer.

Information leaflets can be enclosed along with the essential documents such as the volunteer agreement, role outlines etc.

Should a volunteer undertake training and be given a certificate, recommend that they add this to their pack.