Companions of the Order of Malta

Guidelines for a Group of Volunteers attending a Companions' project

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A Group of Volunteers attending a Companions' project

The Companions of the Order of Malta is a key volunteer force for delivering the charitable work of the Order of Malta in Great Britain – a Catholic religious order and charity founded over 900 years ago.

Our participants give their time by volunteering to serve the homeless, the sick and the elderly. For our homeless guests in London there are three evening Companions Cafes (soup kitchens) and two morning Breakfast Clubs each week. The guests are invited into a hall to sit down and offered a meal which has been prepared by the volunteers. The volunteers serve the meal and chat with the guests. One of the projects also offers clothes and toiletries to the guests. For the elderly guests the volunteers arrange a lunch party with a pianists that plays music that the guests can sing along to. These are arranged every two months.

We are delighted to have a group of volunteers attending and helping at a Companions project whether it is for a single academic term/year, for a few sessions or just one session. There are different criteria to be considered depending on the project and the volunteers.

The London projects are at different venues, with some projects able to take more group volunteers than others. The team leaders at each project will be able to advise how many volunteers can be accommodated for the benefit of the volunteers and guests.

Companion Projects in London:

Companions Cafe - Spanish Place in Marylebone on Monday and Thursday evenings between 6 - 8.15pm

Breakfast Club - Bayswater on Tuesday mornings between 6 - 8am

Companions Cafe - East Hill in Wandsworth on Tuesday evenings between 6.15 - 8.15pm

Breakfast Club - Golden Square, Soho, on Wednesday mornings between 6.30 - 9am

Lunch parties for the elderly - Knightsbridge. These are held bi-monthly from noon to 2pm – usually on a Wednesday.

The Nehemiah Project – Clapham and Streatham (https: www.tnp.org.uk) A variety of volunteering opportunities with the residents throughout the week and weekend.

There are different criteria and considerations for

- A group of volunteers aged 16 – 18 years old
- A group of volunteers aged 18+ year olds

Please find the relevant information for these two different groups below.

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Guidelines for a group of Volunteers aged 16 – 18 years

We are delighted to receive a group of volunteers aged 16 - 18 years old to assist at one of the projects.
Please contact the London coordinator Kate MacKenzie on companions.london@orderofmalta.org.uk if you want to find out more information.

The London coordinator will be able to discuss the different projects and how many volunteers are able to come on one specific date, or advise on how to incorporate a larger group across a few sessions.

In line with our safeguarding policy, it is necessary for 16 – 18 years olds to have a Named Responsible Adult with them at all times whilst they are volunteering with the guests.

Preparation before the group attends:

- Contact the team leader to arrange a mutually appropriate date for the group to attend
- Plan what is expected of the visit with the team leader of that project
- Share the "Information for New Volunteers" and "Brief" of the Companion project with each volunteer before they attend
- Complete the Group Volunteer Registration form and email it/give it to the team leader before the group attends

Responsibilities for the Named Responsible Adult whilst at the project:

- Introduce themselves to the team leader on arrival
- Remain with the volunteers for the whole session and join in the session with the other volunteers
- Inform the team leader when the group is leaving

Companions of the Order of Malta

Guidelines for a group of Volunteers over 18 years old

We are delighted to receive a group of volunteers to assist at one of the projects.
Please contact the London coordinator Kate MacKenzie on companions.london@orderofmalta.org.uk if you want to find out more information.

The London coordinator will be able to discuss the different projects and how many volunteers are able to come on one specific date, or advise on how to incorporate a larger group across a few sessions.

Responsibilities of Company Lead Contact:

- Contact the team leader to arrange a date for the volunteers to attend the project
- Plan what is expected of the visit with the team leader of that project
- Share the "Information for New Volunteers" and the "Brief" of that project with each volunteer before they attend.
- Complete the Group Volunteer Registration form and email it/give it to the team leader before the group attends

Companions of the Order of Malta

Volunteer Registration Form for a group aged 16 – 18 years

Thank you for volunteering with the Companions of the Order of Malta. The information you provide to us below will be stored in confidence under the provision of the Data Protection Act. Your completed form will be held securely and confidentially. Only authorised staff will have access to the information. Your information will not be shared with any third parties.

It is necessary for 16 – 18 years old students to have a Named Responsible Adult with them whilst they are at the project.

Name of School/Parish/Company attending:

Date attending the Companion project:

Name of the Companion Project:

Personal Details

Name of Student	Name of Parent/Care Giver	Mobile of Parent/Care giver

Name of Responsible adult attending with the group	Email/mobile of Responsible adult

Thank you for joining the CoM community

Companions of the Order of Malta

Volunteer Registration Form for a Group over 18 years old

Thank you for volunteering with the Companions of the Order of Malta. The information you provide to us below will be stored in confidence under the provision of the Data Protection Act. Your completed form will be held securely and confidentially. Only authorised staff will have access to the information. Your information will not be shared with any third parties. All volunteers need to be over the age of 18 years.

Name of Company/Organisation attending:

Name and Contact details of lead volunteer arranging the sessions:

Name of the Companion Project the group are attending:

Personal Details of the volunteers attending the Companion Project

Name of Volunteer	Email address	Mobile	Date attending

Thank you for joining the CoM community

BASMOM registered company no. 05039938, registered charity no. 1103567

Companions of the Order of Malta
INFORMATION FOR VOLUNTEERS

Please read this sheet, it contains important information on safeguarding and risk management, as well as guidance on appropriate conduct by volunteers, to ensure the health and safety and wellbeing of all involved at the Café/Club, guests and volunteers alike. If you have any questions, please ask your Activity Leader.

1) Volunteers should note the following regarding appropriate conduct toward guests:

- Do not hand out personal details other than first names
- Do not make any independent arrangements of any kind with guests
- In so far as practicable work in pairs of volunteers
- Always dress modestly and appropriately
- Please no demonstrative greetings or obvious displays of affection amongst volunteers in presence of guests,
- Avoid favouritism amongst our guests
- No photography of activity or guests
- Be kind and courteous at all times.

2) Some risks to helpers of abuse and steps to be taken to mitigate:

- If any conflict arises volunteers should disengage and if necessary seek assistance from the Activity Leader, or in default - nearest volunteer.

- Any verbal abuse or disorderly conduct to be reported to your Activity Leader who will issue an immediate warning that the offender will have to behave or leave.

- If the disorderly conduct continues the offender will be asked to leave. Any serious continuation to result in closure of hall and if necessary the Police being called.

- Monitors are posted at the entrance to ensure staged and orderly entry and that anyone under the influence of drink or drugs is to be excluded.

3) What we ask of our Volunteers:

- To help the Companions carry out its charitable activities;
- To complete a volunteer registration form before first volunteering;
- To perform your volunteering role to the best of your ability;
- To follow the Companions policies, procedures and standards;
- To meet time commitments and to give reasonable notice if you are not able to attend so that other arrangements can be made;
- To provide references if required;
- To allow us to carry out a DBS check if required.

Safeguarding – if you suspect it report. The Activity Leader is the nominated safeguarding officer on any given activity (soup kitchen etc.), but any matter can also be reported at the time or after to the CoM Chair, Paul Letman and the CoM Safeguarding Officer companions.safeguarding@orderofmalta.org.uk

If you have any problems or enquiries contact Paul Letman on 07730 070403 or companions.chair@orderofmalta.org.uk or Kate our London Coordinator at companions.london@orderofmalta.org.uk our Secretary, Annie Eyre at companions@orderofmalta.org.uk

To become a Companion visit: orderofmalta.org.uk/companions
Thank you for joining the COM community

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Key Contacts

The Chairman of the CoM	Paul Letman companions.chair@orderofmalta.org.uk 07730 070403
The Deputy Chairman of the CoM	Charles Nicholson companions.depchair@orderofmalta.org.uk
The London Coordinator	Kate MacKenzie **companions.london@orderofmalta.org.uk**
The CoM Safeguarding Officer	Jonathan Rawlings companions.safeguarding@orderofmalta.org.uk
The CoM Website	orderofmalta.org.uk/companions

The CoM Safeguarding Policy
https://www.orderofmalta.org.uk/companions/privacy-policy/

These guidelines are for guidance only and should not be relied upon to be comprehensive or in complete compliance with the law. Accordingly, the British Association of the Order of Malta/Companions of the Order of Malta cannot accept any responsibility or liability arising from their use by others.