**Companions of the Order of Malta**
**INFORMATION FOR VOLUNTEERS**
**WHEN WORKING WITH THE ELDERLY**

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 any activity. This information is specific to activities where volunteers are working with the Elderly, for example at a tea or lunch party or coffee morning. If you have any questions, please ask your Activity Leader.

1) Volunteers should note the following regarding appropriate code of conduct towards guests:

- Do not make independent arrangements with guests without notifying the CoM and all interested parties.
- Never be on your own with a guest, for example, always collect or meet a guest with another volunteer.
- Please no demonstrative greetings or obvious displays of affection amongst volunteers in presence of guests (this can make guests feel excluded).
- No photography or social media of activity or guests without the specific permission of all concerned
- Be kind and courteous at all times.

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

- Never attempt to lift or move a guest unaided and without their express permission and that of any designated carer.
- If any medical emergency arises volunteers should seek assistance from the Activity Leader or the designated First Aid officer or in default - nearest volunteer.
- Normally, it should be the Activity Leader who will call the ambulance or other blue light services if required.

3) Volunteers should note that if they have a safeguarding concerns they should report it immediately to the Activity Lead or contact the CoM Chair, Paul Letman or the CoM Safeguarding Officer (contact details below).

4) 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 it. The Activity Leader is the nominated safeguarding officer at any given activity, but any matter can also be reported any time to the CoM Chair, Paul Letman or CoM Safeguarding Officer, Jonathan Rawlings** companions.safeguarding@orderofmalta.org.uk

If you have any problems or general enquiries please contact Paul Letman on 07730 070403 or companions.chair@orderofmalta.org.uk or 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**
BASMOM registered company no. 05039938, registered charity no. 1103567