

Ambassador Form

Please complete the following form if you are interested in Volunteering for 'Care for a Call' Service:

Name:	
Address:	
Post Code:	
Telephone Number:	
E-mail Address:	

Please tick when you would be available to carryout 30 min calls in the table below:

DAY	AM	PM
MONDAY	<input type="checkbox"/>	<input type="checkbox"/>
TUESDAY	<input type="checkbox"/>	<input type="checkbox"/>
WEDNESDAY	<input type="checkbox"/>	<input type="checkbox"/>
THURSDAY	<input type="checkbox"/>	<input type="checkbox"/>
FRIDAY	<input type="checkbox"/>	<input type="checkbox"/>

What are your interests?

Why would you like to volunteer for Carers Connect?

Do you have facilities to receive e-mails?	Yes	No
	<input type="checkbox"/>	<input type="checkbox"/>

	Yes	No
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Have you read the terms and Conditions/Guidance Document and agree to work within the Codes of Conduct?	<input type="checkbox"/>	<input type="checkbox"/>
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Signed:	_____	Date:	_____
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We are delighted that you are interested, our 'Care for a Call' Lead will be in touch soon to discuss getting started!

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Terms and Conditions / Code of Conduct – Carer for a Call (Ambassador)

The following is a description of the arrangement between Care for a Call Service, and you, the ambassador, in relation to your voluntary work with Hartlepool Carers.

We will commit to the following:

- Providing you with training and any ongoing support and advice you might need to help develop your telephone friendship
- Ensuring you are treated fairly in an environment that does not accept discrimination and is sensitive to your needs
- Resolving any problems in a fair and just manner
- Allowing you to express your feedback and feel confident that this will be acted on appropriately

In return we require you to commit to the following Ambassador Code of Conduct:

- I will commit to volunteering on a regular basis around my own commitments
- I will make a weekly call to my telephone friend and will let you know in advance if I cannot make a call
- I will make time to make my call to my telephone friend and understand I cannot make my calls while I am driving
- I understand that if I regularly do not make calls you may end my volunteering
- I will let you know if my telephone friend needs any additional advice or support, or if I have any concerns about them, by calling Hartlepool Carers on 283095 immediately
- I will respect my telephone friend's confidentiality by not discussing them with my friends or family
- I will not give or accept gifts, gratuities or bequests from my telephone friend or their friends and family
- I will not visit my telephone friend or exchange any personal details with them including my surname, telephone number and home or work address or email address
- I will not contact my telephone friend through any method of communication other than the telephone calls made through Care for a Call Service at the agreed time and date, which will be between 9-3pm Mon-Fri
- I will make you aware if my telephone friend tries to give me any of their personal details or contact me in any way
- I will provide details if the call was achieved or not
- I will not use the calling time to provide any commercial or business products advice
- I will show respect to my telephone friend and will not use inappropriate language or behaviour including discrimination
- I understand that my calls maybe monitored, and check-ins will be carried out by the Hartlepool Carers Team
- I understand that should I be in breach of any of these, Carer Connect reserve the right to end my volunteering

Use of Equipment

Hartlepool Carers will provide a mobile phone for you to make calls to your telephone friend. Should you prefer to use your own equipment we must advise the following

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- Hartlepool Carers will not be responsible for any additional costs incurred on your phone bill
- Hartlepool Carers will not be responsible for loss or damage of your equipment
- For your own security, please ensure you add '141' to any outgoing calls to your telephone friend. This will block your number so that they will not be able to see it and ensure that you will not receive incoming texts or calls from your telephone friend.

Care for a Call – Guidance for Ambassadors

Introduction

Thank you for becoming a Care for a Call Ambassador. We hope that this service will make a difference in both the lives of your telephone friends, and yourself.

We have put together some guidance which we hope will be of benefit to you. If you have any queries please do not hesitate to contact Sarah who will be your contact at Hartlepool Carers throughout the length of your time as an Ambassador.

Beginning your Relationship

We know that starting a conversation with somebody you don't know can be difficult, especially over the phone. You have signed up as an Ambassador because you feel you have the qualities and characteristics which will make you an ideal telephone friend. Below are a few tips which will hopefully make those first conversations a bit easier.

- To find out more about your telephone friend and build a sense of trust you can ask open questions which do not give an opportunity for a yes/no answer such as:
 - 'How are you feeling today?'
 - 'How has your week been?'
 - 'What would you like to talk about today?'
 - 'Tell me about yourself'
- Demonstrate a genuine interest in your telephone friend by asking relevant questions which will help build a trusting relationship
- Show that you value and accept your telephone friend as they are even if you don't agree with some of their behaviour. This is known as Unconditional Positive Regard (UPN) and allows them to feel they can talk about anything which fear of being disapproved of or rejected.
- Express empathy (the ability to understand and share another person's feelings)
- Actively listen – show you are interested in what they are saying
- Silence – can be an important tool in communication as it allows your telephone friend to talk at their own pace and feel comfortable talking. If it's an awkward silence though, feel free to fill it!

Confidentiality

As per the terms and conditions of becoming a Care for a Call Ambassador, you have agreed to respect your telephone friend's confidentiality by not discussing them with your friends and family. Confidentiality is an important aspect of building trust, which will allow your telephone friend to feel they can talk openly and honestly.

When you begin your relationship with your telephone friend you should explain that whatever is said will be kept confidential. However, it is important to let them know that there are times you would break confidentiality, such as if you believe they are at risk of abuse, self-harm or harming others. It's unlikely, but you should be prepared.

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If you do feel someone is at Risk

If you feel that your telephone friend is at risk of abuse, self-harm or harming others it is important that you report this to Hartlepool Carers immediately on 01429 283095. Do not wait. The aim of the Care for Call service is to develop friendship between carers but Hartlepool Carers takes safeguarding extremely seriously and would not want you to come across a situation and not know what to look for or how to handle it.

As covered in the 'Confidentiality' section, you can break confidentiality if you feel somebody is at risk.

Abuse and Neglect

Everyone has the right to live in safety, free from abuse and neglect. Abuse and neglect can occur anywhere: in your own home or a public place, while you are in hospital or attending a day centre, or in a college or care home.

You may be living alone or with others. The person causing the harm may be a stranger but, more often than not, you'll know and feel safe with them. They're usually in a position of trust and power, such as a health or care professional, relative or neighbour.

There are many forms of abuse and neglect:

- Sexual abuse
- Physical abuse
- Emotional abuse
- Domestic abuse
- Discriminatory abuse
- Financial abuse
- Neglect

Mental Health Problems

Most people will feel low, anxious or irritable at some point in their lives. But several symptoms at the same time, could mean a mental illness, especially if they have been evident for some time.

If your telephone friend's day-to-day life is getting worse because of these symptoms, then this could also be a sign that something is not right.

The following symptoms could be signs of mental health problems:

- Being anxious and irritable
- Having a low mood for a long time
- Finding it difficult to concentrate or remember things
- Sleeping less or too much
- Changes in mood
- Finding it difficult to manage everyday life, for example, preparing food and washing regularly
- Feeling teary

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- Becoming suspicious and paranoid
- Becoming isolated and withdrawn
- Having suicidal thoughts
- Believing that your family and friends want to do you harm
- Believing that people or organisations are out to get you
- Experiencing hallucinations. This means sensing things that other people do not, this can include seeing and hearing things.
- Believing that you have special powers or are on a mission
- Excessive spending and problems managing your money

Suicide

A person may also be at risk of attempting suicide if they:

- Threaten to hurt or kill themselves
- Actively look for ways to kill themselves, such as stockpiling tablets or buying equipment that could be used to suffocate themselves
- Talk or write about death, dying or suicide
- Complain of feelings of hopelessness, saying things such as, “What’s the point of even trying? I know things are never going to get better”
- Have episodes of sudden rage and anger
- Act recklessly and engage in risky activities with an apparent lack of concern about the consequences
- Talk about feeling trapped, such as saying they cannot see any way out of their current situation
- Start to abuse drugs or alcohol, or use more than they usually do
- Become increasingly withdrawn from friends, family and society in general
- Appear anxious and agitated
- Are unable to sleep or sleep all the time
- Have sudden mood swings – a sudden lift in mood after a period of depression could indicate they have made the decision to attempt suicide
- Talk and act in a way that suggests their life has no sense of purpose
- Lose interest in their appearance, such as dressing badly, no longer wearing make-up or not washing regularly
- Put their affairs in order

We want to ensure you have the guidance and support throughout your time volunteering with us, if you have any further questions please do get in touch with Sarah Rowntree on 01429 283095.

We are delighted to have you on board and look forward for you being a key member of our team.