

**APPENDIX 1**

**CARA HOUSE FAMILY RESOURCE CENTRE  
VOLUNTEER APPLICATION AND DECLARATION FORM**

Name:

Address:

Date of Birth:

Tel. No:

email address:

Please outline your experience of voluntary work:

Main Interests / Hobbies:

Please indicate when you would be available to volunteer with the Caring Neighbour Service (days / times):

Please provide names and addresses of two referees (who are not related to you):

Name:

Name:

Address:

Address:

Tel:

Tel:

**DECLARATION OF SUITABILITY TO WORK WITH OLDER PEOPLE AND / OR VULNERABLE ADULTS**

I \_\_\_\_\_ hereby declare that there is no reason known to me and there are no convictions, claims or complaints (past or pending) against me that would deem me to be unsuitable to work with older people and / or vulnerable adults and carry out my role within the Caring Neighbour Service managed by Care House.

Should any criminal charges be made against me, whilst I am associated with Cara House Family Resource Centre, I undertake to immediately inform the Chairperson. I understand that making a false declaration would be grounds for terminating my voluntary work with Care House Family Resource Centre.

I give permission to Cara House Family Resource Centre to vet me with the Garda Central Vetting Unit.

Signed:

Date:

**APPENDIX 3**

## 20 TIPS FOR VOLUNTEERS WHEN CALLING TO CLIENT'S HOMES

Age Action Ireland

1. Carefully consider the commitment you will be making, as the client will quickly come to depend on your visits.
2. Respect the confidence which the client places in you. Do not discuss details of the client's situation with your friends or acquaintances.
3. Don't feel obliged to solve the personal problems of a client. Just being there to listen and empathise is enough.
4. Keep promises. No matter how distant the client may seem, he/ she will undoubtedly look forward to your visit, so never say anything unless you mean it.
5. During your first visit, you may feel shy and challenged. These feelings will probably be shared by your client and are quite normal.
6. On your first visit, introduce yourself and give some brief information about yourself. Ask the client to tell you some information about her / himself.
7. If possible, try to visit on a day that no one else does. Spreading the wealth of companionship is an added gift.
8. Both you and your client should reserve the regular visit time but be flexible enough to accommodate occasional changes. Always give advance notice of these changes.
9. Set limits that are comfortable for you, while also fulfilling the expectations of the Caring Neighbour Service. The more manageable you make the visiting commitment, the more satisfying it will be. These limits not only apply to the frequency and duration of your visits, but also to what tasks you actually do for the older person.
10. Tell the client at the beginning of the visit how long you can stay for and let him / her know a few minutes before it is time to leave.

11. Schedule your next visit before you leave and perhaps encourage the client to write down the date and time as a helpful reminder.
12. Note that changes in the clients' health, ability to see, hear and move effects all aspects of his/ her life. Your sensitivity to these changes will be supportive to the relationship. Alert your coordinator to any changes.
13. Be open to new ways of spending time together. But remember that often a conversation between friends is the best activity of all.
14. Always remember that older adults are adults, not children.
15. Acknowledging a person's personal history and lifetime of experiences is what allows older adults to maintain their respect, their dignity and their connection to the world around them.
16. Remember that a client's home is just that – Their Home. You should respect their privacy and living space as much as possible. When you're entering a room, even if the door is open, knock first. If you need to use the bathroom, ask permission.
17. Your interaction will be short or long, depending on the person. But don't be in a hurry. The client may have time on his or her hands and your visit will probably seem short, no matter how long you stay.
18. Ask the client questions about themselves. Most people like to talk about themselves, and older adults have little opportunity to talk and have somebody listen. They will probably be very appreciative of you asking, and then listening.
19. Refrain from giving advice about family, legal and financial problems. And do not accept gifts from clients.
20. It is important to pace yourself, in terms of time, energy and commitment, in order to avoid burn out. Do not foster unrealistic expectations.