

Boundaries Guidance for Independent Age Friendship Volunteers

The volunteer:

- Gives their time to listen to the older person
- Builds a friendship relationship that helps them feel less lonely and more connected
- Helps empowering the older person, improving their wellbeing and help build their self-esteem.

These are the volunteering role boundaries we have put in place based on experience of what works well to develop a happy and fulfilling volunteering relationship. The boundaries provide a framework for everyone to understand what is and isn't included in the volunteering role and to protect the volunteer from being asked to do something outside their role. We talk about boundaries in more depth in your training.

The volunteering role can include:

- Spending time with the older person, listening and chatting.
- Keeping in regular face to face or telephone contact with the older person, in agreement with your Independent Age contact
- Where appropriate, encouraging an older person to access information through the Independent Age Helpline to enable them to retain control of their lives and make informed choices
- Helping older people find out about social activities and networks in their local area
- Meeting externally in a public place, such as a café or library, if the older person is able to get there unaided
- Having fun and enjoying each other's company!

The volunteer is not able to:

- Give the older person their contact details, including phone number
- Share any personal details of anyone connected to Independent Age without prior permission
- Hold, retain and use any keys of the older person's home
- Provide health care e.g. dispense medication or healthcare information
- Provide personal care e.g. help with eating/drinking or help with washing
- Manage and handle money and cash for the older person
- Provide assistance with general household matters e.g. shopping on their behalf or carrying out housework, gardening or minor household repairs

- Provide assistance in the conduct of a person's own affairs e.g. acting as an advocate or being any power of attorney
- Drive an older person to places where they have received or will be receiving, health care, relevant personal care or relevant social work
- Provide transport to social activities or groups
- Provide manual assistance in manoeuvring an older person in and out of a car or public transport
- Providing assistance to wheelchair users to get out and about
- Provide a telephone friendship service in replacement of agreed face to face visits or provide face to face visits in replacement of an agreed telephone friendship service
- Accept personal gifts from the older person they support.
- Provide a 'sitting' service e.g. carers respite
- Solve any problems which may arise
- Offer counselling or therapy
- Promise to keep secrets – they may have to pass on any concerns to your Independent Age contact and may not need permission to do this
- Engage in actions, including physical contact, language or opinions that are inappropriate or offensive.

I have read and understood the 'Wellbeing Boundaries' above.

Volunteer signature _____ Postcode _____

Name _____ Date _____

Please email or post this form to our London office on:

volunteering@independentage.org

Volunteering, Independent Age, 18 Avonmore Road, W14 8RR