



Top tips for new Volunteer Visitors from current Volunteer Visitors

As part of the Volunteer Get Togethers 2018, volunteers shared the 3 top tips they would give a new Volunteer Visitor.

BEFORE YOUR VISIT	<ul style="list-style-type: none">• Talk to your Independent Age contact about the older person's background information including their interests and hobbies, and discuss any concerns you might have.• Think about your visit and have some conversation topics in mind, for example TV or radio programmes. Try to avoid talking about politics or religion.• Save all the important Independent Age contact numbers in your phone in case you have any issues or concerns.
PLANNING FOR THE VISIT	<ul style="list-style-type: none">• Aim to follow a regular routine of visiting times that will be easily remembered by the older person.• When arranging visiting times and dates, be practical, reliable and flexible. Always give yourself plenty of time for possible delays, for example road works, so that the older person doesn't worry if you are running late.• When visiting, remember to have a charged phone. You may even want to keep a portable charger with you.• Always tell your Trusted Contact where you are and when you are likely to check back in with them after your visit.
ON THE VISIT	<ul style="list-style-type: none">• At their home, look around the room for possible topics of conversation, such as family photos, pictures or books.• You need to be a good listener. Let the person you're visiting get things off their chest if they need to and try to avoid interrupting them.• It is useful to remind the older person of their Independent Age contact and the Helpline telephone numbers.• Bear in mind we are all different and not everyone's home will be the way you would choose to have it.• Have a gentle exit strategy in case the visit overruns, for example going home to feed the cat or going to meet a friend.• Agreeing your next visit is a good reminder of something to look forward to.
AFTER THE VISIT	<ul style="list-style-type: none">• Volunteering is a commitment so if things don't go well initially, give the relationship time to grow. Sometimes friendships take a while to develop.• Speak to your Independent Age contact for advice, especially if you have any questions or concerns. They will contact you regularly for support catch ups but remember you can contact them at any time.• Keep up to date with the information Independent Age sends you.



advice and support for older age

**Independent
Age**

Top tips for new Telephone Volunteers from current Telephone Volunteers

As part of the Volunteer Get Togethers 2018, volunteers shared the 3 top tips they would give a new Telephone Volunteer.

BEFORE THE CALL	<ul style="list-style-type: none">• Talk to your Independent Age contact about the older person's background information including their interests and hobbies, and discuss any concerns you might have.• Think about the call and have some conversation topics in mind, for example TV or radio programmes. Try to avoid talking about politics or religion.• Save all the important Independent Age contact numbers in your phone in case you have any issues or concerns.
PLANNING FOR THE CALL	<ul style="list-style-type: none">• Aim to follow a regular routine of call times that will be easily remembered by the older person.• When arranging call times and dates, be practical, reliable and flexible. Allow extra time for possible delays, for example finishing work late, so that the older person doesn't worry if you are running late.• You could write down the things you are going to talk about before the call so you have something to refer to.• It's useful to have a notebook and pen to hand to jot down ideas. This can help the conversation flow.
ON THE CALL	<ul style="list-style-type: none">• You need to be a good listener. Let the person you're calling get things off their chest if they need to.• It is useful to remind the older person of their Independent Age contact and the Helpline telephone numbers.• Have a gentle exit strategy in case the call overruns, for example that you are meeting a friend or you have an appointment to go to.• Agreeing your next call is a good reminder of something to look forward to.
AFTER THE CALL	<ul style="list-style-type: none">• Volunteering is a commitment so if things don't go well initially, give the relationship time to grow. Sometimes friendships take a while to develop.• Speak to your Independent Age contact for advice, especially if you have any questions or concerns. They will call you regularly for support catch ups but remember you can contact them at any time.• Keep up to date with all the information Independent Age sends you.