



Contact the Elderly

# **STEP-BY-STEP GUIDE:** **How to Create and Coordinate a Contact** **the Elderly Group**

Contact the Elderly, 15 Henrietta Street, Covent Garden, London WC2E 8QG, Telephone: 020 7240 0630 Fax: 020 7379 5781  
Email: [info@contact-the-elderly.org](mailto:info@contact-the-elderly.org) Website: [www.contact-the-elderly.org](http://www.contact-the-elderly.org)

President LADY JASMINE CAVENDISH Founder & Chairman TREVOR LYTTLETON Director RODERICK SIME  
Registered Charity 244681





Dear Volunteer

### **Contact the Elderly - Step-by-Step Guide**

Whilst we recognise that all Contact groups are different and have their own culture, we thought it might be helpful to put down some guidelines on how we can work in partnership to assist you to start a new group from scratch and how to organise it once it has been established. We emphasise that the attached are guidelines only and not rules.

*Please don't let the length of this document put you off! In the interests of giving you as much help as we can - we've covered all areas.*

Once you've decided that you would like to create a group, we will arrange for an in depth meeting to take place. At this meeting you will be fully briefed and supplied with all the necessary information and the publicity material that you will require to enable you to launch your own **Contact the Elderly** group

Thank you for your efforts and involvement – they are much appreciated.

Good luck and best wishes,

Roderick Sime  
Director

**CONTENTS**

- Introduction..... 6
- Step 1 - Volunteer Recruitment Campaign ..... 7
  - Word of Mouth..... 7
  - Local media ..... 7
  - Local Press..... 7
  - Radio ..... 7
  - Council and other newsletters ..... 7
  - Volunteer Bureau/CVS ..... 7
  - Local Faith organisations ..... 8
  - Local Community organisations ..... 8
  - The Roles of the Volunteers ..... 8
- Step 2 – Elderly Referral programme ..... 10
  - Method ..... 10
  - Elderly Forums ..... 10
  - Local Media ..... 10
  - Follow up action ..... 10
  - Contact with prospective elderly guests ..... 10
- Step 3 - Volunteer Open Evening ..... 11
  - Agenda ..... 11
  - Follow up action ..... 11
- Step 4 - Administration Procedures ..... 12
  - Volunteer Drivers and Group Co-ordinator..... 12
  - Volunteer Hosts..... 12
  - Review referrals ..... 12
  - Maintain records..... 13
- Step 5 - Pre-launch meeting of Volunteers ..... 14
  - Host Plan..... 14
  - Elderly Guest Allocation ..... 14
  - Procedure for initial driver contact with guests..... 14
  - Distribution of various items ..... 15
  - Discuss Launch Tea Party ..... 14
  - Format for the afternoon..... 15
- Ongoing Support ..... 16
- Appendix..... 17

**Contact the Elderly aims to alleviate isolation and loneliness amongst frail and elderly people in the community**



**Every Sunday in the year a Contact the Elderly group somewhere is having tea!**

## Introduction

Contact the Elderly aims to relieve the loneliness of frail, isolated elderly people, who live alone with little or no support from family, friends or social services

We encourage volunteers to find enjoyment and fulfilment in achieving our purpose, by providing a unique and valuable nationwide service of regular companionship for lonely elderly people.

*One Sunday afternoon a month, volunteer drivers take elderly people on regular visits to volunteer hosts' homes for tea in a friendly and informal atmosphere. It is an opportunity for the elderly to meet others in the same situation and develop friendships. Groups visit a different home every month and spend a few hours in the company of friends old and new.*

Our service is offered to those who are over 70, live alone without much support from family or friends and who find it difficult to get out without assistance.

Much as we would like to, as a small national charity with only five full-time staff we simply don't have enough resources to respond to every opportunity to set up a new group. We therefore welcome offers from volunteers willing to create new groups and suggest that they might find these guidelines helpful.

Regional Development Officers (RDO's) and staff at Head Office will be very willing to offer encouragement, guidance on problems encountered and publicity material. In fact, we hope you will stay in touch with us throughout the process of setting up the group.

Before starting, please consider carefully whether you have the time and commitment to make this work. If you do, you will make a real difference to elderly people in your community – and enjoy new friendships too.

## Step 1 - Volunteer Recruitment Campaign

The objectives of the campaign are to raise awareness of the aims of the charity and to attract sufficient volunteers to enable a group to be formed. **Remember that we only need a coordinator and 4 volunteer drivers one Sunday afternoon a month, and 6 to 8 volunteer hosts once or twice a year.** All prospective volunteers should complete volunteer application forms as applicable (please see Step 5 – Administration Procedures).

### Word of Mouth

This is the best recruiting tool. Speak to friends, relations, colleagues, club associates – enthusiasm is infectious and they may be able to help as volunteers or on a practical level distributing leaflets or putting up posters.

### Local media

- Commercial radio
- BBC local radio
- Council newsletters
- Community newsletters

### Local Press

Select from templates or produce article suitable for the local press (see Appendix 1). Make telephone contact with a reporter at one or two of the main local newspapers, outlining why you would like their support. Explain that you have produced an outline article but would appreciate their input on it. Arrange to call in to see them taking a press pack with you. Feed back results and thank them for their help.

### Radio

Seek advice as to which station better suited to promote community projects. Contact by phone, asking to be connected with Community Affairs. Discuss project and explore ways in which the proposed new group could be promoted. Offer to do a telephone interview or go to the broadcast studio. Refer to section 'Working with the Media' or 'Speaking up for Contact the Elderly'

### Council and other newsletters

Select from templates or produce article (see Appendix 1 and 2). Adopt same procedure as for the local press.

### Volunteer Bureau/CVS

Make contact with both the manager of the Volunteer Bureau and the CVS, explaining the project and eliciting their advice and support. You will no doubt be required to complete their Volunteer Opportunity questionnaire. You should be able to gain publicity through their newsletter and local media slot. The CVS may be able to invite you to speak at a local forum. Regular contact is essential as the VB will have as many as 200 organisations all wanting volunteers. Demand far outstrips supply so those organisations with close and regular contact tend to pick up more volunteers!

## **Local Faith organisations**

Faith organisations are far more aware these days of the need to be supportive of the needs of the local community. They may even have a paid 'Family & Support' worker. The approach is much as before. It is essential that you ascertain who to talk to, and then have a chat or arrange a meeting, to 'share the vision'. You can then offer to produce an article for their newsletter, give a talk or encourage them to talk on your behalf.

Faith communities will often offer to host special tea parties or to involve a CtE group in one of their special events.

## **Local Community organisations**

- Rotary and Rotoract
- Lions International
- Inner Wheel Club
- Retirement Clubs
- Soroptomists International
- Ladies Circle
- Mothers' Union
- Town Women's Guild
- University of 3<sup>rd</sup> Age
- Women's Institute
- WRVS

The approach to local community organisations can either be made in the first instance by telephone contact or by identifying the key person and writing to them. See templates.

Some of the above organisations exist purely to serve the local community, mainly by raising funds and so can be approached for both funding for special outings etc and for volunteer support.

In different parts of the country all of these organisations work in partnership with us very effectively.

## **The Roles of the Volunteers**

There are three main roles in a Contact the Elderly Group:

### **Group Coordinator**

The Group Coordinator, usually one of the drivers, is the link between the group and Contact the Elderly's Head Office. The Coordinator arranges the monthly outings and informs head office of any changes in the group and will at all times have the support from the Regional Development Officer.

Some Group Coordinators operate on a rota basis where two or more volunteers share the role, either on a monthly basis or where one coordinates the drivers and one the hosts. It is up to the group to decide what works best. Please refer to the Group Coordinator Handbook for more information, if you haven't got a copy please contact CtE Head Office.

### **Host**

Hosts invite the group to tea once or twice a year. All there is required is easy access with no stairs to negotiate, a downstairs toilet and a very warm welcome. For more information please see Appendix 4 or refer to the Volunteer Handbook.



## Driver

There are two types of drivers in a group. **Regular Drivers** and **Reserve Drivers**. We ask Regular Drivers to commit to drive once a month and Reserve Drivers to help when a regular driver cannot make an outing.

The drivers generally collect the same elderly people from home; drive them to the host's home to spend a couple of hours together with the group, before returning home. For more information please see Appendix 3 or refer to the Volunteer Handbook.



## **Step 2 – Elderly Referral programme**

The objectives of this step are to raise the awareness of the aims of Contact the Elderly and to attract sufficient referrals, who meet the criteria, to form a group. It should be noted that, by definition, that these elderly people are quite hard to identify and encourage to become involved, but don't worry there are many organisations working with elderly people who will be able to refer members to your group if only they know about Contact the Elderly and what we do.

### **Method**

Carry out research using the Web, local and Borough Councils and local Library, to ascertain what statutory and voluntary organisations exist to help and support the vulnerable, lonely and isolated elderly in the local community. You will need to list the key contacts, addresses and telephone numbers. The resulting list may well include many or all of the organisations which you will find in Appendix 6

Write to these organisations enclosing an information pack advising them that you are planning to launch a group for elderly people to help to alleviate isolation and loneliness. Offer to meet up with them or to give a talk at one of their meetings. Endeavour to work in partnership where possible.

To overcome confidentiality, it has become standard practice for those working in partnership to offer our leaflets to potential guests, who complete them and send them to a nominated recipient within CtE. This then authorises the charity to establish contact with potential guests direct, to enable their application to be processed further.

### **Elderly Forums**

Attend any local forums and try to give 5 minute presentation. For more information on giving a presentation see 'Speaking Up for Contact the Elderly'

### **Local Media**

Re-establish contact with press and radio contacts and offer to submit a follow up article showing the progress that is being made and encouraging referrals

### **Follow up action**

Experience has shown that it is important that initial approaches are followed up regularly with telephone contact to ensure that referrals are forthcoming. This can often be a few months from the initial contact.

### **Contact with prospective elderly guests**

We recommend a threefold approach:

- Firstly to make contact with the potential guests over the telephone avoiding times when they might be resting. Late afternoon is often the best time.
- Secondly to send a confirmation letter, with a further explanation of what CtE is all about and include in it the full application form and a s.a.e for reply
- Thirdly to arrange to visit them once their completed application form is received

## Step 3 - Volunteer Open Evening

The objectives of holding an 'Open' evening for volunteers and others interested in the project are as follows:

- Share the vision
- Team building
- Agree action required
- Agree a launch date

**Venue** – A suitable venue needs to be identified. It should be large enough to comfortably hold 20 people although the number attending is more likely to be in the region of 8 to 12. It should be warm, welcoming and easily found or well known to the local community.

Suggested locations:

- Volunteer Bureau/CVS
- Age Concern day centre
- Local faith organisation's meeting room or coffee lounge
- Community or Village Hall

**Timing** – This can be flexible but 7.15 for 7.30 p.m. start has proved acceptable, with the meeting planned to last no more than 1 hour.

**Format** – At 7.15 simple refreshments should be available, Tea, Coffee, Fruit juice and biscuits. Potential volunteers and others should be made welcome. Name labels should be made out for each attendee.

A display stand or at least a plentiful supply of CtE literature should be displayed helping to set the scene.

### Agenda

1. Welcome
2. Apologies
3. Purpose of meeting
4. Background to CtE
5. Show Video of what CtE is about (can be obtained from Head Office)
6. Update on progress to date- volunteers and referrals
7. Set objectives (if required) to complete the format of the group
8. Agree launch date and likely date of pre launch meeting
9. AOB

### Follow up action

Formal minutes should not be necessary, but a 'Thank you' letter to those attending should be considered. In addition a letter could be sent to any volunteer or interested party who couldn't attend, updating them on the outcome of the meeting and expressing the need for their continued support.

## Step 4 - Administration Procedures

We have a duty of care to our elderly guests to ensure that precautions are put in place so that the group operates in as safe a manner as is reasonable.

### Volunteer Drivers and Group Co-ordinator

- **Application Form** – Volunteers are asked to fill in the application form and send back to us before they can start volunteering. See Appendix 7
- **Personal References** – These are requested to enable us to ascertain the suitability (or otherwise) of potential drivers as they have the most contact with our vulnerable guests often on a one to one basis.  
These references should be taken up using the standard reference letter and form. See Appendix 8. **A volunteer driver must not be allowed to pick up any elderly people on their own before we have both their references.**
- **CRB Checks** – It is a necessary requirement that CRB checks are carried out. Discussion with the Contact the Elderly RDO will ascertain the best way to implement these.
- **Volunteer Driver Declaration** – All drivers are asked to inform their insurance company that they are a driver for CtE. The form can be found in the Volunteer Handbook.
- **Identity Cards** – Drivers will need to produce a passport size photograph to enable the ID cards to be completed. All drivers and anyone else involved with contact with elderly guests should have an ID card. Cards should be completed and signed by Group Co-ordinator or signatory. The cards can be obtained at CtE Head Office.

### Volunteer Hosts

- Volunteer Host application forms should be evaluated for suitability. It is strongly recommended that an informal visit be made, by appointment, to inspect the premises of a potential host. The objectives of this visit are as follows:
  1. Assess accessibility
  2. Check for general hygiene standards
  3. Assess potential seating arrangements
  4. Inspect Toilet facilities – a downstairs toilet is a requirement to become a host
  5. Advise host of normal expectations
  6. Discuss with potential host any concerns

All of this can be achieved very informally over a chat and a cup of tea, with a final visit to the cloakroom before departing.

### Review referrals

All potential guests will need to complete an application form (See Appendix 5) giving us the relevant personal details to enable us to meet with our Duty of Care (see Appendix 10).

- Referrals should be evaluated to ascertain how closely they meet with the Charity's criteria. See notes below

Contact the Elderly aims to relieve loneliness and isolation felt by frail elderly people living alone with limited support from family, friends and statutory services and to bring companionship into their lives.

Usually our elderly members

- live alone
- are well into their 70's
- are unable to get out without assistance
- are without friends or relatives nearby
- have minimal social contact and feel very lonely and isolated

Potential elderly guests should then be prioritised ready to be allocated to a volunteer driver.

### **Maintain records**

An A4 sectioned ring binder will be provided. Volunteer forms, elderly referrals, Host plans, records of outings etc should be filed under their respective headings. This will help the smooth running of the group.



## **Step 5 - Pre-launch meeting of Volunteers**

This should take place around 3 weeks before the proposed launch. The objectives of the pre launch meeting of volunteers are to take action and share information on the following.

- Agree outline host plan and agree launch venue
- Allocation of Elderly guests to drivers
- Procedure for initial contact with guests
- Discuss the Launch tea party, venue, timing etc
- Distribute ID cards, Car Sticker, 'Picking up for Contact the Elderly' sign and Volunteer Handbook
- Distribute literature for potential volunteers and referrals
- Good Practice
- Health and Safety
- Matters of Insurance
- Setting the Standard

### **Host Plan**

Hopefully the meeting will have been supported by a number of volunteer hosts and a discussion/commitment can take place as to who would like to host a party when. Potential hosts unable to attend the meeting can make their preferences known to the co-ordinator prior to the meeting and be included in the plan.

It is beneficial for one of the attending hosts to offer to host the first tea party as this facilitates the organisation of the launch.

### **Elderly Guest Allocation**

Elderly guest referral forms will have been evaluated and prioritised. A resume of their application is read out inviting drivers to offer to take specific guests under their care. Proximity, similar interests etc play a part in the selection process. Normally two guests are allocated to each driver, unless they only have a two door car, in which case only one may be allocated.

### **Procedure for initial driver contact with guests**

Drivers are advised to make telephone contact with their guest/s 2 weeks before the tea party, by which time the co-ordinator will have written out to the elderly guests advising them of their allocated driver and confirming the date and venue.

Ideally the driver should arrange to visit the elderly guest, by appointment, the week of the tea party to get to know them and ensure that they are well enough to be able to come to the tea party.

On the day of the tea party, it is advisable to give the guest a call to remind them, particularly for the first one or two. A full set of driver guidelines appear under the Good Practice section of the Volunteer Handbook.

### **Discuss Launch Tea Party**

**Timing** – From experience guests should arrive around 3.00 pm and be prepared to depart soon after 5.00pm.

### **Distribution of various items**

To enable volunteers to be able to carry out their functions correctly, the following items would be distributed and a brief explanation given about each.

- ID cards
- Car stickers
- 'Picking up for CtE' notices
- Volunteer information and leaflets
- Elderly referral information and leaflets
- 'Volunteer Handbook'
- Health & Safety (See Appendix 9)
- Matters of Insurance (See Appendix 10)

### **Format for the afternoon**

- Coordinator to plan to arrive at just before 3.00 pm
- Remaining drivers and guests arrive at around 3.00 pm
- Host to provide a welcome cup of tea assisted by the drivers.
- Informal chat involving drivers and host or structured activity such as a quiz, reminiscence time, possibly Bingo.
- Around 4.00 to 4.15 pm it is normal practice for the Host to provide sandwiches and cakes another cup of tea.
- This is followed by more chat, perhaps a 'sing a long' or even entertainment provided by the host, their children or friends.
- Departure is normally around 5.00 to 5.15 pm

It is customary for elderly guests to discreetly sign a 'Thank you' card, which is then left for the host to find.

This can be followed up by a personal letter of thanks.

## Ongoing Support

You will receive support from Contact the Elderly throughout the process of setting up your group and as an ongoing help once your group has launched.

Contact the Elderly is a national charity. Our Regional Development Officers each covers an area, and you will be supported by your local RDO.

The support consists of:

- Extensive support when setting up your group to help make sure everything is running smoothly
- The RDO will attend the Launch Tea Party
- Help and advice for recruitment of volunteers and in finding elderly people
- Ongoing support by phone and email
- Regular contact for discussion on progress of the group
- Inclusion into meetings involving local CtE volunteers

The RDO's are looking after a large number of groups in the area and their aim is to maintain existing groups as well as develop new ones. On a regular basis the RDO will organise local meetings where volunteers can meet and share their experiences.







## Appendix

Please photocopy the following information. If you would like an electronic version please contact the Contact the Elderly Head Office or your Regional Development Officer

Appendix 1	- Example of a Press Release	20
Appendix 2	- Example of an article for a newsletter	22
Appendix 3	- Volunteer as a Driver	23
Appendix 4	- Volunteer as a Host	24
Appendix 5	- Member Application Form	25
Appendix 6	- List of Referrers	27
Appendix 7	- Volunteer Application Form	29
Appendix 8	- Volunteer Reference Form	31
Appendix 9	- Matters of Insurance	32
Appendix 10	- Health & Safety Guidelines	33



## Example of a Press Release

[N.B. always try to use quotes from appropriate people, e.g. group volunteers or members.]

**PRESS RELEASE**

DATE \_\_\_\_\_

**COMPANIONSHIP DOWN TO A TEA****Charity seeks volunteers to help isolated elderly**

Contact the Elderly is setting up a new group in \_\_\_\_\_ to provide companionship for elderly people who live alone. The group is urgently looking for more volunteer drivers and hosts.

The charity helps alleviate isolation often felt by elderly people, living alone and who find it difficult to get out and about without assistance, by organising small groups of volunteer drivers who pick up and take elderly members to a host's home for tea one Sunday a month. Groups are kept small so everyone can chat easily together. The outings provide a unique opportunity for companionship, a chance to make new friends and get away from the four walls. The group members and volunteers stay the same but visit a different host each month.

"We are lucky to have found \_\_\_\_\_ who is enthusiastic about setting up the new group and will be the local Group Coordinator. She's already networking with local organisations and charities, putting up posters and distributing our leaflets", says \_\_\_\_\_, Contact the Elderly's Regional Development Officer. "It's really heartening when people are willing to spare the time to do something to help the elderly people. Our members are usually well over 70 and are unable to get out without assistance, so a regular meeting one Sunday a month means so much to them - it's something for them to look forward to."

"I've lived in the area for ten years" explains \_\_\_\_\_. "I thought the elderly community here would benefit hugely from a Contact the Elderly group and it sounded like a rewarding and fun thing to do so I decided to have a stab at putting a group together. I'd like to hear from any drivers who would be willing to spare a Sunday afternoon once a month, or hosts who'd be able to have a group of about eight elderly people and their drivers to tea in their homes just once a year. All that would be needed is a downstairs cloakroom and a large teapot!"

Very elderly people have so few options for social contact so it's good to know that isolated people in \_\_\_\_\_ will soon benefit from the launch of the new group. Do you know anyone who would benefit from this service?

For more information please call \_\_\_\_\_ \* or visit [www.contact-the-elderly.org.uk](http://www.contact-the-elderly.org.uk)

[\*You can use FREEPHONE 0800 716 543 - if you don't wish to use your own number]

Editor's Notes

- Photographs are available upon request
- Please include a telephone number otherwise volunteers will not be able to contact us.

- A recent Mori survey conducted for Help the Aged found that:  
1.5 million elderly people feel lonely at weekends  
10% of elderly people over the age of 75 have not been out at all in the previous 7 days

Background Information: Contact the Elderly was founded in 1965 by Trevor Lyttleton who became aware of the extreme loneliness and isolation of his elderly neighbours and decided to do something about it. Since that time the charity has grown into a national charity with 230 groups throughout the UK. Still at the core of the charity lies a very simple idea - Sunday afternoon tea with friends in a family home.

To enable Contact the Elderly to continue its work throughout \_\_\_\_\_ and across the UK the charity is appealing for:

- Car Drivers to collect elderly guests once a month on a Sunday afternoon, take them for a short drive before arriving at a host's home, enjoy a chat and a cuppa then take the guest home;
- Hosts to give afternoon tea to a group of between four and six drivers/helpers and eight to twelve elderly guests once or twice a year.
- Co-ordinators to organise the outings usually planned on a yearly basis, which gives drivers and hosts the time and flexibility to arrange these around family and other commitments.

For further information please contact \_\_\_\_\_ or visit the website at [www.contact-the-elderly.org.uk](http://www.contact-the-elderly.org.uk)

\_\_\_\_\_, Regional Development Officer for Contact the Elderly  
Tel: 020 7240 0630, email: [info@contact-the-elderly.org.uk](mailto:info@contact-the-elderly.org.uk)

Example of an article for a Newsletter

### **TEA AND COMPANIONSHIP FOR THE ELDERLY**

National charity Contact the Elderly is to launch a new group in \_\_\_\_\_.

One Sunday a month a small group of elderly people are collected from home by volunteer drivers and taken to enjoy afternoon tea at a volunteer host's family home.

After meeting with friends old and new in a relaxed and friendly atmosphere they are driven home. They enjoy meeting the same group in a different home each month and really look forward to and appreciate this simple act of friendship.

Contact the Elderly would like to hear from:

- **ELDERLY PEOPLE** aged 70 or more, living alone, who have difficulties getting out on their own and with little or no support from family and friends.
- **DRIVERS** with cars and a Sunday afternoon to spare **ONCE A MONTH**, willing to collect one or two elderly people and join them to an afternoon tea party.
- **HOSTS** willing to put on afternoon tea in their homes for about eight elderly people and their drivers **ONCE OR TWICE A YEAR** or more. The only requirement is a downstairs loo and no stairs!

If you would like to make a real difference in the life of local elderly people or if you know someone who will benefit from regular social outings then please do get in touch either by phoning \_\_\_\_\_ directly on \_\_\_\_\_ \* or by email [info@contact-the-elderly.org.uk](mailto:info@contact-the-elderly.org.uk). Also have a look at our website [www.contact-the-elderly.org](http://www.contact-the-elderly.org) for more information.



**Contact the Elderly**

## Volunteer as a Driver

If you would like to enjoy the company of others on a Sunday afternoon why not join **Contact the Elderly** as a volunteer driver. This involves picking up 1-2 elderly people from their home one Sunday afternoon a month and taking them to a host family for afternoon tea.

Groups usually arrive at the host's home around 3.00pm and return about 5.30pm. A different host is visited each month; most hosts are within three quarters of an hour's drive from where the elderly people live.

Contact the Elderly groups have 3-6 regular drivers. Each driver usually collects the same elderly people each month. Occasionally reserve drivers help if a regular driver is unable to help one month. We hope that over time you have the opportunity to get to know the elderly people well and also your fellow volunteers.



A clean driving licence and safety belts are required. We do not pay petrol expenses. If you have a 2 door car you may be asked to collect one elderly person, because many of our elderly guests would be unable to climb into the back seat. You may find it helpful to have a volunteer helper accompany you. You are welcome to ask a friend or partner to join you as part of a 'team', otherwise please let us know if you would like to have a volunteer helper.

Groups usually meet on the same Sunday of each month. Your Group Coordinator (GC) will give you dates in advance. The GC will contact you before the outing to confirm where you will be visiting for tea. The GC is also the person you should contact if you are unable to help on a specific outing as arranged, please do try to give as much notice as possible, so that other arrangements can be made. The GC will ask you to confirm arrangements for each outing with your elderly members, and it is helpful if you then telephone your Group Coordinator to let them know that your elderly members will definitely be present. The GC will then confirm the numbers attending to the host.

We hope that through your contact with one of our groups you will find enjoyment and enrichment. We find that just a few hours can make all the difference to everyone involved.

**Contact the Elderly, 15 Henrietta Street, Covent Garden, London WC2E 8QG, Telephone: 020 7240 0630 Fax: 020 7379 5781  
Email: [info@contact-the-elderly.org](mailto:info@contact-the-elderly.org) Website: [www.contact-the-elderly.org](http://www.contact-the-elderly.org)**

President LADY JASMINE CAVENDISH Founder & Chairman TREVOR LYTTLETON Director RODERICK SIME  
Registered Charity 244681



## Contact the Elderly

### Volunteer as a Host

If you have a warm heart, a large teapot and a downstairs toilet you might enjoy joining **Contact the Elderly** as a volunteer host/hostess by inviting a group, to your home, for afternoon tea. We ask our hosts to hold a party just twice a year, please let us know if you would like to do more. We do hope you will enjoy your first tea party.

The visit usually takes place on a Sunday afternoon by prior arrangement with the Group Coordinator. Many of our elderly group members rarely leave their home between monthly outings.

A **Contact the Elderly** group is made up of 5-10 elderly people and 3-6 volunteer drivers.



It is important for the elderly group members to have access to a downstairs toilet. They will also need seating. It is good to have a mixture of soft and hard chairs, but do not worry if you do not have enough chairs for all the volunteers, they will normally be helping to serve tea. Our volunteer drivers will be happy to assist so you can enjoy the afternoon. Please do not hesitate to ask them.

Some of the elderly group members have difficulty walking unaided and the volunteer drivers will be available to assist them. A lot of stairs can present problems, although just one or two are usually manageable.

The Group Coordinator will make all the arrangements for the visit and will inform you of the number to expect.

Your guests will arrive between 3.00-3.15pm and leave around 5.30pm.

The drivers will be given your telephone number so they can reach you if there are any problems when they are collecting their elderly guest,

We ask our hosts to provide a simple selection of food and drink for the afternoon tea. It is of course, up to you to decide what kind of food is provided, but we will give you ideas if needed. Most hosts prepare a small selection of sandwiches, cakes and tea.

Your Group Coordinator will be your main contact; however you are most welcome to contact staff at any time for help or advice. We hope that through your contact with one of our groups you will find enjoyment and enrichment. We find that just a few hours can make all the difference to everyone involved.

**Contact the Elderly, 15 Henrietta Street, Covent Garden, London WC2E 8QG, Telephone: 020 7240 0630 Fax: 020 7379 5781  
Email: [info@contact-the-elderly.org](mailto:info@contact-the-elderly.org) Website: [www.contact-the-elderly.org](http://www.contact-the-elderly.org)**

President LADY JASMINE CAVENDISH Founder & Chairman TREVOR LYTTLETON Director RODERICK SIME  
Registered Charity 244681



## Contact the Elderly

### MEMBER APPLICATION

Title: Mr / Mrs / Miss / Ms

Name:

Address:

Postcode:

Telephone no:

Date of birth:

---

Do you live alone?

If you live in a flat, which floor is it on?

Are there stairs or a lift?

Is there a warden?

---

What family do you have?

Whereabouts do they live?

Do they manage to visit you often?

---

Can you get out by yourself?

Can you use public transport?

Could you manage to get into the back seat of a 2 door car?

Could you manage to get into the back seat of a 4 door car?

---

Do you walk with either a stick or a frame or use a wheelchair?

Do you have any problems with your eyesight?

Do you have any problems with your hearing?



**Do you go to any clubs or daycentres?**

**(if so how often?)**

**Do you have meals on wheels?**

**Do you have a home help?**

---

**What is your doctor's name?**

**Telephone number:**

---

**Please tell us who your next of kin is:**

**Telephone number:**

**If different from your next of kin, who can we get in touch with if we cannot contact you on a particular occasion?**

**Telephone number:**

**Relationship:**

---

**To help us select the driver and the car which would suit you best, please use the space below to tell us anything else you think we need to know – in particular any health matters which you think it advisable we are aware of.**

**It would be a great help if you would you be kind enough to tell us where you heard about Contact the Elderly?**

---

**I would like to be offered a place in a contact the elderly group**

**(Data Protection Act: I understand and agree that, as part of a Contact the Elderly group, my details will be held in a confidential database, which is only used for communications within the charity).**

\_\_\_\_\_ **(signature)** \_\_\_\_\_ **(date)**

**Please return this form to:**

**Contact the Elderly, 15 Henrietta Street, London WC2E 8QG**

**If you have any questions or need help filling in this form, please feel free to call Tel: 020 7240 0630 or freephone 0800 716 543**

**List of Referrers**

Age Concern	0800 00 99 66 <a href="http://www.ageconcern.org.uk">www.ageconcern.org.uk</a>
Action for Carers	01483 302748 <a href="http://www.actionforcarers.org.uk">www.actionforcarers.org.uk</a>
Abbeyfield Society	01727 857536 <a href="http://www.abbeyfield.com">www.abbeyfield.com</a>
Arthritis Care	0800 800 4050 <a href="http://www.arthritiscare.org.uk">www.arthritiscare.org.uk</a>
Alzheimer's Society	020 7306 0606 <a href="http://www.alzheimers.org.uk">www.alzheimers.org.uk</a>
Action for Blind People	0800 915 4666 <a href="http://www.afbp.org">www.afbp.org</a>
Anchor Housing	0845 775 8595 <a href="http://www.anchortrust.org.uk">www.anchortrust.org.uk</a>
Association for Blind and Partially Sighted	
Befriending Schemes	
British Legion	020 7973 7200 <a href="http://www.britishlegion.org.uk">www.britishlegion.org.uk</a>
British Heart Foundation	08450 708070 <a href="http://www.bhf.org.uk">www.bhf.org.uk</a>
British Red Cross	Home from Hospital Scheme
Carers UK	020 7490 8818 <a href="http://www.carersuk.org">www.carersuk.org</a>
Carers Association	
Care 'n Repair Schemes	
Community & Support Workers	
Council – Older People Champion	
Cruse	<a href="http://www.crusebereavementcare.org.uk">www.crusebereavementcare.org.uk</a>
Cystic Fibrosis Trust	020 8464 7211 <a href="http://www.cftrust.org.uk">www.cftrust.org.uk</a>
Churches	
Chiropodists	
Community Associations	
District Nurses	
Diabetes UK	020 7424 1000 <a href="http://www.diabetes.org.uk">www.diabetes.org.uk</a>
Dentist	
Day Centres	
Doctors	
Elizabeth Finn Trust	<a href="http://www.elizabethfinntrust.org.uk">www.elizabethfinntrust.org.uk</a>
Family	
Friend	
Geriatric Outreach	
Good Neighbourhood Schemes	
Hospital Discharge Nurses/Coordinator	
Help the Aged	0808 800 6565 <a href="http://www.helptheaged.org.uk">www.helptheaged.org.uk</a>
Heath Centres	
Housing 21	01494 685 200 <a href="http://www.housing21.co.uk">www.housing21.co.uk</a>
Housing Associations	
Hearing Concern	0845 0744600 <a href="http://www.hearingconcern.com">www.hearingconcern.com</a>
Housebound Library	
Libraries	
League of Remembrance	
Lions 'Message in a Bottle' Scheme	
Local Newspaper	
Local Health Authorities	
Lunch Clubs	

Macular Disease Society	0845 241 2041
MIND	0845 766 0163 <a href="http://www.mind.org.uk">www.mind.org.uk</a>
Motor Neurone Trust	
Multiple Sclerosis Society	0808 800 8000 <a href="http://www.mssociety.org.uk">www.mssociety.org.uk</a>
Mascular Dystrophy	
Meals on Wheels	
NAPA (National Ass for Providers of Activities for Older People)	020 7383 5757 <a href="http://www.napa-web.co.uk">www.napa-web.co.uk</a>
NHS Trusts	
Older Peoples Forum	
Older Peoples Champions	
The Oddfellows	0800 028 1810 <a href="http://www.oddfellows.co.uk">www.oddfellows.co.uk</a>
Occupational Therapist	
Parkinson's Disease Society	0808 800 0303 <a href="http://www.parkinsons.org.uk">www.parkinsons.org.uk</a>
Pastoral Teams in Churches	
Pensioners Groups	
PCT (Primary Care Trusts)	
Private Nursing Agencies	
Red Cross	0870 170 7000 <a href="http://www.redcross.org.uk">www.redcross.org.uk</a>
RUKBA/Independent Age	020 7605 4200 <a href="http://www.independentage.org.uk">www.independentage.org.uk</a>
RNIB	020 7388 1266 <a href="http://www.rnib.org.uk">www.rnib.org.uk</a>
RNID	0845 600 5555 <a href="http://www.rnid.org.uk">www.rnid.org.uk</a>
Retirement Clubs	
Radio	
Social Services Social Workers	
Salvation Army	0845 634 0101 <a href="http://www.salvationarmy.org.uk">www.salvationarmy.org.uk</a>
SSAFA	020 7403 8783 <a href="http://www.ssafa.org.uk">www.ssafa.org.uk</a>
Sheltered Housing Wardens	
Scope	0808 800 3333 <a href="http://www.scope.org.uk">www.scope.org.uk</a>
The Stroke Association	0845 3033100 <a href="http://www.stroke.org.uk">www.stroke.org.uk</a>
St John's Ambulance	08700 10 49 50 <a href="http://www.sja.org.uk">www.sja.org.uk</a>
Tenants and Housing Association	
Tenancy & Support Manager	
Women's Institute	020 7371 9300 <a href="http://www.womens-institute.co.uk">www.womens-institute.co.uk</a>
WRVS	01235 442900 <a href="http://www.wrvs.org.uk">www.wrvs.org.uk</a>

**Contact the Elderly****VOLUNTEER APPLICATION FORM****Strictly Confidential**

Please give us the following information, for the purposes of our management and insurance, and, for drivers and coordinators only, to initiate personal references.

<b>Title:</b>	<b>First Name:</b>	<b>Surname:</b>
<b>Address:</b>		
		<b>Postcode:</b>
<b>Home Tel:</b>	<b>Work Tel:</b>	<b>Mobile:</b>
<b>Email:</b>	<b>Best time to contact you?</b>	
<b>How did you hear about Contact the Elderly?</b>		

**VOLUNTEERING OPPORTUNITIES**

<b>A Regular driver one Sunday afternoon a month</b>	<b>Yes <input type="checkbox"/> No <input type="checkbox"/></b>
<b>A Host in your home to a local group on a Sunday once or twice a year?</b>	<b>Yes <input type="checkbox"/> No <input type="checkbox"/></b>
<b>The Coordinator of a Contact The Elderly Group</b>	<b>Yes <input type="checkbox"/> No <input type="checkbox"/></b>
<b>A Reserve driver to help occasionally (when other drivers in group are unavailable)</b>	<b>Yes <input type="checkbox"/> No <input type="checkbox"/></b>
<b>Do you have any criminal convictions which are not legally spent?</b>	<b>Yes <input type="checkbox"/> No <input type="checkbox"/></b>

**VOLUNTEER DRIVERS ONLY**

<b>Make and type of car</b>	<b>Registration Number</b>	
<b>Number of seats</b>	<b>Number of seat belts</b>	<b>Number of doors</b>
<b>Insurance:</b>	<b>Comprehensive <input type="checkbox"/></b>	<b>Third Party Only <input type="checkbox"/></b>
<b>Drivers License:</b>	<b>Full <input type="checkbox"/></b>	<b>Provisional <input type="checkbox"/></b>
<b>Please give details of any endorsements</b>		

**VOLUNTEER HOSTS ONLY**

How many steps are there to be negotiated

Do you have easy accessible cloakroom facilities?

Yes  No 

Please give details of parking facilities in area:

**VOLUNTEER DRIVERS AND COORDINATORS ONLY**

Please give the details of two non-family members who will provide a personal reference for you.

<b>Full Name:</b>		<b>Full Name:</b>	
<b>Address:</b>		<b>Address:</b>	
	<b>Postcode:</b>		<b>Postcode:</b>
<b>Tel home:</b>	<b>Tel work:</b>	<b>Tel home:</b>	<b>Tel work:</b>
<b>Email:</b>		<b>Email:</b>	
<b>Relationship:</b>		<b>Relationship:</b>	

**Data Protection Act:** I understand and agree that, as part of a Contact the Elderly group, my details will be held in a confidential database, which is only used for communications within the charity.

Signature:

Date:

If you know of anyone who would be interested in receiving more information about Contact the Elderly please give details and we will send information to them.

**Name:****Address:****Telephone Number:****Email:****Relationship:****Please return this form to:**

Contact the Elderly  
15 Henrietta Street  
London WC2E 8QG

or by fax 020 7379 5781

If you have any questions please do not hesitate to contact us on 020 7240 0630/0800 716 543  
or via email: [info@contact-the-elderly.org.uk](mailto:info@contact-the-elderly.org.uk)

**Volunteer Reference Form**

**PLEASE COMPLETE AND RETURN THIS FORM TO :**

Contact the Elderly, 15 Henrietta Street, London, WC2E 8QG, Tel: 020 7240 0630

PRIVATE AND CONFIDENTIAL

**Name of Volunteer:**

**Address:**

- 1 How long has the applicant been known to you ?
  
  
  
  
  
  
  
  
  
  
- 2 In what capacity ?
  
  
  
  
  
  
  
  
  
  
- 3 To the best of your knowledge is the applicant honest and reliable?
  
  
  
  
  
  
  
  
  
  
- 4 We ask our volunteers to use their cars to take out elderly and sometimes frail people who might require assistance. Do you consider that this might cause the applicant any physical problems?
  
  
  
  
  
  
  
  
  
  
- 5 Any other comments?

Signature ..... Date .....

Name .....

Address .....

.....

.....

Tel .....

**Finally, would you like to know more about Contact the Elderly in your area?      Yes / No**

### Matters of Insurance

Contact the Elderly has Employee and Public Liability insurance cover of £10,000,000 and £5,000,000, respectively. A copy of the policy document is available at Head Office.

It is difficult to summarise a complex legal policy document without the risk of misinterpretation and misunderstanding and the following is intended as a **guide**, and must be used only in this capacity.

If you have any queries about the precise extent and interpretation of the insurance cover provided, please contact the Director at Head Office on 020 7240 0630, who will either provide further details or refer your query to St Olaf.

### Volunteer Drivers

Volunteers drive elderly members to and from Contact the Elderly outings in a purely social and voluntary capacity. No remuneration or expenses are received by the driver and consequently the driver's own motor insurance policy should not be affected in any way. However, drivers are expected to make sure their insurance policy contains no exceptional exclusions, and are advised to inform their insurance company of their regular commitment to Contact the Elderly. Please make sure your insurer understands that what you are doing in no way differs from regularly driving an elderly friend to see other friends. Head Office is happy to speak to your insurers if you think it necessary.

### All Volunteers

(Including Hosts, Group Co-ordinators and Area Organisers)

It is not feasible for the charity to operate an insurance policy whereby volunteers are covered against accidental damage to their personal effects. All volunteers should be advised therefore to insure their home contents and personal belongings adequately against **accidental** loss or damage.

As with volunteer drivers, the situation for all volunteers with Contact the Elderly effectively is no different from any incident that might arise as a result of extending hospitality to family or friends. However, if injury or damage occurs as a result of **negligence** by another volunteer or an elderly member, the Charity's insurance policy could be invoked.

Do please be assured that Contact the Elderly volunteers have little or no cause to make claims on policies as a result of their work with and for us in support of elderly people, but we wish to ensure that all concerned appreciate the insurance situation.

**Health & Safety guidelines**

As a charity dealing with vulnerable elderly people we have a Duty of Care to ensure that they are kept safe whilst in our care, travelling to and from the tea parties and during them.

Below are a number of areas where care needs to be taken, but this list is by no means exhaustive and common sense must apply and prevail in all circumstances.

**Drivers**

- When offering to assist an elderly person in any way ask for their advice as to how they would appreciate assistance.
- Do not try to lift an elderly guest from a chair on your own
- Be on hand as an elderly guest gets up from a chair and ensure that they have their balance before allowing them to walk.
- Ensure that they are made aware of any rugs or steps. Do not allow them to attempt steps without supervision
- It is advisable to stand in front of them as they descend steps, perhaps with a semi supporting arm on each elbow.
- Before assisting elderly guests to move (such as out of a chair or out of the car), consider whether their weight might be too heavy for you. If necessary seek the assistance of another volunteer.
- When assisting into a car, let the guest take the lead and assist as requested.
- It can be useful to have a plastic bag on the seat to assist the guest to 'swivel round'.
- Once seated offer to fasten the seat belt, but ask permission to lean across them.
- Do not attempt to close the door until the seat belt is fastened and the guest has their hands safely out of the way of the door.
- Drive steadily as elderly guests feel the bumps more than younger people and they may also be more nervous
- Again ensure that they have the offer of support as they get used to standing having got out of the car.
- Escort them into their home and ask if they are now ok to be left

**Hosts**

- Remove any ornaments that may be accidentally knocked over
- Check that any rugs are flat
- When preparing food ensure that normal hygiene standards are observed and that all work and preparation surfaces are clean and germ free
- Keep pre-made sandwiches wrapped and in the fridge
- Keep all other pre-prepared food wrapped and in the fridge
- Ensure that toilets are disinfected prior to tea party
- Should the party be held in the garden ensure that there is nothing that the elderly guests could trip over.
- Ensure that there is sufficient shade and plenty of water in the event of a hot afternoon

Please report injuries, accidents and 'near miss' accidents no matter how small so that the causes can be investigated and actual accidents avoided.