



# Volunteering guide

Your guide to  
getting started  
as an Alzheimer's  
Society volunteer



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# Welcome to the team



Thank you so much for choosing to volunteer with Alzheimer's Society. We are delighted you are here. Whatever you're doing—from raising money or awareness of dementia, to helping with our services—your time, skills and energy will change lives. Whether you're volunteering once a week, month or year, it all makes a massive difference.

Our volunteers come from all walks of life and have a wide range of experience and perspectives. Collectively, you bring a rich diversity to Alzheimer's Society, and we place enormous value on the individuality which makes you unique. We want to hear your thoughts, so there'll be plenty of opportunity to get involved, have your say and for us to learn from your ideas and opinions.

You offer us the incredible opportunity of reaching out to more people affected by dementia regardless of their background or circumstances. Whatever your reason for volunteering, we want to make sure you enjoy your time with us, to feel that what you do makes a genuine difference and to know just how much we value your wonderful support.

This Guide is just one of the ways in which we prepare you to start volunteering with us. What's included in it has been informed by volunteers like you, so hopefully you'll find it relevant and helpful. Please read through it carefully as it contains lots of important information.

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Your role manager is the person who will support you throughout your time with us. As your 'go to' person, they will be on hand as you volunteer to ensure you have everything from training and preparation before you start, to support, information and events once you're underway. They will be able to answer any immediate questions you may have once you've read this Guide. The two of you may very well already have met during interview. If not, your role manager will be in touch with you very soon.

Our aim is to be the charity of choice for people wanting to volunteer to support those affected by dementia. We were founded by volunteers in 1979 and throughout our history volunteers have played, and continue to play, a vital role in all aspects of our work.

We hope your journey with us is enjoyable and fulfilling as we work together to make a difference.

Thank you for uniting with us against dementia.

A handwritten signature in black ink that reads "Kate Lee". The signature is written in a cursive, flowing style. A long, thin horizontal line extends from the bottom right of the signature.

**Kate Lee**

CEO of Alzheimer's Society

# About us

Dementia devastates lives. It is the biggest health and social care challenge of our time and currently has no cure.

By 2040, the number of people aged over 65 with dementia in the UK will increase from 1 in 14 to 1 in 12. That means well over 1 million people from every sector of our society will be living with the condition.

We are the UK's leading dementia charity. We campaign for change, fund research to find a cure and support living with dementia today.

We provide expert information, training and support services to all those who need our help—whoever they are, whatever they're going through. We work tirelessly to create a more dementia-friendly society in which people with dementia can live without fear and prejudice.

We believe everyone affected by dementia has the right to live their life the way they want to live it, whether living with the diagnosis or supporting someone who is. Everyone should be able to make a full contribution to society the way they want to make it, and live in a world which demonstrates respect, and values diversity.

In all we do, we are informed and inspired by people affected by dementia.

We recognise and value the diversity, uniqueness and individuality that employees and volunteers bring to the Society and will make reasonable adjustments where possible to enable anyone who wants to volunteer with us to do so. Look out for our Equality, Diversity & Inclusion (ED&I) examples as you read through this Guide.

We are truly thankful that you have joined us in our fight against dementia. You are supporting an amazing cause and whether you have been touched first-hand by dementia or not, we look forward to engaging your passion, enthusiasm and energy for the work that we do and the difference that we make.

# Who we are

We are proud of what we are trying to achieve and hope that whatever your volunteering role, you will share our passion and enthusiasm.

## Our Vision

A world without dementia.

## Our mission

Alzheimer's Society is transforming the landscape of dementia forever. Until the day we find a cure, we will create a society where those affected by dementia are supported and accepted, able to live in their community without fear or prejudice.

## Our values

Our values tell everyone who we are as an organisation. They make sure our focus is clear for the challenges and opportunities ahead and remind us what we all stand for. Ultimately, the way we all work together has an impact on the people at the heart of our charity—people affected by dementia. Our values are evident in what we do, how we do it and how we work together. Volunteers played a vital role in helping us determine and shape our values. They will shape your experience with Alzheimer's Society.



**Committed to  
creating a world  
without dementia**

# Our values



## **Determined to make a difference**

We're passionate, we're focused and we make a lasting impact for people affected by dementia.



## **Trusted expert**

We're listening, we're learning and we use experience and evidence.



## **Better together**

We're open, we combine our strengths, and we achieve more together.



## **Compassionate**

We're kind, we're honest and we don't shy away from challenges.

# Our volunteers

Through your involvement we are able to make a difference for greater numbers of people affected by dementia. We can reach further and achieve more. We can learn from the skills and knowledge that you bring and use your experiences of volunteering with us to get better. We are one team united in a mission and within that team our volunteers are trusted experts, key influencers and valued decision makers. You are vital to all that we aspire to do, and we quite simply couldn't do it without you.



**You're one of  
thousands of  
volunteers who  
are united with us  
against dementia**

# Equality, Diversity and Inclusion

At Alzheimer's Society we believe that everyone has the right to be the person they are, to live without fear or prejudice regardless of race, age, gender, sexual orientation, faith and belief, or a disability, like dementia. It is vital that in everything we do, whatever our role and whoever we are, our words translate into actions.

We need volunteers from all backgrounds to join with us to help spread the word that dementia is culture blind so can, and does, affect anyone. Those same volunteers also enable us to better support people from all parts of the community who are affected by the disease. It's really important that we understand the diversity of our volunteer population so please complete our Diversity Monitoring form if you haven't already done so. Your role manager will be able to tell you where to find it and send it.

**We aim to treat everyone with respect and dignity. Please let us know immediately if you experience anything different.**



Our current ED&I priorities are below but take a look at the Society's website too for more information:

- Learning from people affected by dementia, our partners, volunteers and supporters, will help us to provide more accessible and inclusive services.
- Our campaigns, support and research work will make a difference for people from all parts of the community by putting people's lived experiences at the heart of what we do.
- By working in collaboration and partnerships with people affected by dementia and organisations, we will learn from each other, and help people affected by dementia across the community.
- Inclusive and fair recruitment processes will draw in the best people for paid and volunteering roles, whatever their backgrounds, to help us be there effectively, and sensitively, for people affected by dementia, from all parts of the community.
- You can be your best self with us. Our employees and volunteers can enjoy their time with us and look to develop and progress as they want.

# What you can expect from us...

We will:

- Assign you a dedicated role manager who will be there with you throughout the time you volunteer with us. They'll check in with you regularly to find out how your volunteering is going and will be your first port of call if there's anything you want to know more about, have any questions or issues, or wish to discuss any aspect of your volunteering, including feedback, ideas or suggestions. They will work with you to ensure you feel well supported and happy with your volunteering. Please note that if you take on more than one volunteer role with us you may well have more than one role manager. One will be your 'primary' manager however to avoid duplication and make things easier. If you feel this isn't working well at any time, let your primary role manager know.
- Agree with you what support you feel you might need and how best to provide it. This might be via a regular meeting or phone call, or via group meetings or peer support from other volunteers. What's important is that it works for you.
- Give you clear details of your role, how it relates to 'who we are' and how it (and you!) will make a difference to people living with dementia.
- We recognise that our volunteers like to communicate with us in a variety of ways and although most of our methods will be primarily email and online based, we will make every endeavour to ensure that volunteers gain the information they need in the appropriate format.
- Make sure you're volunteering in a safe and professional environment and have what you need to carry out your role effectively.
- Listen to things which are important to you—what motivated you to volunteer, what you'd like to achieve, and ensure that you feel part of a fantastic team where everyone receives respect and is treated with dignity.



We will:

- Support you effectively, so that you feel able to raise any issues that come up. We will find ways to resolve these quickly and fairly.

We recognise there may be occasions when you do not feel comfortable raising something with your role manager. In this case, please contact [volunteeringsupport@alzheimers.org.uk](mailto:volunteeringsupport@alzheimers.org.uk) for advice.

- Make sure you feel in touch with what's happening by sharing any information that's relevant, letting you know what events and activities are planned, and by providing opportunities for you to stay connected with other volunteers and the wider Society.
- Provide an induction to your role which will introduce you to Alzheimer's Society's wider work so that you get a flavour of everything we do, and all of the areas you can become involved with.
- Let you know about the huge range of learning and development opportunities available to you.
- We want to offer you fair, honest and timely feedback. If there are any concerns about what you're doing, or how you're doing it, we can schedule in time to discuss these and come up with ways to resolve them.
- Demonstrate our values in everything we do and support you to do the same. They're at our core and we want them to be meaningful for everyone.
- Show you how your contributions are valued, recognise the huge difference your time makes to people living with dementia and celebrate your achievements.
- Provide lots of opportunities to hear your voice—via suggestions, opportunities to be included, and ways to have your say.



# What we expect from you...

We want you to have a safe, enjoyable and fulfilling experience as a volunteer.

To help us achieve this:

- Have a chat with your role manager so they can answer any immediate questions or concerns you may have. Look at the description for your role as this will help to demonstrate the impact and difference you'll be making to people affected by dementia. It will also guide you towards what's expected in your role.
- Please keep us in the loop if you can't volunteer at the day or time you have committed to. For our group services, it's vital we have enough volunteers present, so if we know you won't be able to make it, we can act on it. If you're in an individual role, we'll let the service user know so they're not left wondering.
- If you're struggling to find the time for your volunteering at any point or need to take a short break, please have a chat about it with your role manager. They will be happy to arrange for you to take a temporary break and/or maybe explore with you whether a different volunteering role might suit you better.
- Let us know what you think. Our aim is to make sure you, and all of our volunteers, have the best possible experience and it's really helpful if you give us feedback. It tells us how you feel and helps shape things for the future.
- Please take follow all our health and safety advice and guidance relevant to you and your role. It's so important that you and those who may be affected by what you're doing are kept safe.
- Please keep in mind the volunteer role you have signed up for. Doing something different can sometimes cause issues or confusion. If you are interested in doing more roles or you think there is a gap in a role, check in with your role manager.
- Let us know if you have concerns about any aspect of your volunteering or you feel you need additional support to carry out your role. We're here to help and your role manager will always be happy to listen.



- We ask you to complete learning that's needed for you to be able to carry out your role to a high standard and that keeps you, and our service users, safe and well.
- If you decide you no longer want or are able to volunteer with us, please let us know with as much notice as possible, ideally by speaking with your role manager so they can understand and learn from your experience as a volunteer. If this isn't possible, you can always let them know by email or text.
- We embrace and value everyone for who they are so please always treat others fairly, with respect and dignity.
- Let us know if any of your personal details change so we can keep your data up to date, particularly your emergency contact details.
- Our values tell everyone who we are as an organisation so please join with us in celebrating and demonstrating those values at all times.
- Finally, please read and follow our policies and procedures relevant to you and your role, including those regarding health and safety, data protection and safeguarding. Speak to your role manager if you have any questions about this.

**'Offering my time to volunteer with Alzheimer's Society is so rewarding. The people we see trust us and know that we really are determined to make a difference. I feel as though I'm part of the team and every single time I do my volunteering, my role manager says 'thank you' which is just so nice to feel appreciated.'**



# Your volunteering journey

Over the next few pages, you'll find key information that will help you in your role.

Please read each section thoroughly and make sure you understand how it relates to the role you will be doing.

Any topics that relate directly to your role should be covered in more detail at your induction. If you have any questions, please contact your role manager.

# Settling in and more

All of the information contained in this Guide is designed to help you to settle easily into your role and feel well informed, prepared and ready to get started. Together with your role manager, it's there to support you not only as you begin your volunteer journey but so that, as you continue, you've got it on-hand for future reference too.

Your role manager will let you know how and where to find the policies and guidance documents that are relevant for your role. If you'd prefer paper copies of anything, just let them know.

## ■ Induction

There can be a lot to get your head around when you start something new, and volunteering is no different. But don't worry, your role manager will talk you through all of the important things you need to know to get prepared. They will help you understand how your role fits into our wider work and how what you will be doing will help change the lives of people affected by dementia.

The Induction Checklist at the back of this Guide shows what will be included in your induction.

## ■ Learning and development

To ensure that you're all prepared and ready for the role you're going to be doing, we ask that you complete any learning that's required. Your role manager will be able to tell you what you need to cover. Go to the 'Learning' section in the Guide to find out more about our e-learning platform and how to log on.

**'For me the very best thing is to have been made to feel welcome, understood and accepted. I have a number of health conditions and my role manager has always talked with me about these and still enabled me to volunteer. I feel valued and it's great to be able to use my skills and to be appreciated for doing so.'**

### ■ Your wellbeing

We appreciate all that you do for people affected by dementia and recognise that on occasion some aspects of your volunteering might be challenging or distressing. We are committed to your wellbeing and have a range of resources available if you need extra support:

- Log into your My V-Learning account where you can access a number of learning modules which you might find useful on topics such as resilience, relaxation, letting go and the 5 ways to wellbeing.
- Ask your role manager to let you have details/copies of the wellbeing resources available on our intranet.
- Speak with your role manager about the issue if you feel comfortable doing so.
- Get in touch with our Volunteer Wellbeing Support service. This is a free and entirely confidential wellbeing advice and counselling helpline. You can reach the helpline by calling **0800 2696 16** or for self-help online information visit [bupa.co.uk/eaponline](https://bupa.co.uk/eaponline)

### ■ Taking a break from volunteering

We hope your volunteering will be fulfilling and enjoyable, and to achieve this it needs to be the right role, at the right time. If other commitments and priorities mean you need to take a step back for a while, talk to your role manager— we can find someone to cover while you're away and make sure we've got a plan in place for when you want to return.

### ■ Information about you

As a volunteer, we store information about you on paper and electronically. You can rightly expect high standards in how we look after your personal information. We will keep your information secure, not sell it to third parties and only use it in connection with your agreed volunteer role and to keep in contact with you. You'll only be sent information about activities other than volunteering if you agreed to receive it.

You have a legal right to ask for access to the data we hold about you. If you'd like to do this, please have a word with your role manager.



### ■ Leaving

We are so thankful for whatever time you give to volunteering with us and appreciate the moment may come when you decide or need to stop. When this happens, it's really helpful if you can give us as much notice as you can. We appreciate this isn't always possible, but where it is, it does really help us to put plans in place and also allows us to let those you support know that you're stopping. People often tell us they feel bad when they stop volunteering or that they find it difficult to tell us. Don't ever worry. You will have made a huge difference, and who knows, in the future, maybe the opportunity will rise again.

As a valued volunteer, we want to learn from you about your volunteering experience. For example, what did you enjoy, what didn't we get quite right? We love to hear your thoughts to shape our approach for volunteers in the future so please take part in the informal exit interview your role manager will arrange.

When you leave, you will be offered the opportunity to join our Former Volunteer Mailing List and will then receive regular emails (usually every couple of months) with updates and details about volunteering vacancies we're looking to fill. You can opt out of the List at any time.

Provided you have actively volunteered with us for at least 3 months, your role manager can provide a reference should you require one. Ask the organisation you are joining to get in touch with your former role manager.

We are always looking for more volunteers, so our door is always open if you're ever looking to return. Our current volunteering vacancies (and how to apply) are listed on our website or you can always email [volunteers@alzheimers.org.uk](mailto:volunteers@alzheimers.org.uk) for more information.





# Important to remember...

To ensure the highest standard of volunteering, we ask you to keep the following in mind at all times:

## ■ Boundaries

To help make sure that we provide fair support and a professional service to everyone affected by dementia, we need all volunteers, employees and people using our services to understand and keep to appropriate boundaries. Your role manager will go through these with you as part of your induction. Sometimes you may know the people you come into contact with as you volunteer. We ask that despite this you treat everyone the same and let us know as soon as possible if you feel uncomfortable or a conflict of interest arises.

## ■ Confidentiality

Through your volunteering, you may become aware of information about other people that you otherwise would not have known. Some of this may be sensitive information or simply information that the person doesn't want to go any further. Please, always, keep this information confidential—both when you are with us as a volunteer and when you leave too.

Never share it with anyone else unless you are legally required to do so because of a safeguarding concern. If you inadvertently let sensitive information slip, let your role manager know as soon as possible.

## ■ Safeguarding

An important aspect to your volunteering (whatever your role), concerns safeguarding. Safeguarding means protecting people's health, wellbeing and human rights; and supporting them to live free from harm, abuse and neglect. If you are ever concerned or worried about someone, even if you're not certain it is a safeguarding matter, please contact our Safeguarding team immediately on **020 8049 9290** and they will be happy to help.

If you help to deliver our services or work with people affected by dementia directly, make sure you have read and are familiar with our policy for safeguarding adults and children. Please complete any safeguarding learning. Your role manager will be able to tell you what's required.

### ■ Data protection

Alzheimer's Society is committed to meeting and exceeding its legal obligations concerning data protection, because the safety and security of personal information is for everyone's benefit. If we fail to do this, we could lose our supporter's trust which in turn would have a negative impact on our reputation, fundraising and, ultimately, our ability to support people affected by dementia.

Please make sure you understand and comply with our data protection policy and keep all personal information confidential, safe and secure, whether stored on computer or paper.

As part of your induction, your role manager will discuss any parts of your role that involve you processing personal information and will guide you about what policies you need to read and any learning you need to complete.

### ■ Driving

If you need to use your own vehicle to carry out your volunteering role, your role manager will talk you through our policy and what you need to do.

### ■ Health and Safety

We take our responsibility for the health, safety and welfare of everyone we come into contact with very seriously. High standards are vital. As a volunteer, you have a responsibility to understand and accept your role in promoting and maintaining these standards too.

Please carry out your work in line with our policies and procedures and inform your role manager if you have any personal health and safety requirements and to report any accidents or near misses.

### ■ IT access

Depending on your role, you may require access to our IT systems. There are two types of IT account that can be set up for volunteers—full or light—which provides different levels of access. Your role manager will know what IT account, if any, is required for your role and will arrange it for you.

### ■ Expenses

In line with our expenses policy, you are welcome to claim back agreed 'out of pocket' expenses that relate to your volunteering, such as travel or 'phone costs. Speak with your role manager for further information.





# Learning

Much of the learning we will ask you to complete is in the form of e-learning, where we have created dedicated learning pathways for our different volunteering roles. The benefit of e-learning is that it's flexible, allowing you to complete it at a time and pace that suits you.

'My V-Learning' is the Society's e-learning platform. You can access this from your own computer or laptop. Go to the Volunteer Portal ([volunteers.alzheimers.org.uk](https://volunteers.alzheimers.org.uk)) where you will find the MyV-Learning Guide. This will tell you how to log-on, and can also be used at any time should you encounter any problems with the e-learning platform. If you can't solve your issue using the MyV-Learning Guide, please don't hesitate to contact our learning team at [elarning@alzheimers.org.uk](mailto:elarning@alzheimers.org.uk). If you'd prefer the Learning Guide in a different form, please ask your role manager.

We have a variety of learning for volunteers, split into 3 categories:

## ■ Core learning

This is learning that all new volunteers need to complete as part of the process of joining us. You'll receive details about this as you go through your onboarding.

## ■ Role specific learning

This learning focuses on the skills and information that you'll require for the volunteering role you'll be doing. You'll need to complete it after you have completed your Core Learning and within three months of starting with us. We'll send you an email giving you the information you'll need to activate your My V-Learning account which is where you'll find the role specific modules that you need to do. Please speak with your role manager if you're not sure what needs completing or you'd like additional support.

## ■ Development learning

This learning is entirely optional and is for your own personal development. There is no requirement for you to do this learning, it's just there if you want to take a look!

Please talk to your role manager or our Volunteer Support team if you are unsure about which learning you need to complete.

In addition to e-learning, we also run some training virtually and on occasion face to face. If you need or would like to attend a session like this, we'll be in touch with all the relevant details.

Depending on your volunteering role we may require you to complete regular refresher learning on topics such as Data Protection and Safeguarding. Your role manager will let you know what's needed and by when it must be completed.

# Staying connected

There are many ways in which we aim to keep you informed and connected with the Society.

## ■ **Alzheimer's Society website**

This is the go-to place for all you need to know about dementia and the work that we do. Our website address is: [alzheimer.org.uk](https://alzheimer.org.uk)

## ■ **Volunteer Bulletin**

This newsletter provides volunteers with news about what's happening across the Society and is emailed to you every other month. It's often the place where we share successes and celebrate achievements, so please let us have any suggestions for inclusion! If you don't have access to email or prefer to use another method of communication, speak with your role manager and they will find an alternative way of sharing the newsletter with you.

## ■ **Emails**

Details of important invites and events will be sent to you by email as and when they're happening so keep an eye on your inbox to make sure you don't miss out. Speak with your role manager if you'd prefer they keep you informed instead.

## ■ **Volunteer Voice events**

On a regular basis throughout the year, we run virtual Volunteer Voice events. These provide an easy way for volunteers to share their experiences and opinions and to connect with one another. They are also an ideal means by which we can share news and important updates from the Society. Each Volunteer Voice event has a different theme, and details of how to join are included in the Volunteer Bulletin. Please come along if you can.

## ■ **Hearing from our Senior Leadership team**

Throughout the year there are some great ways to hear from, and to interact with, members of the Society's Senior Leadership team. The majority are held virtually but face to face events can also take place. Details about what's coming up will be included in the Volunteer Bulletin.



### ■ Society Briefings

Delivered via Zoom on a regular basis by our CEO, Kate Lee, or other members of the Senior Leadership team, these briefings keep employees and volunteers alike up to date with the latest news from across the Society. For details of the Zoom log-in, ask your role manager.

### ■ Role Manager

At a local level, your role manager will stay in touch with you and keep you up to date about anything you need to know. And of course, if there's something in particular you would like to know— just ask!

### ■ Team meetings

The area/team in which you volunteer may hold meetings you would benefit from attending and will invite you along as the need arises.

### ■ Social media

You can follow us via our social media platforms (Facebook, Twitter, Instagram and YouTube) and will find links to all four on our website.



**'I wanted to do something, and to give something back, but confidence wasn't good for me at the time. I decided fundraising might be achievable, but what I didn't know was just how many different things I could get involved with. I connected with volunteers in my local area who were organising a Charity Ball and putting the finishing touches to a Fashion Show! It was such a thrill to work as part of a team doing something worthwhile and making a huge difference. The boost to my confidence was very welcome too!'**





# We value everything you do, so thank you

Every moment you spend volunteering for us, in whatever your role, will take us a step closer to creating a world without dementia—and we want you to know just how much we value that.

Of course, feeling valued means different things to different people, so we use a variety of ways to show our appreciation and acknowledgment for what you do. Here are just a few of them:

## ■ Alzheimer's Society People Awards

Every year we ask people across the Society to nominate employees and volunteers whose contribution towards changing the lives of people affected by dementia has been exceptional. We have a number of different award categories and each links directly to our four values.

All nominees for a People Award are advised who nominated them and the reasons why. Those who are shortlisted as finalists are invited to an awards ceremony but whether a winner or not, being nominated demonstrates just what an amazing difference someone has made. And don't forget, you can make a nomination too!

## ■ External volunteering awards

A wide range of local and national organisations, including many local councils and volunteer centres offer awards for volunteering. We actively encourage employees, and role managers in particular, to nominate their volunteers.

## ■ Sharing your story

Being able to tell people about what you do and the impact you have as a volunteer can be incredibly powerful and rewarding. If you would like to share your story email [volunteers@alzheimers.org.uk](mailto:volunteers@alzheimers.org.uk) or speak to your role manager.

## ■ Everyday thanks

Public recognition isn't everyone's cup of tea. We welcome and seize every opportunity to offer our sincere thanks, so you know just how much we value the time and energy you contribute.

### ■ Volunteer Engagement Survey

Our annual Volunteer Engagement Survey is just one way in which you can let us know about your experiences as a volunteer. We place huge value on what the results tell us and use your feedback wherever possible to improve what we do. Many of the ways in which we currently support, engage and communicate with you have been directly influenced by what volunteers have told us.

### ■ Volunteer Advisory Panel (VAP)

Volunteers are at the heart of everything we do at Alzheimer's Society and what they do throughout the organisation gives them unique opinions, expertise and insights. We want to make sure that we're listening to our volunteers as effectively as possible and involving them in discussions about improving the volunteering journey.

The VAP is a strategic group of volunteers who are able to aid our thinking around volunteer engagement and the volunteering experience. They meet once a quarter to discuss topics from across the Society which aim to improve volunteers' experiences. VAP members don't bring local issues to the meetings, instead the agenda is set around key themes from across the Society. Panel members generally stand for 2 years. Ask your role manager if you'd like to find out more about the VAP.

**'Unlike lots of other volunteers with the Society I don't have any personal connection with dementia. Back at the end of 2017 however, I was in a very vulnerable place. I had been homeless and was trying to get back on my feet but finding all sorts of challenges in doing so. I was looking for office-based administration work so I could rebuild my life and it was one of my Support Workers who spotted the ad for a volunteer for Alzheimer's Society's Aylesbury office. From my first very contact with the charity, I was made to feel more welcome than I can recall ever feeling before.'**



# Memory Walk

Volunteering in  
memory of my  
mum Eileen,  
lost 2018.

And for my Dad,  
Frank, fighting  
Vascular Dementia.  
I love you. Bridget  
xx



# What else can I do?

Volunteering is a fantastic way to make a difference to people affected by dementia but there are lots of other ways in which you, or your friends and family, might also like to support us.

Here are just a few ideas:

## ■ Help us to fundraise

We are always in need of funds to be able to provide services to those who need us and there are loads of different ways you can help us raise that money. From taking part in one of our events, like Cupcake Day, or a Memory Walk, to organising your own fundraising activities at work or home or playing our weekly lottery. We also have a wide range of runs, treks, walks and cycle rides on offer if that's more up your street. You'll find everything you need about how to fundraise, and how we will support you, on our website.

Visit: [alzheimers.org.uk/fundraising](https://alzheimers.org.uk/fundraising)

Email: [communityevents@alzheimers.org.uk](mailto:communityevents@alzheimers.org.uk)

or Call: **0330 333 0804**

## ■ Micro-volunteer with us

In addition to your regular volunteering, you could help us with all sorts of one-off events and opportunities too. For example, you could help us at an information stall, ask your local library to publicise an event, or pop a volunteer recruitment poster up on your community notice board at a local supermarket. Let us know if you have specialist knowledge or particular experience too and if something crops up that might suit, we'll get in touch.

## ■ Take on another role

We are often looking for more volunteers and invariably have a wealth of exciting opportunities on offer, so keep an eye on our website or speak to your role manager about other volunteering roles, particularly at local services. Feel free to do the same if your usual role becomes temporarily unavailable or ends.

## ■ Use our online shop

Help us raise money by buying branded products, gifts, daily living aids, cards, books and much more from our online shop.

Visit: [alzheimers.org.uk/shop](https://alzheimers.org.uk/shop)

### ■ **Become a Dementia Friend**

Alzheimer's Society Dementia Friends programme is the biggest ever initiative to change people's perceptions of dementia. It aims to transform the way the nation thinks, acts and talks about the condition and is open to absolutely everyone. Whether you attend a face-to-face or virtual information session or watch the online video, Dementia Friends is about learning more about dementia and the small ways you can help. Every action counts—however large or small—from telling friends and colleagues about Dementia Friends, to visiting someone you know living with the condition. Visit [dementiafriends.org.uk](https://dementiafriends.org.uk) or email [dementiafriends@alzheimers.org.uk](mailto:dementiafriends@alzheimers.org.uk) for more information.

### ■ **Add your voice to ours as we campaign for change**

The more voices we have demanding positive change for people affected by dementia, the more likely we are to get that change to happen. Join our campaigns and help us to fix the broken dementia care system. You can do this by signing up to receive the Society's campaign emails. You will get regular updates about our campaigning work and be asked to take small actions, such as signing petitions or writing (using our suggested template) to your local MP. Visit [alzheimers.org.uk/campaign](https://alzheimers.org.uk/campaign) or email [change@alzheimers.org.uk](mailto:change@alzheimers.org.uk)

### ■ **Get involved in Dementia Voice**

If you have first-hand experience of dementia, help to shape our work through Dementia Voice. Formerly known as user involvement, Dementia Voice offers opportunities to people affected by dementia to use their personal experiences to ensure everything we do reflects the needs of people affected by dementia. Take a look at our website to find out more about the way to get involved.

### ■ **Spread the word**

Whenever the opportunity arises, help us to tell more people about who we are and what we do. Simply pointing someone in the direction of our website so they can find out more might make a life changing difference. Follow us on social media too and share our posts.

For more ideas and information about how you can support our work, take a look at our website: [alzheimers.org.uk](https://alzheimers.org.uk)



### ■ Support us during Dementia Action Week

Led by the Society, Dementia Action Week is a national event that sees the public coming together every May to take action to improve the lives of people affected by dementia. Speak with your role manager to find out what's happening in your local area and how you can get involved.

### ■ Support Services

In addition to local services and support for people living with dementia, the Society also offers two national services. As a volunteer, you may well get asked how the Society can help those living with dementia so it can be useful to signpost people to:

#### **Dementia Connect Support Line**

Open for anyone who needs to get answers to questions, would like some advice or just needs someone to talk to, our Dementia Connect Support Line is available on: **0333 150 3456**

#### **Dementia Talking Point**

Dementia Talking Point is a helpful online community where anyone who is affected by dementia can receive valuable support. It's free, open day or night and can be accessed online. All the necessary details about this online forum can be found on our website: [alzheimerers.org.uk](https://alzheimerers.org.uk)

**'Moving to a new area and knowing very few people was tough and I've always been very conscious of my speech impediment as well. I volunteered with Alzheimer's Society and straight away felt accepted. People know the things I find difficult, but there's a very individual approach and I can do the things I'm comfortable with. I'm coming up to my 6th year, and now get involved in so many more things than I did originally—all on my terms!'**





# Dementia knowledge

One of our values is Trusted Experts, and many volunteers who have gone before you have told us how important it is for them to have access to information. There are several ways to find out more about dementia and it's great to have a basic knowledge for your role, but also so you can help to dispel some of the myths and misconceptions that exist within society.

## ■ Alzheimer's Society website

Whether you want to learn more just for your own general interest or to be able to signpost other people such as friends and family, our website is a great place to start. It has lots of practical information about the condition, including symptoms, diagnosis, living with dementia and caring for a person with dementia. It's also the place to go if you're interested in learning about dementia for your volunteering role. Your role manager will be able to help you to understand the level of knowledge that you need, so do speak with them about it.

## ■ Dementia Knowledge Centre

This is an information library service for people who want to find out more about dementia. To find out more visit:

[alzheimers.org.uk/dementiaknowledgecentre](http://alzheimers.org.uk/dementiaknowledgecentre)

## ■ E-learning

Our e-learning system has several learning modules you can take to learn more about dementia so feel free to take a look at what's on offer.

**'My gender reassignment journey brought so many challenges, but I knew how important it was for me to keep in touch with my local community. When I expressed an interest in volunteering at Alzheimer's Society, I was nervous about getting the same reactions as I had elsewhere. I needn't have been! I have received so much support whenever I've needed it, and together with the other volunteers, we just work together to make our local group so full of vibrancy and energy. Making a difference to the lives of people affected by dementia, while being me, is just fantastic.'**

# Useful contacts

You may find it useful to keep important contact details related to your volunteering together.

## Primary Role Manager Details

Your role manager: \_\_\_\_\_  
Phone number: \_\_\_\_\_  
Email: \_\_\_\_\_

Please note that if you have more than one volunteer role, you may have more than one role manager.

## Other Role Manager(s) Details

Your role manager: \_\_\_\_\_  
Phone number: \_\_\_\_\_  
Email: \_\_\_\_\_

Your role manager: \_\_\_\_\_  
Phone number: \_\_\_\_\_  
Email: \_\_\_\_\_

## Who else can support you with your volunteering?

### Volunteering Support team

The Volunteering Support team is a one-stop shop for information about volunteering. Please get in touch if you have questions about volunteering that your role manager can't answer, if you want to find out about other volunteering opportunities, or if you have any feedback about your volunteering experience.

Email [volunteeringssupport@alzheimers.org.uk](mailto:volunteeringssupport@alzheimers.org.uk)



# Induction checklist

This checklist includes all the things you should be made aware of as part of your induction.

Have a look through the questions with your role manager to make sure everything has been covered, especially anything that needs to happen before you start volunteering.

- ☐ Do you know what to do in the event of an emergency while you are volunteering? This is particularly important if you volunteer in a standalone role.
- ☐ Have you let us have your emergency contact details?
- ☐ Do you have a copy of your role description?
- ☐ Have you discussed your role description with your role manager so what your role is all about is clear?
- ☐ Do you understand the expectations of your role?
- ☐ Are you happy with those expectations or have you remaining questions or concerns?
- ☐ Have you discussed and understood the boundaries of your role?
- ☐ Are you aware of how your role fits in with the wider work of Alzheimer's Society?
- ☐ Has your role manager discussed the Society's current strategy with you and the contribution you will make towards achieving it?
- ☐ Have you read and understood relevant policies and procedures, including those on health and safety, data protection and safeguarding? Are you clear on how they relate to your role?
- ☐ Do you know what learning you need to do?

- ☐ Have you agreed when you will do it?
- ☐ Do you know how to access your MyV-Learning platform?
- ☐ Have you discussed and agreed what level of support you would like from your role manager and flagged any particular areas where you may need extra support?
- ☐ Do you know when and how best to contact your role manager?
- ☐ Do you know when your role manager is likely to be in touch and do they know what works best for you?
- ☐ Has your role manager mentioned the Volunteer Resolving Concerns Guidance document to you? It covers 2 processes, 1. when a volunteer wishes to raise a concern with the Society (both informally and formally) and, 2. when the Society wishes to raise a concern with a volunteer (both informally and formally).
- ☐ Have you discussed with your role manager how much time you are able to commit and what to do if you can't volunteer—on a one-off occasion, for a longer period, or at all?
- ☐ Do you have access to the systems/information/equipment you need to do your role (for example, an email account, ID card, access to a database)?
- ☐ Do you feel comfortable using these?

## **Alzheimer's Society is the UK's leading dementia charity.**

We provide information and support, improve care, fund research, and create lasting change for people affected by dementia.

### **Keeping safe whilst volunteering**

It is important to keep yourself and others safe whilst volunteering.

If you find somebody in immediate danger, always call 999.

If you think somebody is at risk or is being abused, contact your local authority safeguarding team. When supporting others, please ensure you follow the latest government advice on coronavirus and social distancing. If someone you're supporting needs help with other tasks or additional support, make sure to refer them to the NHS GoodSAM patient referral scheme: **goodsamapp.org/NHSreferral**

Become a Dementia Friend

**dementiafriends.org.uk/join**

Dementia Connect support line

**0333 150 3456**

Staying active at home ideas

**alzheimers.org.uk/covid-activities**

Dementia Connect Talking Point

**alzheimers.org.uk/talkingpoint**

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Alzheimer's Society operates in England, Wales, Isle of Man and Northern Ireland. Registered charity in England and Wales (296645) and Isle of Man (1128).

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