You can use these email templates for the different communications you will have with the volunteers you support. You can adapt them to their suit your communication style and also if you are sending a letter instead of an email.

It includes:

* Introduction to volunteers
* Training and networking for volunteers
* One Month Catch ups meetings/ calls
* Three, Six and thereafter catch ups meetings/ calls
* Follow up after catch up (including copy of catch up notes)
* Email to Training Volunteer to check they have availability to deliver training.
* Invitation/ Reminder to attend events
1. **Introduction to volunteers**

Dear NAME,

How are you?

Welcome to Independent Age. I would like to introduce myself as your Independent Age contact. I am a volunteer too, and my role is to support other volunteers like yourself in <insert area> who directly support older people. My name is <Insert name> and you can contact me via email on <Enter email>. If I am not around, you can also call <insert WPO name, email and number>.

We are here to support you and make sure you enjoy your volunteering with us. We have a support programme, and we will meet up/ call in one month’s time to check how everything is going.

In the meantime, please remember you can contact me anytime you want to.

Looking forward meeting you,

NAME AND EMAIL

Coordinating volunteer

1. **Training and networking for volunteers**

Dear NAME AND EMAIL ,

How are you?

Independent Age is running a training session/ workshop on <insert theme> in <insert town/ city> and I would like to invite you to come along. The session will take place:

* Date
* Time
* Venue

You will be able to meet with other local volunteers and explore the <training topic> further and the practical applications for your role.

Please let me know whether you can make it or not, so we can plan for the day.

Remember that travel expenses will be paid for (with a valid receipt), and there will be <refreshments> provided, so let me know if you have any dietary requirements.

Looking forward to hearing back from you,

NAME AND EMAIL Coordinating volunteer

1. **One Month Catch ups meetings/ calls**

Dear NAME,

How are you?

I can’t believe it’s been a month since you started visiting <insert service user name>. I would like to <meet/ call> you so we can talk about how things are going.

I will be around on <insert date, time and location> if it is convenient for you, otherwise please tell me when you are free so we can meet up or I’ll give you a call at a convenient time.

Looking forward to hearing back from you,

NAME AND EMAIL

Coordinating volunteer

1. **Three, Six and thereafter catch ups meetings/ calls**

Dear NAME,

How are you? And how is the volunteering going?

As I advised you after our first meeting, Independent Age has regular catch up meetings with volunteers. They are an opportunity to guide you and understand any issues related to yourself and to your role and give an opportunity to discuss any potential concerns.

I will be around on <insert date, time and location> if it is convenient for you, otherwise please tell me when you are free so we can meet up or I’ll give you a call at a convenient time.

Looking forward to hearing back from you,

NAME AND EMAIL Coordinating volunteer

1. **Follow up after catch up (including copy of catch up notes)**

Dear NAME,

It was great to <talk to you/ see you> the other day on <insert date>.

As promised, please see attached some notes from the meeting we had. They will also be uploaded on your records so we have a reference for our next catch up.

Some of the things we agreed on are:

<list the actions points here>

Our next catch up will be in <insert month> but please remember you can contact me at any time you need, and if I am not around, you can also call <insert WPO name, number and email>.

Kind regards,

NAME AND EMAIL Coordinating volunteer

1. **Email to Training Volunteer to check they have availability to deliver training.**

Dear NAME AND EMAIL ,

How are you?

I am the Coordinating Volunteer in <insert area>. I have been given your details by <insert WPO name> as I would like to check if you have availability to deliver some training to some volunteer visitors in <insert location>.

<if know, insert volunteers’ availability> I will appreciate if you could get back to me with some days/ times that are convenient for you so I can liaise with my volunteers.

Kind regards,

NAME AND EMAIL Coordinating volunteer

1. **Invitation/ Reminder to attend events**

Dear NAME AND EMAIL ,

How are you?

As you might be aware there will be a volunteer meeting on <Insert Day and time> at <Insert venue>.

These meetings are a great opportunity to meet up with other volunteers and Independent Age staff to talk about your role and volunteer experience. There will also be a chance to learn about <insert theme>.

Remember that travel expenses will be paid for with a valid receipt and there will be <lunch/ refreshments> provided, so let me know if you have any dietary requirements.

I hope to see you there so we can catch up.

Kind regards,

NAME AND EMAIL Coordinating volunteer