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**About Independent Age Friendship Services**

**Our Telephone Volunteers and Volunteer Visitors will provide you with regular, friendly social chats.**

**Our volunteers are trained by Independent Age and have had all the training and checks you would expect.**

**To help you get the best from our Friendship Services, please take a look at our boundaries information below. They outline what you can expect from our volunteers, and also what they are unable to do for you.**

**What your volunteer can do for you:**

* Call (Telephone Volunteers) or visit (Volunteer Visitors) at a mutually agreed time each week or fortnight for a friendly chat
* Offer a listening ear and encourage you to talk about your life and interests
* Treat you with dignity and respect at all times
* Let you know in advance if they are unable to call or visit
* Encourage you to call our free of charge Helpline on 0800 319 6789 if you need information or advice

**What your volunteer is unable to do:**

**Telephone Volunteers**

* Give out their phone number. If you would like to get in touch with your volunteer please call Telephone Services on 020 7605 4265
* Offer advice – instead they can refer you to our Helpline
* Offer counselling or therapy
* Act as an advocate or Power of Attorney
* Come to visit you
* Accept any money or gifts
* Promise to keep a secret – if your volunteer feels you may be at risk of harm, or may harm others, they would need to share their concerns with their Independent Age contact, even if you do not give your permission

**Volunteer Visitors**

* Give out their phone number or address. If you would like to get in touch with your volunteer please call your Independent Age Wellbeing Project Officer (the details will be on your welcome letter)
* Hold, retain and use any keys of your home
* Offer advice – instead they can refer you to our Helpline
* Assist with filling out forms, eg for benefits claims
* Offer counselling or therapy
* Carry out any health care or personal care
* Carry out any household chores or repairs
* Act as an advocate or Power of Attorney or executor for a will
* Give you a lift anywhere or take you out on trips
* Accept any money or gifts
* Provide a respite break for a carer
* Promise to keep a secret – if your volunteer feels you may be at risk of harm, or may harm others, they would need to share their concerns with their Independent Age contact, even if you do not give your permission

**Please be aware Independent Age will never ask a volunteer to take financial information or monies from you on our behalf. If your volunteer does ask you for these details please contact our Helpline immediately.**

**Independent Age retains the right to monitor calls where systems allow.**

We hope you enjoy chatting with your volunteer, and we’ll get in touch from time to time to make sure you are happy with your Friendship Services.

If you have any comments, questions or concerns please call your Independent Age contact, or phone our free of charge Helpline on 0800 319 6789.