

For office use only Source:	I/v Date	Ref 1 Ref 2	CRB Disclosure Date	I D Issued	Start Date
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CONFIDENTIAL

**Age Concern Epsom & Ewell
VOLUNTEER REGISTRATION FORM**

Mr/ Mrs/ Miss/ Ms..... Surname.....

Forenames.....

Address.....

..... Postcode.....

E-mail..... Fax.....

Telephone Nos: Home..... Work.....

Mobile..... Date of Birth

Time available for volunteering?	Usual means of transport?
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Present/previous occupations skills, work experience and previous volunteering	Hobbies/interests
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References- Please give details of two people who have known you for at least 2 years, eg; a previous employer/voluntary organisation **These referees must not be family members.**

Reference 1	Reference 2
Relationship to you	Relationship to you

Volunteer Registration continued...

Have you any health problems/disabilities ? YES NO

If yes please give details

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As a volunteer with Age Concern Epsom & Ewell you will be involved with older people who may be frail and vulnerable and it is our policy to carry out appropriate police checks .If you will be in a one-to-one volunteering role with a client a CRB disclosure will be required.

Criminal Record

An organisation working with vulnerable people is exempted under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended). Volunteers with Age Concern are required to declare any previous criminal conviction; even those that would normally be considered spent under the Act.

Have you any previous convictions? YES NO

If yes, please detail 'spent' convictions:

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Please note, disclosure of an offence will not necessarily exclude you from volunteering and will be held in confidence by Age Concern Epsom & Ewell.

<u>Emergency Contact</u> Name: Address: Telephone Home: Mobile:	Relationship to you: Work:
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I agree to the relevant personal details being held on file and the computerised database. Also I confirm that I will notify Age Concern Epsom & Ewell of any changes. I understand that under the Data Protection Act, with prior notification, I have the right to access this information.

I agree to abide by Age Concern Epsom & Ewell's Mission Statement, Confidentiality Policy, and Diversity & Equal Opportunities Policy.

Signed.....

Date.....



EPSOM AND EWELL

MISSION STATEMENT

Our aim is to promote and assist in the general well-being of all older people in the Borough of Epsom and Ewell.

CONFIDENTIALITY POLICY AND PRACTICE

1. Because Age Concern Epsom and Ewell's daily business is concerned with older people within the Borough of Epsom and Ewell, it is essential that information given to Trustees, staff and volunteers is treated in the strictest confidence.
2. Personal information provided by clients should not be divulged to anyone outside the organisation without the permission of the person concerned.
3. Information may be disclosed without permission only if disclosure is required as part of a police investigation or where there is a strong likelihood harm will come to that person.
4. Where specific enquiries are being made on behalf of a client, the client should not be named unless permission has been given to do so.
5. All records on clients held in the office should be kept secure and the office should be locked when unoccupied.
6. When in doubt the concern should be raised with the Chief Officer.

DIVERSITY & EQUALITY POLICY

We recognise that discrimination exists throughout society, and seek where ever possible, within the scope of our resources, to implement policies to ensure that no person is discriminated against on the basis of their age, colour, race, culture, sex, disability, sexual orientation, ethnicity or other unfair grounds.

In our work we will seek to reflect the different backgrounds of the whole community, by providing as much choice as possible within our resources and seeking to attract users and volunteers with a mix of backgrounds. We will try and find opportunities that will extend our knowledge and understanding of other cultures and lifestyles, and avoid stereotyping where possible.

We recognise that this statement is not definitive, and we will review it on an annual basis, with particular reference to the way we work, how we monitor equal opportunities practice, the recruitment and treatment of volunteers and access to services by our users.

<p>I confirm that I have read, understood and agree with Age Concern Epsom & Ewell's policies on Confidentiality and Diversity & Equality.</p>	
Signed:	Date:
Name (please print):	



EPSOM & EWELL

CONFIDENTIALITY GUIDANCE NOTES

While you are a volunteer at Age Concern Epsom & Ewell, you will probably hear and learn much about the personal lives of older people who use our services and perhaps other volunteers too. It is important that you respect and keep certain information confidential, both inside and outside your area of work, even if you are not specifically asked to do so.

WHAT INFORMATION IS CONFIDENTIAL?

Any Information that could be sensitive regarding:

- People e.g. services users/client, volunteers, staff re family issues, their addresses etc
- Money e.g. people who make donations, details of the welfare benefits claimed by clients, staff or volunteers
- Internal affairs e.g. the organisation's finances and future plans

HOW TO RESPOND TO INFORMATION

1. If you look after written information, keep it secure and make sure you know who else is allowed access to it. Once you no longer need any paperwork please rip it up/shred into small pieces so it can't be read by anyone else.
2. Keep information to yourself, unless there is good reason to share it with others. Information that could be usefully shared is information that will help us to provide better care and support to our clients. However, please get permission from the person who tells you the information before you share it.
3. Do not repeat things to people, even the person's doctor or carer, unless you definitely know that they already know, or if you have the person's permission.
4. It is more difficult to know what to do if someone tells you something in confidence and you think that his or her well being may be at risk. If you can't get the agreement of the person concerned to passing on the information, talk to your supervisor who will help you decide on the best course of action.
5. In some circumstances, the information you are told, (or hear of) relates to a crime or indicates that a client may be at serious risk of financial, mental or physical abuse. In this situation, if you can't get the person's permission to tell somebody then please tell only your supervisor who will decide the best course of action.



EPSOM AND EWELL

Monitoring Form

We would appreciate your help by completing our monitoring form. This information is kept anonymous and is for assisting us to monitor our Diversity and Equal Opportunities Policy.

Age	16-25	26-40	41-60	61 or over

Male	Female

Do you consider yourself to have a disability? Yes / No

I would describe my ethnic origin as:

White		Asian		Asian British	
Mixed		Black		Black British	
Chinese		Other Ethnic Group			

Many thanks for completing our confidential Monitoring Form.