

The Good Neighbour Scheme (GNS) works through a dedicated mobile phone, the number being widely advertised throughout Woodhouse and Woodhouse Eaves. Any resident can ring for help with any specific job. The call is picked up by the Telephone Coordinator who records the details of the job and then telephones round the network of volunteers to find who is able and available for the job.

The jobs most frequently requested are for lifts to hospital or doctor's appointments, or for befriending.

What to do when you are called by the Telephone Coordinator

Please do not feel obliged to accept the job, if you have another commitment or do not feel up to doing that particular job, for any reason. **You can always say no.**

If you are happy to do the job, the Telephone Coordinator will tell you all the details you need to know over the telephone. You will need to record this information and to take it with you when you carry out the job. A Job Sheet has been designed for this purpose, and a number of Job Sheets are included in this handbook. Please ring the **GNS mobile 07561 890 100** if you would like further copies, or you can print your own off the GNS website

Please make sure you know all the details about the job being requested of you before you accept.

If for any reason you cannot carry out a job which you have said you will do, telephone the **GNS mobile 07561 890 100** as soon as possible so that another volunteer can be found.

Please make sure you **follow the lone worker guidelines (see Section 5)** and the procedures for the "buddy" system for **every** job you undertake.

Always show your identity badge to every client and explain clearly who you are and why you have come.

We recommend that you do not give your personal phone number or address to the client unless you wish to personally befriend them. If you are giving someone a lift and are confirming the details one or two days before, then you can withhold your personal number by entering 141 before the telephone number of the person you are calling.

Remember you are not covered under the GNS insurance if you spend any time alone in a room with or looking after or helping anyone under the age of 18 years.

Remind the client to make any requests for future help by ringing the GNS mobile.

When you have finished the job, please call your "buddy" to let them know you are safely home.