

### Introduction

Your safety and well-being are of paramount importance to the Woodhouse and Woodhouse Eaves Good Neighbour Scheme steering group. By their very nature volunteers are sometimes guilty of taking on too much, in their desire to help others.

When asked if you can carry out a job, you can always say "no". Often this will be because of other commitments but it is equally important to say "no" if you have any doubts about your own capacity to carry out the job safely, whether through not having the right skills, tools or sufficient strength!

For your own safety, please always follow the lone worker and personal safety guidance and use the buddy system (see **Section 5 Lone worker and personal safety guidelines**).

### Helping someone to stand, or to get in and out of a car

Only help someone if that person specifically requests assistance **and** you are absolutely confident in your ability to help the person **safely**.

You must say "no" if you are not sure about **how** to help or about your own capacity to help.

### Housework, gardening and DIY

Please make sure you are familiar with and know how to operate any equipment or machinery correctly before using it. Do not use any equipment that appears to be dangerous and report it to the Telephone Co-ordinator.

It may be a good idea to take your own tools that you might need for a job, as they will be familiar and may be better for you than those provided by the client.

- Make sure you take and wear appropriate clothing such as safety goggles, boots and gloves.
- Be very careful when lifting. Only lift items that you can easily manage. Use a wheelbarrow or trolley if available. If in doubt, do not attempt to lift and seek assistance.
- Be very careful when using ladders or steps. Make sure they are set up correctly so they will not slip.
- Be very careful when handling solvents, bleaches, cleaning fluids and garden products. Wear protective gloves and wash your hands afterwards.
- If you have an accident in the course of volunteering, you must inform the Telephone Coordinator by phone initially using the GNS mobile 07561 890 100 and in writing as soon as possible.