

POLICY FOR VOLUNTEERS UNDERTAKING TLC AND PASTORAL CARE IN THE COMMUNITY AND CHURCH - KEEPING PEOPLE SAFE

Responsible Person Rev. Paul Mundy

This policy is for guidance for those volunteers working in the community and church undertaking Pastoral Care.

It is hoped that this document will help to set down the boundaries for those undertaking these duties without causing offence to others and for those who are receiving the visits etc so that there can be no misunderstanding as to what is expected by those that are carrying out the visits:-

1. All Volunteers will need a DBS checked.
2. The Volunteer to take safeguarding training - basic, covid restrictions, attend meetings for training etc when required.
3. All Volunteers carrying out Pastoral Care Duties should have ID with a photo for identification. This should only be used when carrying out Pastoral Care.
4. Pastoral visiting is not the same as popping to someone for a cup of tea with someone. Training will be provided to the volunteers where necessary.
5. The prime object of the Pastoral Care Team is to visit people in their homes and this will alleviate loneliness thus improving the house bound persons wellbeing.
6. Pastoral Care Volunteers do not do physical care, housework or shopping. The persons family or carers should be made aware of this so that the volunteers are not obliged to carry out other duties other than visiting. Volunteers should not be taking anyone they are visiting in their cars.
7. Volunteers are required to observe confidentiality.
8. The Volunteer whilst visiting can observe and report concerns and any changing needs of a situation to the co-ordinator so that they can inform the family, social services, holder of Power of Attorney or other relevant authorities.
9. Consider carefully the use of touch and do not presume that it is necessary. Only use touch if you are absolutely clear that the person would welcome it.
10. Prayers can be offered by the volunteer if it is thought appropriate but again only if the person welcomes it.
11. When a volunteer calls and the person is not there/out. A visiting slip should be left so the person is aware that someone has called. A pack will be available for volunteers.
12. Those helping with activities like coffee mornings or lunch club should observe safeguarding, confidentiality and all health and safety requirements necessary for the event and currently any Covid 19 requirements.
13. Home – Communion is offered by lay ministers.

Signed: Rev Paul Mundy

Adopted on By the PCC

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