

◆ The co-ordinator would always be available to give support and advice.

◆ **Confidentiality:** All personal information about the service user will be kept confidential by the Co-ordinator and volunteer. However, a volunteer would tell you about anything the service user says or does that you need to know about as their referrer.

◆ **Expenses:** Boomerang will pay all the volunteer's Travel expenses. Service users pay their own, and Befriendeds activity costs. **If you think the person for whom you care might benefit from being linked up, please contact the Boomerang branch co-ordinator:**

**Boomerang Befriending
No1
1 Pitkerro Road
Dundee
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Supported by



Linking older adults and volunteers to do activities both enjoy

Boomerang Befriending



Information for Referrers

Boomerang Befriending Information for Referrers

What the service does and why

Boomerang appreciates that many older adults have things they would like to do independently but that these can be difficult to organise.

To overcome some of the problems, Boomerang Befriending links older adults one-to-one with volunteers to do activities both enjoy.

How the service works

- ◆ Any older adult who wishes to use the service can register with Boomerang by filling in a form. The project Co-ordinator will then visit them and their referrer at home and discuss what they would like to do. This could be anything from shopping, going for a walk or going to the Boomerang Centre. It could just involve being visited at home.

- ◆ Volunteers are recruited, often through the Volunteer Bureau or by way of adverts in the local community. The Project Co-ordinator interviews volunteers, obtains two written references and carries out a police check. Volunteers are given induction training to ensure they appreciate the problems that service users face.

- ◆ Service users and volunteers are then matched up, taking into account such factors as age, interests and location so as to ensure a compatible and practical link. It may take a long time to find a suitable volunteer.

- ◆ Volunteers are introduced to the service user and their referrer by the co-ordinator. Ideas for the link are discussed and plans made for the volunteer to take the service user out, or visit them, on a regular basis (for example once a week or fortnight for 1-2 hours). At the introduction the specific problems faced by the service user are also discussed. The link initially operates on a trial basis for a month and is then confirmed if the service user and volunteer are happy with it. The link continues for as long as both wish.

Your role in the link

As a referrer you would be consulted at every stage.

- ◆ You would be consulted during registration on whether a link would be practical and what activities would be realistic for the service user to do.

- ◆ You would always be fully involved when the Co-ordinator came to visit the service user initially and at the introduction of a volunteer.

- ◆ You would be the liaison between the volunteer and service user in arranging visits and trips out.

- ◆ The volunteer would always check in with you before collecting the service user and ensure that the service user is wearing suitable clothes for a trip out and has any money that might be needed.

- ◆ You could let the volunteer know that they are appreciated if it is difficult for the service user to do so because of communication problems.