

Shortened edition

# Volunteering guide



Your guide to  
getting started as an  
**Alzheimer's Society**  
volunteer

**Alzheimer's  
Society**

It will take a society to beat dementia



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# Welcome to Alzheimer's Society

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Thank you so much for choosing to volunteer with Alzheimer's Society. Below are some important messages from our CEO, Kate Lee:

Whatever you're doing and however often you volunteer with us, your time, skills, and energy will change lives.

You offer us the chance of reaching out to more people affected by dementia regardless of their background or circumstances – thank you.

Whatever your reason for volunteering, we want to make sure you enjoy your time with us. We want you to feel that what you do makes a genuine difference and for you to know just how much we value your time and support.

Our volunteers come from all walks of life and bring a wide range of experiences and perspectives. We will always want to hear what you think, so there'll be plenty of opportunity to have your say and for us to learn from your ideas and opinions.

This guide is just one of the ways in which we prepare you to start volunteering. Your volunteer manager will also help. They are the person who will support you throughout the time you volunteer. They will be on hand to ensure you have everything you need.

We were founded by volunteers in 1979 and throughout our history volunteers have played, and continue to play, a vital role in all aspects of our work. Thank you for being an Alzheimer's Society volunteer.

A handwritten signature of Kate Lee in black ink. The signature is written in a cursive style and is followed by a long horizontal line.

**Kate Lee**

CEO of Alzheimer's Society

# About Alzheimer's Society

Dementia is the UK's biggest killer, and one in three people born in the UK today will develop dementia in their lifetime. At Alzheimer's Society, we're the UK's leading dementia charity and the only one to tackle all aspects of dementia by giving help and hope to people living with dementia today and in the future. We give vital support to people while also funding groundbreaking research and campaigning to make dementia the priority it should be. Together with volunteers like you, we're working towards a world where dementia no longer devastates lives.

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Below are some important facts about us:

- We provide expert information, training, and support services to all those who need our help – whoever they are, whatever they're going through.
- We believe everyone affected by dementia has the right to live their life the way they want to live it, whether living with a dementia diagnosis or supporting someone who has.
- We work to create a more dementia-friendly society – somewhere where people with dementia can live without fear and prejudice, a world which demonstrates respect, and values diversity.
- In all we do, we are informed and inspired by people affected by dementia.
- We value the diversity, uniqueness, and individuality that volunteers bring to the Society and will make reasonable adjustments where possible to enable anyone who wants to volunteer with us to do so.

## Our values

Our values tell everyone who we are as an organisation. They are evident in what we do, how we do it and how we work together. They will shape your experience with Alzheimer's Society

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### **Determined to make a difference**

We're passionate, we're focused and we make a lasting impact for everyone living with dementia.



### **Trusted expert**

We're listening, we're learning and we use experience and evidence.



### **Better together**

We're open, we combine our strengths, and we achieve more together.



### **Compassionate**

We're kind, we're honest and we don't shy away from challenges.



**Committed to  
creating a world  
where dementia  
no longer  
devastates lives.**

# About this Volunteering guide

The information in this guide will:

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- help you to get started as a volunteer,
  - help to keep you and the people you support safe and well and,
  - provide you with an easy-to-use document for future reference. You can always find this guide by putting [alzheimers.org.uk/get-involved/volunteering/already-volunteer](https://www.alzheimers.org.uk/get-involved/volunteering/already-volunteer) into your browser on your electronic device. Alternatively, you can email [volunteeringsupport@alzheimers.org.uk](mailto:volunteeringsupport@alzheimers.org.uk) to ask for a printed copy to be sent to you.
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As a new volunteer it is important that you read all of this guide. You need to make sure you understand how it relates to you and the volunteering role you'll be doing. If you have any questions or aren't sure about anything, please speak with your volunteer manager.

In addition to this version of the Volunteering guide, there is a more extensive version which contains greater detail and information. If you would like a copy of this, ask your volunteer manager.



If you have any comments about this Volunteering guide, we'd be delighted to hear from you. Please email [volunteeringsupport@alzheimers.org.uk](mailto:volunteeringsupport@alzheimers.org.uk)



A large group of approximately 25 volunteers of various ages and ethnicities are posed in a grassy park area with many trees in the background. Most of the volunteers are wearing bright yellow high-visibility safety vests over their casual clothing. Some vests have logos, including one that says 'Alzheimer's Society'. In the foreground, a man is kneeling and making a peace sign, while a woman next to him is also kneeling. A light-colored dog is sitting on the grass to the right. Above the group, a long blue banner with the word 'START' in large white capital letters is stretched across the frame.

# START

**You're one  
of thousands  
helping to beat  
dementia.**



# Equity, Diversity, Inclusion and Belonging

At Alzheimer's Society we believe everyone should be able to make a full contribution to society in a world which celebrates diversity and values inclusion. We all have the right to be the person we are. We all have the right to live without fear or prejudice regardless of race, age, gender, sexual orientation, faith and belief, or a disability, like dementia.

We want to be a place where everyone feels confident in engaging and involving the widest range of perspectives, ideas, and opinions. This will help us to make an even bigger impact for people affected by dementia.

We believe we can achieve this best through looking at inclusion in the widest sense – where new and different voices are being heard and responded to with a desire to speak up and out to make us a better place to work, support and be supported by – ultimately changing the lives and futures of people living with dementia.

We need people from all walks of life, with the right skills and experience, to volunteer with us. We want those volunteers to reflect all sections of the community, including people living with dementia. Among other things, they can help us to spread the word that dementia is culture blind so can, and does, affect anyone. They can also enable us to better support people from all parts of the community who are affected by the disease.



**We aim to treat everyone with respect and dignity. Please let us know immediately if you experience anything different.**

Some of the volunteer quotes included in this guide seek to show how we put our approach to Equity, Diversity, Inclusion and Belonging into action.

# What you can expect from us

In this section, we explain what we do to try to make sure you have an enjoyable and meaningful time with us as a volunteer. It starts with your volunteer manager. They'll check in with you regularly to find out how your volunteering is going. They will be the person to contact if there's anything you want to know more about, have any questions or issues, or wish to discuss any aspect of your volunteering, including feedback, ideas, or suggestions. Other ways in which we ensure your experience with us is as positive as possible are as follows:

- We agree with you what support you feel you might need and how best to provide it.
- We make reasonable adjustments to support you with your volunteering.
- We give you clear details of your role and how it (and you) will make a difference to people living with dementia.
- We make every endeavour to ensure you get information you need in an appropriate format.
- We make sure you're volunteering in a safe and professional environment and have what you need to carry out your role effectively.
- We listen to the things which are important to you, for example, what motivated you to volunteer, what you'd like to achieve – and ensure that you feel part of a team where everyone receives respect and is treated with dignity.
- We make sure that you feel able to raise any issues that come up. We will find ways to resolve these quickly and fairly. We understand there may be occasions when you will not feel comfortable raising something with your volunteer manager. In this case, please contact [volunteeringssupport@alzheimers.org.uk](mailto:volunteeringssupport@alzheimers.org.uk) for advice.

- We share information with you that's relevant, let you know what volunteer events and activities are planned, and provide opportunities for you to connect with other volunteers and the wider Society.
- We provide an induction to your role which introduces you to Alzheimer's Society's wider work so you have an idea of everything we do, and the ways you can get involved.
- We let you know about other learning and development opportunities that are available.
- We tell you in a fair, honest, and timely way if we have any concerns about what you're doing, or how you're doing it. We'll discuss these and come up with solutions.
- We demonstrate our values in everything we do and support you to do the same. They are at our core, and we want them to be meaningful for everyone.
- We show you how your contributions are valued, recognise the huge difference your time and support makes to people living with dementia and celebrate your achievements.
- We provide lots of opportunities to hear your voice – via suggestions, opportunities to be included, and ways to have your say.



# What we expect from you

In this section we explain what we need from you to help us to provide you with a safe, enjoyable, and meaningful experience as a volunteer. Please always:

- Speak with your volunteer manager as soon as you can if you have any questions or concerns.
- Make sure you understand the description for your role as it will help to demonstrate the impact and difference you'll be making to people affected by dementia. It will also guide you towards what's expected.
- Always let us know if you can't volunteer on the day or time you have committed to. For our group services it's vital we have enough volunteers present, so we need to know if you won't be able to make it. If you're in an individual role, we can let the service user know you won't be coming so they're not left wondering or worrying.
- Let us know what you think. It's really helpful if you give us feedback. It tells us how you feel and helps shape things for the future.
- Make sure you know what to do if you are ever concerned about the welfare of someone you work with, a person with dementia, their family member or carer. This includes children as well as adults. The Safeguarding for Volunteers Factsheet at the end of this guide outlines what you should do. Please read it now before continuing with the rest of the guide.
- Follow all our health and safety advice and guidance relevant to you and your role. It's vital that you and those who may be affected by what you're doing are kept safe.
- Stick to the volunteer role you've signed up for. Doing something different can cause issues or confusion.
- Let us know if you have concerns about any aspect of your volunteering or feel you need additional support to carry out your role. We are always happy to listen and encourage you to speak up if something about your volunteering isn't working for you. If you don't want to raise it with your volunteer manager, contact the volunteering team instead by emailing [volunteering.support@alzheimers.org.uk](mailto:volunteering.support@alzheimers.org.uk)



- Complete any learning that's needed for you to be able to carry out your role to a high standard. It keeps you, and our service users, safe and well.
- Always treat others fairly, with respect and dignity – as you can expect to be treated yourself.
- Demonstrate our values at all times.
- Let us know if any of your personal details change, particularly your emergency contact details, so we can keep your data up to date.
- Make sure to read and follow our policies and procedures relevant to you and your role, including those regarding health and safety, data protection and safeguarding. Speak to your volunteer manager if you have any questions or need support with this.
- We hope your volunteering will be fulfilling and enjoyable, and to achieve this it needs to be the right role, at the right time. If other commitments and priorities mean you're struggling to find the time for your volunteering, please talk to your volunteer manager – they can arrange for you to take a temporary break of up to 6 months and/or maybe explore with you whether a different volunteering role might suit you better.
- Leaving. We are grateful for whatever time you give to volunteering with us and appreciate the moment may come when you decide, or need, to stop. When this happens, please give us as much notice as you can. Whilst this may not always be possible, it really does help us to put plans in place and allows us to let those you support know that you're stopping. Speak with your volunteer manager to let them know your decision or send them an email or text if you prefer.
- As a valued volunteer, we want to learn from you about your volunteering experience. For example, what did you enjoy, what could we improve? Please share your thoughts with your volunteer manager via the informal exit interview they may arrange.

**“Offering my time to volunteer with Alzheimer’s Society is so rewarding. The people we see trust us and know that we really are determined to make a difference. I feel as though I’m part of the team and every single time I do my volunteering, my volunteer manager says ‘thank you’ which is just so nice to feel appreciated.”**

- Provided you have actively volunteered with us for at least 3 months, your volunteer manager can provide a reference should you require one. Ask the organisation you are joining to get in touch with your former volunteer manager or ask them to email [volunteeringsupport@alzheimers.org.uk](mailto:volunteeringsupport@alzheimers.org.uk)
- We are always looking for more volunteers. If you're thinking of returning as a volunteer, take a look at our current volunteering vacancies (and how to apply) which are listed on our website ([alzheimers.org.uk](https://www.alzheimers.org.uk)).



# Your volunteering journey

Over the next few pages, you'll find more information that will help and support you as you volunteer. Please read each part thoroughly and make sure you understand how it relates to you and what you will be doing.



## ● Induction

There can be a lot to get your head around when you start something new, and volunteering is no different. But don't worry, your volunteer manager will talk you through all the important things you need to get prepared.

## ● Your wellbeing

We are committed to your wellbeing and have a range of resources available if you ever feel you need or want some extra support, whatever the reason. Go to the volunteer portal at [alzheimers.org.uk/get-involved/volunteering/already-volunteer](https://alzheimers.org.uk/get-involved/volunteering/already-volunteer) where you'll find everything you need. If going online isn't for you, speak with your volunteer manager or the Volunteering Experience team ([volunteeringssupport@alzheimers.org.uk](mailto:volunteeringssupport@alzheimers.org.uk) or **0300 222 5706**) and they can let you have the information instead.

Through our health and wellbeing provider Bupa, you can access a broad range of support. Call **0800 269 616** for a free and entirely confidential chat, day or night, 24/7. You can call about anything that's affecting your wellbeing or worrying you, whether it links to volunteering with us or not. You can also visit [bupa.com/eaponline](https://bupa.com/eaponline) for free, unlimited access to helpful factsheets and practical tools that can help you prevent or manage future issues or catch problems before they get worse.

## ● Information about you

As a volunteer, we store information about you on paper and electronically. We keep it secure, do not sell it to third parties and only use it in connection with your agreed volunteer role and to keep in contact with you. You'll only be sent information about activities other than volunteering if you have agreed to receive it.

You have a legal right to ask for access to the data we hold about you. If you'd like to do this, please speak with your volunteer manager.

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**For me the very best thing is to have been made to feel welcome, understood and accepted. I have a number of health conditions and my volunteer manager has always talked with me about these and still enabled me to volunteer. I feel valued and it's great to be able to use my skills and to be appreciated for doing so.**”





# Important to remember

To ensure the highest standard of volunteering, we ask you to always keep the following in mind:

- **Boundaries**

To help make sure that we provide fair support and a professional service to everyone affected by dementia, we need everyone to understand and keep to appropriate boundaries. Among other things, this means you should never give out your own personal details or the personal details of other employees, service users or volunteers (including telephone number or home address). Your volunteer manager will go through these with you as part of your induction.

Sometimes you may find you already know the people you come into contact with as you volunteer. We ask that despite this, you treat everyone the same and let us know as soon as possible if you feel uncomfortable or a conflict of interest arises.

- **Gifts and hospitality**

Under normal circumstances, volunteers should not accept gifts or hospitality. In any instance of a gift or hospitality being offered, for example, by someone living with dementia as a thank you, you must raise it with your volunteer manager. Full details of the Society's approach to gifts and hospitality

are contained in the Alzheimer's Society Anti-bribery, Corruption, Gifts and Hospitality Policy.

- **What to wear – branded clothing**

If you are a routine and regular volunteer with the Society, you are entitled to 1 x branded polo t-shirt and 1 x branded zip-up sweater jacket if you would like to wear them. Ask your volunteer manager to order them for you. Whatever you wear, branded or not, please ensure it's comfortable and appropriate for the role you will be doing. If in doubt, check with your volunteer manager for guidance

- **Confidentiality**

Through your volunteering, you may become aware of information about other people that you otherwise would not have known. Some of this may be sensitive information or simply information that the person doesn't want to go any further. Please, always, keep this information confidential – both when you are with us as a volunteer and after you leave too. Never share it with anyone else unless you are legally required to do so because of a safeguarding concern. If you accidentally let sensitive information slip, tell your volunteer manager as soon as you can.

## ● **Safeguarding**

An important aspect to your volunteering (whatever your role), concerns safeguarding. Safeguarding means protecting a person's right to live in safety, free from abuse and neglect.

Please make sure you have read and are familiar with our Safeguarding for Volunteers factsheet, shown at the end of the guide.

## ● **Data protection**

Alzheimer's Society is committed to meeting and exceeding its legal obligations concerning data protection, because the safety and security of personal information is for everyone's benefit:

- If we fail to do this, we could lose our supporters' trust which in turn would have a negative impact on our reputation, fundraising and, ultimately, our ability to support people affected by dementia.
- Please make sure you understand and comply with our approach to data protection and keep all personal information confidential, safe, and secure, whether stored on computer or paper.
- As part of your induction, your volunteer manager will discuss any parts of your role that involve you handling or processing personal information and will guide you about what policies you need to read and any learning you need to complete.

## ● **Health and safety**

We take our responsibility for the health, safety, and welfare of everyone we come into contact with very seriously. High standards are vital. As a volunteer, you have a responsibility to understand and accept your role in promoting and maintaining these standards too. Please carry out your work in line with our policies and procedures and inform your volunteer manager if you have any personal health and safety requirements and to report any accidents, incidents or near misses.

## ● **IT access**

Depending on your role, you may require access to our IT systems. Your volunteer manager will know what IT account, if any, you need and will arrange it for you. Please get into the habit of using your account regularly so you don't miss any important emails or information.

## ● **Volunteering at a Society office**

If you carry out your volunteering at one of the Society's offices, please speak with your volunteer manager about how to book a desk and any equipment and/or any reasonable adjustments you may need. We also ask that you read our Lone Working and Personal Safety guidance and complete the 'Working in offices safely' elearning module too. Your volunteer manager can advise you how to do so.

## ● Driving

If you need to use your own vehicle to carry out your volunteering role, your volunteer manager will talk you through our policy and what you need to do.

## ● Volunteering online

If you carry out your volunteering online or on the phone rather than face to face, please be aware others may be able to see or hear what's going on:

- Always try to use a private space where you won't be disturbed or overheard.
- If you need to take notes, make sure they don't contain personal information which would allow anyone to be identified.
- Ensure any notes are stored securely and subsequently destroyed safely afterwards.
- If you are ever concerned about others having overheard personal information, let your volunteer manager know at the earliest opportunity.

## ● Name badges

Your volunteer manager will let you know if your role requires you to wear a photographic ID badge and if so, will arrange this for you. If not, they may well give you a branded name badge to wear instead. In either case, please look after your badge carefully, only wear it when representing the Society and return it to us when you stop volunteering.

## ● Expenses

In line with our expenses policy, we actively encourage you to claim back agreed 'out of pocket' expenses that relate to your volunteering, such as travel or 'phone costs. Speak with your volunteer manager for further information and any support you might need. You can access our Expenses policy and claim form via the Volunteer Portal ([alzheimers.org.uk/get-involved/volunteering/already-volunteer](https://alzheimers.org.uk/get-involved/volunteering/already-volunteer))

## ● Volunteer Portal

To make it as easy as possible for you to find the policies, documents and information you need as you volunteer, we have stored them on our Volunteer Portal. Visit [alzheimers.org.uk/get-involved/volunteering/already-volunteer](https://alzheimers.org.uk/get-involved/volunteering/already-volunteer) to find out more. We regularly add more information to the Portal so it's worth checking regularly to see what's new.





## ● Learning

Much of the learning we will ask you to complete is in the form of e-learning. The benefit of e-learning is that it's flexible, allowing you to complete it at a time and pace that suits you. If you are unable to complete your learning via elearning however, let your volunteer manager know and they will be able to tell you what alternative methods are available.

Learning for volunteers is split into three categories:

### – Core learning

This is learning that all new volunteers complete as part of the process of joining us. You will already have completed this as you went through your onboarding.

### – Role specific learning

This learning covers the skills and information that you'll need for the particular volunteering role you'll be doing. You have 12 weeks to complete it once you've started with us. Your volunteer manager will tell you what learning you need to do, and how, as part of your induction.

### – Refresher learning

Depending on your volunteering role we may require you to complete regular refresher learning on topics such as Data Protection and Safeguarding. Your volunteer manager will let you know what's needed and by when it must be completed. This learning is important, so please complete it as soon as you can and certainly by the deadline given.

## ● Logging on to MY-VLearning account

To complete role specific and refresher learning, you will need to log into your elearning account (known as MY-VLearning). You can find this account plus support with how to use it on the Volunteer Portal [alzheimers.org.uk/get-involved/volunteering/already-volunteer](https://alzheimers.org.uk/get-involved/volunteering/already-volunteer). If you need help or support with using your MY-VLearning account, please contact the team at [volunteeringsupport@alzheimers.org.uk](mailto:volunteeringsupport@alzheimers.org.uk). If you're unsure what learning you need to complete, speak with your volunteer manager.





# Keeping you informed and connected

There are many ways in which we aim to keep you informed and connected with the Society. Below are some of the things we do:

- **Alzheimer's Society website**

This is the go-to place for all you need to know about dementia and the work that we do. Our website address is [alzheimers.org.uk](https://www.alzheimers.org.uk)

- **Volunteer bulletin**

This e-newsletter provides volunteers with news about what's happening across the Society and is emailed to you monthly. If you don't have access to email or prefer to use another method of communication, please chat with your volunteer manager about other ways to hear about what's happening at the Society.

- **Emails**

Details of important invites and events will be sent to you by email as and when they're happening so keep a check on your inbox to make sure you don't miss out. Speak with your volunteer manager if you'd prefer that they keep you informed instead.

- **Volunteer events**

Events are a great opportunity and easy way for volunteers to share their experiences, opinions and connect with one another. They are also an ideal means by which we can share news and important updates from the Society. Your volunteer manager will keep you informed of any events (virtual or face to face) that are happening. Please come along if you can.

- **Hearing from our Senior Leadership team**

Throughout the year there are some great ways to hear from, and to interact with, members of the Society's Senior Leadership team. The majority are held virtually but face to face events can also occasionally take place. Details about what's coming up will be included in the Volunteer Bulletin or shared with you by your volunteer manager.

- **Society Briefings**

Delivered via Zoom on a Monday morning by our CEO or other members of the Senior Leadership team or staff, these briefings keep employees and volunteers up to date with the latest news from across the Society. For details of the Zoom log-in, ask your volunteer manager.

- **Volunteer Manager**

At a local level, your volunteer manager will stay in touch with you and keep you up to date about anything you need to know. This might be on an individual basis or via an event with other volunteers. And, of course, if there's something in particular you would like to know – just ask.

- **Team meetings**

The area/team in which you volunteer may hold meetings you would benefit from attending. They will invite you along as the need arises.

- **Social media**

You can follow us via our social media platforms (Facebook, Twitter/X, Instagram and YouTube) and will find links to all four on our website.

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**I wanted to do something, and to give something back, but confidence wasn't good for me at the time. I decided fundraising might be achievable, but what I didn't know was just how many different things I could get involved with. I connected with volunteers in my local area who were organising a Charity Ball and putting the finishing touches to a Fashion Show! It was such a thrill to work as part of a team doing something worthwhile and making a huge difference. The boost to my confidence was very welcome too!**

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# We value everything you do – so thank you

Every moment you spend volunteering for us, in whatever your role, takes us a step closer to creating a world without dementia – and we want you to know just how much we value that.

Of course, feeling valued means different things to different people. We use a variety of ways to show our appreciation for what you do. Here are just a few of them:

- **Alzheimer's Society People Awards**

Every year we run our People Awards – an internal event in which people across the Society can nominate employees and volunteers who have made an exceptional contribution to our work. All nominees are advised who nominated them and the reasons why. Those who are shortlisted as finalists are invited to an awards ceremony but whether a winner or not, being nominated demonstrates just what an amazing difference someone has made. And don't forget, you can make a nomination too!

- **External volunteering awards**

A wide range of local and national organisations, including many local councils and volunteer centres, offer awards for volunteering. We actively encourage employees, and volunteer managers in particular, to nominate their volunteers.

- **Sharing your story**

Being able to tell people about what you do and the impact you have as a volunteer can be incredibly powerful and rewarding. If you would like to share your story please speak to your volunteer manager.

- **Everyday thanks**

Public recognition doesn't suit everyone. We take every opportunity to offer our thanks for what you do, so you know just how much we value the time and energy you give.

- **Surveys**

We regularly run surveys for volunteers, as just one way in which you can let us know about your experiences as a volunteer. We place huge value on what the results tell us and use your feedback wherever possible to improve what we do. Many of the ways in which we currently support, engage and communicate with you have been directly influenced by what volunteers have told us.

- **Volunteer Advisory Panel**

Volunteers are at the heart of everything we do at Alzheimer's Society. What they do throughout the organisation gives them unique opinions, expertise, and insights. We want to make sure that we're listening to our volunteers as effectively as possible and involving them in discussions about improving what it's like to volunteer with us. One of the ways in which we do that is via the Volunteer Advisory Panel – a strategic group of volunteers who aid our thinking around volunteer engagement and the volunteering experience.

Ask your volunteer manager if you'd like to find out more about the Volunteer Advisory Panel.

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**Unlike lots of other volunteers with the Society I don't have any personal connection with dementia. Back at the end of 2017 however, I was in a very vulnerable place. I had been homeless and was trying to get back on my feet but finding all sorts of challenges in doing so. I was looking for office-based administration work so I could rebuild my life and it was one of my Support Workers who spotted the ad for a volunteer for Alzheimer's Society's Aylesbury office. From my first very contact with the charity, I was made to feel more welcome than I can recall ever feeling before.”**





# What else can I do?

There is no doubt that volunteering is a fantastic way to make a difference to people affected by dementia. But there are lots of other ways in which you, or your friends and family, might like to support us too.

Here are just a few ideas:

- **Help us to fundraise**

We are always in need of funds to be able to provide services to those who need us and there are loads of different ways you can help us raise that money. You'll find everything you need about how to fundraise, and how we will support you, on our website. Visit [alzheimers.org.uk/fundraising](https://alzheimers.org.uk/fundraising).

- **Micro-volunteer with us**

In addition to your regular volunteering, you could help us with all sorts of one-off events and opportunities too. For example, you could help us at an information stall, ask your local library to publicise an event, or pop a volunteer recruitment poster up on your community noticeboard at a local supermarket. Let us know if you have specialist knowledge or particular experience too and if something crops up that might suit, we'll get in touch.

- **Take on another role**

We are often looking for more volunteers and invariably have lots of volunteering opportunities on offer, so keep an eye on our website or speak to your volunteer manager about other volunteering roles, particularly at local services.

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**Moving to a new area and knowing very few people was tough and I've always been very conscious of my speech impediment as well. I volunteered with Alzheimer's Society and straight away felt accepted. People know the things I find difficult, but there's a very individual approach and I can do the things I'm comfortable with. I'm coming up to my 6th year, and now get involved in so many more things than I did originally – all on my terms!**

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- **Use our online shop**

Help us raise money by buying branded products, gifts, daily living aids, cards, books and much more from our online shop. Visit [alzheimers.org.uk/shop](https://alzheimers.org.uk/shop).

- **Become a Dementia Friend**

Alzheimer's Society Dementia Friends programme is the biggest ever initiative to change people's perceptions of dementia. It aims to transform the way the nation thinks, acts and talks about the condition and is open to absolutely everyone. Whether you attend a face-to-face or virtual information session or watch the online video, Dementia Friends is about learning more about dementia and the small ways you can help. Visit [dementiafriends.org.uk](https://dementiafriends.org.uk) or email [dementiafriends@alzheimers.org.uk](mailto:dementiafriends@alzheimers.org.uk) for more information.

- **Add your voice to ours as we campaign for change**

The more voices we have demanding positive change for people affected by dementia, the more likely we are to get that change to happen. Sign up to receive the Society's campaign emails. You will get regular updates about our campaigning work and be asked to take small actions, such as signing petitions or writing (using our suggested template) to your local MP. Visit [alzheimers.org.uk/campaign](https://alzheimers.org.uk/campaign) or email [change@alzheimers.org.uk](mailto:change@alzheimers.org.uk).

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**My gender reassignment journey brought so many challenges, but I knew how important it was for me to keep in touch with my local community. When I expressed an interest in volunteering at Alzheimer's Society, I was nervous about getting the same reactions as I had elsewhere. I needn't have been! I have received so much support whenever I've needed it, and together with the other volunteers, we just work together to make our local group so full of vibrancy and energy. Making a difference to the lives of people affected by dementia, while being me, is just fantastic.**

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- **Take part in 'Involvement'**

If you have lived experience of dementia either as someone with a diagnosis or as a carer or former carer of someone with dementia, we would love to hear from you. We want you to share your lived experience, knowledge and skills to help plan, shape and influence the work that we do. We call it 'Involvement'. If you would like to get involved, take a look at our website to find out more.

- **Spread the word**

Whenever the opportunity arises, help us to tell more people about who we are and what we do. Simply pointing someone in the direction of our website so they can find out more might make a life-changing difference. Follow us on social media too and share our posts.

For more ideas and information about how you can support our work, take a look at our website: [alzheimers.org.uk](http://alzheimers.org.uk).





# Who else can support you with your volunteering

## **The Volunteering Team can support you.**

The Volunteering Team can support you too. While your volunteer manager is your first point of contact, they may not always be immediately available. So that's where the team come in. They can help with any questions you have about your volunteering – like IT accounts, help with your eLearning (MyV-Learning) platform and signposting to wellbeing support, to name but a few.

Don't hesitate to contact the team at [volunteeringssupport@alzheimers.org.uk](mailto:volunteeringssupport@alzheimers.org.uk) if you have a question and they will help sort it.





# Safeguarding for volunteers

Alzheimer's Society has a safeguarding policy in place that protects adults at risk from abuse and neglect. We also have a policy on safeguarding children. To make sure we are safeguarding our people, we need to make sure we report any concerns when they arise.

Sometimes, it can be hard to know what you can do if you are concerned about the welfare of someone you work with, a person with dementia, their family member or carer. The information below outlines how to report concerns you may have.

## Recognise

If you have concerns that an adult or a child might be at risk of harm, let us know. If something does not feel right, even if you're not sure what may be wrong and it's just a feeling, let our Quality Safeguarding team know.



## Respond

If you believe that a child or an adult is at **immediate** risk of harm, or in need of medical attention, please call 999 and then let the Quality Safeguarding Team know on 0208 0499290.

If you believe that the risk of harm is not immediate, or if you are not sure, please contact the Quality Safeguarding Team on 0208 0499290. Even if you think the matter is not urgent, please share the information with the Quality Safeguarding Team immediately.

During working hours ONLY you may also email the quality safeguarding team at [safeguarding@alzheimers.org.uk](mailto:safeguarding@alzheimers.org.uk).





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## Examples of what might cause concern:

- Someone who is usually friendly, sounding very unhappy and withdrawn.
- Someone cancelling a number of calls in succession.
- Someone displaying injuries they cannot explain.
- Someone discloses that are unable to buy food or pay for heating.
- Someone mentions they feel controlled by family.
- However, it is always best to share any concerns with the Quality Safeguarding Team.

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## Things to remember:

- Don't investigate the situation yourself.
- Don't tell anyone else apart from your Role Manager and the Quality Safeguarding Team.
- Don't assume someone else has said something or is doing something about it.
- Do say something if it doesn't feel right, even if it is just a "gut feeling".
- Do telephone or email your initial concern to the Quality Safeguarding Team.
- Do keep personal details of the person/s in question anonymised when writing information down or when contacting your Role Manager or the Quality Safeguarding Team by email.
- Do destroy any details written on paper (if there are any) after the information has been passed on. Shredding is the best way if possible.
- Do dial 999 if the person is in immediate danger (and alert the Quality Safeguarding Team that you have done so).

Quality Safeguarding Team:

**0208 0499290**

Monday to Friday: **9am-5pm**

**On call hours:**

Monday to Wednesday: **5pm-8pm**

Saturday and Sunday: **10am-5pm**

**[safeguarding@alzheimers.org.uk](mailto:safeguarding@alzheimers.org.uk)**

**Thank you, once again,  
for volunteering with  
Alzheimer's Society and  
making a difference to people  
living with dementia.**



**Alzheimer's  
Society**

It will take a society to beat dementia

**Visit** [alzheimers.org.uk](https://alzheimers.org.uk)

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