



NOTICE TO BREADLINE VOLUNTEERS

WORKING IN PARTNERSHIP WITH RECOMMENDERS

Operational Instructions

1. Please be informed that once a Breadline recipient is under your care, your name and telephone number will be given to the recommender (usually a social worker). This is to facilitate a closer working relationship between our volunteers and the recommenders for the benefit of our recipients.
2. If it is a first visit, complete the form on "Report on First Home Visit" and send it to the Hon Secretary for record purposes.
3. Volunteers should hand over to recipient the amount approved by the committee. If the volunteer feels recipient/family should get less or more than the amount approved, please bring this up at the next committee meeting. However volunteers can give extra in the way of provisions from own pocket even if request is not approved by Committee.
4. When handing over cash, volunteers are requested to make use of the Breadline Card - so that recipient can acknowledge receipt of money and for monitoring the time for case reviews.
5. Each recipient/family will receive Breadline's assistance for only a specified period of time. Two months before the case is to be terminated, get the recipient/family to speak to his/her recommender for a review report. Alternatively, you can contact the recommender to request for the review. The review report has to be in the *Breadline review form*, not in verbal, fax or email form. This is to ensure that the records are kept in a standard format. The case can be reviewed if a report is received in time for a committee meeting held before its due date.
6. Volunteers can give up their recipients/families anytime so long as they inform the secretary or chairman so that another volunteer can be assigned to take over.
7. Volunteers should establish rapport with recommenders/social workers concerned with their cases. Hence a volunteer has to inform the recommender/social worker once the application has been approved by the Committee, and inform him/her regarding the amount approved and when a review report is required. As for recommendations made in review reports, volunteer should also convey the decisions to the recommender. A standard reply format is available for your use.

Expectations Of Volunteers

1. *Be prepared to spend a little time talking to the recipient/family.*
This can be 10 to 30 mins (or more). The task is not just handing over the money across the threshold and leave. There may be occasions that the recipient does not want the volunteer to go into his/her flat, as reported by some volunteers. Well, it takes time for recipient and volunteer to get to know each other.
2. *Do not expect any gratitude, or you may be disappointed.*
Generally recipients/families do appreciate the visits and the money but there are some who seem to accept the money as though they have a right to it. Some will let volunteers know when they are able to manage but there are those who will always be asking for more or deny receiving the money.
3. *Be regular in one's visits.*
For example, if the recipient is used to seeing you during the first half of the month, do not leave it until almost the end of the month for the following visit. However if this is necessary, let the recipient know or give two month's allowance in advance.
4. *Be alert.*
Keep tabs on the recipient/family's progress. Let the committee know should there be any changes.

Funding For Recipient/Family

For funding of recipient/family, each volunteer can either

- a) arrange with the Honorary Treasurer for cheques (issued in the name of the recipients for the approved amount) to be sent directly to him/her so that they may be handed to recipients/families during the visits; or
- b) pay out of own pocket and make no claim for reimbursement; or
- c) make a claim for reimbursement every 6 months or 1 year (shorter periods if necessary); or
- d) make a claim for reimbursement but give donation (any amount) to The Breadline Group. Tax exempt receipts will be issued for donations given.

BLESSINGS TO YOU ALL FOR THE HELP RENDERED!!