

Practical Supports: Finance Protocol for Volunteers

As an ALONE practical support volunteer you will be asked to provide assistance to older people with practical supports such as shopping and medication delivery or pension collection. These practical supports will often require the handling of cash or bank cards belonging to the older person. Where the older person cannot access their money you will be asked by a supervisor/ALONE staff contact to pay for shopping for example and claim the money back from ALONE through volunteer expenses.

Handling of Cash or Bank Cards

For some requests you may be required to handle cash or a bank card belonging to an older person in order to carry out a practical support. In such cases you will always be given clear instructions by a staff member on the process of how to handle and use cash or a bank card belonging to the older person. The staff member will have agreed this process prior with the older person. This is to protect both you and the older person. For pension collections the staff member will also lead and coordinate the process for making you a temporary agent and you will be given all relevant instructions before proceeding.

Here are some important points to remember when handling cash or a bank card:

- Remember to practice social distancing, keeping a space of 2 metres between you and the older person.
- Never handle or take cash or a bank card directly from an older person
- An older person will be instructed by an ALONE staff member to put their cash or bank card in an envelope and not to hand it to you directly
- They will also be instructed to leave the envelope at their door for you to collect when you ring the doorbell or knock at the door, step back and always maintain a distance of two meters at all times
- Receipts and change must be returned to the older person in their shopping/prescription bag in the case of shopping or medication collection. This must be left at the older person's door to collect
- Allow sufficient time for the older person to check the change and receipt before you leave
- If you are collecting a pension payment from a post office for an older person ensure the cash and receipt are put safely in an envelope for delivery to them
- Pension payments, like shopping, medication and any other items should always be left at their door whilst you ring the bell or knock at the door, step back and always maintain a distance of two meters at all time
- Before leaving ensure the older person has checked their receipt and in the case of pension payments, the amount collected.

Claiming Volunteer Refund

When an older person cannot access their money, an ALONE staff contact will agree with them first that ALONE will pay for the practical support in cases such as shopping. In such cases you will always be asked by a supervisor/ALONE staff contact if you can pay and are happy to be refunded back the money through the ALONE volunteer refund process. The supervisor/ALONE staff contact will have discussed prior with older person what is required and the supervisor/ALONE staff will agree an amount that we can refund. To claim a volunteer refund for a practical support you should:

- Fill in the volunteer refund form which will have been provided to you your supervisor/ALONE staff contact
- This should include:
 - Your name, address, contact details and PPS number
 - Fill in the table with the date, description of practical support provided, name of older person supported and the amount
 - Tick yes or no whether you have submitted all receipts
 - Your bank details
 - Your signature and date
 - Name of supervisor/ALONE staff contact you have worked with to carry out practical support
- Once completed, please email the volunteer refund form **and** accompanying receipts to financeofficer@alone.ie . You can submit pictures of receipts from your mobile phone.
- The subject line should read 'Volunteer Refund for Payment'

Please submit the volunteer refund form as soon as possible after the practical support has been completed. Once submitted, the refund will be issued as soon as possible by Electronic Bank Transfer directly into the bank account details you provided. Please note, for most cases the refund will take up to two working days when it leaves ALONE's bank.

You will find a copy of the volunteer refund form below. The supervisor/ALONE staff contact can also provide you with a copy as required.

Volunteer Refund Form

Volunteer Name _____
Address _____
Contact no (for queries) _____
PPS Number _____

This form is to be used by a Volunteer where it has been agreed with ALONE that payment for items can be reclaimed
 Every effort will be made to make Payment as quickly as possible directly into the volunteer bank account

Date	Description	Name of Person supported	Amount
Total			

All Receipts Submitted: Yes No

Payment Type: **On-Line Banking**

Name of Bank:
 Account Holder Name (Per statement)
 Swift/BIC Address:
 IBAN Number:

Volunteer Signature _____ **Date Submitted** _____

ALONE contact name _____

Please email this refund form along with **receipts** to Financeofficer@alone.ie - with the title **VOLUNTEER REFUND** for payment - Queries to financeofficer@alone.ie

