

RNID IN COMMUNITIES

Community Volunteer Guidance Pack

October 2024



CONTENTS

- Welcome
- Opportunities for talks and hearing checks
- Finding opportunities – top tips
- Training and preparation
- How it works
- Supporting resources
- What do I need to do
- Hearing checks – setting up
- Donations
- Ongoing support
- Thank you

Welcome to RNID's Community Volunteer team!

Community volunteers play a vital role in enabling us to share important information to people who are deaf, have hearing loss or tinnitus, raise awareness of RNID and our services and support people to take RNID's online hearing check.

This guidance includes the key information your need to carry out your community volunteer activities.



Opportunities for talks and hearing checks

- RNID receive requests from groups and organisations across the UK for RNID to deliver talks and / or hearing checks.
- Talks are given both online and in-person in community settings.
- Through your volunteering and your own connections in the local community, you may also find opportunities for RNID to give talks which you can pass on to your Development Manager.
- If you are interested in finding local opportunities, chat to you your Development Manager initially for further guidance and to agree on the approach in your area, but some quick tips are also included on the next page.
- Please note that finding local opportunities yourself, is a completely optional activity.



Finding opportunities – Top Tips

Start with your existing connections. For example:

- Are you already in a group?
- Do you have friends who are members of groups in your area?

The types of group who may be interested include

- Rotary, Inner Wheel, Round Table, Lions, Women's Institute, Men's Sheds, Faith groups and activity groups (e.g., sport, sewing, photography, walking groups)
- Talk to your Development Manager and experienced volunteers in your team – ask for their tips and ideas.



Training and preparation

Your Development Manager will work with you to complete the training you need for your role. This will include mandatory training which all our volunteers undertake:

- RNID induction
- Safeguarding
- Health and safety
- Equality and diversity
- Data protection

Much of this will be self-guided training such as reading through a training presentation. You will also be given training and guidance specific to your role including:

- Delivering our standard presentation – support and coaching
- Delivering hearing checks
- Guidance on providing information



How it works

- All requests for a RNID representative to give a talk are managed by Contact RNID. They take all the details before passing the information to the Development Manager for the relevant area.
- If you receive a request yourself or identify a group who may be interested in a talk – please let your Development Manager know and they will liaise with Contact RNID
- Your Development Manager considers the request and whether we have a volunteer close to the group (if an in-person activity), checks volunteer availability and runs through a checklist, including health and safety considerations, with the group e.g., if the activity is taking place late at night does that cause any issues with travel arrangements.





How it works

- Your Development Manager will work with groups organising the talks to advise them of their accessibility responsibilities e.g., is there a working loop system if needed.
- Your Development Manager will also agree the arrangements for the event with you, confirm the booking and ensure you have all the information you need for your visit.
- For in-person activities, this will include instructions on who your contact is with the group and where they will meet you.
- If you are giving a talk, a website link to the presentation will be emailed to the group in advance.
- The presentation is a standard presentation which can be tailored if needed to meet the interests of a particular audience – your Development Manager will make these changes and go through the changes with you.
- If your activity is an online activity, you will have information on how to join the online call.

Supporting resources

Your Development Manager will also liaise with you to ensure you have all the supporting resources you need for your activities. These will include:

- RNID branded ID card and lanyard – with option of also having a branded item of clothing
- A copy of the presentation and speaker notes
- Hearing check script
- Hearing check letters
- Information flyers to give out at in-person activities
- Headphones, hygiene covers and antibacterial wipes for the headphones (for use with the group's equipment if delivering hearing checks)
- Pre-paid business reply envelopes for cheque donations

Your Development Manager is your point of contact for ordering these resources.





What do I need to do

Before the visit/activity

- Be as prepared as possible, make sure you have all the resources you need and contact your Development Manager if you are unsure about any aspect of what you are expected to do or any of the arrangements.
- Follow guidance in our health and safety training and ensure you have all the information you need, e.g., contact details for your staff contact.
- Give yourself plenty of time if travelling to an event, if you do get delayed, you will have a contact number for the group you are visiting so you can let them know.

At the activity

- When you arrive, run through with your group contact practical information such as any support you need with setting up and ensure you know about the emergency arrangements in the building.
- Deliver the talk or hearing checks as required at the event and hand out flyers and feedback forms.



What do I need to do

At the activity continued:

- When delivering your talks you will be in a group situation.
- When delivering hearing checks, it will have been arranged for these to be done in a quiet area, but for personal safety purposes, this should be in sight of the main group or a representative of the group and not in a closed off space.
- In general, don't enter a situation where you feel unsafe or which you feel puts you at risk, and remove yourself from a situation where you feel unsafe.
- Before the event, your Development Manager will check how many hearing checks are expected or estimated to be done and if it is a large group, the group will be advised to allocate time slots to people.
- If you find at an event that there are more people wanting hearing checks than time allows, please do talk to the group contact and advise them of the maximum number of checks which can be carried out.

After the activity

- Complete your own feedback form (this will be an online form) to let your Development Manager know how the activity went.

Hearing checks – setting up



- Before you attend the group to deliver hearing checks, your Development Manager will have checked that a laptop or tablet is available and that someone can set that up on the day. RNID will provide you with headphones, antibacterial wipes, hygiene covers for the headphones and hearing check result letters. **Tip – make sure the headphones are fully charged.**
- The online hearing check is accessed through RNID website – so you just need an internet connection on the laptop or tablet.
- Switch the headphones on and connect the headphones to the laptop either through the cable provided or via Bluetooth connection.
- The guidance script includes details of setting the volume for the person taking the test and the volume shouldn't be changed during the test.
- Use an antibacterial wipe to sanitise the headphones and use a new pair of disposable headphone covers for each person who uses the headphones
- Check you have some hearing check result letters.



Donations

- When a group is booking a talk, Contact RNID will give an opportunity for the group to give a donation towards the costs of delivering the activities and take a donation if one is offered.
- A donation isn't compulsory, and we will always be flexible for smaller groups and carry out the activity if costs of delivering are not very high.
- Sometimes, a group will give you a cheque donation to RNID at the end of the activity. You can accept these and please follow this process:
 - Write on the back of the cheque "Community Presentation"
 - Post the cheque to RNID using one of the pre-paid envelopes provided
 - Include details of the donation on the feedback form you complete after the event
 - RNID will send a thank you for the donation.
- Unfortunately, you cannot accept cash donations. If this is offered, please explain that you are unable to do that and signpost the group towards Contact RNID or our website on ways they can donate.

On-going support

- Your Development Manager will give you on-going support and will follow-up with you on any feedback you give following your activities.
- You will have one-to-one meetings with your Development Manager every six to eight weeks so you can discuss how things are going and any additional support you need or any questions or queries about your role.
- You will have the opportunity to meet other Community Volunteers remotely through three regional volunteer meetings each year.
- If you have any queries about your role or any activities you are involved in, your Development Manager is your first point of contact and will always be happy to give information and support as needed.



Thank you!

Through your volunteering activities, you will make an invaluable difference to people who are deaf, have hearing loss or tinnitus.

You are giving important information to people and raising awareness of issues that impact people who are deaf, have hearing loss or tinnitus

By delivering hearing checks, you are supporting people to take action to get support with their hearing loss

