

THE CINNAMON TRUST

Volunteer Handbook



Headquarters: 10 Market Square, Hayle TR27 4HE **Telephone:** (01736) 757900

www.cinnamon.org.uk

Email: admin@cinnamon.org.uk

The Cinnamon Trust is a Registered Charity No 1134680

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Thank you for volunteering your time to help older people and the terminally ill with their pets.

The Trust has an enviable reputation for providing a first class service across all areas of our work, from tasking volunteers to helping owners and pets at home, to ensuring the permanent residents who reside at our two sanctuaries or in foster homes receive the highest standards of care.

As part of this excellent service, we pride ourselves on always being compassionate and maintaining the personal touch.



Foreword

Our Founder Mrs Averil Jarvis MBE, writes:

“Age creeps up on all of us and as it does we gradually, imperceptibly sometimes, can’t quite do what we once could. For pet owners this can be a source of dread and sadness. Frailty and illness can mean that even day-to-day care of a much loved, much needed companion poses seemingly insurmountable problems. That’s where The Cinnamon Trust comes in - a national charity founded especially to help with any problem or worry besetting older people or terminally ill pet owners.”

What We Do

The Cinnamon Trust was registered in 1985 in response to a very particular need which, until then, had been ignored, dismissed or both. The need was an interlinked human/animal one. The Cinnamon Trust is the specialist national charity for older people and their companion animals.

We have an established national network of over 20,000 registered volunteers. All volunteers are tasked from our Head Office in Cornwall and all help in the ways that are most appropriate to them. Teams take it in turn to visit housebound owners, to take dogs for daily walks; volunteers foster pets as one of their family, when owners face a spell in hospital, they take pets to the vet, they change cat litter and clean the budgie’s cage.



Volunteer Guidelines



We hope that our volunteers become friends with the owners they are helping and will enjoy having a chat and sharing the love of a companion pet. To help you, and to comply with our insurance, please familiarise yourself with our guidelines.

This information will help you to understand what is expected of you and what we consider is a reasonable request from the person you are helping. Don't give your telephone number to the person you are helping until a long term friendship is established. Always refer to us.

- 1** Please let us know if you are contacted in an emergency to care for a pet by an owner or a member of their family. To comply with our insurance all foster requests have to be agreed with Head Office before a foster takes place to make sure that the pets are placed appropriately and that we can offer our full support. We have a 24 hour emergency line so can be reached at any time.
- 2** Do get in touch if any additional requests are made by an owner or their family. We need to know if you are being asked to do something that requires extra cover with our insurance.
- 3** Contact us if you have any concerns over the owner's welfare and are worried, we will make sure that they get the help they need. If necessary, we will get in touch with the correct professional agency or family member.
- 4** If you have any animal welfare concerns, we have trained Animal Welfare staff based at our Head Office, ready to help.
- 5** Please call us if you think the person you help, needs more support from us, or just want a chat about anything that may be worrying you. We are here to help and we are always happy to hear from you.
- 6** You must not look after money, valuables or hold a key for the owner. This can place you and us in a very difficult position.

Volunteer Guidelines



- 7 We are not insured to take owners on a walk with volunteers. So if an owner asks to walk with you please refer them to us.
- 8 We are only insured to walk two pets at any one time per volunteer so we are unable to insure multiple groups.
- 9 It is not acceptable to take payment for your services. If you are incurring any expenses we are happy to reimburse you. Please ask us for an expense form or download a form which is available on our website. It is fine if the pet owner would like to show their appreciation by buying you a gift, for example a bunch of flowers or chocolates, or by making a donation to The Trust.
- 10 It is not appropriate to discuss 'Private Arrangements' with owners. We want everyone to become friends but it is important not to assume any responsibility relating to the person you are helping other than the task to which you have been assigned by The Trust. In particular, do not take on any roles that would usually be carried out by the next of kin. If you are concerned or if you are asked to help with anything else, please contact Head Office to explain the problem and ask for advice. **This is particularly important when concerns or requests relate to any financial matter.**

Please don't forget that we are here to help you if you have any worries or concerns. We want this to be an enjoyable experience for you and we are here to support you so if you are unsure of anything please just give us a call.

EMERGENCIES

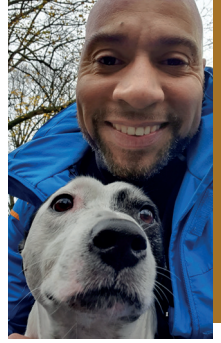
In the event of an emergency out of normal office hours please remember we have a 24 hour helpline 01736 757900 and there is a member of staff available on-call to assist.

INSURANCE

All activities performed by registered Cinnamon Trust volunteers properly tasked by Head Office are fully covered by the Trust's Insurance Policies.

Dog Walking Safety Guidelines

Our first **Golden Rule** when walking is to keep a dog safe.



Then please:

DO get in touch with the owner to introduce yourself as soon as possible and arrange a day and time for your first walk.

DO remember to always take your ID badge or a form of identification with you in case you are asked for it.

DO take poo bags, treats and, if you have some, hand sanitiser or wipes. Also take your mobile in case of emergencies.

DO feel free to have a quick chat and make sure all is well with the owner, there is a good chance they have not spoken to or seen anyone for a while. Please ask the owner if there is anything you should be aware of regarding the dog's character, likes and dislikes, before setting out.

DO ALWAYS keep the dog on a lead. Continue to keep the dog on a lead for at least a couple of months, or until a mutual trust has been achieved and the pet is in a secure environment and you have the owner's permission.

DO 'Scoop the poop'!

DO try and be consistent and reliable and advise the owner and HQ if you are unable to walk as arranged.

DO contact HQ if you have any concerns. Phone 01736 757900, we are here to help and support you. We also have a 24 hour emergency service.

DO enjoy your walks! This should be a happy and rewarding time for you both.

Short Term Fostering

Short term fostering is available for an older person's pet if the owner has a planned operation or if they have an emergency hospital admission. Short Term Fostering means taking a pet into your own home for a period of time and caring for them until their owner has recovered.

The time required to foster a pet does vary depending on the owner's needs, sometimes we may not know how long it will take for a person to recover so an open ended foster may be required.

We also ask volunteers to provide short term fosters/holiday homes for Cinnamon Trust pets (see long term fostering below) - this foster will be for a specific date span.

The joy of returning and reuniting a pet to its owner who has been in hospital is a unique and rewarding experience. We support the volunteer and pet throughout this process, and all expenses are covered by The Cinnamon Trust.

Long Term Fostering

We offer a profiling service to all owners of pets, this is a pre-arranged written agreement that in the event of the owner passing away or moving into a non-pet friendly care home. We will take pets on, as our own, for their lifetime and find them a Long Term Foster home.

The pets we take on, are known as 'Cinnamon Pets'.

The Trust also helps people facing terminal illness and gives them peace of mind about the future of their pet. We reassure them that when they are no longer here, a Long Term Foster home will be found for their pet who will be loved and cared for, for the rest of their lives.

The Trust supports Cinnamon Pets by paying all their vets bills for life (excluding vaccinations) and for the Long Term Fosterer, we provide holiday cover as well as help and support throughout the pets life. To become a long term fosterer, a home-check is required.

If you think you can help The Trust by fostering for us, please get in touch with the Long Term Foster team on 01736 757900. Please remember that most pets are used to having their owner with them all the time, and they must all have access to an enclosed garden.



Pet Profile

For complete peace of mind about the future of your pet, should you go into permanent care or pass away, The Cinnamon Trust will be here to look after them for evermore.

The Cinnamon Trust has established two unique sanctuaries for bereaved pets. We have no kennels and no cages. We do have large warm sitting rooms - chairs, sofas, beanbags, rugs on the floor and TV. Everything is comforting, comfortable, familiar - nothing to frighten or bewilder an animal who has given so much to somebody and whose world has now fallen apart. We have long standing and very dedicated animal carers - so “our” pets have a proper loving home.

The emphasis at the Sanctuary is on love and care and life. The pets lead the life they want to. The cats have wonderful “play gardens”, the dogs love their walks - running free and each one of them believes they can catch that rabbit!

Younger pets that are bereaved are often placed in life-long foster homes. These can be with volunteers who were fostering them when the owner died in hospital, with other older folk whose own pet has died, or with families coming to us for a pet. We maintain ultimate responsibility for all of them, pay the vets’ bills and keep in regular touch. This is very important in order to honour the promises we make to owners.

So , if you are a pet owner of any age and do not have a future plan for your pet, please contact the Pet Profile team on 01736 757900.



THE CINNAMON TRUST VOLUNTEER AGREEMENT

I confirm that I have read and understood the information enclosed (*i.e. volunteer guidelines, dog walking do's and don'ts and information about fostering*). I promise to adhere to these guidelines when volunteering for The Cinnamon Trust.

Name: ID Number:
Address:
..... Postcode:

I agree not to undertake any tasks not assigned to me by The Cinnamon Trust (*i.e. taking a pet into my care without prior agreement from The Trust etc.*).

Signature:
Date:

Please Sign & Return To:

The Volunteer Team
The Cinnamon Trust
10 Market Square
HAYLE
Cornwall
TR27 4HE

Or Email

**volunteer@cinnamon.org.uk
with the following statement:**

'I confirm that I have read and understood the information enclosed (*i.e. volunteer guidelines, dog walking do's and don'ts and further information*). I promise to adhere to these guidelines when volunteering for The Cinnamon Trust and I agree not to undertake any tasks not assigned to me by The Cinnamon Trust Head Office team (*i.e. taking a pet into my care without prior agreement from The Trust, etc.*)'.



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Patrons: Dame Virginia McKenna DBE Sir Paul McCartney CH MBE

The Cinnamon Trust is a Registered Charity, No. 1134680

The Cinnamon Trust is a limited company registered in England and Wales.

Registered Office: 10 Market Square, Hayle, Cornwall TR27 4HE. Company Number: 07004861