



The Cinnamon Trust

*The national charity for older people,
the terminally ill and their pets*

Volunteer Handbook

*Your guide to fun, easy
and safe volunteering.*



Charity No. 1134680



Let's have a chat!

☎ 01736 757 900

🌐 www.cinnamon.org.uk

✉ hello@cinnamon.org.uk

📍 10 Market Square, Hayle,
Cornwall, TR27 4HE

Thank you for being part of The Cinnamon Trust

The Cinnamon Trust helps thousands of people and pets each year. None of this would be possible without the kindness and dedication of volunteers like you.



Our volunteer guidelines are here to help you have an enjoyable experience, while keeping you safe, happy and confident at all times.

Our Cinnamon Ethos

It's our mission to ensure that older people and those living with a terminal illness never have to face the heartbreak of being separated from a beloved pet due to a lack of support.

When physical challenges make caring for a pet trickier, we do everything possible to provide pet owners with the support they need to maintain their companion's quality of life. Through our network of animal-loving volunteers, we hope to alleviate the worry and guilt that owners can feel when they find certain aspects of pet care a little more difficult.

We could not do any of this without YOU!



Mr Patrick Williams - CEO

"As we get older, it's natural that some things become a little harder than they used to be. For many of us with pets, this can be a real concern. Everyday tasks that once felt simple can become more challenging, especially when dealing with frailty or illness - and that includes caring for our beloved companions.

That's where The Cinnamon Trust can help. This wonderful national charity, founded by the late Mrs. Averil Jarvis MBE, is dedicated to supporting older people and those who are terminally ill in looking after their cherished pets. Thank you so much for being part of our Cinnamon family."

How we help

Every act of support, no matter how small it may seem, helps people and pets stay together during challenging times.

Our services are explained in this handbook along with helpful guidance on how to keep yourself, and any pets and owners you may help, feel safe and supported while volunteering.



DAY TO DAY PET CARE

Keeping people and pets together

Every day, our network of kind volunteers help to:

- Walk dogs for housebound owners
- Foster pets while owners are in hospital
- Clean litter trays, pet bedding and bird cages
- Transport pets to veterinary appointments
- Brush cats for owners with limited mobility
- Help with journeys to and from groomers
- Providing older people and those facing terminal illness with peace of mind about the care of their pets.



We help to overcome the physical hurdles that come with illness and frailty, making sure people keep their much loved companions.

SHORT TERM FOSTERING



A lifeline to pet owners across the UK, temporary fostering volunteers open their homes to pets when their owners face an admission to hospital for medical treatment.

Short Term Fosterers play a hugely important role in helping pets and owners feel reassured during a challenging time, until they can be happily reunited.

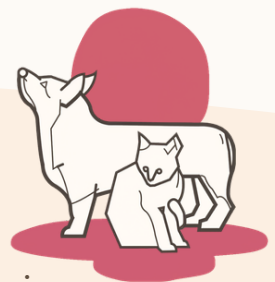
Volunteers provide a safe and loving temporary home which gives owners invaluable peace of mind. It allows them to focus on their own wellbeing, knowing that their companion is being cared for with kindness and affection.



PET PROFILING

Loving care when you're not there

Pet Profiling allows owners to plan ahead and secure a loving future for their pets. During this thoughtful process, owners share important details about their companion and provide permissions for The Cinnamon Trust to take over the care of their pet, should they pass away or move into nursing care.



Thanks to the care and devotion of their owners, we gain a deep insight into the life and character of a Profiled Pet. From medical needs and routines, to favourite foods and unique little quirks - we know them intimately. This helps greatly when settling them into a forever home.

Pet Profiling is available to pet owners of any age at any time in their life, should they have concerns for their health or not. Yourself included! We profile all pets: big, small, furry, feathery or otherwise! - If you love them, so will we.



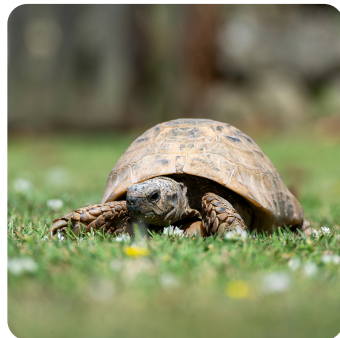
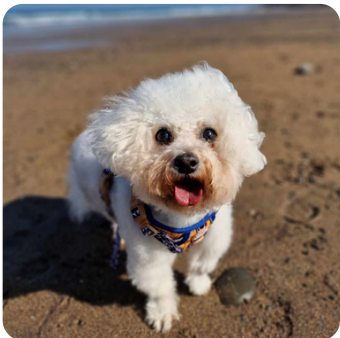
FOREVER FOSTERING

Offering a life-long home to a beloved pet

Forever Fostering goes hand in hand with Pet Profiling, being the act of providing a forever home to a bereaved pet. Knowing a pet's future is with a Cinnamon Trust Forever Fosterer gives owners peace of mind that their beloved companions will continue to be loved and cherished should they no longer be able to do so.

When the time comes, we carefully match each of our Profiled Pets with a loving Forever Foster home. Forever homes have been checked by a volunteer to give us an in-depth picture of the home that each of our fosterers can provide. This, along with the detailed understanding that we have of our Profiled Pets, allows us to make the best match for everyone!

We continue to support both Forever Foster pet and their foster family throughout their journey together. The Cinnamon Trust covers veterinary expenses (excluding vaccinations) for life. Also, we provide holiday cover and give ongoing expert support regarding medical needs and welfare concerns if ever needed.



If you have space in your heart and home for a pet seeking comfort, stability and love after the loss of their owner, we would love to hear from you! We Forever Foster all types of pets, so whatever your taste in companion may be, let's chat.



Volunteer Guidelines

We hope that you will become friends with any pet owner that you go onto support, enjoying a chat and sharing in the warmth that comes with helping and loving a companion pet. To help you stay safe, supported and insured while undertaking volunteering activities, please familiarise yourself with the guidelines below.

This information will help you to understand what is expected of you as a Cinnamon Trust volunteer and what is considered an appropriate request from the person you are supporting.

-  Please do not look after money or valuables for an owner. This can place you and us in a very difficult position. If anyone asks you to do this, let us know right away.
-  It is very important that you do not hold a key or gain access to an unoccupied property. Accessing a property for any reason can be problematic. In the case of an emergency where you feel you need to access a property, please call us right away.
-  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 must 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.
Remember we have a 24-hour phone line that you can call whenever you need to.
-  Do get in touch if any additional requests are made by an owner or their support network. We need to know if you are being asked to do something that may require additional cover with our insurance.
-  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 contact the correct professional agency or family member.
-  If you have any animal welfare concerns, we have trained Animal Welfare staff based at our Head Office, ready to help. Photos are always welcomed.



 Please call us if you think the person you help needs more support from us, or if you wish to chat about anything that may be worrying you. We are here to help and we are always happy to hear from you.

 Please do not accept 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 one from the 'Registered Volunteers' section of our website. It is okay if the owner you support would like to show their appreciation by buying you a small gift, for example a bunch of flowers or chocolates, or by donating to The Trust.

 We kindly ask that you do not 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. Please do not take on any roles that would usually be carried out by the next of kin or a care provider. 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 with concerns or requests that 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; 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 we have a 24-hour helpline - 01736 757 900 and there is always a member of staff available on-call to help.



INSURANCE

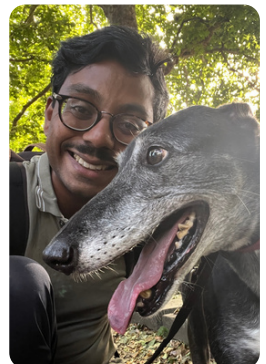
All activities performed by registered Cinnamon Trust volunteers properly tasked by Head Office are fully covered by The Trust's Insurance Policies.



DOG WALKING

The golden rule is to keep yourself and any dog you are walking safe. If at any point you feel unsafe, unwell or unable to walk the dog(s) you are walking safely, then please let us know and take care returning to the owner's home.

-  Get in touch with the owner to introduce yourself as soon as possible and arrange a day and time for your first walk.
-  Take poo bags, treats and if you have some, hand sanitiser or wipes. Also take your mobile in case of emergencies. We are happy to reimburse you for purchase of poo bags, should the owner you support not be able to supply any.
-  Remember to always take your ID badge or a form of identification with you.
-  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 health or mobility before setting out.
-  We are not insured to take owners on a walk with volunteers. So, if an owner asks to accompany you on a walk, please refer them to us.
-  The dog's owner must be home when you collect and take back their dog so you are not required to access an empty property.
-  For safety reasons, we are only permit walking two dogs at any one time (one dog per hand) per volunteer. Also, as the insured volunteer, you must be the person in control of the lead at all times, not a friend, family member, etc.
-  Always keep dogs 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 to let them off the lead.
-  Try and be consistent, reliable and advise the owner and Head Office if you are unable to walk as arranged. Some of the people that we support can struggle with memory, so anything we can do to help make things easier really helps.



Contact Head Office if you have any concerns. Phone 01736 757900, we are here to help and support you. This is a 24-hour emergency line.

TRANSPORTATION

We know that pets mean the world to you, so keeping them safe and comfortable during their journey means everything to us too.

-  All drivers are required to have a valid driving licence.
-  Any vehicle used must be taxed, have a valid MOT, and the driver must be insured to drive.
-  When in a vehicle, make sure that any pets are suitably restrained so they cannot distract you while you are driving. A seat belt harness, pet carrier, cage or dog guard are ways of keeping pets safe in cars.
-  We will reimburse your travel expenses, should you need to park in a safe location and/or claim for fuel usage.
-  Trips to the vet can make pets anxious, and they might not respond well to being handled. If moving them isn't easy, please avoid trying and contact us for support.



SHORT TERM FOSTERING

It is such a privilege to be able to provide a safe and happy temporary home to a pet. However, there are a lot of things to consider before fostering.

-  Any request to foster a pet must first go through Head Office, please do not agree to foster a pet without first contacting The Cinnamon Trust.
-  We only offer Short Term Foster care to pets when their owner is taken into hospital/nursing care, not for holidays, days out or any other circumstance. The only exception to this is to provide holiday cover for a Forever Foster pet.
-  Be sure of your own availability; fosters can go on for longer than first thought. Recovery from illness or injury is never clear-cut, so we like to ensure any foster family has ample availability around the timeframe needed. If you have a flight booked for the day after a foster is proposed to conclude, it may not be the right opportunity for you. We want to avoid moving a pet where possible to reduce the stress incurred by a pet while in foster care.
-  If you have pets of your own, please be mindful of their experience and reaction to

sharing their home with another pet. When two pets meet, it is recommended to slowly introduce pets outside of your property in a neutral environment. Also avoid treats/toys at this time to lessen protective/guarding behaviour.

-  It is vital to tell us if you have children living with you or visiting your home for the safety of all involved. Not all pets are comfortable around children.
-  Ease a foster pet into life with you, it can be very stressful for a pet to adapt to a new environment and with this can come a loss of appetite, a bit of upset stomach, or a reluctance to play. This is no reason to be alarmed, but should you have serious concerns for their welfare, please give us a call.
-  Avoid situations that the pet is not used to. Most pets that we foster are used to a quiet life with an older person, so please be mindful of this. Taking them to a highly populated, noisy place, especially if they have not had time to settle in with you, is likely to be very stressful for them. Please be patient and understanding.
-  We have a dedicated team coordinating Short Term Fosters and understand that it is an emotional experience for all involved. We are happy to speak to the owner, their next of kin and our foster families, passing updates between all parties. Therefore you have no obligation to provide your personal contact details if you don't feel comfortable doing so.
-  If you are finding fostering difficult, tell us. We are here to help and will do all we can to support you. Our Animal Welfare Team is always on hand for veterinary and behavioral support.
-  If you are Short Term Fostering a cat, please keep them indoors for the duration of the foster.

Michael, Joyce & Cooper **Your support keeps people and pets together**

'Everyone from The Cinnamon Trust we have had contact with has been really kind, reassuring and caring. We have had regular calls to ensure we are happy with the help that we are getting. We have three lovely ladies walking Cooper. On one of the calls, a team member said, "We're here for you for as long as you need us." It has made all three of us so much happier.

Knowing we can have ongoing help is very reassuring as Cooper is such a good companion and we love him dearly. Thank you is inadequate but thank you Cinnamon Trust for giving us the ability to keep our precious pet with a clear conscience, knowing he still has a good quality of life.' - Joyce



FUNDRAISING

It may take a little time before the right opportunity comes up for you to help someone in your area, but there is something you can do whenever you want, wherever you are... **fundraise!**

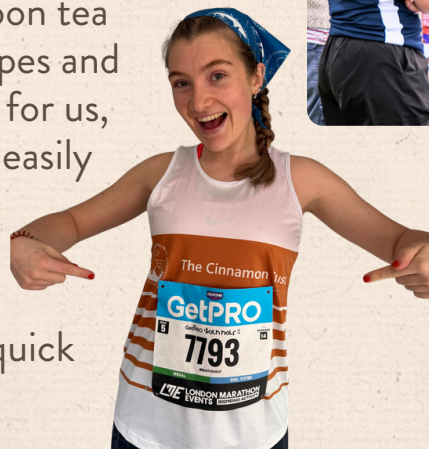
Supporting thousands of volunteers, pets, pet owners and Forever Foster families would not be possible without the financial support of our amazing community. Our donors, members, and fundraisers have made it possible for The Cinnamon Trust to grow year by year. We are incredibly grateful to those who choose to support us to continue helping people and pets across the UK, as we have since 1985!

 When it comes to fundraising guidance, it is pretty simple - just talk to us!

 As a fundraiser, you have freedom to use your skills, interests, and talents however you wish. We want to support you in any way we can, so please tell us all about your plans and ideas.

Fundraise your way

From hosting a bake sale, craft fair, or market stall to putting on a dog show or afternoon tea party, we welcome fundraising in all shapes and sizes! However you choose to fundraise for us, we'd love to support you. You can do so easily by visiting our website, where you can not only find helpful resources and information but also our fundraising platform. Setting up your fundraiser is quick and easily!



 01736 758 701

 cinnamon.org.uk/fundraising

Your support keeps people and pets together *Ria & Gaia*

'I love my doggy friends, but what I cherish just as much is knowing that I am helping make sure that their older or poorly parents don't have to be parted from their fluffy family members. In some cases, this is a lifesaver, as loneliness can be devastating. It makes me happy to keep them together and to gain some extra "grandparents" while doing so. Volunteering with The Cinnamon Trust has enhanced my life in ways I didn't expect, and I am grateful for every wagging tail and smiling face I've met along the way.'





Thank you for volunteering with The Cinnamon Trust!



Let's have a chat!



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