



Community Alcohol Related Damage Service

CHECK IN/OUT PROCEDURE FOR CARDS VOLUNTEERS

1. **For visits within office hours/days (MONDAY-FRIDAY, 9-5)** check In/out by sending a text to the CARDS phone 07715082428. Text 'In' and the name of your client' on arriving then 'Out' and the name of your client on leaving.
2. **For visits outside office hours/days** check in/out by texting the On-call manager. The On call manager changes weekly (on a Friday at 5pm) so if you are visiting outside office hours you need to check week by week which number to check in/out on. The list of on-call managers can be found on the website UNDER "HOW TO HELP" – click on 'volunteer' - "Volunteer Portal". If you do not have the rota, call the head office (0131 229 7554), Thorntree Street (0131 555 5240) or Stramullion (0131 552 9607) and ask any member of staff. <https://rowanalba.org/active-volunteers/>
3. **Update** CARDS by text to CARDS phone on **any changes** such as the client not turning up or cancelling, change of location etc. This is essential as if we are not made aware of a visit or a volunteer changes the time/place of a visit and does not inform the CARDS team we cannot be responsible for the volunteers health and safety and will not be able to follow up from the visit.
4. If your appointment takes **longer than the agreed time (usually one hour)**, make sure you promptly text the new finish time to the CARDS phone/on-call manager.
5. **Arrange your next appointment** while you are with the client and **TEXT CARDS phone 07715 082 428**, informing of the planned time, duration and place of your next appointment as soon as possible, unless CARDS staff are already aware of your regular time slots.
6. If you do not check out **within 15 minutes** of the planned finish time, we will make various attempts to contact you. This includes contacting the client, **your emergency contacts and emergency services.**
7. Failure to follow this procedure puts your safety at risk. CARDS cannot allow volunteers to operate outside this procedure, so if you are unsure or need further guidance, please speak with the member of the CARDS team. Please also see related policies such as Rowan Alba Health and Safety Policy and Lone Working policy.

CARDS CHECK IN NUMBER 07715 082 428
(SAVE IT IN YOUR PHONE)