

Volunteer check in procedure



For all visits regardless of the time of day

For all visits with your client please check in and out by sending a text to the CARDS phone **07715082428**.

Text **'In'** on arrival then **'Out'** once you have left.

All text messages regarding check ins and outs, as well as confirmation of future visits should go to the CARDS phone number (regardless of the time of day).

We will be aware of your visit, however, going forward, we will no longer be replying with a message in response to these texts.

Please communicate the details of your next visit via text and include:

- **Date**
- **Time**
- **Location**

Example text message

Next visit scheduled for Tuesday 15th 2pm at Costa Leith

You do not need to include you or your client's name in these texts.

More 

Rowan Alba Limited is a Company Limited by Guarantee 289744 with Charitable Status (Charity No.SCO36775). Our registered head office is 1 Lochrin Square, g2 - g8 Fountainbridge, Edinburgh EH3 9QA, United Kingdom.



Concerns regarding your client

Monday to Friday 9am-5pm

In the first instance please call the CARDS number 07715082428 for any concerns regarding your client and speak directly to a member of staff.

Evenings and Weekends

Please contact the on-call manager. <https://rowanalba.org/on-call-rota/>



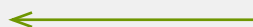
In case of an emergency

If you or your client require emergency assistance, please dial 999 for guidance and then contact Rowan Alba CARDS

- Monday-Friday 9am-5pm - **07715082428**
- Evenings and Weekends - On-call manager
<https://rowanalba.org/on-call-rota/>



*Link to find the
On-call manager
on our website*



Please note

The on-call number changes weekly (on a Friday at 5pm). If your visit is out with office hours, please check who is on call that day, should you need to speak to someone. This rota is emailed out monthly to volunteers.

The list of on-call managers can be found on our website.

Use the top menu to navigate to:

Our services > CARDS > CARDS Volunteering Hub > Volunteer Resources > On call rota

If you do not have the rota, we will have the on-call manager's number recorded in an answer machine on the CARDS phone.

This can also be confirmed by a member of staff at one of our residential services.

Phone Thorntree Street (**0131 555 5240**) or Stramullion (**0131 552 9607**)

and ask any member of staff.

Rowan Alba take the Health and Safety of both clients and volunteers extremely seriously

Before a client is matched with a volunteer, staff carry out a comprehensive risk assessment ahead of solo visits. This is to minimise any risk to all parties.

As you go forward, you the volunteer are responsible for communicating any new risks should they arise. This ensures visits remain safe for all.

Concerns should only ever be included in notes if it has already been discussed with a member of staff

Please note that any risks or concerns should be communicated to staff as soon as possible, this should be done verbally and not through email or text message.

- Monday-Friday 9am-5pm - 07715082428
- Evenings and weekends - on-call manager - <https://rowanalba.org/on-call-rota/>