Welcome to

volunteering with the

Silver City Surfers (SCS)

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Registered as a Scottish Charity No: SC041496

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1. Mission Statement

Silver City Surfers aim to create an environment that respects the diversity of the community and enables individuals and organisations to achieve their full potential, to contribute fully, and to derive maximum benefit and enjoyment from their involvement with the charity.

Silver City Surfers acknowledges that volunteers enjoy the following basic rights:

- to be treated with respect and dignity;
- to be treated fairly with regard to all procedures and choices;
- to receive encouragement to reach their full potential;
- to feel comfortable and enjoy their time while at a tutorial session.

These rights carry with them responsibilities. Silver City Surfers requires volunteers to recognise these responsibilities and to act in accordance with them in dealings with other people. In addition, Silver City Surfers will comply with all relevant legislation and good practice.

Silver City Surfers opposes all forms of unlawful or unfair discrimination on the grounds of race, nationality, marital status, gender, sexuality, religion, responsibilities for dependants, age, disability or employment status. Discriminatory attitudes or behaviour are unacceptable at any time. A commitment to equality and diversity of opportunities is a requirement for all those involved with Silver City Surfers.

Silver City Surfers is committed to providing services which are relevant and accessible to those who wish to use them. Our services should be welcoming and accessible to all relevant individuals.

Monitoring of all services will be carried out in order to identify any inequalities in content or participation, and to determine the steps needed to rectify them. This includes attention to publicity, referral processes and the links with outside organisations and individuals involved in the provision of our services. Every effort will be made to ensure that, in maintaining these links, our policies and priorities are not compromised.

2.   Introducing Silver City Surfers

Silver City Surfers is a charity which provides free one-to-one tutoring for people aged over 55, in how to use information technology and surf the Internet safely. SCS was set up in 2005 by a group of older people for older people. Our sessions provide a supportive environment, tailored to the individual, where people feel comfortable learning something new. Note that SCS does not charge for any service.

People come to our sessions to learn many different skills: keeping in contact with family and friends; saving money by using online services; typing a letter; printing a CV; using online library services; watching TV or listening to radio online; using social media; looking up information on health, craftwork, employment opportunities, family, etc. You can follow this link to gain an appreciation of how new to computing some of our learners are. Listen to what SCS means to our learners and volunteers here.

Learners often bring their own devices; however we have a variety of equipment for people to use if required. Though we do not recommend particular devices, we are often asked for advice. We encourage learners to explore the devices SCS has on site but to make their decisions based on discussion with family and friends.

Silver City Surfers runs core tuition sessions and projects throughout the city. You are welcome to volunteer at any of these sessions. Please read more about them in the list below and contact us if you wish to join the team in any of these sessions.

- City of Aberdeen core sessions - one-to-one tuition & support with cafe for people 55+.
- Information Talks - Monthly introductory talks & mini-workshops.
- Schools Project - Intergenerational work.
- Reaching Out - Going Local Project - For people 65+.

SCS is managed by voluntary Trustees who comprise the Management Committee; they then instruct the Coordinators in the support of volunteers, learners and the organisation. The Management Committee meets on the last Friday of each month. Minutes of meetings are available on request. Volunteers are welcome to become a Trustee; speak to a Coordinator or member of the Management Committee for more information.

3. Volunteer Roles

SCS depend upon our dedicated and talented volunteers to run this service. We have two distinct Volunteer roles:

- Hospitality Volunteers
- Volunteer Tutors

Hospitality Volunteers' Tasks:

- Welcoming and putting learners at their ease.
- Administering the sign-in sheet.
- Administering the volunteer sign-in sheet.
- Welcoming new learners with SCS information and complete registration paperwork.
- Making teas/coffees for learners and volunteers.
- Ensuring learners are seen by tutors in the right order.
- Tutorial time-keeping.

Volunteer Tutors' Tasks:

- Providing tutorial support on a one-to-one basis.
- Setting out the equipment.
- Plugging in the Wi-Fi kit at the start of sessions.
- Clearing away at the end of sessions, as appropriate.

Please refer to the [Basic Digital Skills Assessment Questions](#), issued by SCVO's [Digital Charter](#), for useful guidance.

4. One-to-One Tutoring with a Learner

Everyone will have their own style but the idea is that our learners feel comfortable coming to sessions and leave feeling they've achieved something.

We suggest you follow this outline:

- Introduce yourself and welcome the learner.
- Briefly explain the benefits of using computers and the Internet.
- The first session should include explanation of emailing and where necessary, setting up an email address e.g. Gmail; Yahoo; Outlook.
- Ask the learner if they would like their email to be added to the SCS mailing list. If so, send email to silvercitysurfers@gmail.com (Advantages include details of our popular monthly information talks and follow-up handouts).
- Encourage the learner to use the equipment in a way that they want to. What are they interested in doing? Ask about hobbies, interests, news, etc. (See the Silver City Surfers Computer Use Policy below)
- Help the learner stay focused on the task(s).
- Be mindful of those around you and use clear, polite language.
- Let the learner use the equipment. If they lack confidence, reassure and encourage them – our aim is that they enjoy learning in a relaxed and fun manner.
- Keep instructions short and listen for their feedback. Look for cues that they're comfortable and understanding what you are saying. They may be too shy to say they don't understand.

At the end of the session (typically 20-30 mins):

- Recap what the learner has achieved and what they've learned and can build on.
- If using SCS equipment, ensure learner is logged out of account(s) and history is cleared.

Part positively! We hope everyone leaves with the feeling that they've achieved something and that they want to come back. If you feel this is not the case, tell the Coordinator before the learner leaves.

If you are concerned about someone's well-being, or are uncomfortable in any way, then speak with a Coordinator immediately.

SCS has a policy that volunteers **never** visit someone's home and **never** offer to repair equipment or take equipment home. Please inform the Coordinator if you are asked.

Use the email scsstaff@gmail.com rather than your personal email address, if required during a tutoring session. The coordinator will provide you with the password.

Remember that SCS has a no charging policy.

These procedures are mandatory and are for the benefit of learners, volunteers and SCS; failure to follow these procedures will result in your no longer being able to volunteer with us.

5.   Commitment to Volunteers

We acknowledge that volunteers contribute in many ways, that their contribution is unique and that volunteering can benefit our both our learners, and the volunteers themselves. SCS values the contribution made by volunteers and is committed to involving volunteers in appropriate positions and in ways which are encouraging, supportive and which develop volunteering.

The Coordinator will match people to particular volunteer roles and provide clear role task descriptions and agreed time commitment, outlined either verbally or in written form.

Volunteers will receive an induction to the work of SCS and preparation appropriate to the nature of the task they perform. Where appropriate, individuals will be offered the opportunity to shadow an existing tutor for a specified period. There will be a trial period of one month for the benefit of both volunteers and SCS to allow both parties to review progress and suitability.

Clear information will be provided about the following:

- Repayment of out-of-pocket expenses and the system for claiming (see Section 6).
- Information on the insurance cover provided.
- Information and guidance on health and safety.
- Opportunities for training and development relevant to the role.
- Opportunities to participate in decision-making where appropriate.

We will ensure that volunteers are treated with respect and in accordance with our Equal Opportunities Policy and that any grievances are resolved fairly.

If you feel that there is something preventing you from volunteering to your full potential or there is a way that Silver City Surfers can be improved, please speak to a member of the Management Committee or to the Coordinator.

6.   Expenses

Volunteering is a commitment of time and energy for the benefit of the community. Volunteering is undertaken freely and by choice without concern for financial gain. You may, however, incur costs in carrying out your voluntary work. SCS will reimburse out-of-pocket expenses as laid out below.

Reasonable expenses will be paid to the volunteer for travel. As a matter of principle, SCS will only reimburse for public transport except in an emergency.   Other forms of transport may be agreed in exceptional circumstances with prior agreement. Expenses, where applicable, will be paid at the following rates:

- Travel costs by public transport (bus ticket is required).
- Mileage allowance at 45p per mile.
- Car parking fees will be paid if agreed in advance by the Management Committee.

For reimbursement, please provide receipts to the cashier at a Citadel session (Wed/Fri) or to a coordinator at other sessions.

NB. Any state benefits you may be receiving will not be affected by claiming actual out of pocket expenses.

7. Computer Use Policy

We want to ensure that all computer equipment is used safely and sensibly. Please read carefully the following instructions before you sign.

- Use only storage devices that are approved by the Coordinator.
- Use paper and ink resources sparingly (printing charges: 20p/sheet).
- Keep all food and liquids away from the computer equipment.
- Do not view, download, print, send or display any unlawful, obscene, offensive, indecent, racist, defamatory, harassing or abusive material.
- Do not access, copy, delete or otherwise alter any other user's files, without their permission.
- Do not participate in online gambling or in any online activity that may bring the Silver City Surfers into disrepute.
- Ensure that you and the learners you are tutoring protect personal information online and, if using SCS equipment, fully log out of any site at the end of the session.
- Report any technical problems to the Coordinator or any member of the Management Committee as soon as possible. Never reset equipment to factory settings.

Silver City Surfers reserves the right to monitor your use of our computer system and to ask you to leave Silver City Surfers should this policy be breached.

I understand the above policy and agree to comply with it.

Signature: Date:

8.   Volunteer Agreement

This Volunteer Agreement describes the arrangement between Silver City Surfers and you. We wish to assure you of our appreciation of your volunteering with us. We will do the best we can to make your volunteer experience with us both enjoyable and rewarding.

Volunteer:

Post: Hospitality / Tutor (delete as appropriate)

Start date:

As a volunteer with Silver City Surfers, I agree to:

- Use the constructive support, guidance and feedback offered and participate in the induction and running of the service.
- Help Silver City Surfers to fulfil its aims, as set out in the introduction.
- Follow the procedures and standards outlined by Silver City Surfers in relation to its volunteers, coordinator and learners.
- Perform my volunteering role to the best of my ability.
- Maintain confidential information in accordance with Silver City Surfers' confidentiality guidelines and data protection.
- Meet agreed time commitments, and give reasonable notice where this is not possible.
- Bring any concerns relating to my role to a Coordinator or member of the Management Committee, as appropriate.
- Provide receipts for out of pocket expenses so that I can be reimbursed where appropriate.
- Attend opportunities for training both formal and from peer experience, as appropriate and when available.
- Never visit a learner at home nor agree to repair equipment or charge for a service; we signpost people to other agencies for this.

Signature: Date:

9. Finally

Over the years, we have helped thousands of individuals to learn basic computing and the feedback we get about how wonderful our Volunteers are, is genuine and heartfelt. This [Silver City Surfers video](#) clearly shows the value that you, as a volunteer, provide to older people in the region. Once again, thank you for volunteering with Silver City Surfers.

This booklet has information in it that we hope you will find useful. If you feel that some information should be added, please let us know.

Quite simply; we could not provide this service without **YOU**!