

Newsletter June 2017



Hounds for Heroes

Working in the care sector we understand how important every carer is to making a difference in someone's quality of life this includes the four-legged variety of carer, so this year we have been raising funds in the office with themed days, quiz's and competitions to support our chosen charity; Hounds for Heroes however we would love for more people to get involved and help us donate to this wonderful cause.

The purpose of "Hounds for Heroes" is to provide specially trained assistance dogs to injured and disabled men and women of both the UK Armed Forces and the Emergency Services.

You can donate as little as £1 and every bit of it makes a difference in helping to provide a specially trained dog that removes the sense of disability in a heroes life and replaces it with a sense of ability. Hounds for heroes help to rebuild the feeling of loyalty, trust and team spirit that is lost on leaving the military or civilian services. It's so easy to do, just text PUPS58 £1 to the number 70070 or log on to www.justgiving.com/fundraising/Careline-Agency or donate in person at the office. If everyone who works for Careline could donated just £1 we would raise over half our target amount.



Breaks

Please note that any breaks you take whilst working are unpaid and therefore must be declared on your timesheet under the 'official breaks' section.

DBS Certificates

Please remember to keep your DBS certificate safe. You may be required to take your DBS certificate with you to new services you attend. Careline do not keep or receive a copy of your DBS certificate so if you do not have your original you may lose out on work.

If you have lost your certificate we can help you process a new one so please contact us at the office if you need help with this. The processing charge for DBS applications is £44 which is payable by cheque or bank transfer.

ID Cards

Please remember to take your ID card with you when attending all Careline duties. ID cards are used to identify you when you arrive at new services and if you are supporting someone when out in the community they are useful to show members of public, medical professionals or the police if there are any incidents.



Congratulations to **Caroline Vint** who has been awarded our Careline Staff of the Month and will receive a letter of congratulations. Well done! This award is given for many different reasons such as staff going the extra mile, having a flexible approach, giving an outstanding service to our clients and their families and many more.

Training Certificates

If you have any training certificates from other employment that you think Careline will find useful when offering you work please don't forget to send them over to us. You can pop copies in the post or you can email copies over to any of the coordinators and they will add them to your profile. The work we are able to offer you can be greatly affected by the training you have so it really important you provide certificates so we can give you as many work opportunities as possible. If you have any queries about training please don't hesitate to call us on 01189 585858

Cancellations

Please remember that if you cannot attend a shift for any reason whatsoever it is vital you talk to us about this.

It is not acceptable to email to cancel a shift or leave a voicemail. Our phone lines are open 7am-7pm Monday - Friday 9am-5pm Saturday 10am-2pm Sunday and 10am-4pm on all Bank Holidays so there is every opportunity to speak to someone. Careline does have a no cancellation policy and non-attendance of work booked is closely monitored so please do not accept a shift unless you are sure you will be able to attend.



Polo Shirts

Please wear your polo shirts or tabards whilst carrying out assignments for Careline unless you are specifically asked not to by clients. There is absolutely no charge to you for polo shirts or tabards so if you need some please let us know at the office and we will get some out to you as soon as possible



Our next training sessions are:

Saturday 24th June

9.30am-11.15pm Manual Handling
11.30am-pm Health & Safety

Please give Tracy a call at the office if you would like to be booked on the training as spaces fill up fast or [Email Tracy](#)

First Aid, Health & Safety, Safeguarding Adults/Children, Mental Capacity Act and Personal & Professional Boundaries are mandatory when working for Careline and if these are not up-to-date, it could affect the work that is offered to you. If there is any training you would like to request, please [Email Tracy](#)

Fathers Day

Lets not forget all the dads out there! Fathers day 2017 is Sunday 18th June. If you are looking for inspiration for gift or card ideas the link below as some lovely things

<https://www.thegreatgiftcompany.co.uk/gifts-by-occasion/special.../fathers-day>



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