

Questions and answers

What do I do if my password isn't working and I can't get on line to the CARE site?

Check that you have typed in the address correctly – www.careinhh.uk (there is no 'co')

If this still doesn't work and you need a new password, email

volunteers@careinhaywardsheath.co.uk

If you know your password but would like to change it, this can be done on a tab at the top of the Volunteer diary page on the careinhh.uk site

Where do I get brown envelopes from?

The Treasurer, Clive Smith

90 The Welkin, Lindfield RH16 2PL (you can't miss it - the first house on the right with a large '90')

treasurer@careinhaywardsheath.co.uk

Where do I deliver the donations?

To the Treasurer as above

How do I claim expenses?

The expense form can be found at the top of the Volunteer Jobs page

Either post / deliver the completed form to 90 The Welkin or email to

treasurer@careinhaywardsheath.co.uk

How can clients give donations by cheque or online?

Cheques should be made payable to CARE in Haywards Heath, and posted to our Postal address:

c/o Haywards Heath Methodist Church, 28 Perrymount Road, Haywards Heath, RH16 2LF

Bank details: Natwest, sort code no. 60-10-26, account no. 03474992, CARE in Haywards Heath, Cuckfield & Lindfield

When should I contact a client for a job?

Phone the day before

How do I hide my number when phoning a client?

Dial 141 before the client's number

What should I do if a client doesn't answer the door?

Ask the neighbours if they know anything / have seen them. If this fails, contact the Duty Officer who will have emergency contact details

What if you have any problems on a CARE job?

Contact the Duty Officer

What hours are the CARE phones manned?

8.30am – 6pm Monday to Friday (with the exception of some Bank Holidays)

If there is a weekend job, there will be cover in case of any emergency

How do I get an Identity Card? Email volunteers@careinhaywardsheath.co.uk