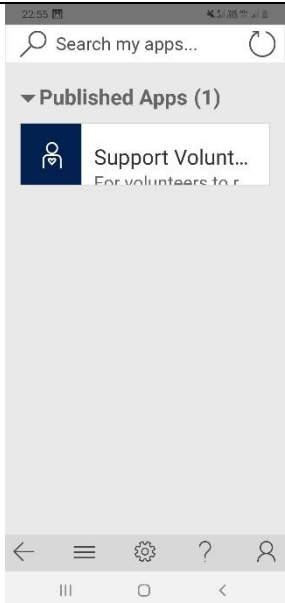
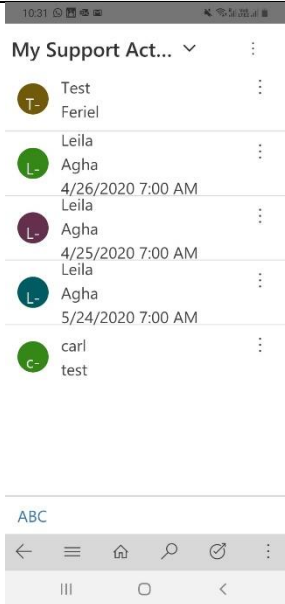
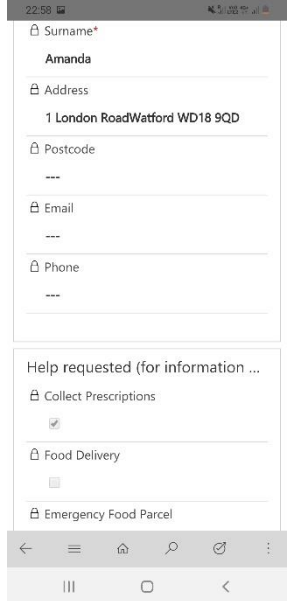
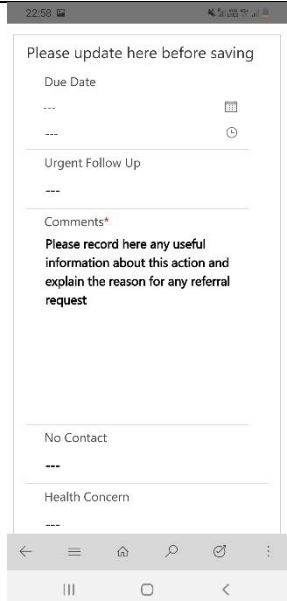


Instructions for Volunteers making Wellbeing calls

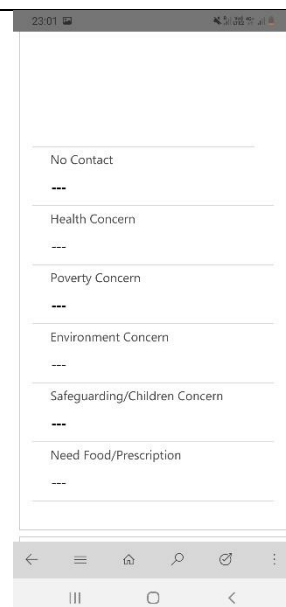
1. Open the Dynamics 365 application on your mobile phone that you have installed	
2. Log in with the credentials you have been provided	
3. Select the 'Support Volunteers' box	
<p>4. Under the heading 'My Support Activities' you will see a list of Keeping in Touch calls that have been assigned to you. You will see that for each person we have assigned to you we have set up a total of 3 calls – 1 per week for the next 3 weeks.</p> <p>You can sort them in date order by selecting the 3 dots at the top right-hand side. Select sort and then Due Date and the calls due first will appear at the top.</p> <p>Please check the due date so you can see what week the call is due. You can make the call on a different day as long as it takes place during the week it is due. In your first call to the individual, agree what day works best for both of you and try and call them on the same day each week.</p>	
5. Select the person from the list that you are going to call	

<p>6. Here you will see the details including the telephone number and any additional information you may need to make the call.</p>	
<p>7. Make the wellbeing call using the guidance via this link: https://www.mywellbeing.community/telephonevol-guidance</p>	
<p>8. In the comments field – please type a summary of the call you have made. This should include any requests for further assistance they may have. Please also indicate whether an urgent follow up is required by selecting ‘yes’ from the dropdown.</p> <p>Please ensure your notes appear underneath any notes already written. There is no need to delete any existing notes. To help make it clear which notes are yours, please begin your notes with Feedback from call:</p>	

9. Please also complete the fields under 'Please update here before saving'.

Select 'No' for 'No Contact' if you are not able to get in touch with the individual because they have not answered their phone.

If you have a concern, or if further help is required, please change the relevant section to 'yes'. For example if they need food or need help collecting a prescription.



23:01

No Contact

Health Concern

Poverty Concern

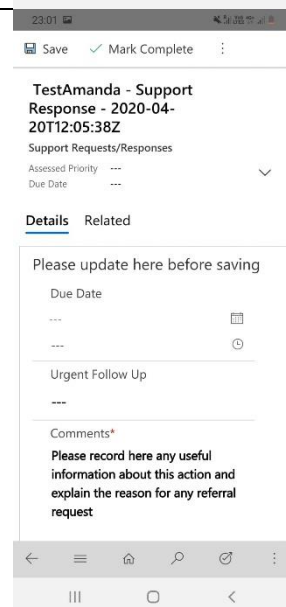
Environment Concern

Safeguarding/Children Concern

Need Food/Prescription

Navigation bar: back, menu, home, search, share, more options.

10. Select 'Mark Complete' at the top of the screen and the request will disappear from your list.



23:01

Save ✓ Mark Complete

TestAmanda - Support Response - 2020-04-20T12:05:38Z

Support Requests/Responses

Assessed Priority ---
Due Date ---

Details Related

Please update here before saving

Due Date

Urgent Follow Up

Comments*

Please record here any useful information about this action and explain the reason for any referral request

Navigation bar: back, menu, home, search, share, more options.