

# BDI Home Visit Policy

## Clients

- ☞ When a volunteer visits you for the first time, please inform them if you have any medical issues that they need to be aware of. i.e. after 45min – 1 hr your pain level increases and you need to rest. Hence the volunteer may then offer to take the equipment to the workshop or make another arrangement.
- ☞ You must try to fit in with their timing. Some of our volunteers work and cannot visit “on demand”.
- ☞ When the volunteer visits, it is a good time to mention any computer issues or difficulties you might be having. It is also a good idea to send an occasional email to your volunteer so they can be aware your computer and internet is functioning correctly.
- ☞ We have no staff or office. So those now paying by bank direct debit is really appreciated.
- ☞ Volunteers can only work on BDI owned equipment. It is a breach of their volunteer agreement to work on non-BDI owned equipment.
- ☞ It is ok to offer your volunteer a cup of coffee or tea.

## Volunteers

- ☞ One of the critical tenets of Beyond Disability is to respect the sanctity of our client’s homes. Visiting a disabled client in their own home requires you to focus on the computer task and to keep the person informed what you are doing.
- ☞ You must respect the clients’ privacy. Unless you have their consent you must not open their documents, photos or other personal information.
- ☞ Under no circumstances must you do anything which may make the client feel vulnerable in their own home. Only go where the computer is, unless invited to other areas – say for a cup of tea.
- ☞ If you are unsure of BDI procedure, please phone me on my mobile.  
Richard Stubbs OAM 0417 786 087  
Chief Executive Officer

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BDI is a non-profit community program to help get low income housebound physically mobility disabled interactively connected with their community from their own homes using recycled computers.