

## RED CROSS VISITING & HOME-BOUND LIBRARY SERVICE

It is essential that this service be given efficiently and with a warm and friendly manner.

It is anticipated that a number of the patients will be geriatrics and that many will be very lonely people. Therefore, the service is divided into two parts, the first part being Home Visiting.

This service brings a great deal of cheer into the lives of our elderly citizens and it should be remembered that one of the greatest benefits of such a service is that the patients have someone with whom to talk. Other small services can be carried out at the same time, such as making a cup of tea or perhaps going a message.

The second part of the service is the regular delivery of library books from the municipal libraries. As this service involves the regular delivery of books from these libraries, it will be necessary for correct records to be kept from the point of view of the library, the patient and the Society. Suggested ways of keeping such records are attached hereto. However, it should be borne in mind that the method used must have the approval of the library concerned.

Members of the Society engaged on this service should have a knowledge and love of books and plenty of patience in dealing with those who are visited and must, as for all services, be correctly trained. This ensures the maximum efficiency.

It should be remembered at all times that members involved in this service should have plenty of time to spend with each person visited. Therefore, keep the round small - the suggested number of persons visited being three in a morning.

DO NOT ever give the impression of being in a rush.

INSTRUCTIONS - GENERAL

1. Punctuality and continuity of the service are most important and a promise should never be made to a patient which a member may find difficult to fulfil.
2. On no account must a patient's illness or affairs be discussed with any other persons, unless it is the district nurse, doctor, clergyman or social worker through whom the patient has been referred, or the Red Cross member in charge of the service.
3. The patient may at times discuss his illness and treatment with a member, but on no account must the treatment be interfered with or any advice given, other than that the patient should contact the doctor or sister.
4. Do not prescribe anything in the way of medicines or purchase on behalf of the patient any medicines of any sort, including aspirin.
5. Should the visitor notice any marked change in the patient, she must inform the person who referred the patient. She should also inform the Red Cross officer in charge of the service within her unit of her action.
6. Care should be taken if a visitor is asked to buy food for a patient or prepare a meal. It is possible that the patient may be a diabetic or on a special diet and this information should always be passed on to the members by the officer in charge of the service, who has obtained it from the district nurse or doctor.
7. If making purchases for the patient, extreme care should be taken in handling the patient's money and a receipt obtained where possible. Do not make purchases until the money is given to you.

INSTRUCTIONS - LIBRARY

1. A record of each patient's library books should be kept for reference purposes.
2. The visitor should make herself familiar with the books being read by her patients in order to be able to discuss them with the patient should they wish to do so.
3. It is essential that those undertaking this service should be familiar with the system used at their particular library. On no account must books be taken home to be read by the visitor, or left in an unlocked car at any stage. They must be returned to the library at the conclusion of the round.
4. Should there be any hitch or problem, it is essential that all members notify their officer in charge at once, who in turn should, if it is serious or they are in doubt, refer the matter to Headquarters.

I M P O R T A N TRECORDS REQUIRED BY THE LIBRARY COUNCIL OF VICTORIA AND  
RED CROSS DIVISIONAL HEADQUARTERS.

As this service is in its infancy, we require the following information to be submitted on the Service Sheet each year and as from July 1971 a place will be made on this document. It is suggested that for the purpose of the records, each member should keep a notebook in which should be recorded the following:-

- a. Mileage done each day (To be totalled at the end of the year)
- b. Number of patients visited.
- c. Number of books issued.

This information must be made available to the Superintendent or Group Leader after 30th June each year (preferably during the first week in July).

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