

# FAQs

## 1. What does the Kissing it Better programme involve?

The programme includes a wide variety of options and activities and to some extent it's up to each of you to decide how much you'd like to do and when to do it- this depends on the time you have available and your personal interests.

We invite you to attend our introductory Zoom session on Mondays at 5pm (GMT in Winter, DST from 27<sup>th</sup> March) at the start of your volunteering experience. After that, you can join *In My Day* Zooms where we link directly with isolated older people in hospitals, care homes and the community (see more detail in the question below), attend teaching sessions and Master classes. Some volunteers help to co-host our Zoom chats (training can be given) and many go on to become Kissing it Better Ambassadors and take on their own projects, ranging from creating podcasts to designing posters or organising fund-raising events. We are currently planning new events and trips for later in the year.

## 2. How do I sign up?

To sign up to our programme, and to receive our weekly newsletters with new Zoom timetables and Zoom links each week, please follow this link: [shorturl.at/brJ89](https://shorturl.at/brJ89)

If you have any issues, please contact us at [millie@kibmail.co.uk](mailto:millie@kibmail.co.uk).

## 3. How do I join my first Zoom session?

To get started, we recommend that you join our 'Introductory Session' at 5pm on Mondays (GMT in Winter, DST from 27<sup>th</sup> March). This session launches our full programme. To join, please use the Zoom link in your weekly newsletter. This link will be used for all sessions in that week.

## 4. What are 'In My Day' Zooms?

These are regular weekday Zoom chats where volunteers can engage with older residents in hospitals, care homes, or people living alone. They are about 45-55 minutes long. Some sessions are themed around music or crafts, others are more general chats, including the opportunity for the older people to tell us about their childhood memories, or about their lives now when they are separated from close family and friends. There is no obligation to speak but we do ask that you listen and then use the themes we discuss as a basis for a



conversation with your own older relatives and family friends – you’d be amazed what you will learn and how much of a difference you will make to person you engage with. See even more detailed information about our Zooms at the end of the newsletter.

### **5. Do you run Zooms into hospitals, care homes and individual homes regularly throughout the year?**

Yes, we run them several times a week. Please note that while there are often regular slots for these Zooms, the timetable is new each week so please plan carefully by checking your weekly newsletter. Our programme often changes in the school holidays with more daytime Zooms available.

### **6. Is there a set number of hours I need to do each week?**

We do not require you to complete a set number of hours for your volunteering. We encourage you to join as many of the Zooms as you would like as part of your own volunteering experience. For those completing The Duke of Edinburgh’s Award and other volunteering awards, please refer to the criteria specific to their requirements.

### **7. Where do I find the weekly Zoom timetable and Zoom link?**

You can find the Zoom timetable and Zoom link on your Kissing it Better Newsletter. The Zoom link provided is for all the Zoom sessions in that week. You will be sent a new newsletter every Friday evening, including a new weekly Zoom link and timetable.

### **8. How long are the Zoom sessions?**

The Zoom sessions last between 45 minutes and one hour.

### **9. Who will supervise the Zoom sessions?**

The Zoom sessions are supervised by two members of the Kissing it Better Team. We also provide training to enable volunteers to have the opportunity to co-host Zooms alongside members of our Team.

### **10. What do I do if I haven’t received the weekly newsletter?**

If you do not receive all or part of your weekly newsletter (newsletter includes images), this might be because the settings in your email system are stopping the emails from being delivered. Initially, please check your Junk/Spam folder. Failing this, please get in contact with us at



[kristy@kibmail.co.uk](mailto:kristy@kibmail.co.uk), and we will send you the newsletter separately each week.

### **11. How do I log my volunteering hours?**

We suggest that our volunteers keep a record of their volunteering, as it can be an extremely useful tool to refer back to for future job interviews, applications and for personal growth. Your log could include what you have done as part of your volunteering, reflections on the stories told in the Zoom sessions, what you've learnt and the skills you think you have gained in the process. We also use your log as a guide if you ask us to provide a reference for you.

Please view our Kissing it Better log here: [shorturl.at/bkH06](http://shorturl.at/bkH06)

(Note, please ignore 'Assessor initials' column if we are your assessor, as we sign it all off at the end)

### **12. I'm an aspiring medic. Is there a log I can use to keep track of the medical-related skills I've gained whilst volunteering?**

Please see above question for further details. For those of you who aspire to work in healthcare, evidencing the medical-related skills you have gained through volunteering with us can be a useful resource when filling out medical school applications and attending medical-related interviews.

Please use the following link for the 'Evidence of Medical-related Skills Gained Through Volunteering' Log: [shorturl.at/sFUZ6](http://shorturl.at/sFUZ6)

Note, this can be used in addition to the log in number 11

### **13. Who could be my DofE Assessor?**

In the first instance, please ask the person in charge of DofE at your school/college to be your assessor. If they can't, please come back to us at [kristy@kibmail.co.uk](mailto:kristy@kibmail.co.uk), we are happy to help.

When you send in the form, please include as much detail as possible about the Zooms and other activities you have completed as part of the award. Some of you are simply saying you attended x number of sessions and giving us the dates. We need more than that, please.

Please check the minimum number of volunteering hours required for your award. Please email your DofE logs to [kristy@kibmail.co.uk](mailto:kristy@kibmail.co.uk).



#### **14. How do I provide consent to take part in the Kissing it Better programme if I am under 16?**

If you are under the age of 16, please ask your parent or guardian to fill out the following form: [shorturl.at/egkyG](https://shorturl.at/egkyG)

If you have any further questions, please email [kristy@kibmail.co.uk](mailto:kristy@kibmail.co.uk)