

Work and Kidney Failure **Information for patients.**

Acknowledgements.

The creation of this booklet was co-ordinated by Charlotte Cosquer, Renal Psychologist at York Renal Unit. Many thanks to everyone involved, particularly:

- The patients who kindly gave their own stories
- The patients who read the drafts and provided feedback
- Members of the York Pre-Dialysis Action Learning Set, particularly Maggie Higginbotham and Cathy Holman, for their contributions, suggestions and amendments
- Diane Reasbeck and Pauline Golden of Future Prospects, for their expertise in the area of employment and disability in York
- Andy Long for explaining the role of the Job Centre in helping people with health conditions
- Mike James, Press Office, and Steve Mason, Corporate and Legal Services Manager, North Yorkshire and York PCT, for their help regarding legal aspects of the advice given in this booklet
- Lynn Jeffries, Promoting Equality and Managing Diversity Manager, York Teaching Hospital NHS Foundation Trust
- Dennis Crane, Regional Advocate, National Kidney Federation

This booklet is designed to give you information about some of the factors you may need to consider when deciding what to do about work. It also gives details of support that is available to you. However, the booklet is not a substitute for the advice your doctor may give you based on his or her knowledge of your specific medical condition.

All the information here is correct at the time of writing (March 2008 – Updated November 2011). However, government schemes do change over time, so it is wise to check the details of current schemes with the relevant bodies.

Introduction

When you are diagnosed with kidney failure, you may be concerned about your ability to work. Everyone's situation is different, and there is no right or wrong course of action. Some people continue with exactly the same work. Some change their role or their working hours. Others train for a different job. Some people give up work altogether, either temporarily or permanently.

At different points in your life, your circumstances will change and different issues will come up in relation to your health and your employment. However, there is no specific reason why a person with kidney failure should not be able to continue working or gain suitable employment, provided they feel physical well enough. Working can have positive effects on both your physical and psychological well-being.

'I'm doing this now for my enjoyment. Working is something to give you a stake in the normal world. Its saying "I'm not a sick person". It is important to do something so that mentally you see yourself as a person in your own right, to have dignity. It goes a long way to keeping you well, I think.' – Barbara, on haemodialysis.

What do I need to consider when deciding whether or not to stay in work?

There are many different factors to consider when thinking about your ability to work. We will look at some of these below.

1. Your symptoms

The symptoms associated with kidney failure can change over time in ways that are different for different people. Some people have only a few symptoms. Others have more, but they may be able to find ways to manage them. The symptoms you may experience include:

- Tiredness
- Feeling out of breath
- Feeling sick
- Difficulty sleeping
- Cramp and restless legs
- Finding it harder to think and concentrate.

You may need to change your working hours, some part of your job or your work environment to take account of these symptoms.

Keeping a diary of symptoms can help you to notice patterns. This can help you to adapt your work around them.

2. Your dialysis

The type of dialysis you have will impact on when and where you are able to work.

Haemodialysis

Haemodialysis usually takes place in hospital and takes about four hours to complete. It is normally carried out on alternate days, three times a week. Some people feel tired after dialysis, but if you feel well enough, there is no reason why you can't work afterwards. One advantage of haemodialysis over other forms of dialysis is that you have four dialysis-free days each week. Some people work part time on the days that they don't have dialysis. Others decide to have dialysis in the evening and work during the daytime. However, it is not possible to accommodate a frequently changing shift pattern if you are having haemodialysis at the hospital.

Home haemodialysis

Some patients are able to carry out haemodialysis on a machine in their own home. Your prescribed dialysis treatment stays the same as in hospital, i.e. normally four hours, three times a week. However, at home you have greater flexibility to change dialysis times to fit around your lifestyle. Some people choose to dialyse for shorter periods more frequently, for example two to three hours five or six times a week, and some may be able to have dialysis overnight.

Continuous Ambulatory Peritoneal Dialysis (CAPD)

Continuous Ambulatory Peritoneal Dialysis is carried out at home or whilst you are at work. CAPD involves placing dialysis fluid into your peritoneal cavity through a plastic tube in your abdomen. The fluid changes take between 20 and 30 minutes and usually need to be carried out three to four times a day. One advantage of CAPD is that you do not need to go to hospital for your dialysis. Because CAPD is more flexible, many people find they can fit it in around their work hours or shift patterns.

Automated Peritoneal Dialysis (APD)

It is also possible for some people to use a machine to do APD at home. This is done whilst you are asleep, leaving your waking time free from dialysis.

'I doubt if I could have carried on with the job I had then if I had been on dialysis. CAPD would have been impossible because I worked in fields on farms in the middle of nowhere (dirt, soil and a lack of running water). Haemodialysis would have been equally difficult as my work involved travelling the country and being away for a week sometimes. So when the opportunity of either taking redundancy or promotion came up three years ago, I opted for redundancy. As it would happen, I am now back working part time from home on a self-employed basis, which makes CAPD and hospital visits easy' – John, on peritoneal dialysis

3. The demands of the job

Individuals vary in the types of task they feel able to do when they have kidney failure, and this can change at different times. However, some people with kidney failure have done physically demanding manual work throughout their dialysis and the transplant stages of their condition. If you have other health conditions as well as kidney failure, this may affect the type of work that you can do. Your consultant should be able to advise you whether there is any part of your job that is not suitable for you.

If you are on CAPD, it is important to have a clean environment in which to do bag exchanges. However, this is not as difficult to sort out as you may think. The Peritoneal Dialysis Nurses are happy to talk to employers about accommodating bag exchanges.

If you have had a transplant, you will be taking immunosuppressant medication. If you are working in an environment where you are exposed to a higher risk of infection, you will need to discuss this with your consultant.

The Driver and Vehicle Licensing Agency (DVLA) does not prevent people from driving because they have kidney failure. However, you do need to inform them and your insurance company if you are on dialysis.

4. Psychological factors

Working can have many psychological benefits, such as improving your self-confidence and self-worth, providing a sense of routine and purpose, maintaining contact with other people and easing financial pressures. Working has been shown to be an important factor in the quality of life of people with health conditions.

However, being diagnosed with kidney failure can knock your confidence. This is a very normal part of coming to terms with having kidney failure. People find they have good days and bad days.

Occasionally, people become depressed or anxious as a result of their kidney failure, but this does not need to be a barrier to working. If you experience these feelings and find that they don't pass with time, then discuss them with your GP or consultant. They will be able to advise you on suitable forms of psychological or medical treatment.

If having kidney failure leads to you being out of work for a period of time, it may help to make a list of all the skills, knowledge and experience that you have developed either through past

jobs or voluntary work, and to remind yourself of times when you have been successful in the past. Future Prospects is an organisation that specialises in employment and training (see p. 20). They can work with you to identify your skills, rebuild your confidence, and help you find suitable work.

Having the diagnosis of kidney disease sometimes causes people to re-evaluate their lives. If your work is unfulfilling or stressful, you may decide to change jobs. Before handing in your notice though, it's important to realistically consider the financial implications of giving up work (see below) and the impact that it will have on your future job prospects. This booklet includes advice on how to remain employable or find alternative work (see p. 15-18).

'I've got to look to the future and not just what is happening now. I couldn't have stayed on benefits from when I was 17 to now I'm 25 – it wouldn't look good. Anything's better than being on benefits, even college. Some people think why work when maybe you can get the same money being on benefits, but I do it for the future. Working gives me something to do and I feel that I've worked for it, it's my money. Working makes me confident. I'd never go back to being on benefits. The job plays an important role for me. It gives you a sense of well-being. It makes me feel normal. I'm not different.' – Dave, on haemodialysis.

5. Financial considerations

If you change the type of work you do, reduce the number of hours you work or give up work altogether, this may impact on your financial situation. Before making any firm decisions about work, it's important to take into account any financial commitments you have and how you plan to meet them.

You may be eligible for Personal Independent Payment, a new benefit which is replacing Disability Living Allowance. This benefit is not means tested, so you can receive it whether you work or not, but it does have strict eligibility criteria. Your renal social worker can give you more information.

What is the Equality Act 2010 and what does it mean for me?

The Equality Act aims to prevent disabled people being discriminated against in many areas of their life, including employment. A disabled person is defined as someone who has a physical or mental impairment that has a substantial and long-term adverse effect on his or her ability to carry out normal day-to-day activities.

Many people with kidney failure do not consider themselves to be disabled. However, you are protected under the Equality Act if your kidney failure has a substantial impact on your ability to do your job. If you are on dialysis, for example, even if you feel well, you are still covered by the Equality Act. If you are not yet on dialysis and are feeling reasonably well, you would not be covered by the Equality Act unless you were likely to need dialysis in the near future.

In addition to normal health and safety legislation, the Equality Act requires employers to make reasonable changes in the workplace to enable a disabled employee to carry on working.

Some examples of reasonable adjustments include:

- Flexible working to fit around dialysis or fatigue levels, including a phased return to work, working from home or a change in working hours

- Reducing targets or lengthening timescales to achieve targets
- Considering condition-related sickness absence separately from other sickness absence
- Providing disability and equality training to address attitudes in the workplace
- Allowing extra breaks to cope with fatigue
- Providing a clean and private environment in which to carry out fluid exchange for CAPD
- Allowing time off for medical appointments
- Changing a job description to remove tasks that are difficult to perform, such as heavy lifting
- Changing a work base to the ground floor if an employee finds climbing stairs difficult.

A reasonable adjustment depends not only on your health needs but also on the ability of your employers to make these adjustments. An employer must demonstrate that they have explored what adjustments are possible and needed. They are not obliged to do this in consultation with you. However, this is advisable.

An employer cannot dismiss you because of poor performance related to your health unless they have made all the adjustments possible and they are unable to give you a more suitable job. An employer should consider redeployment with a guarantee of interview if you meet the minimum criteria, or with a commitment to training you up if you are close to the minimum criteria. However, if an employer can show that they have made all reasonable attempts to accommodate your kidney failure and that it is still not possible for you to work effectively, then it may be considered fair to dismiss you.

The Equality Act does not allow for disabled people to be given more favourable treatment than other employees. For example, if there are redundancies happening in your workplace, you could be made redundant if the selection is based on criteria not related to your health condition.

For more information on the Equality Act and how it affects you, contact the Equality Advisory and Support Service, T. 0808 800 0082, or look online at <https://www.gov.uk/equality-act-2010-guidance>.

What can I do if my employer refuses to make any changes?

Often, difficulties in the workplace arise due to a lack of awareness on the part of employers. Talking to your employer can usually resolve the problem. However, there are occasions when employers refuse to make reasonable adjustments, despite their obligations under the Equality Act. In such cases, the employee may feel victimised as a result of their disability. Examples of grievances include being:

- Passed over for promotion
- Demoted to a lower paid job
- Given to understand that you be better off giving up work
- Harassed or teased as a result of our health problems
- Given unrealistic targets that do not take account of your kidney failure

If you find yourself in this sort of circumstance, it is best to try and resolve the problem first of all with your line manager, supervisor or Human Resources Department. It may be that your employer is not being accommodating because they unaware of what they need to do. In that case it may be helpful to contact the Jobcentre Disability Employment Adviser (see p. 20), who can put in place programmes to help your employer to make any adaptations you may need. If this unsuccessful,

they you could seek advice from your Union Representative if you have one, or contact the local Citizens Advice Bureau (see p. 22). If you have an Equalities Adviser at work they may also be able to provide help. Taking legal action against an employer can be a lengthy and stressful process. It is important to think through the advantages and disadvantages and to seek advice before taking any such action.

What should I tell my employer?

Deciding what to tell your employer about your kidney failure can be difficult. You may be concerned that your employer will sack you, make you redundant or demote you if they know about your condition. However, as explained above you are protected against this under the Equality Act (see p. 22).

You are not obliged by law to tell your employer that you have kidney failure. If you feel you can cope on your own, it is your choice not to tell. However, if you are experiencing problems or anticipate future problems, it is best to talk to your employer. The National Kidney Federation provides an information sheet for employers (see p. 21).

Choosing the right time to tell your employer about your kidney failure is not always easy, particularly given that it is not always possible to predict exactly when you will need to start having dialysis. If you are a long way off dialysis, it may be hard to imagine how your kidney failure may affect your working life. However, telling your employer early on can help both of you to prepare as smooth a changeover as possible. If you wait until kidney function has worsened and you are very close to dialysis, you may find that you are tired and have trouble thinking. This can make talking with your employer and solving your employment needs more difficult.

'I've been lucky. All my bosses have worked around me and been sympathetic. I think they see that I genuinely wanted to try. At the interview I tell them I have kidney failure, but I also tell them what I am capable of.' - Dave, on haemodialysis.

You probably already have some ideas about the culture in your workplace, and this will influence how you approach your employer. Consider whether they have already show flexibility to other colleagues. If you work in an environment that is very target drive, you may be unwilling to tell your employer about your kidney failure. However, they may notice from your behaviour that something is different and draw their own conclusions about this. Telling your employer about your kidney failure can help them to set reasonable expectations about what you can and can't do.

Many people find that talking to their employer is not as difficult as they feared and they are surprised by how supportive they are. When employers do react unhelpfully, it is often because they do not know how to help people with health problems. However, there may be support and advice available for your employer through Jobcentre Plus (see p.20).

What should I tell my colleagues?

The decision whether to share information about your physical health with colleagues is a personal one, and there is no right or wrong answer. Some people choose not to tell their colleagues that they have kidney failure because they do not want to be seen differently. However, if people notice that you are acting differently they may come to the wrong conclusion. Knowing that you have kidney failure gives your colleagues the opportunity to offer practical support and helps them to understand why you may be working differently.

If you tell your employer about your kidney failure, but decide not to share this information with your colleagues, then your employer should respect your privacy.

What happens if I need time off work?

Throughout all the stages of your kidney failure you will need time off to attend medical appointments, and you may become unwell and need time off work too. Under the Equality Act you are entitled to time off work to attend medical appointments. At certain points in your treatment these appointments may become quite frequent, for example, when you are undergoing investigations for transplant listing.

In the few weeks immediately before starting dialysis, people usually start to feel more ill. For 6 to 12 weeks after starting dialysis, people are closely checked and changes are made to their dialysis regime to provide the best results. During this time, patients gradually regain their strength and their symptoms start to improve. So, in the run-up and changeover to dialysis, you may be absent from work for a period of a few weeks. Once you have started dialysis, there may also be periods when you are unwell and need time off work.

If you are on the transplant list and are called for a transplant, then you will need to be absent from work at short notice. You will also need a period of recovery after your transplant during which you will be unable to work. If you are to receive a live donor transplant, you will be given a date and will be able to plan in advance. People generally find that any problems caused by being called for a transplant are offset by the benefits of being free from dialysis and having improved health.

If your kidney donor is a relative or friend, you may be concerned that they will also lose income whilst they are preparing for and recovering from their operation. The Department of Health has issued guidelines regarding the reimbursement of donor expenses such as a loss of salary or travel expenses. The transplant nurses or your consultant will be able to give you more information. If you are unable to work for a period of time, your Human Resources Department at work will be able to advise you about your entitlement to paid leave. Some people are on a contract that allows them a period of time off sick on full or half pay. If you are not eligible for paid sick leave through your employer, then you may be entitled to Statutory Sick Pay, or if you are refused this you may be able to receive Employment and Support Allowance.

'I have just carried on like normal. I had three months off when they put the catheter in and I went a bit downhill then, but I was on paid sick leave. Now, I am on automated peritoneal dialysis. At first it woke me up, but now I'm used to it. It's like having a new baby. Your life changes and you adjust accordingly. Now I just go to bed early.

I work from home full-time, but that is because the job required it, not because I need to. Sometimes I have the odd sleep in the afternoon, but usually I don't get chance to rest. It never crossed my mind to give up work. You either fight or give in. You've got to get yourself moving. I couldn't afford not to work.' Tim – on automated peritoneal dialysis.

What support is available if I decide to stay in my current job?

There are different types of support available to help people who have health conditions stay in work. Your employer may simply need advice about what kind of changes they need to make to

take account of your kidney failure. There are funding schemes available to employers for equipment and any changes that need to be made in your workplace to help you stay in work.

If you think you may be at risk of losing your job because of your health condition, you can meet with the Disability Employment Adviser at your local Jobcentre Plus to discuss your situation (see p. 20).

What support is available if I decide to look for a new job?

If you decide to look for a new job – whether you are currently working, have been out of work for a while or have never worked – there are many things to consider.

1. Retraining

You may decide to gain new qualifications or skills in order to help you find a job. Many courses are available at local colleges or training centres. For people who have problems leaving their home, some types of training can be accessed online at home. Some vocational qualifications are available at residential training centres specifically for disabled people. York Learning (see p. 20) can provide detailed information about which types of courses may be suitable for you. Residential training can only be accessed through your local Jobcentre Plus.

2. Programmes

There are many different work-related schemes to help people with health conditions.

Work Trial

Work Trial allows people to try out a job for up to 30 days to help them decide whether or not it is suitable for them.

Permitted Work

Permitted Work enables people to continue working for fewer than 16 hours a week and remain on a health related benefit. However, the scheme is time limited and you are only able to earn a certain amount before your benefits are affected.

Work Choice

The Work Choice programme can help you to find a job. Work Choice will continue to work with you and your employer to check that everything is going well and to help you develop in your job.

You can find out about more information about these and other current schemes from your local Disability Employment Adviser, or online at the Jobcentre Plus website:

<http://www.jobcentreplus.gov.uk/JCP/Customers/HelpforDisabledPeople/index.html>

3. Searching and applying for jobs.

When searching and applying for jobs, whether or not you have a health condition, it is important that the jobs suit your skills and qualifications. You will also need to consider the demands of the job and how these will affect your symptoms and general health and fit in with your dialysis.

You may be worried about whether an employer will want to employ you if they find out that you have kidney failure. If an employer asks you whether you have a health condition during

the recruitment process, then by law you have to tell them. If you fail to tell them, this could later be a cause for dismissal from the job. However, under the Equality Act the employer can only use this information to your ability to do the job. They should not use this information to discriminate against you.

You may notice that some job adverts include the 'Positive About Disability' symbol. Employers who use this symbol have to show that they are committed to employing and keeping staff with health conditions. Statutory agencies have an obligation to promote equality and may be more understanding employers than private companies.

If you are looking for a job, it may be helpful to contact your local Disability Employment Adviser. These advisers know the job market where you are, and have a relationship with different employers across the region. They can assist you in matching your health needs with suitable posts and employers.

'I was scared about looking for a job, but I went to the Disability Adviser and she got me a job working in a hair salon, just two or three hours one day a week at first, just to get my confidence up. Then I went for a job at the Co-op. They offered me hours to fit around my dialysis. I was at the Co-op for two years. Then I had to look for another job because I moved. I worked at the hospital for a while and I've had a few jobs since then. I get frustrated sometimes because I see a job that I know I could do but then I can't go for it because of my dialysis. I try to look at what I've got though. I could be worse and I have my friends. When you have kidney failure sometimes you just look day to day. You have to look to the future though.' - Dave, on haemodialysis.

4. Self-employment

Some people who continue to work whilst on dialysis are self-employed. This gives them greater flexibility and control over their job. However, there are disadvantages to being self-employed. If you become ill in the middle of a piece of work, there may be no-one to take over. There is often less financial security with self-employment. In addition, not everyone has the type of skills that can lead to self-employment.

People who are self-employed can apply for the Access to Work funding scheme. Details of this are available from the Disability Employment Adviser at your local Jobcentre Plus (see p. 20).

'There are drawbacks and advantages in that most of the work is now on a contract basis, so some degree I can pick and choose. On the other hand, I have a contracted obligation to carry out the work, whether I feel well or not. The best thing about being self-employed is the flexibility it gives me.' – John, on Peritoneal Dialysis.

5. Financial Implications

Starting to work may mean you lose some of the benefits that you receive. However people on low incomes who are working may be eligible for Working Tax Credit, and families with young children may receive Child Tax Credit. If you are on Personal Independence Payment (PIP) or Disability Living Allowance (DLA), you will continue to receive this once you are working. York Learning (see p.20) are able to offer advice about how your benefits may be affected by work.

If I decide not to work, how can I stay employable in the long term?

Becoming ill with a disease like kidney failure leads many people to rethink their priorities in life. For some, this means giving up work. They may not be continually well enough to hold down a job when they are already coping with the demands of their kidney failure.

It may be that you decide to give up work whilst you are on dialysis, but you may plan to return to work once you have a transplant. In this case there are many steps you can take to remain attractive to employers whilst you are not working. For example:

- You can do further training and courses
- You can continue to work on your CV and interview skills
- You can do some voluntary work

Future prospects can help with these and other ways to stay employable.

Where can I find out about voluntary work or courses?

Many people miss working, even if they are sure that giving it up was the right decision for them. Voluntary work or courses can help give a sense of routine, companionship, self-worth and a distraction without the demands or commitment of paid work. Your local Council for Voluntary Service (CVS – see p.23) helps place people as volunteers within suitable organisations, regardless of their health condition.

What will happen to me financially if I give up work for good?

If you decide to give up work, you may be eligible for Employment Support Allowance and/or Personal Independence Payment. You can get advice about your entitlement to benefits from York Learning or your renal social worker, who can also help you to fill in the application forms. The National Kidney Federation provides a help sheet to assist in applying for Personal Independence Payment (see p.21).

If you are older and you have been with your employer for a long time, you may be eligible to take early retirement. Some employers offer early retirement on medical grounds. Your employer can tell you what the eligibility criteria are for this, and how it would impact on you financially. You would not be entitled to your state pension until you reach the normal retirement age. The Department for Work and Pensions Forecast Service can give you an estimate of what your state pension would be when you reach retirement age if you stop working early. You can get a pension forecast by telephoning 0800 731 7898 or applying online at <http://www.thepensionerservice.gov.uk/resourcecentre/e-service/home.asp>

Useful contacts

Renal Social Workers

Renal social workers have an in-depth knowledge about the impact of kidney failure on people's lives and their ability to work. They can help to represent your interests in relation to employers, Jobcentre Plus and Disability Employment Advisers. You can contact the renal social workers by talking with any of the Renal Team.

York Learning

York Learning is based in York and gives advice and help with training and employment. Whilst their role is to help people into employment, they recognise that many people are not ready to return to work immediately. For these people they can provide in-house training around gaining confidence building and employment skills, help to external training and advice in finding voluntary and paid work. You do not have to be looking for a certain number of hours' work per week to access their services.

York Learning
Customer Centre
West Offices
Station Rise
York, YO1 6GA
Telephone: 01904 554277
Open: Monday – Friday 8.30-5pm
<http://www.yorklearning.org.uk>

Jobcentre Plus

The Disability Employment Adviser at each Jobcentre Plus office works with people with health conditions either to help them find suitable work or to work with their current employer in adapting to their particular needs. They aim to enable people to get back to work in jobs of 16 hours or more per week. They are able to access many different types of programme designed to support people with health difficulties in the workplace, including the Work Programme and Access to Work. The Disability Employment Adviser can also help you to work out the financial implications of different work schemes.

Here are the contact details of local Jobcentre Plus offices:

Stonebow House
The Stonebow
York, YO1 7FB
Telephone: 0845 604 3719

Flaxley Chambers
Flaxley Road
Selby, YO8 3BH
Telephone: 0845 604 3719

Norton Road
Norton
Malton, YO17 9RD
Telephone: 0845 604 3719

Berkeley House
35, Victoria Avenue
Harrogate, HG1 5PZ
Telephone: 0845 604 3719

National Kidney Federation (NKF)

The National Kidney Federation provides a benefits package with information about the benefits you may be entitled to and what to consider when filling in a benefits claim form. They also produce and information sheet for employers about working with kidney failure. Both of these can be obtained from the NKF Helpline on 0845 6010209. This is open Monday to Friday, 9am to 5pm.

The NKF has a network of regional advocates who are extremely helpful. To find out who your local advocate is, contact the NKF their helpline (see number above).

Equality and Human Rights Commission

The Equality and Human Rights Commission is an independent body working to promote and monitor equality and human rights. Their website contains many publications about employment rights and getting and keeping a job.

Website: www.equalityhumanrights.com

Telephone helpline: 0808 800 0082

Citizens Advice Bureau (CAB)

The Citizens Advice Bureau provides free and independent advice about your employment rights. Information can be found on its website at:

www.adviceguide.org/index/life/employment

Here are the contact details of the local Citizens Advice Bureaux:

West Offices

Station Rise

York, YO1 6GA

Telephone: 08444 111 444

Drop in times: 9.30-12 Monday, Tuesday and Thursday

www.yorkcab.org.uk

Rear of 4 Park Street

Selby, YO8 4PW

Telephone: 08444 111 444

www.selbycab.org.uk

Audrey Burton House

Queensway

Harrogate, HG1 5LX

Telephone: 08444 111 444

www.harrogatecab.org.uk

Stanley Harrison House

Norton Road

Malton, YO17 9RD

Telephone: 08444 111 444

www.ryedalecab.org.uk

The Council for Voluntary Services (CVS)

The CVS can help to match people to suitable voluntary placements. Here are the contact details of local CVS offices:

Priory Street Centre
15 Priory Street
York, YO1 6ET
Telephone: 01904 621133
volunteer@yorkcvs.org.uk
www.yorkcvs.org.uk/volunteer.htm
Open: Monday to Thursday

Community House
Portholme Road
Selby, YO8 4QQ
Telephone: 01757 291111
www.selbydistrictcvs.org.uk

Harrogate Community House
46-50 East Parade
Harrogate, HG1 5RR
Telephone: 01423 504074
www.harvcvs.org.uk

Ripon Community House
Sharow View
Allhallowgate
Ripon
HG4 1LE
Telephone: 01765 603631
www.harvcvs.org.uk

Ryedale Community House
Wentworth Street
Malton, YO17 7BN
Telephone: 01653 600120
www.ryedaleva.org.uk
sandi@rva-cvs.org.uk
Volunteer centre open two days a week, usually Thursday and Friday

East Riding Voluntary Action Services
The Courtyard
Boothferry Road Community Project
Boothferry Road

Goole, DN14 6AE
Telephone: 01482 871077
www.ervas.org.uk

Drop-in session at The Courtyard Wednesday 10-12 or phone telephone on the above to book an appointment

York Hospitals NHS Foundation Trust is involved in the teaching and training of medical staff who may be in attendance at some patient consultations. However, there is an 'opt out' option for any patient who prefers to see a doctor without training medical staff in attendance.

Patient Advice and Liaison Service (PALS)

The Patient Advice and Liaison Service (PALS) is available to offer on-the-spot help and advice. Their telephone number is 01904 726262 (answer phone available out of hours), and their email is pals@york.nhs.uk

York Hospitals NHS Trust Core Values

Meeting the needs of patients and carers is at the centre of everything we do. We hope that you found this booklet useful and informative. If you would like to comment on it, or would like further information, please contact the Hospital Social Work Dept, Tel 01904 551673/552726, Wigginton Road, York, YO31 8HE.

USEFUL CONTACTS

Jobcentre Plus (York)	0845 604 3719
Jobcentre Plus (Selby)	0845 604 3719
Jobcentre Plus (Harrogate)	0845 604 3719
Jobcentre Plus (Malton)	0845 604 3719
York Learning	01904 554277
Renal Social Work Office (York Renal Unit)	01904 551673