

Cam 13 Test 2 Section 2

Thanks for coming everyone. OK, so this meeting is for new staff and staff who haven't been (1)..... yet. So basically, the idea is that we allow staff to give up some of their work time to help on (2)..... to benefit the local community. We've been doing this for the last 5 years and it's been very successful.

Participating doesn't necessarily involve (3)..... The company will pay for eight hours of your time. That can be used over one or two days all at once, or spread (4)..... There are some staff who enjoy volunteering so much they also give up their own free time for a couple hours every week. It's completely up to you. Obviously, many people will have (5)..... and aren't as available as other members of staff.

Feedback from staff (6)..... Because they felt they were doing something really useful, nearly everyone agreed that volunteering made them feel (7)..... They also liked building relationships with the people (8)..... and felt valued by them. One or two people also said it was a good thing to have on their CVs.

One particularly successful project last year was the Get Working Project. This was aimed at (9)..... in the area get back to work. Our staff were able to help them improve their telephone skills, such as (10)..... and speaking with confidence to potential customers, which they had found quite difficult. This is something many employers look for (11)..... - and something we all do without even thinking about, every day at work.

We've got an exciting new project starting this year. Up until now, we've mainly focused on projects to (12)..... And we'll continue with our reading project in

schools and our work with local charities. But we've also agreed to help out on a conservation project in Redfern Park. So if any of you fancy being outside and (13)....., this is the project for you.

I also want to mention the annual Digital Inclusion Day, which is coming up next month. The aim of this is to help older people (14)..... And this year, instead of (15)..... in our town training facility, we're using the ICT suite at Hill College, as it can hold far more people.

We've invited over 60 people from the Silver Age Community Centre to take part, so we'll need a lot of volunteers to help with this event.

If you're interested in taking part, please go to (16)..... of our website and completed the relevant form. We won't be providing any training for this but you'll be (17)..... if you've never done it before. By the way, don't forget to tell your manager about any volunteering activities you decide to do.

The participants on the Digital Inclusion Day really benefited. The majority were (18)....., though some were younger and a few were even in their nineties! Quite a few owned both a computer and a mobile phone, but these tended to (19)..... They generally knew how to do simple things, like send texts, but weren't aware of recent developments in mobile phone technology. A few were keen to learn but most were (20)..... at first - they couldn't see the point of (21)..... But that soon changed.

The feedback was very positive. The really encouraging thing was that participants all said they (22)..... using social media to keep in touch with their grandchildren, who (23)..... to phoning or sending emails. A lot of them also said playing online games would help them make new friends and (24)..... They weren't that impressed with being able to

(25)....., as they liked going out to the shops, but some said it would come in handy if they were ill or the weather was really bad. One thing they asked about was using tablets for things like (26).....- some people had been given tablets as presents but had never used them, so that's something we'll make sure we include this time...