



## National Volunteer Certificate Standards

### Standard 5 – Mental Health, Dementia and Learning Disabilities

[e-LfH sessions - Mental Health Awareness for Volunteers](#)

	<b>The Volunteer knows and understands:</b>	<b>The volunteer is able to:</b>
<b>5.1 Mental Health</b>	<ul style="list-style-type: none"> <li>• a) How someone may feel if they have mental health conditions such as psychosis, depression or anxiety</li> <li>• b) That issues may be physical, social or psychological and can affect people in different ways</li> <li>• c) Why it is important to understand that the causes of mental health conditions and the support needs for people with them are different</li> <li>• d) How positive attitudes towards those with mental health conditions will improve the care and support they receive</li> <li>• e) Ways in which adjustments might need to be made to the way care is provided to someone with mental health conditions</li> <li>• f) How to report concerns associated with any unmet needs which may arise from an individual's mental health condition</li> </ul>	<ul style="list-style-type: none"> <li>• a) Identify sources of support for an individual with a diagnosis of mental ill health</li> <li>• b) Apply principles to improve interactions with individuals with mental health needs</li> </ul>
<b>5.2 Dementia</b>	<ul style="list-style-type: none"> <li>• a) How someone may feel if they have dementia</li> <li>• b) Why it is important to understand that the causes of dementia and the support needs of people with dementia are different</li> <li>• c) How positive attitudes towards those with dementia will improve the care and support they receive</li> <li>• d) Ways in which adjustments might need to be made to the way care is provided to someone with dementia</li> <li>• e) How to report concerns associated with any unmet needs which may arise from an individual's dementia</li> </ul>	<ul style="list-style-type: none"> <li>• a) Identify sources of support for an individual with a diagnosis of dementia</li> <li>• b) Apply principles to improve interactions with individuals with dementia</li> </ul>



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#### 5.3 Learning Disability

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|  | <ul style="list-style-type: none"><li>• a) How someone may feel if they have a learning disability</li><li>• b) Why it is important to understand that the causes of learning disabilities and their support needs are different</li><li>• c) How positive attitudes towards people with learning disability will improve the care and support they receive</li><li>• d) Ways in which adjustments might need to be made to the way care is provided to someone with a learning disability</li><li>• e) How to report concerns associated with any unmet needs which may arise from an individual's learning disability</li></ul> | <ul style="list-style-type: none"><li>• a) Identify sources of support for an individual with a diagnosis of learning disability</li><li>• b) Apply principles to improve interactions with individuals with learning disability</li></ul> |
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