



## COVID-19

# Hampshire Volunteer Handbook

*“Alone we can do so little; together we can do so much.”– Helen Keller*

Complete your details here

### CONTACT DETAILS

The name of your group:

Your local organiser:

Name:

Telephone:

Email:

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## Introduction

Volunteers are going to play an essential role supporting the most vulnerable in our communities through this COVID 19 outbreak. We welcome you and thank you for the time you and your organisation or group are giving to helping with COVID-19 related volunteering tasks.

## COVID-19 Volunteer Roles

With the current situation to support our community we and many groups will be seeking support for various roles including:

- Shopping for food and/or other essentials
- Collecting prescriptions
- Transport
- Gardening or taking bins out/recycling
- Telephone or online befriending
- 'Checking in' to ensure people are safe and well
- Helping people access other services and help they may require
- Administrative and support roles to publicise and promote the group's work and services and ensure appropriate records are kept.

Please note this is not a definitive list and there will be many ways volunteers will be making a difference to people's lives and no matter how small, this contribution is important. As a COVID 19 volunteer you will very likely be supporting older or vulnerable people, so our aim is to keep you and the people you are supporting as safe as possible.

**Due to the nature of COVID-19 we are only asking people who are physically well and able to safely carry out these tasks to volunteer. As much as you may wish to help please do not under any circumstances volunteer if you should be self-isolating. This means if you or someone you live with has or develops any symptoms including a temperature, persistent cough or other flu like symptoms, or you are in one of the high risk categories.**

Further details can be found at

<https://www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-advice/>

For those who are fit and well and able to volunteer you must always follow Social Distancing requirements and take all the precautions you can to reduce social interaction between you and other people including:

- Avoid contact with anyone who is displaying symptoms of coronavirus (COVID-19)
- Always stay at least 2 metres away from other people when out
- Avoid non-essential use of public transport when possible
- Avoid any large or small gatherings of more than 2 people
- Use telephone or online services to contact your GP, 111 or other essential services for more information see

<https://www.gov.uk/government/publications/covid-19-guidance-on-social-distancing-and-for-vulnerable-people>

## Important Information relating to COVID 19

The latest information and guidance can be found at <https://www.gov.uk/coronavirus>

**Please remember, no matter what role you volunteer for you must:**

- Wash your hands with soap and water for at least 20 seconds before volunteering
- Take sanitiser gel with you and use as and when appropriate when you don't have access to soap and water and washing facilities
- Always wash your hands when you get home from volunteering
- Cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze
- Put used tissues in the nearest bin immediately and wash your hands afterwards
- Avoid close contact with people who are unwell
- Do not touch your eyes, nose or mouth if your hands are not clean

When helping individuals please only offer to help for the tasks you feel comfortable doing and are able to do. When helping local people you need to make sure that if you become unwell you **MUST** not continue to volunteer. You need to protect yourself and not put other people at risk.

## Supporting Volunteers

You will be supported by (.....) to ensure you fully understand your volunteer role and the boundaries which need to be put in place and adhered to due to COVID-19. It is essential you do not overstep these requirements.

Groups' organisers should ask to see and check a form of recognised ID for all volunteers who are recruited to and are working as part of their group. It is recommended that volunteers attached to your group carry some form of ID which identifies them as such. Support and help can be offered by your local CVS or your local council to produce ID badges and a template will be provided.

### Sickness Reporting

You should notify your local organiser as soon as possible if you are ill in general or have symptoms of COVID-19. Do keep your organiser informed of progress and expected date of return. This enables them to cover absence.

## **Travel Expenses**

Due to the high volume of individuals accessing support from volunteers we are unable to cover volunteer expenses, e.g. travel. We are looking for volunteers from the local communities who may already be doing their own shopping or errands and can offer to do something extra for a local resident.

## **Insurance**

Volunteers are covered by the organisation's public liability insurance (or insert who your insurance is covered by). Volunteers are required to carry out their role in a safe manner. Owner-drivers must inform their insurance company in writing if they will be driving in a voluntary capacity. Volunteers are only covered for tasks that they are authorised to do.

## **Emergency and First Aid**

All accidents should be reported to the group organiser as soon as is practically possible so the local organiser can keep a record.

## **Risk Assessment and Health & Safety**

Risk Assessment is something we all do every day, for example when you look where you are going whilst walking down the street to avoid tripping or bumping into things. It is a method of assessing the risks and hazards in certain situations and the safety measures which should be put in place to minimise these risks whilst volunteering.

A Risk Assessment template is provided to support you and your group in identifying and assessing any risks.

## **Volunteers' Personal Safety & Lone Working**

You should:

- Avoid any direct face to face social contact with older people or vulnerable people you are supporting
- Discuss with the person you are supporting the best way to exchange money and shopping lists to avoid human contact where possible
- You must comply with regularly washing your hands, wearing gloves if appropriate and using hand sanitiser
- Ensure before and after your volunteering you wash your hands with soap and water or use hand gel
- Ensure your mobile phone is charged in case of an emergency
- Use text or messaging to inform your organiser when you start and finish

You have the responsibility to ensure that you follow guidance and that you do not knowingly put yourself at risk of harm in the course of your duties. If you have any concerns about your own safety, please contact your organiser.

## **Clients' Personal Safety**

When supporting older people or vulnerable people through COVID-19 it is best to telephone them before you visit, if possible, to find out what help they may need and when you will be visiting. This is also to minimise any social interaction by following the Government guidelines. You need to be aware if:

- the person you are helping is becoming anxious/aggressive
- the individual is more confused than normal
- there are potential safeguarding issues

If you have any concerns about an individual you are supporting you should report it to your organiser who will inform the proper authorities.

Your organiser will make you aware of your Volunteer Risk assessment which covers all potential tasks or activities you may be asked to do for COVID-19 related volunteering opportunities.

## **Duty of Volunteers**

The Health & Safety at Work Act also lays down certain duties on all individuals operating within the organisation. You have a duty to:

- Work safely, efficiently and without endangering the health and safety of yourself, your colleagues or the general public
- Report all accidents, near miss occurrences and hazardous situations to the Organiser

The general rule is that if you feel unsafe whilst volunteering you must tell someone (your Group organiser)

## **Manual Handling**

Whilst doing activities such as shopping and lifting bags and boxes or moving recycling bins or gardening, remember to be safe when manual handling to ensure that your health and safety is not put at risk.

## **Safeguarding**

Safeguarding is about creating a safe and welcoming environment, where everyone is respected and valued. It's about making sure those working or volunteering in your group do so in a way that actively prevents harm, harassment, bullying, abuse and neglect. It's also about being ready to respond safely and well if there is a problem.

Every group has a duty to protect its volunteers and the people you are seeking to help and everyone in your group has a role to play in safeguarding. It should become part of your day to day activities.

The most important thing you can do as a volunteer organiser is to ensure your group considers safeguarding practices. Adopting simple precautions and procedures like keeping records of money spent and providing shopping receipts supports you in helping your neighbourhoods whilst protecting vulnerable residents.

For further information on safeguarding see <https://knowhow.ncvo.org.uk/safeguarding>

### **What is abuse?**

A person may abuse someone by inflicting harm, or by failing to act to prevent harm. Vulnerable adults may be abused in a family or in an institutional or community setting; by those known to them or, more rarely, by a stranger.

Abuse can include physical, psychological, financial, sexual abuse and grooming, and even neglect and self-neglect.

You have a responsibility to ensure the safety and well-being of vulnerable people you support.

### **Reporting concerns including risk of abuse or changes in a person's behaviour**

It is important that any concerns you have about a person you and your group are supporting is reported immediately to your group organiser or appointed safeguarding lead person.

Your concerns may be a sign of potential or actual abuse, or simply about a lack of appropriate care. We appreciate there will be minimal and very brief face to face or visual contact and brief encounters around dropping off shopping on the doorstep may make it difficult to highlight or identify specifics, but if you are offering telephone support or have more regular contact with someone over time you may get to know individuals you are supporting a little more and this may become more evident.

It is also important for volunteers and groups they are working with to note any change in a person's behaviour or demeanour especially if the restrictions around social distancing and self-isolation at home remain in place for an extended period. People living alone may be particularly vulnerable to changes in mental health and wellbeing, but it can affect anyone in any situation. Some changes in behaviour can indicate other medical problems so it's important that these aren't dismissed and don't go unrecorded.

If you have concerns or want to report signs of abuse or the potential risk of abuse phone Hampshire Adult Services on 0300 555 1386 or the police on 101. In an emergency, or if you suspect you or someone else is in immediate danger, phone 999. Your CVS (details below) can also provide support with safeguarding concerns.

## Disclosure and Barring Service (DBS) Checks

A DBS check can form part of the process for ensuring volunteers and the work you do are carried out safely. It checks that someone is not barred or legally prevented from working with children or vulnerable adults in a regulated activity. Some of the volunteering tasks you are asked to carry out may be classed as a regulated activity as it involves regular and/or frequent contact or one to one support for a vulnerable person. Some driving and Home Help type roles for example would fall into this category. It could also apply where roles require money to be given to a volunteer to pay for shopping or services on behalf of a beneficiary. For such activity's volunteers should have a DBS check to protect themselves and the people they and your group are supporting.

It is important to note that there is no automatic legal requirement for a DBS check to be carried out and many of the volunteer roles will be unregulated activity and will not require a check. For local groups being spontaneously set up to support people in their local community there are sensible and pragmatic steps that can be taken which are equally as important as a DBS check. Some established organisations (including registered charities and voluntary groups) will likely already have a DBS policy in place and can support others to carry out DBS checks.

It is important to remember that a DBS check is only a small part of good safeguarding practice. The most important thing you can do as a volunteer organiser is to ensure your group considers the safeguarding practices as outlined above.

- You do not require a check to support a friend, neighbour or family member or anyone known to you or you to them.
- It is good practice where possible for volunteers to work in pairs when out in public, but in the current circumstances this is not always going to be possible nor desirable given social distancing requirements. If working in pairs, you must stay two metres apart at all times.
- You should go shopping for basic necessities, for example food and medicine, as infrequently as possible. Leave supplies at the door, where possible, to avoid entering another household.
- Your local CVS can help you to assess and advise if a DBS check is required and access and undertake DBS checks. Their details are at the end of this document. There may be a small cost.

For further information and a useful FAQs to help you and your organisation decide if and when checks are required please see

<https://www.gov.uk/government/publications/safeguarding-factsheet-community-volunteers-during-covid-19-outbreak/safeguarding-and-dbs-factsheet-faqs>

Currently Community First can offer DBS Checks for Volunteers. The cost for this online service for Volunteers is **£12** per check. For further details contact [DBS@Cfirst.org.uk](mailto:DBS@Cfirst.org.uk)

# Diversity, Confidentiality and Data Protection

Volunteers and the people you help are entitled to receive the same treatment regardless of their gender, culture, sexual orientation, marital status, age, race, colour, ethnic or national origin, religious belief, disability or background. We ask and encourage you to treat all other volunteers, staff, and people you support equally and with respect.

- Confidential information may include personal information such as someone's name, age, address, and personal contact details and circumstances surrounding the reasons for the person receiving volunteer support.
- You need to make sure that only the right people see personal information. Information should only be disclosed to those who have a legitimate need to know in order to do what they have been asked to do in your group.
- There is a general obligation to treat all personal information as confidential. Don't create public documents with lists of names and addresses and **you must not share personal details on social media.**

## Data Protection

For the purposes of General Data Protection Regulations 2018, the data controller in respect of your personal data is (insert name of organisation). We hold personal data about all our volunteers. Your data will be used to administer your volunteering and will not be shared with any third party without your prior permission. Your data may be used for statistical purposes. The extent of the personal data will vary but may include contact details, DBS checks and medical information. Our commitment is to respect volunteers' rights in data protection law.

In the course of your volunteering you may come into contact with and use confidential personal information about people such as names and addresses or even information about a customer's circumstances, families, health or other private matters. We ask you not to disclose any personal data to others.



## Your local CVS (Council of Voluntary Service)

Hampshire's CVS network is working with Hampshire County Council, District and Borough Councils and voluntary sector partners to help volunteers and voluntary groups to Connect, Coordinate and Communicate. Working with local authorities we will help establish and run Voluntary and Community Sector hubs in each district/borough in Hampshire. Further information and contact details will be provided as they become available.

### Hampshire Volunteer Services

To find out more about opportunities to volunteer and help people affected by COVID19 or to find out more about local support available in your local community please contact the following district volunteer centres who will be happy to advise you.

#### Community First (for people living in Havant, East Hampshire, Fareham and Winchester)

Website: <https://www.cfirst.org.uk>/Email: [Support@Cfirst.org.uk](mailto:Support@Cfirst.org.uk)  
Tel: 0300 500 8085

#### Community First New Forest (for people living in the New Forest)

Website: <https://www.cfnf.org.uk/volunteer-centre/>Email: [vol.bureau@cfnf.org.uk](mailto:vol.bureau@cfnf.org.uk)  
Tel: 01425 482773

#### Unity (for people living in Test Valley)

Website: <https://www.unityonline.org.uk/volunteering/>  
Tel 0330 4004 116 Email [Christianne.Ireland@unityonline.org.uk](mailto:Christianne.Ireland@unityonline.org.uk)

#### Gosport Voluntary Action (for people living in Gosport)

Website <https://www.gva.org.uk/groups/volunteer-recruitment/> Tel: 02392 588347 Email: [govolunteer@gva.org.uk](mailto:govolunteer@gva.org.uk)

#### North Hampshire (for people living in Basingstoke & Deane, Hart and Rushmoor)

Website: <https://www.volunteernorthhants.org/>

**Basingstoke** Tel: 01256 423816

Email: [vc@bvaction.org.uk](mailto:vc@bvaction.org.uk)

**Hart** Tel: 01252 627070 Email: [sue@hartvolaction.org.uk](mailto:sue@hartvolaction.org.uk)

**Rushmoor** Tel: 01252 398450 Email: [rushmoorvolunteers@rvs.org.uk](mailto:rushmoorvolunteers@rvs.org.uk)

#### One Community (for people living in Eastleigh and Fareham)

Website <http://1community.org.uk/community-development/volunteer-centre/>  
Tel: 023 8090 2458

Email: [vss@1community.org.uk](mailto:vss@1community.org.uk)

#### Southampton Voluntary Services (for people living in Southampton area)

Website: <https://www.southamptonvs.org.uk/>

Tel: 023 8022 8291

Email: [volunteer@southamptonvs.org.uk](mailto:volunteer@southamptonvs.org.uk)

In addition the Network is supported by and includes Action Hampshire who can further advice and support voluntary sector engagement

#### Action Hampshire

Website <https://actionhampshire.org/> Tel: 01962854971 Email: [info@actionhampshire.org](mailto:info@actionhampshire.org)