



# **COVID-19**

# **Volunteer Handbook**

South Derbyshire CVS  
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## Introduction

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Volunteers are an essential part of the South Derbyshire CVS (SDCVS) and we welcome you and thank you for the time you give to helping with COVID-19 related volunteering opportunities.

Our aim is to reach out to vulnerable people living in South Derbyshire and volunteers will be an essential aspect in delivery of services in the local community.

There are a number of roles that we are looking to recruit volunteers to support with:

- Shopping – collection and delivery
- Collecting and delivery of prescriptions
- Telephone befriending

Due to COVID-19 we are only asking people who are physically well and able to carry out these tasks to volunteer due to the current pandemic.

We are committed to keeping you safe and below we have outlined some guidance to support you whilst you are supporting others.

## **HOW TO PROTECT YOURSELF – GENERAL GUIDANCE**

Wash hands frequently for at least 20 seconds with soap and water at regular intervals throughout the day.

If running water and soap is not available then ensure you have alcohol-based hand wipes or sanitiser to kill viruses that may be on your hands.

Avoid touching your face and keep hands away from eyes, mouth and nose to avoid spread of any virus.

If you cough, use a tissue and dispose of the tissue immediately. If the cough becomes persistent then you should follow government self-isolation precautions. If no tissue is available, cough into your arm.

Consider social distancing by maintaining at least 2 metres distance between yourself and anyone else.

If you feel unwell and have a fever, cough and difficulty breathing, seek medical attention and follow NHS guidance whilst avoiding any contact with people.

### **What should I do if I think I have COVID-19 Symptoms?**

If you are concerned about your health in relation to Coronavirus and believe you have symptoms then you need to pause your voluntary service and self-isolate for the required period of time.

Please check out the Public Health Guidance to identify how long you need to isolate for.  
<https://www.gov.uk/guidance/coronavirus-covid-19-information-for-the-public>

**You can keep up to date about Coronavirus-Covid 19 by visiting**

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

**Also please read and follow these guidelines from the government regarding social-distancing.**

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

## **Induction of Volunteers**

All new Volunteers will receive a Volunteer Handbook and will be supported by SDCVS to ensure they understand their volunteer role and the boundaries which need to be put in place due to COVID-19.

## **Sickness reporting**

We ask all volunteers notify SDCVS as soon as possible if they are ill in general or have symptoms of COVID-19 and are unable to continue with their voluntary role. Anyone with COVID-19 symptoms should stay at home for at least 7 days. If you live with other people, they should stay at home for at least 14 days, to avoid spreading the infection outside the home. After 14 days, anyone you live with who does not have symptoms can return to their normal routine. If anyone in your home gets symptoms, they should stay at home for 7 days from the day their symptoms start. Even if it means they're at home for longer than 14 days. Please keep SDCVS informed of progress and expected date of return. This enables us to cover absence.

## **Insurance**

You will be covered by relevant insurance whilst carrying out voluntary work approved by and on behalf of SDCVS. Volunteers are required to carry out their role in a safe manner in accordance with the guidelines. 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 have been authorised to do.

Loss or damage to your own personal belongings is not covered by SDCVS insurance. Your household insurance should cover personal effects.

## **Expenses**

You should not be out of pocket as a result of volunteering with us so we will reimburse you for any agreed, reasonable expenses on production of receipts. If you use your own car mileage is paid at 45 pence per mile. There is an expense form which needs to be completed to claim mileage payments. These forms and further details will be forwarded upon request.

## **Gifts, gratuities and bequests**

Volunteers should not accept gifts, gratuities and bequests from clients, their family or friends. If the situation arises then volunteers must explain that it's their role to support individual clients and therefore it is not appropriate to accept personal gifts for services provided, though the gesture is appreciated.

## **Safeguarding**

Safeguarding and well being of volunteers, employees and the vulnerable people we support is of the utmost importance. If you become aware of any signs of abuse or anything that which causes you to be concerned you must always raise your suspicions. If anybody tells you of any type of abuse remain calm, listen and reassure them.

Do not promise confidentiality as you will need to contact SDCVS to report your concerns. Remember: you will always be supported and not raising concerns is worse than raising a suspicion which is subsequently found to be unfounded.

## **Confidentiality**

Please treat other people's information in the same way as you would want yours to be treated. All the information you have should be kept securely and not discussed or disclosed to anybody who does not need to know. We want to make sure all information stays safe and confidential in line with Government Regulations 2018.

## **Policies and procedures**

This information is intended to ensure you are aware of basic guidelines, together with the task descriptions, to ensure you are clear about your volunteering role and to keep you safe.

As with any organisation, SDCVS has a number of policies which give more detail. These can be forwarded to volunteers upon request. These include Health and Safety, Lone working, Safeguarding, Social Media and Confidentiality

## **Risk Assessment**

Risk Assessment is a method of assessing the risks and hazards which are posed in certain situations and the safety measures which should be put in place to minimise these risks whilst volunteering.

## **Volunteers' personal safety and lone working**

Volunteers should:

- Avoid any direct face to face social contact with older people or vulnerable people you are supporting
- Follow the SDCVS procedure for collection and delivery of shopping and prescriptions to avoid human contact

- Ensure before and after your volunteering you wash your hands with soap and water or use hand gel
- Always park your vehicle in a safe place and keep locked at all times
- Be aware of any dogs at the property and do not enter unless the dog is secure.
- Wear appropriate clothing and footwear
- Wear seat belts at all times if driving to collect shopping
- Ensure your mobile phone is charged in case of an emergency

You have the responsibility to ensure that you follow procedures 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**

If you have any concerns about the individual you are in contact with please contact SDCVS.

For example:

- the individual 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 SDCVS who will inform the proper authorities.

### **If you can no longer volunteer**

We ask you to discuss this with SDCVS, in case there are any steps we can take that will enable you to continue. However, we understand that it is inevitable that Volunteers will leave as individual circumstances do change and we thank you for your contribution.

## **YOUR VOLUNTEERING ROLE GUIDELINES**

### **Completing Errands**

You will be contacted by a member of SDCVS staff to ask for your help with essential shopping and delivery or collection of medication and delivery and will be given the details of the task and the persons address that you are delivering to.

## **Generally when you are shopping/ collecting medications**

Be cautious of crowded retail stores and pharmacies and shop sensibly.

If using your car to deliver items then keep your car clean and disinfect the most used surfaces such as the steering wheel, gear stick and door handles.

Use common sense and never put yourself into an environment where you feel there is a risk to yourself or others.

Use contactless payment methods wherever possible. SDCVS will reimburse you by BACS payment or provide you with money to use for essential shopping.

Please purchase eco-friendly paper bags to carry the shopping where possible.

## **Payment Process**

Payments in shops and pharmacies may need to be contactless at present to avoid the risk of spreading the virus. Please use your own contactless card for this.

If you are able to use your own funds temporarily then SDCVS will refund by BACS within 24 hours or SDCVS can credit your bank account with funds to do essential shopping from.

Please be clear with us what you need to help.

Once you have completed the shopping, a photograph should be taken of the receipt and emailed to [amandae@sd cvs.org.uk](mailto:amandae@sd cvs.org.uk) and [projectsupport@sd cvs.org.uk](mailto:projectsupport@sd cvs.org.uk) so that the person can then be invoiced.

**Please keep the receipt and write the name of the person shopped for and the date on the receipt. This should be kept safely and posted to the CVS at a later date.**

## **YOUR RESPONSIBILITIES WHEN SUPPORTING A PERSON ISOLATING**

If you have any symptoms of coronavirus such as fever, sore throat or cough then do not agree to assist any self-isolated or vulnerable individual. Please inform SDCVS.

### **Delivering Shopping**

When you arrive at the client's home, sanitise your hands.

Place the shopping on the client's doorstep

Notify them you have arrived by telephone if possible or by knocking the door or ringing the doorbell.

You should then retreat at least 2 metres (6 feet) from the door, or return to your car if you can see the doorstep from there, and wait for the door to be opened for the items to be collected.

You can wave and smile or talk from a safe distance.

You should never shake hands or enter a client's home.

When you leave a client's home, sanitise your hands or wash them for 20 seconds where possible.

You could take a bottle of water and some soap with you to wash your hands at the side of the road if no sanitiser or washing facilities are available.

### **Collecting and Delivering Medications**

A member of SDCVS staff will contact you and tell you which pharmacy you are collecting from and the name and address of the person whose medication you are collecting.

Ensure you check whether the individual pays for their prescriptions.

### **Payment Process**

All payments in shops and pharmacies may need to be contactless at present to avoid the risk of spreading the virus. Please use your own contactless card for this. Ask for a receipt if it is not automatically given.

If you are able to use your own funds temporarily then SDCVS will refund by BACS within 24 hours or SDCVS can credit your bank account with funds to do pandemic shopping from. Please be clear with us what you need to help.

Once you have completed medication collection and delivery, a photograph should be taken of the receipt and emailed to [amandae@sdcv.org.uk](mailto:amandae@sdcv.org.uk) and [projectsupport@sdcv.org.uk](mailto:projectsupport@sdcv.org.uk) so that the person can then be invoiced.

**Please keep the receipt and write the name of the person shopped for and the date on the receipt. This should be kept safely and posted to SDCVS at a later date.**

You may need to provide some personal details to the pharmacy in order to collect the prescription e.g. name and address. Check this information with the CVS beforehand.

### **At the pharmacy**

Protect the client's confidentiality - When collecting prescriptions, the client may need to provide sensitive information – i.e. details of their prescription. Volunteers must understand the level of confidentiality expected of them. The client's privacy must be respected at all times.

Take note of any special instructions that the pharmacist gives you to tell to the client you are delivering to. Write these down and ask the pharmacist to check it.

## **Delivering to the client's house**

When you arrive at the client's home, sanitise your hands.

Notify the client you have arrived by telephone if possible (checking their name) or by knocking the door/ ringing the doorbell.

Place the medication on the client's doorstep.

You should then retreat at least 2 metres (6 feet) from the door, or return to your car if you can see the doorstep from there, and wait for the door to be opened for the items to be collected.

Some medication may need to be stored in the fridge, you should be told this on collection. Please communicate this to the client by telephone when delivering or from a safe distance from their doorstep.

You can wave and smile or talk from a safe distance.

You should never shake hands or enter a client's home.

When you leave a client's home, sanitise your hands or wash them for 20 seconds where possible.

You could take a bottle of water and some soap with you to wash your hands at the side of the road if no sanitiser or washing facilities are available.

**Any prescriptions that cannot be delivered need to be returned to the pharmacy.**

**Do not open the prescription bag, if the medication spills or breaks, return to the pharmacy.**

**If the individual has a question about the medication, please ask them to contact the pharmacy. Do not give any medical advice.**

**Under no circumstances are volunteers to administer any medication.**

## **TELEPHONE BEFRIENDING**

We are recruiting volunteers who have excellent listening skills, empathy and understanding during this difficult time. The role will involve making a regular commitment to contact to one or more individuals for an agreed length of time on a regular basis.

### **Process**

Telephone Befrienders will be contacted by a member of staff at SDCVS. We will discuss the role with you and provide you with some guidance and respond to any questions you have regarding telephone befriending.

You will be matched with one or more people who feel lonely and isolated who would benefit from a telephone call. We will have obtained permission to share telephone numbers with you



please keep these details in a secure place. Do not leave them in a place where other people have access and lock them away securely if possible.

Consider the most cost-effective way of telephoning – using free minutes where possible.

**Please ensure you with-hold your telephone number.** This is done by dialling 141 on a landline before dialling the client's telephone number.

Methods of withholding your telephone number from a mobile can vary from device to device so please note these below instructions may vary slightly for your device.

If you have an Apple phone go to 'settings', select 'phone', select 'show my caller ID', slide the circle to the left to hide number and back to right (green) to show number.

From an Android device go to the 'phone', press the vertical 3 dots for a dropdown menu and select 'settings', select 'supplementary services', select 'showing caller ID', click 'hide my number'.

It is important to respect and maintain confidentiality at all times, and we realise that at this difficult time people will be experiencing heightened anxiety which will affect people very different ways.

Remember the aim of your phone call is to listen and offer some reassurance and to help the client feel less isolated.

**If you have any questions, are worried, concerned or encounter any problems at any time please contact the SDCVS team.**

**[projectsupport@sd cvs.org.uk](mailto:projectsupport@sd cvs.org.uk) or 07458 304316**

**THANK YOU!**

## **Agreement between South Derbyshire CVS and Volunteer**

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South Derbyshire CVS is committed to treating all our Volunteers with the respect. This agreement is to indicate our commitment to you and your endeavours, as well as making sure that your volunteering experience is both rewarding and enjoyable.

### **As a Volunteer you can expect:**

- A supportive and positive environment that ensures you enjoy your volunteering experience
- To be treated with respect and courtesy
- To be treated fairly regardless of gender, sexual orientation, age, parental or marital status, disability, religion, colour, race, ethnic or national origins, or socio/economic background
- A named contact for support
- Relevant and up to date information and advice
- Recognition and thanks
- Equal opportunities
- Adequate public liability insurance
- Respect to your right to privacy and that of your contacts

### **In return we ask that you:**

- Support our aims and objectives
- Remember that you are a representative of South Derbyshire CVS
- Be clear about the time and commitment you can give
- Meet time and duty commitments, except in exceptional circumstances, or to provide adequate notice so that alternative arrangements can be made
- Be open and honest in your dealings with us
- Treat fellow volunteers and staff with courtesy and respect
- Let us know if you wish to change the nature of your contribution
- Let us know if we can improve the service and support that you receive

*This agreement is binding in honour only, is not intended to be a legally binding contract between us and may be cancelled at any time at the discretion of either party. Neither of us intends any employment relationship to be created either now or at any time in the future.*