



Volunteering for us (Covid-19 support) LAST UPDATED 22.06.2020

Thank you for your offer of volunteering within Sutton. Your work is vital during this outbreak of the coronavirus and will support the most vulnerable within our community.

Your role is to aid vulnerable people and those who are self-isolating to obtain their shopping and supplies. We expect you to commit to a minimum of 6 weeks, volunteering once a week.

You will be matched with a coordinator at Volunteer Centre Sutton (VCS) to talk to and answer any questions you have. **This guide is developed to support volunteers and clients that we assist during these unprecedented times.**

KEEPING YOU AND OTHERS SAFE

Your safety is very important to us. To protect you and the people you may be supporting, here is a checklist of things you should consider:

- **Check government advice regularly:** check the [NHS website](#) and the [UK Government website](#) to make sure that you are following and passing on the latest advice and information. We will also send you regular updates around guidance.
- As well as the NHS and Government advice above, there is specific advice for anyone who supports and delivers services. **Please make sure you are following these steps to prevent the spread of Coronavirus:**
 - If you feel unwell, you are not able to volunteer.
 - Wash your hands regularly (20 seconds) especially before and after you deliver any items, including shopping, medication or assisting in any way, to a person in isolation.
 - Keep 2 metres apart from other people, in all circumstances. If you cannot keep a 2-metre space, you must not undertake the role and you must notify your VCS coordinator.
 - Be careful about how you share personal information about yourself and others – refer to our section around confidentiality.

SHOPPING AND DELIVERING SAFELY

If you are delivering food or other supplies to the homes of vulnerable people or those in isolation, here are some tips to follow to stay safe:

- Make sure that your VCS coordinator knows where you are going and when. It is also a good idea to tell your family/friends/household members.
- Ask the person you are supporting to give you a shopping list via text, phone call or a written list (which you should always handle it with protective gloves) before you go shopping, and make sure you know if they have any allergies or dietary requirements. Agree

whether or not they will accept substitutes. Remind them that supplies can be limited, there is sometimes less choice available, and shopping should only be for essential items.

- Try to limit the amount of time you spend outside of your home by picking up only essential items for them, and not visiting more than 1 or 2 shops. Think about when you do your own shopping during the same trip to reduce the amount of shopping times.
- Please do NOT accept credit/debit cards from people asking for help, in order to buy resources on their behalf, specially if this involves using their PIN number, as this is a safeguarding risk. (please, refer to the “Shopping Service guidelines” for a variety of ways to handle financial transactions)
- To reduce the risk of fraud, please come back with a receipt (take a photograph of the receipt for your records) before asking for money from people in self-isolation.
- We also recommend that volunteers not make purchases larger than £45.

Remember, act as though YOU are carrying the virus. There are some important steps to follow when shopping and delivering:

- Wash your hands before you leave home and, if possible after you leave the shop (or use antibacterial gel), and before and after delivering the supplies.
- If you are using your car, disinfect the door handle, steering wheel and gear stick.
- You should not go inside the homes of anyone you do not live with, especially vulnerable people or people who believe they may be infected and are isolating themselves unless it is agreed prior and you take specific safety precautions. Breaking these rules could put you and them at risk of infection, or risk spreading it to others. If you have any questions or concerns discuss this with your VCS coordinator.
- Always keep 2 metres distance from the person you are helping.
- Use protective gloves and equipment to protect yourself and others when going into any homes. If this has be pre-agreed.
- Agree with your person that you will leave the shopping and paperwork receipt ideally on their doorstep, knock and step back at least 2 metres, and wait for them to answer.
- The person can take their shopping inside and leave the money/cheque for it in an envelope on their doorstep (if that’s what you have agreed with them) and close the door.
- Do check with the person that they are able to lift the shopping and have collected it prior to you leaving.
- You can then collect the envelope from the doorstep.
- Enter the premises ONLY with permission and in agreement with VCS and ensure you use gloves and a face mask. Minimise as much contact with surfaces, packages and any people. On leaving the premises, carefully remove the gloves rolling inside each other and dispose of carefully and securely inside a bag.
- On completion, wash your hands fully with soap and maintain normal frequent hygiene measures.

Other things to consider:

- People with severely compromised immune systems may be concerned that the products you have delivered may be carrying the virus. At the time of writing there are no special measures recommended and the NHS states 'It's very unlikely [coronavirus] can be spread through things like packages or food.' The bigger risk comes from you and what you have touched but as long as you are following the guidelines above, this should mitigate the risk. If anyone is concerned, suggest that they can either store products for 72 hours before using them or spray and wipe plastic, metal or glass containers with diluted bleach.
- Use a bag within a bag – the outside of your shopping bag will have come into contact with trolleys and conveyor belts so using a bag within a bag that your person can lift out also helps.

Many supermarkets are amending their shopping hours to provide dedicated shopping hours for NHS workers or for elderly/vulnerable people. If you are shopping on their behalf, you will be able to obtain a "key worker status" letter from us. Discuss this with your Coordinator.

Additional information:

Security, safety and confidentiality

- All volunteers will be provided with a keyworker letter as a means of identity. Please ensure the letter is carried with you at all times whilst conducting activities especially if this involves going into people's homes. Under no circumstances should volunteers use their car to transport persons within their volunteering role if this has not been previously agreed.
- For the security and safety of our volunteers we recommend that you do not give your personal details (address and telephone number) to the service user or people from organisations that you may come into contact with within your volunteering role. VCS may be the only point of contact initially for service users and organisations and information or messages will be passed on to the relevant party as soon as possible. VCS has a very high regard for confidentiality, and it is asked that volunteers respect the confidentiality of the information they are provided with at all times. By agreeing to become a VCS Volunteer, you are agreeing to keeping all user and resident details confidential. You will not hold or pass on any personal details. See VCS Confidentiality Policy and Privacy statement on how we hold your personal information - [found on our website](#). **Should information passed on by a service user cause concern about the person's health or welfare, please contact management at VCS as soon as possible.** Volunteer Centre Sutton will keep personal details about all volunteers confidential.
- **If you have an immediate concern about the safety of an adult or child you MUST report it to Sutton Council:**
 - For a child, you can call the Children's First Contact Service (CFCS) on 020 8770 6001 / 6072 between 9am and 5pm, Monday to Friday or call the out of hours or weekend duty team on 020 8770 5000
 - For an adult, you can contact Sutton Council to report abuse of adults or concerns about abuse, 24 hours a day. Your call is confidential. Tel: 020 8770 6770

And please let your VCS coordinator know if you need to do this. If you have any concerns that you don't feel are immediate, do talk to your VCS coordinator. FYI the designated safeguarding lead for VCS is Anita Maullin email: anitamaullin@vcsutton.org.uk

At any time if you are unsure about something or someone, discuss it with your coordinator at VCS. Remember if you or anyone in your family feels unwell, stop volunteering, do not go out and notify VCS that you will not be volunteering during your period of self-isolation.

We will be adding resources and information regularly to our website at www.vcsutton.org.uk and also posting on our Facebook and Twitter pages.

[Find us on Facebook](#) "Volunteer Centre Sutton" [Follow us on Twitter](#) "@vcsutton1"

If you as a volunteer have any questions on process and procedures, please ask your coordinator. I acknowledge that I have read this guidance and happy to volunteer for Volunteer Centre Sutton within the agreed role and will adhere to the processes set out.

NAME:

DATE:



SUTTON COUNCIL DATA PROTECTION & CONFIDENTIALITY:

During your volunteering you will come across personal and sensitive information about individuals as part of the support you will offer.

We want to make sure that all information stays safe and confidential in line with the Data Protection Act 2018 and the GDPR 2018.

We want you to treat other people's personal information in the same way you would want yours to be treated.

If you do acquire personal information about an individual you may be supporting (for example, names, addresses and possible medical information), we ask that you maintain confidentiality and do not discuss or disclose any data or information with anyone who doesn't need to know.

Do

- Keep personal data safe and secure at all times
- Do not use the personal data for any other purpose other than why it has been shared with you
- Do not hold on to someone's personal data for any longer than you need to .

Don't

- Share any personal data without the Council's authority
- Discuss any information or data with anyone who doesn't need to know.
- Leave any messages on answer phones with any personal information if you are not sure who is going to be able to hear them.

If you become aware of a mistake or breach of data protection please notify dpo@sutton.gov.uk so that we can take any necessary steps.

NAME:

DATE:



Volunteer Centre
Sutton