

Volunteer Support during COVID - 19

Fact Sheet

Thank you for agreeing to support Barts Health Trust during the Coronavirus Pandemic. These are unprecedented times and we know that your help and support is going to make a big difference.

However it is very important that you are clear about the tasks that you can and you cannot do to ensure that you are safe and keeping to the requirements and boundaries of your volunteering role.

What can I do?

- You can help with taking medication to wards
- You can help with taking low loads of stocks to wards
- Help with non-ward based administration
- Take telephone message and to also make calls
- Help the staff to get hold of refreshments if they are unable to leave the wards
- Take up newspapers to wards
- Assist with distributing hospital donations to relevant areas
- Help to ensure that visitors maintain strict infection control

Please refer to the task descriptions for further information

What I cannot do?

- You must not go on to the wards. Please call the buttons to get staff to collect from the doors and entrances to wards.
- Volunteers are strictly prohibited from entering any wards unless they are told otherwise from the a member of the volunteers team
- You must not take any samples to the pathology lab even if you are asked to do so
- You must not do anything outside of the prescribed role descriptions however much **you** feel you want to help it is important to always stick to the tasks that you have been



given and follow your training and placement induction guidance

Please note the Trust will take no responsibility for your safety if you fail to comply with the instructions given above

Things to remember:

- Always wash your hands with soap and water after **every single** interaction with a member of staff, visitor or patient
- Regularly wash your hands with soap and water every 10 minutes
- If you are required to wear items of Personal Protective Equipment (highly unlikely as you will not be volunteering in clinical areas) please adhere to the correct usage and change your PPE as required
- If you are unhappy with a request that has been made and you feel that it is something that might put you at risk, you must refuse to do the task by telling the requestor that you will speak to the volunteers team
- Please remember that the volunteers team are there to help you so please call them should you need further support

