

VOLUNTEER BEST PRACTICE



EASING LOCKDOWN

#volunteersafely



With the lockdown easing, many of you will be looking forward to returning to your volunteering

This guide is not exhaustive but is designed to make you aware of what to expect from your volunteer organisation, regarding ensuring that you remain as safe as possible during your volunteer activity

Before returning to your volunteering, you will have a discussion with your volunteer manager/coordinator, which will be your opportunity to:

- Voice any concerns about returning to volunteering
- Discuss your personal circumstances
- Complete a Volunteer Health Checklist, informing your volunteer manager of any underlying health conditions that could increase your level of risk
- Discuss your individual risk assessment, further ensuring your safety



The following information is to make you aware of the steps organisations may be taking to safely re-engage volunteers

Volunteer Activity	Physical Location	Steps taken to comply with government regulations	Additional medical or safety checks and equipment	Additional information or training
Support with admin	Office	<p>Deep clean of all offices and equipment</p> <p>Reconfiguration of office space, (desks etc) to allow for social distancing</p> <p>No shared kitchen or dining areas</p> <p>One way system on entrance and exit, and around office space,</p> <p>Use of disposable paper cups</p> <p>Signage around social distancing regulations</p>	<p>PPE to be provided</p> <p>Hand soap Hand sanitiser Sanitiser wipes to clean desks and equipment before and after each session</p> <p>Designated bin for disposal of used PPE</p>	<p>Copy of Individual Risk Assessment</p> <p>Regular meetings/supervision with your volunteer manager</p> <p>Training needs to be identified</p>

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Volunteer Activity	Physical Location	Steps taken to comply with government regulations	Additional medical or safety checks and equipment	Additional information or training
<p>Community volunteering</p> <p>Shopping</p> <p>Collecting and delivering prescriptions</p>	<p>Community locations, shops, pharmacies, parks etc</p>	<p>Adhering to social distancing requirements, within shop/pharmacy</p> <p>Contact the pharmacy to check prescription is ready, to minimise waiting time and risk of infection</p>	<p>PPE provided (mask, gloves, hand sanitiser)</p> <p>Hand sanitiser to be used, and gloves changed following each visit</p>	<p>Copy of Individual Risk Assessment</p> <p>Regular meetings supervision with your volunteer manager</p> <p>Confidentiality, Boundaries and Safeguarding training</p>
<p>Community volunteering</p> <p>Dog walking</p>	<p>Clients home</p> <p>Public spaces, parks etc</p>	<p>Volunteer to place shopping/medication at clients door, knock, stand back allow for social distancing of 1 m await client opening the door, or signalling from window</p> <p>Volunteers must not enter the clients home</p> <p>On collecting the dog, maintain 1 m of social distancing from the dog owner, consider collecting the dog from the front garden, porch or yard if possible</p>	<p>PPE to be provided, (mask, gloves, hand sanitiser)</p> <p>Wash hands with soap and water before and after each visit, or use hand sanitiser</p>	<p>Copy of Individual Risk Assessment</p> <p>Regular meetings supervision with your volunteer manager</p> <p>Training should include Confidentiality, Boundaries and Safeguarding</p>

The following information is to make you aware of the steps organisations may be taking to safely re-engage volunteers cont'd

Volunteer Activity	Physical Location	Steps taken to comply with government regulations	Additional medical or safety checks and equipment	Additional information or training
<p>Driving clients to medical appointments</p>	<p>Client's home, to/from medical provider</p>	<p>Plastic screening between front and back seats</p> <p>If an escort is required, this will be a member of the client's household</p> <p>Client and escort to sit in the back of the car</p> <p>No physical contact between volunteer and client</p> <p>Volunteers must not enter clients home</p>	<p>PPE provided, (mask, gloves, hand sanitiser, sanitiser wipes)</p> <p>Car to be cleaned, (door handles, door frames, other surfaces), and gloves/mask changed after each client</p> <p>Wash hands with soap and water before and after each client/</p> <p>If you do not have access, hand sanitiser can be used instead.</p>	<p>Copy of Individual Risk Assessment</p> <p>Regular meetings/supervision with your volunteer manager</p> <p>Training should include Confidentiality, Boundaries and Safeguarding</p>

The following information is to make you aware of the steps organisations may be taking to safely re-engage volunteers cont'd

Volunteer Activity	Physical Location	Steps taken to comply with government regulations	Additional medical or safety checks and equipment	Additional information or training
Foodbank support	Community foodbanks	<p>Reconfiguration of the space to incorporate trestle table with screening, with one client entering, being handed their food pack then directed to exit the premises</p> <p>One person in, one person out access</p> <p>One way system to enter and exit</p> <p>No shared facilities for tea/coffee making</p> <p>Strict appointment system in place to minimise the number of people waiting</p> <p>Signage around social distancing requirements, and volunteer to direct people as to where to stand, maintaining social distance</p>	<p>PPE to be provided to staff, volunteers and clients utilising the service</p> <p>Gloves, mask to be replaced after each session</p> <p>Hands to be washed with soap and water before and after each session</p>	<p>Copy of Individual Risk Assessment</p> <p>Regular meetings/ supervision with your volunteer manager</p> <p>Training should include Confidentiality, Boundaries and Safeguarding</p>

The following information is to make you aware of the steps organisations may be taking to safely re-engage volunteers cont'd

Volunteer Activity	Physical Location	Steps taken to comply with government regulations	Additional medical or safety checks and equipment	Additional information or training
Befriending or Mentoring	Home community location, (eg local park)	<p>Sessions to be completed electronically/by phone or in person within outside space</p> <p>Social distancing requirements to be adhered to</p> <p>No physical contact between volunteer and beneficiary</p> <p>Volunteers will not enter beneficiary's home</p>	<p>PPE to be provided for volunteers meeting clients in the community</p> <p>Gloves, mask to be replaced after each session</p> <p>Hands to be washed with soap and water, before and after each session</p>	<p>Copy of Individual Risk Assessment</p> <p>Regular meetings/supervision with your volunteer manager</p> <p>Training should include Confidentiality, Boundaries and Safeguarding</p>

Transport to and from volunteering

Current government guidelines advise against using public transport unless absolutely necessary, and to either walk or use your own vehicle

If you can't avoid using public transport please adhere to current government guidance

- Wash your hands before and after your journey
- Where possible, book your travel online, or use contactless payment
- Adhere to social distancing requirements of 1 m from others.
- Use a face covering.
- Avoid touching surfaces, handrails etc.
- Follow instruction from your transport operator
- this may include, notices on how to queue and which seats to use, additional screens, barriers or floor markings, requests to board from different doors or use different station entrance and exit points



For more information please use the following link:
<https://www.gov.uk/guidance/coronavirus-covid-19-safer-travel-guidance-for-passengers#public-transport>

Safety Checklist - Useful Information

1. Before coming to volunteer today, am I experiencing flu-like symptoms (e.g. fever, headache, body aches, cough, difficulty breathing, lack of or change in sense of smell/taste)?

If Yes, do not come to volunteer.

Let your volunteer manager know if you are not feeling well.

If you start to feel unwell during volunteering, notify your volunteer manager and return home.

You will be required to self-isolate for 7 days if you live alone, 14 days if there are other people in your household

Contact NHS 111 online for advice or guidance

2. Am I washing my hands frequently enough (before and after breaks, lunch, meetings, or using the bathroom)?

Wash your hands with soap and water for at least 20 seconds each time in line with government guidelines.

Use hand sanitiser if you do not have access to soap and water

3. Do I have the proper protective equipment, PPE (mask, gloves, and hand sanitiser)? Is my equipment clean?

Your volunteer manager will provide you with the appropriate PPE, disposable masks and gloves should be changed after each volunteer session/visit to client

4. What if I am asked to complete a task that I am not comfortable with, for example being requested to enter a client's home?

In this case, politely decline, and contact your volunteer manager for advice. If you are asked to do anything that you are uncomfortable with, say no, and notify your volunteer manager

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