



Your Life Doncaster

A guide to volunteering during the Coronavirus outbreak

Version v1.3 [22 June 2020]

Doncaster Community Hub
guide and best practice for voluntary groups and volunteers.

Supported by
Voluntary Action Doncaster.



If you are a group volunteering to support please contact **Voluntary Action Doncaster** to register your group:

Call: **01302 965459**

Email: **voluntaryactiondoncaster@gmail.com**



Doncaster Council

Working together in Doncaster

Looking after people affected by Coronavirus (COVID-19)



CORONAVIRUS

**PROTECT
YOURSELF
& OTHERS**

This guidance is based on the advice from Government and Public Health and other sources of best practice as at 9 April 2020.

It has been written with the safety and protection of those volunteering and accessing the services offered in mind.

As the current situation is rapidly changing so does the advice.

Every effort will be made to keep this guidance up to date but **it is the responsibility of those volunteering** to make sure they are working to the latest guidance.

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Doncaster Community Hub has been set up to provide a safe, community response to the COVID-19 emergency.

It is a partnership between Doncaster Council, Doncaster Community Leisure Trust (DCLT), Voluntary Action Doncaster (VAD), Age UK Doncaster and a network of other organisations. Working together with health and social care professionals, the hub means as many people as possible will get the help they need.

Doncaster Community Hub is supporting the most vulnerable people in Doncaster who are shielding or self-isolating and have no other means of support. The Hub's trained staff and volunteers are working hard to ensure people:

- have access to essential food, supplies and medication
- are supported in their wellbeing and stay connected with others

Anyone in urgent need of this support, or acting urgently on someone else's behalf, can call the helpline on **01302 430300**, email **enquiries@dncommunityhub.org.uk** or chat online at **www.dncommunityhub.org.uk**

If you are wanting to register your volunteering group or register as a volunteer or seeking any advice on a non-urgent issue then call Voluntary Action Doncaster on **01302 965459**, email **voluntaryactiondoncaster@gmail.com** or visit **www.voluntaryactiondoncaster.org.uk/volunteering**

Where possible, the Hub and Voluntary Action Doncaster will offer help, or find a trusted partner who can.

The Hub operates 8am-8pm every day, with some partners offering more limited hours of operation.

Who is this guidance for?

If you are an organisation working in partnership with Voluntary Action Doncaster or a charity or community group who would like to get involved, this guidance is for you. It contains useful information and advice on the best way to help make a difference whilst in keeping with Government regulations on COVID-19 and wider best practice.

Voluntary Action Doncaster

Organisations and individuals wanting to support vulnerable people during the crisis are encouraged to register with Voluntary Action Doncaster. Voluntary Action Doncaster can support smaller organisations with infrastructure and help match volunteers with opportunities as well as advising on safe activities and a consistent approach.

Voluntary Action Doncaster can offer:

- ✓ Access to support for smaller organisations
- ✓ Access to ID in order to help prove activity is valid
- ✓ A formalised way to be able to claim expenses

To register with **Voluntary Action Doncaster**, please complete the on-line application form available at:

simplyconnectcommunity.uk

You can also contact Voluntary Action Doncaster on **01302 965459** or email **voluntaryactiondoncaster@gmail.com**

To comply with the UK's current 'Stay at Home' rules, you can only volunteer to carry out tasks which involve leaving your home if you fulfil **ALL** of the conditions below:

- **You are well and have no symptoms like a cough or high temperature and neither does anybody in your household**
- You are under 70
- You are not pregnant
- You do not have any long-term health conditions that make you vulnerable to Coronavirus

Regularly consider, are you well enough to volunteer?

If you or your household have or develop ANY Coronavirus symptoms like a cough, high temperature, loss of sense of smell or taste, do not volunteer for this period. Also, do not volunteer if you or anyone in your household are still in the 'stay at home phase'.

! DO NOT PUT YOURSELF OR OTHERS AT UNNECESSARY RISK. YOU ARE NOT HELPING IF YOU PASS IT ON OR CATCH IT YOURSELF

Remember that you can still volunteer for over-the-phone roles even if you can't leave the house.

Latest information on Coronavirus

- ✓ **STAY UP TO DATE ON THE LATEST INFORMATION ON THE CORONAVIRUS (COVID-19) OUTBREAK AND THE VIRUS.**
- ! **ONLY FOLLOW OFFICIAL ADVICE AND GUIDANCE SOURCES.**

! MAKE YOUR KINDNESS:

| Clean

Wash hands for 20 seconds with warm soapy water before and after EVERY contact and remember NOT to reuse a towel for drying.

Watch the NHS video on how to wash your hands properly here: youtu.be/N9hCY-MldMA

| Clear

Be clear about what you can and can't offer. If you are not sure, then say NO.

Contact Voluntary Action Doncaster or if urgent, the Community Hub for guidance if you are not sure.

| Contactless

Think about your safety first and the person you are supporting.

Do not touch other people and wash your hands after touching surfaces.

| Use social distancing

Where possible, **STAY 2 METRES APART** from colleagues and those you are helping.

Get official information and advice at:
www.nhs.uk/coronavirus
www.gov.uk/coronavirus

Doncaster Community Hub:
www.facebook.com/CovidDoncaster
www.twitter.com/CovidDoncaster

A wealth of information can also be found on our website pages – Coronavirus (COVID-19):
www.doncaster.gov.uk/coronavirus

Stay alert, control the virus, save lives

To stop the spread of coronavirus (COVID-19), you should try to avoid close contact with anyone you do not live with. Please remember, even if you don't feel ill, you can still spread the virus.

! YOU SHOULD NOW ADHERE TO THE FOLLOWING GUIDANCE:

1. Stay at home as much as possible.
2. Work from home if you can.
3. Limit contact with other people.
4. Keep your distance if you got out (2m where possible).
5. Wash your hands regularly.
6. Do not leave home if you or anyone in your household has symptoms.

Even when doing these things, you must remember to remain 2m apart from anyone outside your household at all times.

The most up to date guidance and information on how to stay well both mentally and physically during this time is available at: www.nhs.uk/coronavirus



Community groups should ensure that volunteers receive sufficient training and identity checks that are appropriate to the roles that they will be undertaking.

Before someone can start volunteering, a number of different identification document (ID) checks need to be carried out. This is so the community group you are volunteering for knows you are legally allowed to volunteer in the UK and it allows them to verify your identity.

! ALL VOLUNTEERS WILL BE ASKED TO CONFIRM THAT THEY HAVE READ, UNDERSTOOD AND WILL ACT IN LINE WITH THESE GUIDELINES.

It is essential that someone in the community group is making decisions about whether people are suitable to carry out certain activities. It is important that good safeguarding practice and awareness continues, even during these difficult circumstances.

Volunteers will be asked to complete a form asking for their personal details. Identity documents will be verified either by viewing a hardcopy document whilst observing social distancing or electronically to confirm the volunteers name and address.

Checking identity of volunteers (Continued)

Documentation accepted as evidence of identification

Name	Proof of address
Current signed passport	Passport (if not used for proof of name)
Driving Licence	Driving Licence (if not used for proof of name)
EEA member state identity card	EEA member state identity card (if not used for proof of name)
Photographic registration cards for self-employed individuals in the construction industry	Utility bill (gas, electric, satellite television, landline phone bill) issued within the last three months
Confirmation from DWP of state benefits issued within the current year	Local authority council tax bill for the current council tax year
Residence permit issued by the Home Office to EEA nationals on sight of own country's passport	Water bill issued for the current financial year
Medical card or letter of confirmation from GP's practice of registration with the surgery	Original mortgage statement from a recognised lender issued for the last full year
	Solicitor's letter confirming recent (within previous three months) house purchase or current Land Registry title view
	Council or housing association rent card/statement or tenancy agreement for the current financial year
	Council or housing association rent card/statement or tenancy agreement for the current financial year
	Bank, Building Society or Credit Union statement (dated within the last three months) or passbook.
	HMRC self-assessment letters or tax demands dated within the current financial year
	Medical card or letter of confirmation from GP's practice of registration with the surgery

Documentation not accepted to prove identity

Voluntary groups should not accept the following forms of identification:

- ✗ Provisional driving licence
- ✗ Mobile phone bills
- ✗ Credit or store card statements

The documentation submitted should be checked to the volunteer's completed form and the details verified. Once complete, the form should be signed and dated by the person carrying out the verification check to evidence that the check has been performed.

Disclosure and Barring Service (DBS) checks

Under normal circumstances we would advise that having all volunteers DBS checked is a prudent safeguarding step.

However, there is currently no legal requirement for community groups to carry out DBS checks on all volunteers.

Many of the roles that volunteers will carry out in their local communities do not raise safeguarding issues and do not need a DBS check.

It should be reiterated that day-to-day contact with other people should be totally avoided to reduce the spread of Coronavirus (COVID-19). Personal or medical care of any sort should be provided by professionals, or specialist volunteers with the appropriate skills, training and checks.

It is also important to remember that Public Health England guidance is to practice social distancing and limit contact with others.

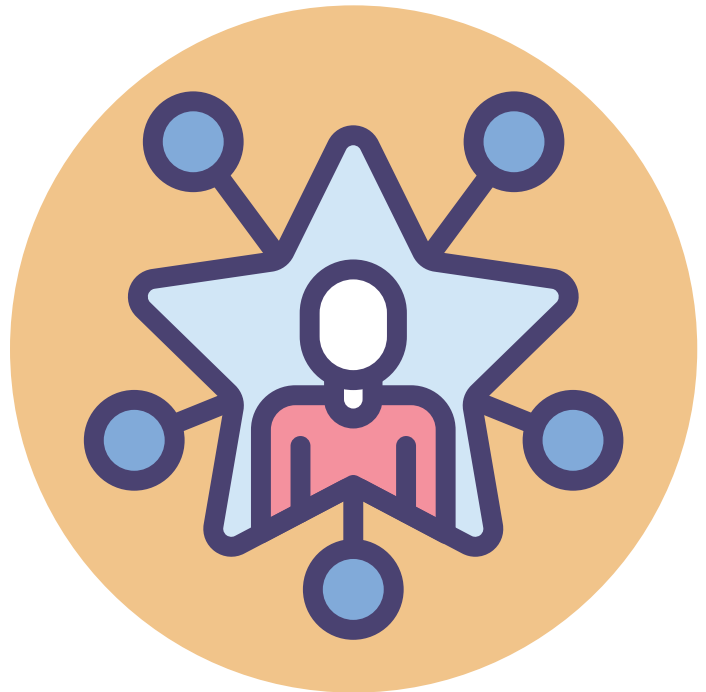
! PLEASE CHECK WITH VOLUNTARY ACTION DONCASTER REGARDING THIS ISSUE.

How long do DBS checks last for?

DBS checks do not have an expiry date.

In the case of new voluntary or community groups, we suggest that if a check is older than three years a decision should be made based on the individual and the role they will be carrying out.

Again, please check with Voluntary Action Doncaster regarding this issue.



Driving for volunteer work

If individuals are willing to drive their own vehicle for volunteer work, the relevant community group must obtain confirmation from the individual of the below:

- ✓ I confirm I have valid insurance to use my vehicle
- ✓ I confirm that the vehicle being used is roadworthy as outlined by UK law, has a valid MOT certificate where appropriate* and is taxed for use on the roads
- ✓ I confirm that I hold a valid driving licence for the vehicle I am using as part of the volunteering role

! Note that where someone is collecting and delivering supplies, we strongly advise driving unless you are delivering in your immediate local neighbourhood. This is to help minimise contact in line with social distancing.

The guidance from the Association of British insurers (ABI) states 'if you are using your own car for voluntary purposes to transport medicines or groceries to support others who are impacted by COVID-19, your cover will not be affected':

www.abi.org.uk/news/news-articles/2020/03/information-for-volunteers-using-their-car-to-help-fight-coronavirus/



*For car, van or motorcycle MOTs due from 30 March 2020, the expiry date will be extended by 6 months - but vehicles **must** be kept safe to drive:

www.gov.uk/guidance/coronavirus-covid-19-mots-for-cars-vans-and-motorcycles-due-from-30-march-2020

Claiming expenses

Reasonable expenses incurred in the course of your volunteering can be reimbursed.

Details of these will be available from Voluntary Action Doncaster.



HAND HYGIENE IS CRITICAL

Ensure you have access to hand washing facilities before and after every contact, or use hand sanitiser with 60% alcohol.

! **AVOID TOUCHING YOUR FACE, ESPECIALLY YOUR EYES, NOSE AND MOUTH WITH UNWASHED HANDS.**



The virus can last up to 72 hours on untreated hard surfaces (like plastic and stainless steel), so regularly disinfect surfaces and door handles you come in contact with.

Always wash your hands properly before eating, and on returning to your home - before you touch anything or anyone. Remember - **DO NOT to reuse a towel when drying your hands.**

For a reminder on how to wash your hands properly, watch this NHS video: www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/



Palm to palm



The backs of hands



In between the fingers



The back of the fingers



The thumbs

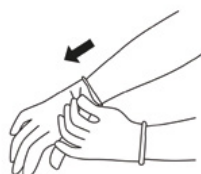


The tips of the fingers

Disposable gloves

When using disposable gloves it is important that you take them off correctly to avoid self-contamination.

- 1 Remove gloves. Grasp the outside of glove with the opposite gloved hand; peel off. Hold the removed glove in the remaining gloved hand.



Slide the fingers of the un-gloved hand under the remaining glove at the wrist.

Peel the remaining glove off over the first glove and discard.



Face coverings

If you can, you should also wear a face covering in other enclosed public spaces where social distancing isn't possible and where you will come into contact with people you do not normally meet.

This is most relevant for short periods indoors in crowded areas. You should be prepared to remove your face covering if asked to do so by police officers and staff for the purposes of identification.

Evidence suggests that wearing a face covering does not protect you. However, if you are infected but have not yet developed symptoms, it may provide some protection for others you come into close contact with.

Face coverings do not replace social distancing. If you have symptoms of COVID-19 (cough, and/or high temperature, and/or loss of, or change in, your normal sense of smell or taste - anosmia), you and your household must isolate at home: wearing a face covering does not change this.

A face covering is not the same as the surgical masks or respirators used by healthcare and other workers as part of personal protective equipment. These should continue to be reserved for those who need them to protect against risks in their workplace, such as health and care workers, and those in industrial settings, like those exposed to dust hazards.

For more information and advice of wearing masks please visit:

www.gov.uk/government/publications/staying-safe-outside-your-home/staying-safe-outside-your-home

“I just want lockdown to end and feel normal again!”

If covering my face inside shops means we can get our towns open and keep them open then I don't mind wearing it. I just wish others would do the same then we can all get on with our lives.”



FACE COVERINGS

Let's do it for Doncaster.



Making and wearing a face covering

A cloth face covering should cover your mouth and nose while allowing you to breathe comfortably.

It can be as simple as a scarf or bandana that ties behind the head.

Wash your hands or use hand sanitiser before putting it on and after taking it off. Avoid touching your eyes, nose, or mouth at all times and store used face coverings in a plastic bag until you have an opportunity to wash them.

Do not touch the front of the face covering, or the part of the face covering that has been in contact with your mouth and nose. Once removed, make sure you clean any surfaces the face covering has touched.

You should wash a face covering regularly. It can go in with other laundry, using your normal detergent. When wearing a face covering, take care to tuck away any loose ends.

For direction on how to make your own sewn face masks visit:

www.gov.uk/government/publications/how-to-wear-and-make-a-cloth-face-covering



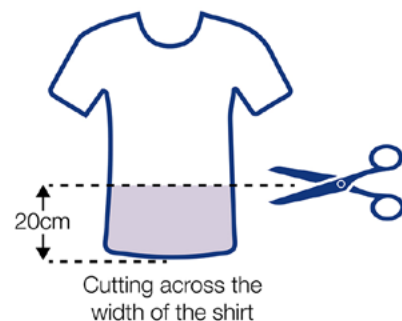
Tying the strings behind the head, and round the neck

Making your own face covering using a T-shirt

You will need:

- an old T-shirt that you do not want anymore (ideally size small or extra small)
- scissors

STEP 1: Cut a straight line across the width of the T-shirt (front and back) approximately 20cm from the bottom of the T-shirt.



STEP 2: From a point 2cm below the top right-hand corner of the fabric, make a 15cm horizontal cut through both sides of the fabric that is parallel to the top of the rectangle.

STEP 3: Cut down towards the bottom of the fabric until you reach approximately 2cm above the bottom edge. From here, make another 15cm cut that runs parallel to the bottom of the fabric to make a rectangle that can be discarded.



STEP 4: To make the ties, cut open the edge of the 2 long strips of fabric. Unfold the main piece of fabric and place over the mouth and the nose. The 4 strips act as ties to hold the cloth face covering in place and should be tied behind the head and around the neck (see left).

Making your support safe

If you are supporting someone you know, they will trust you.

But remember, some people may be anxious about having strangers help them. Do not assume that someone needs help, or call unexpectedly, especially if they live alone.

Consider having someone to 'buddy up' with if you are calling on people you don't know, or an area you are not familiar with. Social distancing must be considered at all times, i.e. travel in separate cars.

Consider your own personal safety at all times, e.g. making sure someone knows where you are and your phone is well charged.

There are many ways that we can help others in a safe way, including from our own home. For example, by checking on neighbours by phone or via social media.

! BE AWARE THAT NOT EVERYONE OUT THERE IS TRUSTWORTHY AND SOME PEOPLE WILL TAKE ADVANTAGE OF THIS UNUSUAL SITUATION OUR SOCIETY IS FACING.

Ask vulnerable, ill or isolated people to **NOT** identify themselves via any kind of sign (such as a pillow case on the door, a sign posted in the window, or similar) - as these signs may attract people who wish to take advantage of those who are vulnerable.

It is best if people who need help seek this through official channels or local community support groups. You should also warn those you are helping not to let strangers into their home – and not to give strangers money under any circumstances.

Everyone has a duty to be on the lookout for and report safeguarding concerns.

If you see, hear or suspect that an adult at risk is being abused, or if you are an adult at risk, or if you would like further guidance or support, contact us:

- Out of hours emergency phone **01302 796000**
- To report a crime to the police in an emergency dial **999** (non-emergency dial **101**)
- Safeguarding Adults Unit phone **01302 736296**
- Doncaster Council's Adult Contact Team phone **01302 737391**
- SMS/text number (for people from the deaf community) **0797 903 1116**

If you see, hear or suspect that a child at risk or is being abused, or if you are a child, or if you would like further guidance or support, contact us:

- Call Doncaster Children's Services Duty Team on **01302 737777** (8:30am - 5pm Monday to Friday) Outside of these hours telephone **01302 796000**. Textphone: **01302 737796**
- Email: **childrenassessment@dcstrust.co.uk**
- **If you think a child is in immediate danger call the police on 999**, or call the NSPCC on **0800 800 5000**

More information can be found by accessing the Doncaster Children's Services Trust website using the following link:

www.doncasterchildrenstrust.co.uk/worried-about-a-child

Information can be given in confidence. You could also share your concerns with a nurse, health worker, social care worker, doctor, housing officer, advocacy service or advice centre, and ask them to make an alert for you.

Lack of response

If you are supporting an elderly or vulnerable person, there needs to be an agreement on what to do if you arrive and there is no response.

This will differ from person to person.

Give them your contact details and ask them to let you know if their circumstances change e.g. in the unlikely event that they have left the house.

If they live alone then you need to have a pre-agreed plan in place of what to do if they do not answer the door.

If they have a relative somewhere else and you have their details then contact them first.

Is there a TV or radio on? You may have to look in a window to see if signs of recent activity. If they have dementia they may have gone out. Perhaps they are hard of hearing, or have mobility issues which mean they take longer than average to get to the door or window?

Having considered all of the above, decide if it is appropriate to contact the emergency services. This should be a last resort and only taken if you are sure they are inside but not responding.



Shopping

Shopping can be delivered to the doorstep, but please minimise any handling.

If you can, wear disposable gloves and bin them after each visit.

If you have to deliver the goods yourself, ensure shopping bags are not heavy as an elderly person may not be able to lift them in. If possible, bag in small amounts.

Wait 2 metres away to ensure shopping is collected and check that those you are shopping for are okay. Remember social (physical) distancing at all times, staying 2m away from people at all times. Wash your hands, or use hand sanitiser, before moving on to the next contact.

Current research indicates cardboard boxes and paper bags are better products for holding shopping in. however, effective hand washing and glove wearing of the food handler is paramount

Scammers and fraudsters

In these uncertain and really difficult times it can be easy for scammers and fraudsters to exploit our most vulnerable people. Therefore it is essential to keep yourselves safe and also protect the people you are helping.

For further guidance, Victim Support have produced a couple of advice leaflets to give people who wish to help the vulnerable in a safe and sound way some tips on how to do this securely:

bit.ly/vsAdvice

bit.ly/vsGroupAdvice

Making payments

Option 1: (Preferred method) Payment by Telephone

1. Use telephone contact to agree what support is required and confirm to them that you will not be able to enter their home or make physical contact.
2. Our preferred method would be that after you have spoken to the individual and you have agreed what is required, you explain that you will gather items from the store and go to the customer service desk or manager within the store. Advise them that you will ask a member of staff to ring them to confirm the below details in order to authorise and process the payment.
3. A code word – that will be suggested by the person you are supporting and used by the supermarket to make the individual feel more comfortable giving card details over the phone:

The person will need:

- Card number
 - Expiry date
 - Card security number
 - Transaction amount and details
4. When you arrive to deliver the goods, knock on the door or ring the bell and step back to distance yourself at least 2 metres. You should not enter the individual's home and should remain at 2 metres away.

If option 1 and 2 are not viable then contact should be made with the **Doncaster Community Hub** where further action can be taken on **01302 430300** or email **enquiries@dncommunityhub.org.uk** or online chat **www.dncommunityhub.org.uk**

! VOLUNTEERS SHOULD NOT TAKE DEBIT OR CREDIT CARDS FROM INDIVIDUALS, OR TAKE ANY PIN NUMBERS FOR CARDS.

Option 2: Payment by Cash

If the only option available is for the person you are supporting to pay in cash, then this method can be used, but it is not the preferred choice.

1. Use telephone contact to agree what errand is required and confirm to them that you will not be able to enter their home or make physical contact.
2. If the only option for the individual is to pay by cash then advise them that you will pay for the items and bring them the receipt so they can pay for the goods.
3. If you are unable to pay for the goods beforehand. Arrange with the individual to collect the money first. Please make sure you adopt the guidelines when supporting someone who is self-isolating.
4. When you arrive to collect money, knock on the door or ring the bell and step back to distance yourself at least 2 metres. When they open the door you can ask them to leave the money on the doorstep and collect this when the door is closed. You should not enter the person's home and should remain at 2 metres away.

! CONSIDER HOW YOU CAN HANDLE MONEY SAFELY AND SECURELY. KEEP CHECKING FOR LATEST GUIDANCE IN THIS AREA.

Remember, money spreads germs. If possible, wear disposable gloves whenever touching cash. Wash hands after every contact with money or, at a minimum, use hand sanitiser.

Cash to pay for shopping can be put in an envelope and posted in a box (e.g. Tupperware tub). The box can be removed to a safe place and contents left untouched for 72 hours.

If you are giving change for shopping then you must inform the person you are supporting, that their change is in an envelope in their shopping bag and they must leave it untouched for 72 hours before opening, and then wash their hands thoroughly.

Making payments

Option 3: Supermarket – Volunteer e-gift cards

The person who has requested help with their shopping pays to preload a virtual card with a certain budget and then the volunteer organising the shopping can use this to pay for goods

The vouchers typically feature a barcode or unique number which can be inputted at the checkout, with no need for any physical cash to exchange hands.

We would recommend just loading onto the cards at any one time sufficient funds for the shopping visit in order to minimise any losses. The cards can be topped back up for the next shop.

Option 4: Post Office – Payout Now Scheme

Withdraw cash at any Post Office using a single-use voucher. – Payout Now Scheme

The Payout Now scheme is to allow people who are shielded or self-isolating to maintain access to cash without having to hand over a debit card and Pin to somebody else.

The Post Office scheme has been extended and offered to all banks, building societies and credit unions.

They tell their bank exactly how much they want to withdraw from their account, up to a limit set by the bank, and allow a family member, trusted friend or volunteer to collect it on their behalf in exchange for the voucher. A one-time barcode is requested and sent via text, email or post for a stipulated amount.

Volunteer can exchange the voucher for the cash requested and then return the cash to the person.

Option 5: Fast PACE system

Fast PACE is service that allows vulnerable customers to contact their bank and arrange to cash a cheque at a Post Office branch.

Under the Fast PACE system, the customer should contact their bank to check that they can use the service. They would then write a cheque to “The Post Office”, print the name on the back of the cheque of the person collecting it for them and sign that side too.

The volunteer can then collect the cash from a Post Office branch after their ID is verified.

Anyone collecting cash on behalf of another person must remember to practise safe distancing and should consider arranging with the recipient how the cash can be safely handed over.

Both the Payout Now and Fast PACE schemes come with a warning that people should only use friends and volunteers who are completely trusted, they should only withdraw cash they really need, and they should not be put under any pressure to do so. Volunteers should protect both themselves and the person by evidencing the return of cash.

Gifts

! VOLUNTEERS ARE NOT PERMITTED TO ACCEPT ANY PERSONAL GIFT OR MONEY OFFERED BY A RESIDENT OR A MEMBER OF THEIR FAMILY IN CONNECTION WITH THEIR VOLUNTEERING ACTIVITIES.

This is designed to protect both the volunteer and resident.

Medicine delivery

Where possible, the delivery of medicines by volunteers should be done by DBS checked individuals or a trusted volunteer known to the voluntary group.

The process should be carried out in pairs but only if social distancing can be maintained, i.e. travel in separate vehicles.

Requests for prescription collection will come through Doncaster Council's helpline or to the voluntary group via the volunteer co-ordinator.

The patient /person must give the volunteer co-ordinators/volunteer their verbal consent to collect their medication on their behalf.

The volunteer will present within the pharmacy and ask for the patients' prescription. The Registered Pharmacist or suitably trained person will ask the volunteer to confirm the name and address of the patient(s) who have requested their medication to be collected. Once the Registered Pharmacist or suitably trained person is satisfied, the medication can be handed over to the volunteer.

For medicine delivery, a record of the date the prescription was collected by the volunteer(s) and the patient name and address.

Where possible and when the information is available, the volunteer(s) should ring the patient/individual and identify who they are and how they will identify themselves. The volunteer would need to ask the individual whether they or any of their family have any symptoms or have been diagnosed with COVID-19.

Dependant on the support being offered, the volunteer(s) should make the necessary identity checks (For example name, DOB) where appropriate and inform them of the approximate time they will arrive and any guidance regarding their delivery.

On arrival the volunteer(s) should, when delivering for a named person such as medicines confirm the name, address and postcode against the bag label with the patient. Where possible, the other volunteer in the pair should cross check the name, address and postcode and act as a 'double check' to reduce risks of error.

If the patient/person cannot physically accept their medication or they have indicated that them or a member of the household has symptoms or a diagnosis of COVID-19 please leave in a safe place but not on public view. This same approach applies when the patient/person is accepting support such as a food parcel and or hot meal delivery.

If the volunteer(s) is/are unsure if they are at the right address, (a house name rather than a number) then the volunteer should confirm with the patient/person a distinguishing feature of their property.



Deal sensitively with anyone you know, or come into contact with, who has been diagnosed with COVID-19, as it's likely to be an anxious time for them.

With no visitors allowed (except to provide care) during periods of restriction, self-isolation can be a really lonely time, and it is normal that people will be worried for themselves and their loved ones. However, we can help each other by staying in touch, but from a distance – whether neighbours or friends and family who live further away.

You can make yourself available for a chat over the phone, reassuring those you are supporting that you are at the other end of the phone if they need anything, by calling, sending a text message or through social media apps.

Help may be given to set up video calls so they can connect with their friends and family remotely.

Watch and share this link '**Step-by-step Guide on How to Video Call Your Family**' by the BBC: www.bbc.co.uk/news/technology-51968122

All phones, tablets and laptops should be wiped down regularly with anti-bacterial solution and left for 5 minutes to allow time for the anti-bacterial to take effect.

Encourage people to stay mentally and physically active with activities such as cooking, reading, gardening, online learning or watching films. Find out their interests and look into how they can realistically enjoy them within their home.

Swap suggestions about how to keep busy. If people are well enough, encourage them to do some light exercise and keep active around the home, perhaps by using an online exercise class.

Throughout every step of helping, always remember that you must do everything possible to avoid spreading the virus into their home – and yours.

✓ **REMEMBER BE 'CLEAN, CLEAR AND CONTACTLESS' THROUGHOUT.**



Heating and power

The government has launched an emergency package with energy suppliers to ensure people don't face any additional hardships in heating or lighting their homes during the Coronavirus outbreak.

More information can be found here:

www.gov.uk/government/news/government-agrees-measures-with-energy-industry-to-support-vulnerable-people-through-covid-19

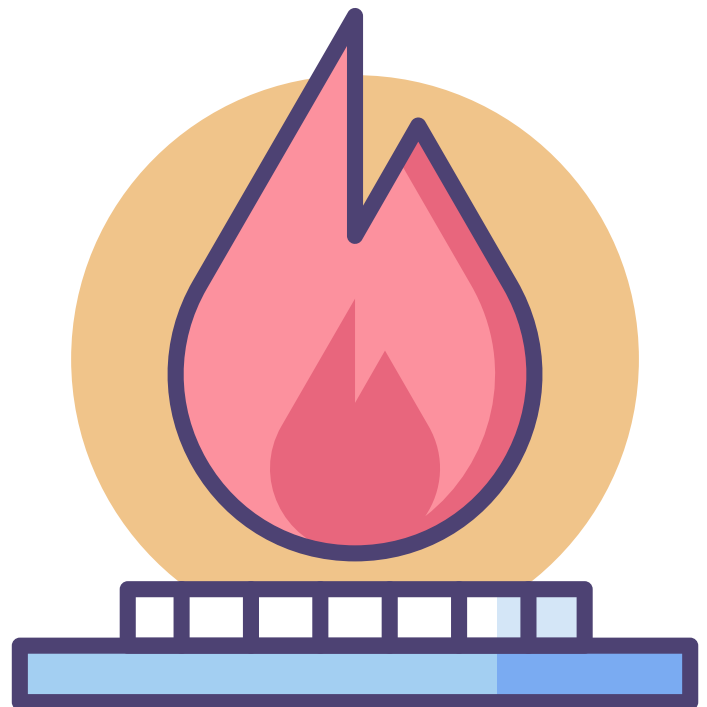
Customers with prepayment meters who are self-isolating or unable to leave their home can now speak to their supplier on the options. This may include:

- someone being sent to top up your prepayment card or token
- having funds added to your meter credit
- having a preloaded gas or electricity card sent to you in the post

! NO CREDIT METERS, WHERE YOU PAY FOR YOUR ENERGY AFTER YOU HAVE USED IT, WILL BE DISCONNECTED DURING THE OUTBREAK.

Some people may have pay-as-you-go meters requiring a 'charging key' to be topped up at a pay point shop. **There is a risk of cross contamination here, from the householder to yourself, the shopkeeper and back.** Wear disposable gloves to accept the power key. On receiving the key, clean it with 60% alcohol wipes or sanitiser. Wash your hands, or use hand sanitiser.

Before returning the key to the householder, clean the key again with 60% alcohol wipes or sanitiser. Pop it through the letterbox with instructions to leave it untouched for 24 hours. Wash your hands, or use hand sanitiser.



Data protection (including social media)

Be very careful if you have information about a vulnerable, ill or isolated person, including their name, address, contact details and circumstances.

! THIS IS PERSONAL AND PRIVATE INFORMATION. RESTRICT WHO HAS ACCESS TO ANY LOGS OR LISTS.

Never post any private or identifiable information about an individual or identifiable photos on an open forum such as Facebook, WhatsApp or NextDoor or any other form of social media or website.

The Information Commissioner's Office (ICO) has produced guidance regarding the current emergency situation which is available at: ico.org.uk/global/data-protection-and-coronavirus-information-hub

NHS Digital have also produced some guidance here: www.digitalsocialcare.co.uk/latest-guidance/covid-19-information-governance-and-information-sharing-guidance

The ICO had produced some guidance for community groups, charities, tenants groups etc. which is available on the link below. A summary of this guidance is available in the downloads section: ico.org.uk/about-the-ico/news-and-events/news-and-blogs/2020/03/community-groups-and-covid-19

Despite this, caution is still advised - only share personal data when necessary to provide a service or keep somebody healthy and/or safe. It should be risk assessed, and sensible precautions taken over how you protect information and data about people (not just vulnerable people, but everyone).

Check privacy – Large community help groups using social media should be cautious about people asking for help publicly visible to all.

Where possible, groups should try and consider ways of people being able to make requests for help more privately (via telephone, txt or direct messaging on Facebook, etc.), such as to a smaller group of coordinators who can link them up with individual volunteers.

For example:

1. Mrs Smith contacts the coordinators privately to say she needs some vegetables.
2. The coordinators request a volunteer to get groceries for someone in central Doncaster.
3. Once a volunteer has been identified, that one volunteer is provided with the name and address of the person in need. Details are not sent via social media.

Due to patient confidentiality, details will not be publicly confirmed by health or other local authorities, so please do what you can to respect and protect individual privacy, and do not speculate with the local media or on social media.

! TREAT DETAILS YOU KNOW OF INDIVIDUALS WITH THE UTMOST RESPECT AND CONFIDENTIALITY, AS YOU WOULD EXPECT IF IT WAS INFORMATION ABOUT YOU.



People may well be lonely, and may want you to come in to their home and have a chat. You **MUST SAY NO** if you are going to protect them.

You could stop and have a chat at their door as long as you are 2 metres away. You can also swap telephone numbers and let them know you are available for a chat if they are feeling anxious or lonely. There are also a number of organisations in Doncaster who can help. Contact Voluntary Action Doncaster for advice and support.

! Remember we are doing all this to keep our vulnerable population and you and your family safe.

If you are unsure whether something is safe, then say **NO** and contact the Community Hub for urgent advice only on **01302 430300**. Email: **enquiries@dncommunityhub.org.uk** or online chat: **www.dncommunityhub.org.uk**

Otherwise contact Voluntary Action Doncaster on **01302 965459**, email **voluntaryactiondoncaster@gmail.com** or visit **www.voluntaryactiondoncaster.org.uk/volunteering**



If you feel unwell or have a temperature you must stay at home and self-isolate. See www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-advice

Coronavirus (COVID-19) is in our communities. This means everyone in the community should take extra precautions. Anyone who is high risk or has symptoms should self-isolate and not volunteer. Up to date information can be found on the NHS webpage: www.nhs.uk/coronavirus



Where to get advice

The 'NHS Inform' website has more information about Coronavirus and some very useful common questions at: www.nhs.uk/coronavirus

The UK Government website will be updated with the latest on Coronavirus and advice relating to the impact on public services and accessing financial support, etc.

www.gov.uk/coronavirus

Doncaster Council is working to keep up to date information and resources, for its residents at:

www.doncaster.gov.uk/coronavirus

To support the most vulnerable people during the coming weeks, the Doncaster Community Hub is working in partnership with Doncaster Culture and Leisure Trust (DCLT), Age UK and other voluntary, community and faith organisations across Doncaster.

Doncaster Council has launched new social media accounts to ensure our communities are kept up-to-date with vital information, news and staying healthy messages:

www.facebook.com/CovidDoncaster

www.twitter.com/CovidDoncaster

A self-isolation form is available online for people to complete to let us know more about the impact of Coronavirus on local communities and to help us to identify those people who are self-isolating and need support:

www.doncaster.gov.uk/self-isolation-form

To access help and support from Doncaster Community Hub call: **01302 430300**

Email: enquiries@dncommunityhub.org.uk

Online chat: www.dncommunityhub.org.uk

Additional information

This guidance is based on the advice from Government and Public Health and other sources of best practice as at 9 April 2020.

It has been written with the safety and protection of those volunteering and accessing the services offered in mind. As the current situation is rapidly changing so does the advice. Every effort will be made to keep this guidance up to date but it is the responsibility of those volunteering to make sure they are working to the latest guidance.



My plan for volunteering

IF I AM FEELING AT ALL UNWELL TODAY (or anyone in my household has symptoms) then I will contact and tell them that I **CANNOT** volunteer today.

Before I go out to volunteer I will make sure I have:

- | | |
|--|---|
| <input type="checkbox"/> Alcohol gel | <input type="checkbox"/> Envelopes |
| <input type="checkbox"/> Disposable Gloves | <input type="checkbox"/> Kitchen roll/tissues |

1 BEFORE each contact I will clean my hands.
(Make a plan below about exactly **how** and **where** you will do this:)

I will...

2 If I am using disposable gloves I will put these on before each contact.
(Make a plan below about exactly **how** and **where** you will do this:)

I will...

3 When I knock on the door/ring the doorbell:

- I will immediately take **4 LARGE STEPS BACK** so that I am 2 metres away

4 If I have to collect money then I will:

- ✓ Leave an envelope on the doorstep
- ✓ Knock and take 4 large steps back so I am 2 metres away
- ✓ Ask them to put the money into the envelope and put it back on the doorstep
- ✓ Ask them to go back inside or move 2 metres away
- ✓ Collect the envelope.

5 If I am using disposable gloves I will remove them safely and dispose of them after leaving each contact. (Make a plan below about exactly **how** and **where** you will do this:)

I will...

6 AFTER each contact I will clean my hands.
(Make a plan below about exactly **how** and **where** you will do this:)

I will...