



VOLUNTEER HANDBOOK COVID-19

Working In
partnership with:



COMMUNITY
WELLBEING HUB



Royal United Hospitals Bath
NHS Foundation Trust



WELCOME



Firstly, we want to say a huge thank you for agreeing to volunteer with us as part of the Compassionate Community Emergency Volunteer Response (CCEVR). The CCEVR initiative is run by BANES 3rd Sector Group (3SG). We have outlined some key information here and we would be grateful if you could read through it to ensure that you understand your responsibilities as a volunteer. Minimum volunteering age is 18.

ABOUT US

3SG is an independent membership network supporting the charity, social enterprise, faith and voluntary sector operating in Bath and North East Somerset (BaNES). In 2020 the Compassionate Community Movement was launched as a stand alone broad initiative that brings together individuals, organisation & networks in BaNES to better support the community. In April 2020, 3SG launched the CCEVR, which supports thousands of people with urgent food and medication deliveries, as well as other initiatives. The Compassionate Community movement is not an organisation, volunteers have to sign up to a registered organisation, which is the role of 3SG in relation to the CCEVR. The CCEVR works with the Community Wellbeing Hub that was also setup in response to COVID-19 and provides a central hub of wellbeing services for residents across BaNES. If you have any queries you can use the contact details below:

Compassionate Community

Visit - www.compassioncb.org.uk

Email - contact@compassioncb.org.uk

BANES 3rd Sector Group (3SG)

Visit - www.3sg.org.uk

Email - contact@3sg.org.uk

OUR VALUES

We're really proud to have a set of shared values and behaviours that is at the heart of everything we do. These values are created by listening to, learning from and working with our volunteers, service users and partners. Our values are:

- We treat everyone as individuals, understanding their needs, caring & respecting their choices.
- Being friendly, polite, calm & reassuring.
- To communicate in a clear, open, honest and timely manner.
- To be transparent, keep people informed and make time to listen.
- To be helpful, supportive & always trying to empower others.
- To be responsive & efficient, always willing to learn & develop skills.
- To be a voice to those who cannot be heard.
- We take pride in ourselves & our work with a positive attitude that is proactive.
- To recognise those that have gone above & beyond to help others.
- To train & support volunteers & empower them to support others.
- To provide equal opportunities, diversity & inclusion in everything that we do.

WHAT YOUR VOLUNTEER ROLE COULD INVOLVE

As a Compassionate Community volunteer you may be involved in a number of tasks:

- Helping a vulnerable person with practicalities such as essential food deliveries or medication collections
- Helping us reach those people with deliveries of information or packs
- Working as part of our core team on data, enquiries and finance using our extensive case management system.
- Working with one of our partners such as the RUH at the Large Vaccination Centres

PRESCRIPTIONS

The danger of harm is likely to be high if someone doesn't get the medication they need. The following precautions should be taken:

1. Do not advise on any dosage or usage direct queries to the pharmacy or GP
2. The same is true of over the counter medicine such as paracetamol

Some prescriptions that volunteers may end up collecting have a high street value. This means that it's fairly likely people will want to steal them in order to sell them on. If asked to collect a control drug, you must go in pairs to collect from the same household.

TASKS

Where a task is allocated to you it is important to respond and confirm when completed by completing the relevant feedback form.

SHOPPING

1 - Do not go into any houses. Leave foods/goods on the doorstep. Communicate to the person via phone call or messages. Get confirmation from the person that they know the items are outside their door before you leave.

2 - If you are helping in the evening, please go in twos (with someone from your household).

3 - Restrict shopping visits to once daily if possible, at a set time if possible.

4 - Check the safety of the food/goods delivered check any packaging to ensure the packaging isn't broken before you purchase. Check to ensure the temperature on the product is what it should be i.e. if it meant to be frozen, is it still frozen?

5 - Recommend that recipients wash shopping wherever possible and wash their hands after touching it.

6 - Remember to wash your hands before and after deliveries for 20 seconds with hot soapy water.

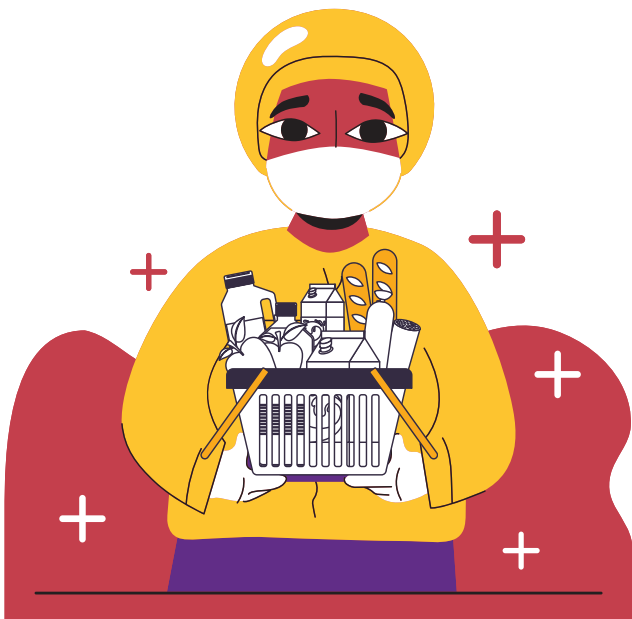
7 - Public transport should not be used when collecting food for others.

8 - Do not take cash/card or bank details from anyone, and do not give out your bank details for monies to be transferred. Encourage people to arrange click and collect or phone order.

9 - Do not accept any gifts or payments for your services.

GENERAL

- 1 - Take care of yourself and your family first. You can say no to requests.
- 2 - Unless you have experience with a particular dog or are a professional dog walker, suggest the person hires a professional dog walker or asks a neighbour who knows and trusts to help with dog walking if possible.
- 3- As an extra precaution, please ask recipients to wipe down items with disinfectant even if you have already or ask them to leave them to sit for a few days if possible (see NHS guidelines) and wash their hands after.
- 4 - Do not give home cooked meals even to neighbours, to reduce risk of illness unless absolutely necessary.
- 5 - You do not have to give any personal information to anyone. If you are ever uncomfortable about what is asked of you, do not do it.
- 6 - Individuals are responsible for their own risk and 3SG cannot be held liable for anything that happened whilst helping a person.
- 7 - We also advise that you should check in and out with another member of your household before and after helping.
- 8 - If you have a serious concern for anyone's wellbeing at any time, please contact the helpline that has been set up locally to assist. (Never share anyone's personal information unless you are referring them for professional assistance).



INFECTION CONTROL

The most important thing is to ensure you have sufficient information to prevent the virus spreading. Whilst shopping for the vulnerable you should have no face to face contact during this process. Do not enter homes and try to have phone conversations with no contact. Never give medical advice. Please direct to 111. Wash hands regularly. Before and after delivering any items and wear gloves if possible. If you feel that a person requires face to face contact, you should refer the person to the designated Community Wellbeing Hub helpline which has a team of professionals who can assist and provide guidance. The number is 0300 247 0050. If you are helping at the Large Vaccination centre you will be provided with specific infection control training.

Please refrain from helping if you or anyone in your household has had symptoms or you are part of the vulnerable group as outlined by the NHS guidelines. Help online instead!

UK GOV ADVICE CORONAVIRUS: HOW TO HELP SAFELY

SAFETY GUIDANCE FOR DELIVERIES

In order to help others, you must first help yourself to stay safe and well. We care about you and have made a list of things that might help you to stay safe when volunteering. Thinking how best to ensure your support activities are carried out safely can be a bit daunting if you've never had to consider such issues before but don't worry this Safety Guidance is here to help.

BEHAVIOUR & CONDUCT

We can only support our local communities if we can retain the goodwill of the local residents & partners who engage with us.

Furthermore, everyone supporting us has the right to be free from harassment and bullying of any description, or any other form of unwanted behaviour.

We hope you'll enjoy your volunteering with us & we're keen to support your role to make it rewarding and fulfilling. However, should you have any difficulties in your role, then please contact: Sarah Williams-Martin (compassion@3sg.org.uk)

DRIVING

All individuals who are willing to drive their own vehicles for Compassionate Community must read the information below and adhere.

1 - The Association of British insurers have said volunteers in the emergency network do not need to adjust their insurance to make deliveries.

2 - 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

3 - The Driving license held is accurate at the date of applying to volunteer

SAFEGUARDING

We believe that the safety and welfare of vulnerable members of our community is the responsibility of every volunteer, from front line through to the management committee. Safeguarding numbers below:

Concerned about an adult?

0300 247 0201 - Monday to Friday 9am - 5pm

01454 615165 -Out of hours and at weekends

In an emergency please ring 999

Concerned about a child?

01225 396312 or 01225 396313

Monday to Friday 9am - 5pm

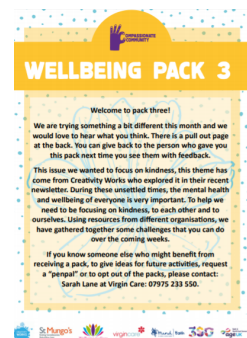
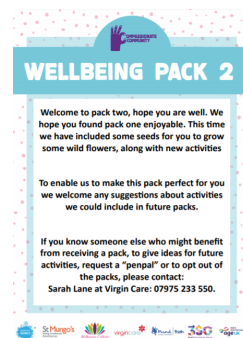
01454 615165 -Out of hours and at weekends

In an emergency please ring 999

WELLBEING RESOURCES

Further information on where to find help and safeguarding resources can be found on the Compassionate Community website here:

- [Free Online Resources](#)
- [Free Wellbeing Pack Delivery](#)
- [Where to find help page](#)



HOW INDIVIDUALS CAN ACCESS OUR SERVICE

We passionately believe that everyone in Bath and North East Somerset should have access to the support & advice they need. To that end the hub team, partners & local charities are working in partnership via the Compassionate Community, because together we're stronger. You can access support via the Community Wellbeing Hub by calling 0300 247 0050 (9am - 5pm Weekdays) or by emailing them. This hub provides a wide range of wellbeing services which are highlighted below. All individuals need to call the Community Wellbeing Hub number if they require the CCEVR Service for food and medication collections.



CALL: 0300 247 0050
EMAIL: BATHNES.thehub@virginicare.co.uk
WEBSITE: www.communitywellbeinghub.co.uk

Housing

Feeling isolated,
lonely or anxious

Money advice
& benefits support

Stopping smoking

Accessing food,
transport or medication

Achieving a
healthy weight



Keeping active

Employment issues
& advice

WHAT YOU CAN EXPECT FROM US

By signing up to be a 3SG volunteer you will be made to feel welcomed, valued & appreciated. Treated with respect and professionalism at all times. You will be provided with clear information about your role in the organisation including a role description.

We will provide you with insurance to cover your role. Where you are acting on behalf of one of our partners, they will provide you with your insurance.

INDUCTION & TRAINING

We want volunteers to feel supported and confident in their roles so we will provide training depending on the role required, this will be done online, over email or in person, if it's safe to do so.

Further training will be offered for any new initiatives introduced.

If we are asking you to volunteer with a partner organisation, such as the RUH, then we will provide you with the training required by the partner.

If you would like a refresher on anything then please email:
compassion@3sg.org.uk



EXPENSES

We do not expect our volunteers to purchase supplies with their own money and not be reimbursed. Please ensure that you have prior approval and keep all receipts. If you are travelling outside your ward then we can reimburse travel expenses if requested.

COMMUNICATION & CONSULTATION

We are committed to keeping our volunteers updated on all key changes to the organisation. We will do this through a variety of media, including but not limited to: social media, email and print communications, newsletters, posters, talks and more.

We will provide honest and fair feedback about your volunteering.

If you should ever wish to change the way in which we communicate with you then please email:
contact@3sg.org.uk



OUR CODE OF CONDUCT

This code of conduct applies to your interactions with 3SG, Compassionate Communities and the RUH. In accepting it you agree to abide by its provisions within all organisations. Please read and scroll to the end of the document.

The following sets out our expectations for volunteers:

- Support and adhere to our values and that of the RUH at all times.
- We have a strict no smoking policy whilst volunteering.
- Act in a professional manner and maintain professional relationships with staff, patients and families.
- Comply with all policies, practices, guidelines (in particular health and safety guidelines) and reasonable requests made by the us for or the RUH.
- Always represent the organisation and act in an appropriate manner.
- Treat patients, visitors, staff and other volunteers with dignity and respect.
- Maintain patient confidentiality at all times.
- Only wear any uniform provided when you are on duty as a volunteer. Return uniforms, and any other items provided to you when ceasing to be a volunteer.
- Attend any training required by the organisation, including policy, induction and training updates.
- Commit to the time periods agreed and let us know as soon as you can if there is a problem.
- Dress appropriately for your role in smart casual clothing, with footwear that provides adequate protection in line with health and safety guidance (i.e. closed toe).
- Be reliable and on time. Sign in every time you volunteer.
- If you develop an illness that may affect your volunteering duties, please inform us immediately especially if you are developing any Covid symptoms.
- Act within the remit of your role as a volunteer; for example, if a patient asks you to do something, check with the nursing staff if it is acceptable for you to assist. Do not provide advice to patients on any medical matters, be a listening ear and raise concerns with the appropriate supervisor.
- Accept appropriate supervision and guidance from staff.
- Raise any concerns or complaints directly to your Volunteer Manager on site.
- Be honest with us regarding all matters. Examples include matters such as the claiming of expenses, appropriate use of car parking permits, utilising volunteer benefits and disclosure of any past or present criminal convictions etc.
- Volunteers may not receive money or material gifts from groups or individuals during/for their volunteering activities.
- If a volunteer is not behaving in line with our expectations, then the individual may be asked to leave their role.

OUR POLICIES

HEALTH & SAFETY

The Compassionate Community is fully committed to the health, safety and welfare of its volunteers, recognising health and safety management as one of its highest priorities. We understand that your health and safety are fundamental to our ability to continue to support the local community.

[Click here to view our full health and Safety Policy.](#)

DATA PROTECTION & GDPR

We take the protection of your data very seriously and we want to assure you that our practices comply fully with Data Protection and GDPR legislation. Volunteers working for Compassionate Community who have access to personal information, will be expected to comply with all aspects of our Data Protection and GDPR Policy.

[Click here to view our data protection policy.](#)

SOCIAL MEDIA

We'd love to see posts of your great work supporting the community. If you're posting pictures of your good deeds then please make sure there are no identifying aspects of your posts that could leave a vulnerable person exposed such as pictures of them, their house or details of that nature. Remember to tag us @compassioncb & @banes3sg #compassionatecommunity

EQUALITY, DIVERSITY & HUMAN RIGHTS

We are committed to providing equal opportunities for all prospective volunteers, as well as those currently supporting Compassionate Community. We believe that individuality and diversity adds value to our group, and we aim to create a productive environment representative of different cultures and groups which is reflective of our community. 3SG does not tolerate inappropriate behaviour such as stereotyping and prejudice. [Click here to view 3sg's full equal opportunities policy.](#)

[CLICK HERE](#)
[TO VIEW ALL POLICIES](#)

VOLUNTEER COMMITMENT

In order to be a volunteer with B&NES 3SG and the Compassionate Community movement you are required to commit to the following:

- To help B&NES 3SG fulfil its aim to support the 3rd sector in B&NES
- To perform my volunteering role to the best of my ability
- To adhere to the organisation's rules, procedures, standards and policies outlined in the volunteer handbook <https://www.compassioncb.org.uk/resources> or provided to you by the organisation, along with information provided by the UK Government
- To maintain the confidential information of the organisation and of its clients, including those of our partner organisations such as the RUH.
- To meet the time commitments and standards undertaken, other than in exceptional circumstances, and provide reasonable notice so that alternative arrangement can be made
- To read and understand the requirements of the role/s for which I have applied to volunteer
- To understand the boundaries and responsibilities associated with your role
- To highlight immediately if you are unable to safely and competently carry out your duties for any reason
- I confirm that I will disclose any unspent criminal convictions to the 3SG team prior to accepting any volunteering assignments

All individuals who sign up to and participate in the Compassionate Community scheme agree to do so at their own risk, to act responsibly and sensibly at all times and to follow any safety warnings or instructions issued by B&NES 3SG from time to time. In the absence of any negligence or other breach of duty by us, B&NES 3SG are not responsible for any injury, damage, destruction or loss of property or belongings suffered whilst you are engaged in this volunteering.

This handbook is not intended to be a legally binding contract between 3SG & the volunteer. the volunteering can be cancelled at anytime by you or us. neither 3sg nor the volunteer intends any employment relationship to be created, either now or in the future.

THANK YOU