



COMPASSIONATE COMMUNITY VOLUNTEER HANDBOOK COVID-19



WELCOME

Firstly, we want to say a huge thank you to you for agreeing to volunteer with us as a Compassionate Community Connector.

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 Compassionate Community Connector.

ABOUT COMPASSIONATE COMMUNITY

Our aim is that Bath & North East Somerset (B&NES) is a Compassionate Community in which people are inspired and supported to look after themselves and each other.

MISSION STATEMENT AND OBJECTIVES

Compassionate Communities HUB

Helpline

9AM – 5PM

0300 247 0050

UK GOV ADVICE

CORONAVIRUS: HOW TO HELP SAFELY

3SG Covid-19 Homepage

THIS HOMEPAGE COVERS FAQs AND OTHER USEFUL INFO.

WHAT COULD YOUR VOLUNTEER ROLE INVOLVE?

As a volunteer with Compassionate Community you will be supporting people who need a bit more help – that might include:

- Checking in via phone with people who may need it
- Helping a vulnerable person with practicalities such as essential food deliveries
- Being a street champion on your street

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.

SAFETY GUIDANCE FOR STREET CHAMPIONS

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.

INFECTION CONTROL

The most important thing is to 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 Compassionate Communities helpline which has a team of professionals who can assist and provide guidance. The number is 0300 247 0050.

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. There are plenty of opportunities to support online.

TASKS

Here are a few basic precautions which will help. Where a task is allocated to you it is important to respond and confirm when completed.

PRESCRIPTIONS

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. The danger of harm is likely to be high if someone doesn't get the medication they need. This is a high-risk activity and should be done with the following precautions.

- 1.** Prescriptions should be picked up in pairs (From your household).
- 2.** Do not advise on any dosage or usage direct queries to the pharmacy or GP
- 3.** The same is true of over the counter medicine such as paracetamol

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

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 GUIDANCE

- 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).

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.

EXPENSES

We do not expect our volunteers to purchase supplies with their own money.

Please ensure that you have prior approval and keep all receipts for any incidental ad hoc expenses that you incur.

EQUAL OPPORTUNITIES

We are committed to providing equal opportunities for all prospective volunteers as well as those currently supporting Compassionate Community as 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.

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.

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

SOCIAL MEDIA:

We are all relying on social media significantly more since lock down. We want to see the posts of your great work, but if you are posting pictures of your good deeds please make sure that there are no identifying aspects of your posts that could leave a vulnerable person exposed. (Pictures of them, their house or details)

Remember to tag us: @banes3sg and use the #CompassionateCommunities

[VIEW ALL POLICIES HERE](#)

BEHAVIOUR & CONDUCT

We can only support our local communities if we can retain the goodwill of the local residents and businesses 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.

Should anyone wish to discuss any issues related to the behaviour and conduct of our volunteers then they should contact James Carlin in the first instance.

INDUCTION & TRAINING

We want our people to feel supported and confident in their roles so all new volunteers will be provided with the training that they need, through email and online.

Further training will be offered for any new initiatives introduced once a volunteer has been inducted.

If you would like a refresher on anything then please email 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

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.

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

VOLUNTEER COMMITMENT

In order to be a volunteer with B&NES 3SG's Compassionate Community scheme 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 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
- 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 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 activity

[CLICK HERE TO SIGN AGREEMENT AND SUBMIT ID](#)

