

# INFORMATION FOR CORONAVIRUS VOLUNTEERS



**Wash hands frequently** with soap and water or use a sanitiser gel



Catch coughs and sneezes with **disposable tissues**



**Throw away used tissues** (then wash hands)



If you don't have a tissue **use your sleeve**



**Avoid touching your eyes, nose and mouth with unwashed hands**



**Avoid close contact with people who are unwell**

## STOP COVID-19 SPREADING

### ADDITIONAL RECOMMENDATIONS

There are limited reasons why you may leave your home, including when volunteering, such as:

- For work, where you cannot work from home
- Spending time outdoors, including private gardens and other outdoor spaces (in groups of up to six people from different households, following social distancing guidelines)
- Visiting car showrooms and outdoor markets
- Going to shops (more are beginning to reopen, with a plan for more to do so later in June 2020).

Minimise the time spent out of the home and stay 2 metres away from anyone outside of your household.

(Information above correct as of 1 June 2020. Latest Government guidance can be found [here](#)).

## WHO CAN HELP?

### YOU CAN HELP OUTSIDE YOUR HOME IF YOU MEET THE FOLLOWING CONDITIONS:

1. You are well and have no symptoms like a cough or high temperature and neither does anybody in your household
2. You are under 70 and over 18
3. You are not pregnant
4. You do not have any long-term health conditions that make you vulnerable to coronavirus.

(Information above correct as of 1 June 2020. Latest Government guidance can be found [here](#)).

If you do have to stay at home, there are ways you can still help, e.g. telephone befriending or co-ordinating other volunteers.

Volunteering will not affect any benefits you are claiming.

A furloughed employee can take part in volunteering or training as long as it does not involve the provision of services or revenue generation for, or on behalf of, their employer.

## WAYS TO HELP

1. Delivering food
2. Helping people with their medical needs, such as picking up prescriptions
3. Providing essential care or to help a vulnerable person(s), including through essential public and voluntary services, such as food banks, homeless services, and blood donation sessions.



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## HOW TO GET INVOLVED

- The simplest thing you can do is to look out for your neighbours: offer to help with shopping and other errands for people you know
- More than 1,800 people have signed up to help our communities as volunteers via the **Buckinghamshire Volunteer Matching Service** which is run by Community Impact Bucks in partnership with Buckinghamshire Council and The Clare Foundation. Due to this fantastic response, recruitment is paused so that we can match people to where they're needed most
- You can still get in contact directly with your local community response groups
- If you would like to offer your professional skills as a volunteer, you can create a profile on Reach Volunteering.

## HOW TO KEEP PEOPLE SAFE

Watch our short video for [tips on how to keep yourself safe when volunteering](#)

Watch our short video on [how to keep others safe](#)

You can take simple, practical precautions to ensure that your activities are transparent and trusted by your community e.g. going out in pairs, keeping records of money spent and providing shopping receipts.

If not from the same household, volunteers must always stay two metres apart.

Gatherings of more than six people in public from different households are currently banned, with these measures being enforced by the police.

**(Information above correct as of 1 June 2020.**

**Latest Government guidance can be found [here](#)).**

### DEMONSTRATING YOUR TRIP IS ESSENTIAL

In this period of restrictions, you may be asked by police to prove that you are volunteering to support your community. Local groups and larger organisations in Buckinghamshire will be provided with documentation that volunteers can show if stopped by police.

## KEEPING YOUR DATA SAFE

Volunteering often involves sharing your private information. Be careful how you share this, and what you share.

You may wish to keep your phone number private: **dial 141** before the phone number you want to call, or use the settings on your mobile phone.

Don't leave any messages on answerphones with any personal information if you are not sure who is going to hear this.

## KEEPING OTHER PEOPLE'S DATA SAFE

During your volunteering you will come across personal and sensitive information about individuals that you're supporting.

### Do:

- Keep any data secure and treat other people's information in the same way you would want yours to be treated
- If you think there has been a mistake or breach of data protection and you are volunteering with a local group or larger organisation, tell them about this.

### Don't:

- Discuss any information or data with anyone who doesn't need to know.



# INFORMATION FOR CORONAVIRUS VOLUNTEERS

## DO I NEED A DBS CHECK?

If you want to help others who are unable to leave their homes, for example by delivering shopping or dog walking, there is no legal requirement to have a DBS check.

Other roles, for example driving people, will require DBS checks. If you aren't sure, have a look at our [Frequently Asked Questions on DBS checks for community volunteers](#)

## HANDLING MONEY SAFELY

- **When shopping for others, cash should only be used as a last resort as there is the risk of theft and spreading of infection.** People you're shopping for will have a limited supply of cash, so it is worth noting that this is not a long-term option for paying for shopping.
- Look at our [guidance on shopping and handling money](#) for other options, including paying online or over the phone, making arrangements between shops and your organisation, and using volunteer expenses
- Deliver shopping with a receipt. Take a photo/scan of the receipt for yourself.

## SCAM AWARENESS

- Coronavirus has led to an increase in scams and false offers of help. Common scams include:
  - Cold calling homes and offering to help those self-isolating with shopping
  - Fundraising, door to door or online, for donations to develop a covid-19 vaccine
  - Scam emails offering fake products such as anti-bacterial gels or a cure for coronavirus
- Remind anyone you're helping not to give out credit or debit card details, personal identification numbers or passwords
- If you're volunteering with a local group or organisation, report anything suspicious to them
- You can also report any concerns to Action Fraud [0300 123 2040](tel:03001232040)

Download a useful poster from [Friends Against Scams](#)

## USEFUL CONTACT DETAILS

If you encounter a problem, contact your community group for support. The following information may be helpful:

- **Police:** Please go online to report crimes that are not an emergency, to give information to the police or make an enquiry <https://www.thamesvalley.police.uk/report-a-crime>. Call [999](tel:999) if you are reporting a crime that is in progress or if someone is in immediate danger.
- **Citizens Advice Bucks Advice Line** on [0344 245 1289](tel:03442451289)
- **Buckinghamshire Council 24/7 phone number specifically for coronavirus-related concerns about an extremely vulnerable person:** [01296 383 204](tel:01296383204)
- **Social care emergencies:** If there is an emergency and it's not a matter for the emergency services (999), then you can call Buckinghamshire Council to report abuse: [0800 137915](tel:0800137915) or out of hours: [0800 9997677](tel:08009997677)
- Buckinghamshire Council Customer Service Centre for **all other enquiries:** [01296 395 000](tel:01296395000)
- **24/7 Mental Health Helpline for Buckinghamshire & Oxfordshire** on [01865 904997](tel:01865904997) (adults), [01865 904998](tel:01865904998) (children and young people)

