

# 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 GUIDANCE

- You must volunteer from home unless it is not reasonably possible to do so
- If you're volunteering in a workplace, it should meet [coronavirus safety standards](#)
- If volunteering outside your home follow [social distancing guidelines](#)
- You can travel to volunteer or while volunteering. Stay local where possible. Walk or cycle if you can. If you need to use public transport, avoid busy times and routes and follow the [safer travel guidance](#)
- You must [wear a face covering by law in some public places](#) unless you have a [reasonable excuse](#) for not wearing one
- Taking part in a volunteering activity does not mean you can meet in person as part of a social activity.

Further guidance can be found on [GOV.UK](#).

## WHO CAN HELP?

### YOU CAN HELP OUTSIDE YOUR HOME IF:

- You cannot volunteer from home
- You follow the [social distancing guidelines](#)
- You are well and neither you nor anyone in your household has symptoms like a cough or high temperature, or tested positive for coronavirus or been [told to self-isolate by NHS test and trace](#)
- You are not [self-isolating](#) for any other reason.

If you are [clinically vulnerable](#), you can still volunteer outside your home. If you are [clinically extremely vulnerable](#) you should not volunteer outside your home.

Volunteering will not affect any benefits you are claiming. If you volunteer in a [critical worker role](#) you are allowed to send your children to school or college during the national lockdown.

## 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

- [Register with the Buckinghamshire Volunteer Matching Service](#) which is run by Community Impact Bucks in partnership with Buckinghamshire Council and The Clare Foundation
- You can also [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.

Stay 2 metres away from people you do not live with, or 1 metre away with extra precautions e.g. wearing a face covering or increased ventilation indoors.

### DEMONSTRATING YOUR TRIP IS ESSENTIAL

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. [National Lockdown: Stay at Home](#) in place from 5 January 2021.

## 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.



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## 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)

Helpful information 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)

