

## CHECKLIST FOR COVID-19 VOLUNTEER GROUPS

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### Areas to consider

#### 1. What are you asking your volunteers to do?

It is important volunteers are told what they are expected to do. If possible, a volunteer role description/agreement should be created and given to each volunteer. An example is included below.

#### 2. What support are you giving your volunteers?

- We suggest volunteers have a named person as their main point of contact.
- Consider giving the volunteers guidance on what to do if they have a problem i.e. how to report a safeguarding concern or if they have concerns about a person's health.

#### 3. How are you protecting you volunteers?

- The health and safety of the volunteers is paramount. Make sure that your volunteers are aware of the guidance give on the government website, <https://www.gov.uk/guidance/coronavirus-covid-19-information-for-the-public>
- The volunteers may be volunteering alone, consider having a lone working policy. Example below.

#### 4. How are you protecting the people you want to help?

- The people you are helping may be vulnerable, you may want to consider completing a risk assessment particularly consideration to reducing risk of cross contamination and when the exchange of money is involved. There are already examples of people using this opportunity to commit fraud.

#### 5. Are you looking after people's information correctly?

- Confidentiality of people's information is a legal requirement under GDPR legislation a sample confidentiality is attached below.
- Due consideration must be given to the way that volunteer and client details are stored. A sample GDPR policy is attached below.

### For consideration

- Keep volunteers in pairs, for everyone's safety (but don't forget your social distancing).
- Give volunteers a password, generated by the person they are helping, so their identity can be confirmed.
- Keep practicalities regarding payment for items purchased arranged directly between the volunteers and the person they are helping.
- Insist that payment must only be for the actual cost of goods brought, with the receipt as evidence; volunteers must not charge for their time or service.
- Ask volunteers to report, please report back to a coordinator after the assistance has been given.

## Example Volunteer Role description/agreement

**Title of the role:** Virus Visitors

**Objectives:** Support residents of \*\*\*\*\* affected by Covid-19 virus.

**Tasks agreed:**

Tier 1: volunteers who have a current DBS and would be willing to carrying out non-personal care tasks to assist people with care and support needs. Such tasks might include: shopping, collecting prescriptions, preparing a meal, assistance with laundry, just checking/reassurance by visit or phone call, sitting with someone for a while.

Tier 2: people looking out for their neighbours who may be in some way or another vulnerable but not in receipt of formal care whether self-funded or state supported. This might be about supporting people who choose to self-isolate.

**The name of the person to contact:** \*\*\*\*\*

**Expectation of behaviour:**

- 1) To perform my volunteering role to the best of my ability
- 2) To follow the group's procedures and standards, including health and safety procedures.
- 3) To maintain the confidential information of all who become involved with it.
- 4) To meet the time commitments and standards undertaken, other than in exceptional circumstances, and provide reasonable notice so that alternative arrangement can be made.

**This agreement is binding in honour only, it is not intended to be a legally binding contract between us and may be cancelled at any time at the discretion of either party. NEITHER OF US INTEND ANY EMPLOYMENT RELATIONSHIP TO BE CREATED EITHER NOW OR AT ANY TIME IN THE FUTURE.**

<b>Volunteer Details</b>	Name:
	Signature:
	Date:
<b>Group representative</b>	Name:
	Signature:
	Date:

# Sample Lone working policy

## Introduction

Due to the nature of the volunteering there are occasions when volunteers will be in a situation where they are working alone, sometimes in remote or isolated areas or at night. Given some forethought and a few simple precautions, the slight risk of going missing or becoming the subject of an assault can be reduced to a minimum. The policy applies to men and women.

## Trigger phrase

If a volunteer finds himself or herself in danger and unable to speak freely, they should emphasise they are expected to call in and if they don't, the alarm will be raised. On telephoning, the volunteer should say an agreed message to trigger a response, e.g. ***"Please tell Mr. Green that I will be late for the meeting"***.

This should be easy to remember and appropriate and then pass on an innocuous message.

This is the signal that all is not well, and the volunteer coordinator will immediately call the police and direct them to where the individual has indicated in their schedule they have gone.

## Responsibility of the volunteer

- Let someone know your movements (where you are going, who you are meeting) and keep them informed of last minute changes.
- If you carry a mobile phone, keep it charged.
- If you anticipate problems for any reason, discuss it with your volunteer coordinator. If they are not available, do not continue with your plans.
- If you live alone arrange to contact someone when you return home. Make sure this contact knows where you are going, who you are meeting, has an ETA (estimated time of arrival) and knows when to start calling colleagues to raise the alarm if you do not check in.

## Confidentiality Agreement for Volunteers

1. In the course of your associated work with the group, you may have access to, see or hear, confidential information concerning personal affairs of service users or volunteers. Unless acting on the instructions of an authorised person within the group, on no account should such information be divulged or discussed except in the performance of your normal duties. This is a requirement of the General Data Protection Regulation (GDPR) effective 25/05/2018.
2. You must ensure that all records, including computer screens and computer printouts of any service users or volunteers, are never left in such a manner that any unauthorised persons can obtain access to them. Computer screens must always be cleared when left unattended and you must ensure you log out of computer systems.
3. Confidential or sensitive information relating to an individual may be divulged where there is a risk of danger to the individual, a volunteer, or the public at large, or where it is against the law to withhold it. In these circumstances, information may be divulged to external agencies e.g. police or social services on a need to know basis.

I have read, understand and agree to the terms and conditions set out above.

Signature.....

Name (print).....

Date signed.....

# \*\*\*\*\* – Data Protection (GDPR)

## Privacy Notice

\*\*\*\*\* is a local support group, made up of local volunteers to support vulnerable people during the Coronavirus outbreak. The \*\*\*\*\* is set up to help the residents of \*\*\*\*\* with tasks such as shopping, transport, befriending, and basic support during isolation caused by the virus.

As a user of this service or volunteer with \*\*\*\*\* we will ask you to provide certain personal information about yourself that includes your name, contact details, and sometimes any medical history/conditions you may have that will help us to provide our services to you.

## Introduction

This document explains how \*\*\*\*\* , who is the 'data Controller' use the data you provide to us.

## Why we need your information

We use personal data to help us provide the most appropriate level of service to our scheme users and volunteers. Without this information \*\*\*\*\* would not be able to provide the services we currently offer to the local community.

## Whose data do we collect?

We hold data on those who wish to use the services of, volunteer with or otherwise support the work of \*\*\*\*\*.

## How we obtain your data

Most of the information we hold about you is or has been provided directly to us by you.

In some cases we may collect data from someone else. This may be by referral from a relative, friend, medical or social services, where necessary, in order to help us to provide our services to you.

## What we do with your data and why

The main purposes of our data processing are to:

- provide appropriate help and services to the users of \*\*\*\*\*
- communicate with you about \*\*\*
- administer our services where we match volunteers with \*\*\*\*\*clients

We may use data obtained from other people or organisations to ensure that your contact details are kept up to date, to plan our services and to ensure that appropriate due diligence is carried out to safeguard the volunteers and service users of \*\*\*\*\*

We collect and record the following information (from the data provided by you or your representative) when completing our client service request form, volunteer application form or other \*\*\*\*\* (manual or electronic) forms used to help us provide services, information or fundraising activities :

- Name(s) and address, email, phone number and other relevant contact details.
- Your current or past medical history that we need and is necessary for us provide the appropriate level of service to you. Where this is not required for us to provide our services to you we will not collect this data from you
- Relevant next of kin, family or friends contact details that we require and are necessary in case of emergency contact.
- Records of volunteering for \*\*\*\*\* , information about our relationship with you, including correspondence, meeting notes, attendance at appointments etc.
- Information necessary for us to manage funds you provided to enable us to provide our services to you e.g. shopping, paying bills etc. on your behalf.

## Protecting your data

We keep your data secure with appropriate data security in place. This will be either locked cabinets for manual forms and password protected files stored electronically. Only those members of \*\*\*\*\* and those otherwise authorised will have access to the data we hold on you.

We do not share your data with anyone else or any other organisation unless it is necessary for the purpose for which you have given us the data or we are legally required to.

Examples are given below:

- We may share basic information about you with a \*\*\*\*\* volunteer who has been assigned to help you as part of their role within \*\*\*\*\*.
- In an emergency we may share your personal data and medical history with emergency services, NHS, social services or other statutory organisation, or where we are legally required to do so in order to provide the appropriate level of care and support to you.
- We may pass some or all of the information we hold on you to other organisations (Data Processors). An example would be providing data to medical or social service providers or to a maintenance contractor or other similar service provider in order to help you at your request or at the request of a person acting on your behalf.
- Data Processors, with whom we share data, are not allowed to do anything with your data other than that which we have requested.
- We will never share your data with third parties for marketing purposes.

## Our responsibilities

The law requires us to tell you the basis on which we process your data.

- Some activities (for example sending you emails, letters or leaflets which promote the \*\*\*\*\* general activities require your consent. If the law requires your consent to process data in a certain way then we will obtain it before carrying out that activity. This will not stop you from using the services of \*\*\*\*\*
- Where consent is given we keep a record of when and how we got consent from you. We also keep a record of exactly what you were told at the time you gave your consent.
- Where consent is given we will record special category data such as your medical history or current health condition(s) only where necessary and for the purpose of providing our services to you.
- In all other cases (i.e. providing care scheme/Good Neighbour services) the law allows us to process your data if it is in our and your legitimate interest (in a way that you would expect the data to be used) to do so, but only so long as we need to and your “interests or your fundamental rights and freedoms are not overriding”.

## Retaining your data

We will keep data for as long as is needed to complete the task for which it was collected and no longer.

## Your rights

The law requires us to let you know that you have a number of rights about the way we process your data. These are as follows:

- Where our use of your data requires consent, you may withdraw this consent at any time. You can refuse to give your consent but this will not stop you from using the services provided by \*\*\*\*\*.
- You can have any incorrect data we hold about you corrected.
- You will be informed of any new uses of your personal data before we start processing it. ☑ Where we rely on our legitimate interest to process data, you may ask us to stop doing so. ☑ You may request a copy of the data we hold about you.
- You may change or stop the way in which we communicate with you or process data about you, and if it is not required for the purpose you provided it, then we will do so. Activities like processing Gift Aid donations may mean we cannot entirely stop processing your data. We will always endeavour to comply with such a request, however.

- If you are not satisfied with the way we have processed your data then you can complain to the Office of the Information Commissioner.

### **Contacting us**

If you have any questions about this privacy notice, about the way in which we process your data, or if you wish to change the way we use your data, including how we communicate with you, please contact:

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