

## Covid-19 response

### Helping safely: Briefing for volunteers

Thank you for offering to help with supporting others during the Covid-19 pandemic. We are very grateful for your support and help. The information below will help you to keep yourself and others safe while you are volunteering. Further information is also available online, in the guidance [“How to help safely”](#).

If you have any questions or concerns about the role, please contact your volunteer coordinator.

You will be asked to do one of the following roles:

- Delivery of food boxes
- Delivery of prescriptions

You should not need to enter the house of the person you are supporting for any reason.

|                                      |  |
|--------------------------------------|--|
| <b>Preventing spread of Covid-19</b> | <p>If, at any point, you develop a new continuous cough or a fever you must self-isolate for 7 days and you must not carry out volunteering duties during that period.</p> <p>If someone in your household develops symptoms you must self-isolate for 14 days and must not carry out volunteering duties during that period.</p> <p>Please review the government <a href="#">“Guidance for households with possible coronavirus infection”</a> if you do experience symptoms.</p> |
|                                      | <p>Make sure that you follow the advice on handwashing and hygiene:</p> <ul style="list-style-type: none"><li>• Wash your hands with soap and water often – do this for at least 20 seconds</li><li>• Use hand sanitiser gel if soap and water are not available</li><li>• Wash your hands as soon as you get home</li><li>• Cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze</li></ul>  |

|  |  |
|--|--|
|  | <ul style="list-style-type: none"> <li>• Put used tissues in the bin immediately and wash your hands afterwards</li> <li>• Take care not to touch your face, particularly your nose, eyes and mouth.</li> </ul> <p>You should wash your hands at the start and end of your shift. If you have access to a sink during the shift, you should wash your hands between deliveries. If you don't have access to soap and water during the shift you should use a hand sanitiser gel.</p> <p>Take care in any shops or delivery pick-up points. Ensure that you keep 2 metres from other individuals and follow the hygiene advice above, washing your hands before and after visiting a shop or pick up point.</p> |
|  | <p>Based on current government advice, we do not recommend the use of facemasks as an effective means of preventing the spread of infection. Facemasks play an important role in clinical settings, such as hospitals, but there is very little evidence of benefit from their use outside of these settings.</p> <p>We also do not recommend the use of gloves. These are not necessary, as regular and careful handwashing offers just as good protection. Gloves can still carry germs, so they can infect you if you touch your face while wearing them.</p>   |
|  | <p>Many of the people that we are supporting are at greater risk of severe illness from Covid-19. Please do not go into people's houses or come within 2 metres of anyone that you are supporting.</p> <p>If you are making deliveries, please take the following precautions to maintain social distancing:</p> <ul style="list-style-type: none"> <li>• You will be given the phone number of the person you are supporting. Call them a few minutes before you are due to arrive so that they know to expect the delivery. When you are allocated the person, check with the co-ordinator to see if they have language or hearing difficulties and prefer text communication.</li> </ul>                    |

|                                    |  |
|------------------------------------|--|
|                                    | <ul style="list-style-type: none"> <li>• Leave the delivery outside the front door</li> <li>• If you cannot get in touch with the person by phone, please knock on their door and stand back by 2 meters.</li> </ul> <p>The volunteering team will let you know if the person that you are supporting is unable to answer the door and will explain what to do.</p> <p>If you are unable to contact the person, then call the volunteering team who will advise what to do.</p>  |
| <p><b>Safeguarding</b></p>         | <p>Please be alert to any concerns relating to the safety of the people you are supporting. If you have reason to think that the person you are supporting is at risk of harm, you can raise these in the following ways:</p> <p>If your concern relates to an adult, you can contact the Swindon Borough Council Adult Social Care team on 01793 463555</p> <p>If your concern relates to a person up to the age of 18 (or 25 with a disability), you can contact the Swindon Multi-Agency Safeguarding Hub:</p> <ul style="list-style-type: none"> <li>• Email: <a href="mailto:swindonmash@swindon.gov.uk">swindonmash@swindon.gov.uk</a></li> <li>• Telephone: 01793 466903 (during normal office hours, 8.30am to 4.40pm Monday to Thursday, and 8.30am to 4.00pm Friday)</li> </ul> <p>If anyone is in immediate danger, please contact 999.</p> <p>Further information relating to safeguarding can be found on the <a href="#">Safeguarding Swindon Partnership</a> website.</p> |
| <p><b>Personal information</b></p> | <p>At the point of signing up, you have confirmed that as a volunteer you agree that your contact details can be shared for the purposes of the volunteering activity only. You should only share your first name with the person you are supporting, please do not disclose any other personal information.</p>   |

|                  |   |
|------------------|---|
|                  | <p>If you need to call to let someone know that you are leaving a delivery, you should dial 141 before their phone number to withhold your personal number.</p> <p>It is important to uphold the confidentiality of the individual that you are supporting at all times. You may receive/hear personal information or details during conversations, and you are likely to have access to an individual's phone number and address. All forms of personal information must be treated with respect and be handled in a highly confidential way.</p> <p>Think about how you safely store people's contact details. Do not leave these in a place that other people can access. If you are able to lock these away in a safe place, please do so. If you need to destroy this information please ensure it is shredded in a confidential manner.</p> |
| <b>Money</b>     | <p>You will not need to handle money as part of the deliveries. The food parcels will either have been paid for in advance or provided as a donation. You will not need to ask for cash, debit or credit cards, or bank details of any of the people that are being supported.</p>  |
| <b>Insurance</b> | <p>If you are using your own car for voluntary purposes to transport medicines or groceries as part of the Covid-19 response, your cover will not be affected. You do not need to contact your insurer to update your documents or extend your cover.</p>   |

If you have any comments on this guidance, please email [publichealth@swindon.gov.uk](mailto:publichealth@swindon.gov.uk)