



Kingswear Parish Council COVID-19 Volunteer Guidelines

This guide is for residents who are volunteering with the Kingswear Parish Council Voluntary Support Group, to support older or vulnerable people in the community during COVID-19.

Can I help?

Government guidance says you should only provide support to people who are in isolation, if you fulfil all of the following conditions:

1. You are well and have no symptoms like a cough or high temperature and nobody in your household does.
2. You are under 70 years old.
3. You are not pregnant.
4. You do not have any long-term health conditions that make you vulnerable to Coronavirus.

<https://www.gov.uk/government/publications/coronavirus-how-to-help-safely--2/coronavirus-how-to-help-safely>

Who can I help?

You can help households who are self-isolating. This could include friends and family members as well as your neighbours. Please remember, you should only provide support in person, where it is essential for the health of a vulnerable person.

How can I help safely?

The single most important action we can all take, in fighting Coronavirus, is to stay at home in order to protect the NHS and save lives. When we reduce our day-to-day contact with other people, we will reduce the spread of the infection and save lives. This remains the case when you are helping others.

You should not go inside the homes of anyone you do not live with, especially vulnerable people or people who believe they may be infected and are isolating themselves. Breaking these rules could put you at risk of infection, or risk spreading it to others.

If you are picking things up for others, try to limit the amount of time you spend outside of your home, by picking up essential items for them when you do your own shopping or collect their medicines during the same trip.

You should stay two metres or six feet away from anyone you do not live with at all times. Do not share a journey with them.

You should also regularly wash your hands with soapy water for at least 20 seconds.

If you have offered to help other people, please do not place yourself in a position where you may feel unsafe, for instance helping late at night.

You must always adhere to government advice on how to stay safe.

If you or someone in your household has shown symptoms, or if you are more vulnerable to coronavirus yourself, then you must stay home. You can still play an important role but will need to do this from home.

What can I do?

There are many ways you can help friends or family as well as neighbours who are in isolation:

Help with food shopping and/or collecting a prescription

Access to food and shopping is critical for people who are self-isolating and may not have access to other means of support. Groceries and essential items could be purchased, when you are doing your own shopping. Or you could help those who aren't familiar with online shopping, by placing an order for them or by talking them through the process over the phone. You can also pick up medicines on someone else's behalf.

Safe Shopping for Volunteers

1. Consider others whilst shopping - Follow the advice on how to reduce your risk of catching or spreading the illness. Keep two metres away from other people at all times, including at the check-out.
2. Do not buy high-demand items in bulk – only buy what is needed. If you need to consider substitutes, are you aware if the person or other household members have any allergies or are there foods they should not have because they may interact with medications? What sort of cooking and food storage facilities do they have? Would they be able to open tins/jars for example?
3. Transporting shopping – for food hygiene purposes, ensure any frozen food does not thaw before reaching the person's house (and check the person places in the freezer immediately if they are not planning to consume the food immediately). For food that should be refrigerated, such as raw/cooked meat; do not allow it to get too hot whilst being transported and make sure it is back in a fridge within two hours of picking from the supermarket shelf.
4. Delivering items to the person – Where possible, we strongly advise volunteers not to enter homes. Keep a two-metre distance from the person you are helping. Agree a time and safe place to leave the shopping and ensure the person knows it is there.
5. Consider wearing disposable gloves and change them between deliveries, if it is difficult to wash your hands regularly. Alternatively, if sanitiser, hand washing facilities and gloves are not available, carry liquid hand soap, bottled water (preferably warm), paper towels and a bag for disposal, so you can wash your hands remotely.
6. It is not appropriate for volunteers to accept credit/debit cards from people asking for help in order to buy resources on their behalf, as this is a safeguarding risk. To reduce the risk of fraud, we recommend that wherever possible you do your shopping and come back with a receipt before asking for money from people in self-isolation. Reimbursement to the volunteer should be made by bank transfer or PayPal to minimise the risk of passing on the virus, but if that's not possible then you can disinfect any cash you receive using soapy water. To create evidence of the purchases, costs and delivery, photographs taken on mobile phones by the volunteer can be shared with the household and the Parish Council. If the householder suffers from confusion or has issues with phones, a nominated family member could receive texts with photos attached.
7. Wash your hands before and after each delivery. It is also recommended that the person receiving the shopping wash their hands after bringing the shopping into the house and also after packing it away.
8. Please see the following guidelines published by Environmental Health – A quick guide to safe shopping during the Coronavirus (COVID-19) pandemic:

<https://globalhealth.ie/wp-content/uploads/2020/03/Safe-Shopping-Guidelines-COVID-19-1.pdf>

Telephone Befriending - Stay in touch over the phone or via social media

Staying at home for a long time can be a lonely experience and may impact on people's wellbeing. Just saying hello and regularly checking in, over the phone or by video-chat is important, or you could help people by recommending information from organisations like 'Every Mind Matters':

<https://www.nhs.uk/oneyou/every-mind-matters/>

Those isolating should try to keep themselves busy with activities such as cooking, reading, online learning or watching films. If people are well enough, encourage them to do some light exercise and keep active around the home, perhaps by using an online exercise class. Swap suggestions about how people you are supporting can keep themselves busy.

Dog Walking:

Pets provide invaluable companionship, especially at this time. For many dogs, going out for a walk, is an important part of their daily routine. However, measures introduced to reduce Coronavirus, mean that lots of owners won't be able to do this, so may be relying on others to help them.

You should only be walking someone else's dog if they are unable to do so themselves. This includes key workers, vulnerable and over 70's or people from a self-isolating household confirmed or suspected of having Coronavirus (Covid-19).

Please note, there are no confirmed instances of transmission of Coronavirus (COVID-19) from pets to people. However, the virus could be passed from person to person via a surface such as a dog's fur, collar and lead.

When walking someone else's dog:

1. Consider each individual situation and how to safeguard the person you are assisting.
2. Agree the process in advance including time and duration of walk.
3. Walk the dog in the surrounding area of the owner's home and ideally on a lead. You should not drive to a location to walk.
4. Find a way to collect and return the dog securely, in a way which maintains a two-metre distance between you and minimises any time spent in the owner's home.
5. Never walk dogs from different households at the same time.
6. Wash your hand for 20 seconds using soap and water before leaving your home.
7. Wear gloves for the duration of any contact and dispose of them after use.
8. Use a different lead to the owners.
9. Ask someone from the household to open and close the doors for you.
10. Where possible minimise touching the dog.
11. Maintain your social distance while walking, keep to quiet areas and don't allow other people or pets to come into contact with the dog.
12. Wash the lead with soap and water once the dog has been returned.
13. Wash your hands for 30 seconds using soap and water as soon as you get home.

For further information, please see the following RSPCA advice:

<https://www.rspca.org.uk/coronavirus/dogwalking>

Volunteer sickness reporting

Volunteers should notify the Volunteer Coordinators, as soon as possible if they are ill in general or have symptoms of COVID-19.

If you develop a new, continuous cough or a fever and you live alone, you must stay at home and self-isolate for 7 days. If you live with one or more other people and you or a member of your household develop symptoms such as a cough or a fever, the whole household must stay at home and self-isolate for 14 days.

You should not be doing any volunteering outside of the house during that 7 or 14 day period of self-isolation.

Insurance

Volunteers are covered by Kingswear Parish Council's public liability insurance. Volunteers are required to carry out their role in a safe manner. Owner-drivers must inform their insurance company in writing if they will be driving in a voluntary capacity. Volunteers are only covered for tasks that they are authorised to do.

Health and Safety

The Parish Council will take all reasonable steps to protect the health of volunteers during the Covid-19 pandemic, ensuring that government guidance is adhered to and the risk of spreading Covid-19 is minimised.

As communities come together in response to coronavirus, it's important that everyone, including volunteers and the people they're looking to support, remain safe.

Think about what the risks may be when you are volunteering. You have a responsibility to ensure that you know what the risks are, when you are volunteering and to take appropriate measures to avoid these. Do not knowingly put yourself or others, at risk of harm in the course of your volunteering.

Please keep up to date about Covid-19:

<https://www.nhs.uk/conditions/coronavirus-covid-19/>

Understanding social distancing and how this affects people aged over 70:

The Government has issued guidance for people within certain groups to start social distancing. One of these groups of people is people aged 70 and over (regardless of medical conditions). For more information see: <https://www.gov.uk/government/publications/covid-19-guidance-on-social-distancing-and-for-vulnerable-people>

Understanding guidance on shielding and protecting extremely vulnerable people from COVID-19:

The Government has issued guidance for people, including children, who are at very high risk of severe illness from coronavirus (COVID-19) because of an underlying health condition, and for their family, friends and carers. See: <https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19>

Risk Assessment - See Appendix 1.

Gifts, Gratuities and Bequests

Volunteers should not accept gifts, gratuities and bequests from clients, their family or friends. If the situation arises then volunteers must explain that it's their role to support individual clients and therefore it is not appropriate to accept personal gifts for services provided, though the gesture is appreciated.

Safeguarding

What is Safeguarding?

Safeguarding is the function of protecting adults from abuse or neglect. These are adults in need of care and support, who may be at risk of abuse or neglect, due to the actions (or lack of actions) of another person. Safeguarding is the need to protect certain people who may be in vulnerable circumstances. All vulnerable adults have the right to be safe, happy and healthy and deserve protection from abuse.

Volunteers have responsibility to ensure the safety and well-being of the vulnerable adults they support. We appreciate as there will be minimal face to face contact with older or vulnerable people, this may be difficult to highlight. However sometimes during telephone conversations, you may get to know the individuals you're supporting and this may become more evident.

It is important that concerns regarding potential or actual abuse, or a lack of care of vulnerable adults from other carers, family members, neighbours, etc, are reported immediately. If you think a vulnerable adult is in immediate danger or a crime has been committed, then you should always contact the police on 999.

If individuals are not in immediate danger, but you need to report any issues or concerns in confidence, please contact the Volunteer Coordinators who will liaise with the local area social care / safeguarding teams, regarding the best course of action.

For further information on safeguarding see: <https://knowhow.ncvo.org.uk/safeguarding>

What should I do if I am worried about someone's health?

Encourage anyone you are in touch with or supporting to use the NHS 111 online Coronavirus service <https://111.nhs.uk/covid-19/>.

They should only call 111 if they can't get online or they feel they cannot cope with their symptoms at home or their symptoms worsen.

Call 999 if you believe someone's life is at risk.

Equal Opportunities

Volunteers and service users receive the same treatment regardless of their gender, culture, sexual orientation, marital status, age, race, colour, ethnic or national origin, religious belief, disability or background. We encourage you to treat all other volunteers, staff, and people you support equally and with respect.

Data Protection

For the purposes of GDPR, the data controller in respect of your personal data is Kingswear Parish Council. We hold personal data (name & contact details) for all our volunteers. Your data will be used to administer your volunteering and will not be shared with any third party without your prior permission. Our commitment is to respect volunteers' rights in data protection law.

In the course of your volunteering, you may come into contact with or use confidential personal information about people such as names and addresses or even information about a service user's circumstances, families, health or other private matters. We ask you not to disclose any personal data to others.

If you have any other questions that are not covered in these guidelines, please contact the Volunteer Coordinators:

Lynne Maurer (Chairman) Tel. 01803 752491 Email: kpc.lcmaurer@gmail.com

Sue Balsdon (Clerk) Tel. 07863 227031 Email: kingswearclerk2017@outlook.com

APPENDIX 1

Kingswear Parish Council COVID-19 Volunteer Risk Assessment

Date of Risk Assessment	6 th April 2020
Risk Assessment Completed by	Sue Balsdon (Clerk)
Describe the activity you are doing and risk assessing	
<p>The risk of severe disease associated with COVID-19 infection for people in the UK is currently considered moderate for the general population. For older adults and individuals with chronic underlying conditions the risk is significantly higher. In order to mitigate the impact of the pandemic, Public Health have implemented social distancing measures. This can interrupt human to human transmission chains, prevent further spread, reduce the intensity of the pandemic and slow down the increase in cases, whilst allowing healthcare systems to prepare and cope with an increased influx of patients.</p> <p>Community engagement and acceptance of, stringent social distancing measures and strict personal hygiene, are key in delaying and reducing further spread of COVID-19.</p>	
People involved in the volunteering and those benefiting from the volunteering	
Kingswear and Hillhead residents have volunteered, to help those older and vulnerable people in the community during COVID-19.	

What is the activity?	What are the risks?	What is the activity?	What are the risks?
General volunteering in the local area	Exposure to COVID-19	Volunteers and Service Users	<p>Volunteers to make sure that they self-isolate if they think they or anyone they live with have / has <u>any one</u> of the current symptoms for COVID-19 (at present these are: a new persistent cough; a temperature / fever of 37.8 degrees or more).</p> <p>Volunteers to make sure that they keep up to date with best practice via government and NHS websites.</p> <p>Volunteers to adhere to government guidance regarding social distancing: https://www.gov.uk/government/publications/covid-19-guidance-on-social-distancing-and-for-vulnerable-people</p> <p>Volunteers to adhere to government guidelines regarding shielding and protecting vulnerable persons: https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19</p>

What is the activity?	What are the risks?	What is the activity?	What are the risks?
Collection and delivery of shopping / prescriptions	Exposure to COVID 19	Volunteers and service Users	<p>In addition to the guidance for general volunteering, volunteers to ensure:</p> <ul style="list-style-type: none"> i) They adhere to the safe shopping guidelines issued by Environmental Health: https://globalhealth.ie/wp-content/uploads/2020/03/Safe-Shopping-Guidelines-COVID-19-1.pdf ii) They utilise good manual handling techniques to reduce likelihood of injury when carrying heavy bags. Please see the following NHS link for advice: https://www.nhs.uk/live-well/healthy-body/safe-lifting-tips/
Dog Walking	Exposure to COVID 19	Volunteers and service Users	<p>In addition to the guidance for general volunteering, volunteers to ensure:</p> <ul style="list-style-type: none"> i) they adhere to guidelines issued by the RSPCA with regards walking somebody else's dog: https://www.rspca.org.uk/coronavirus/dogwalking