

## Getting you started as a Community Response Volunteer

### Welcome and thank you!

Welcome to Royal Voluntary Service and thank you so much for choosing to be part of one of Britain's largest volunteer organisations.

Founded in 1938 as WVS, the charity mobilised over one million volunteers to help with almost every aspect of wartime life. Today, Royal Voluntary Service still inspires and enables people to give the gift of voluntary service to meet the needs of the day. Never has that been more important than now, when we find ourselves in frightening and challenging times with the impact of COVID-19. As our founder said in 1938,



**Catherine Johnstone CBE**  
Chief Executive, Royal Voluntary Service

*'As a nation we require voluntary service today as much as we have ever done in the past'.*

Royal Voluntary Service has been supporting the NHS since its birth in 1948 and we are delighted you have stepped forward to be part of this by running shopping errands and medication collection. We want to ensure we are able to support the NHS during this challenging time and may ask you to support in other ways if you are able. For example administration tasks and running errands in the hospital. We will be adapting our approach to support as the need arises and will make contact with you and provide you with information and guidance if we feel you may be able to help in a different way.

Please take the time to read and understand the content thoroughly so that we can help people effectively and safely.

At the end of this guide you will find fact sheets and important information to support you in your role.

Thank you for joining us, we hope that by coming together we can keep our communities safe and comforted during this difficult time.

Best wishes,

**Catherine Johnstone CBE**  
Chief Executive

## Let's start with some key information that will help protect you and the people you are supporting.

### DATA PROTECTION & CONFIDENTIALITY

During your volunteering you will come across personal and sensitive information about individuals as part of the support you will offer. We want to make sure that all information stays safe and confidential in line with the Data Protection Act 1998 and GDPR Regulations 2018. We want you to treat other people's personal information in the same way you would want yours to be treated. If you do acquire information about an individual you may be supporting (for example, names, addresses and possible medical information), we ask that you maintain confidentiality and do not discuss or disclose any data or information with anyone outside of Royal Voluntary Service or with anyone who doesn't need to know.

DO	DON'T
<ul style="list-style-type: none"> <li>Keep any data secure and treat other people's information in the same way you would want yours to be treated.</li> </ul>	<ul style="list-style-type: none"> <li>Discuss any information or data with anyone outside of Royal Voluntary Service or with anyone who doesn't need to know.</li> </ul>
<ul style="list-style-type: none"> <li>If you think there has been a mistake or breach of data protection tell Royal Voluntary Service about it so we can manage this.</li> </ul>	<ul style="list-style-type: none"> <li>Leave any messages on answerphones with any personal information if you are not sure who is going to be able to hear them.</li> </ul>

### With-holding your phone number

We recommend that you call the isolated person from a withheld number. To withhold your number on individual calls just dial 141 before the telephone number you want to call.

### EQUALITY

You will support a diverse range of individuals in diverse communities and we ask that you respect every individual's beliefs and that nobody is treated less favourably or excluded in anyway. We are all different and all have the right to be treated with dignity and respect. If you witness any behaviours where you feel someone is being treated less favourably or excluded, then you must inform Royal Voluntary Service of this immediately so we can tackle this and take appropriate action.

DO	DON'T
<ul style="list-style-type: none"> <li>Treat others the same way you would want to be treated.</li> </ul>	<ul style="list-style-type: none"> <li>Treat anyone less favourably or exclude anyone who we are supporting in our communities.</li> </ul>
<ul style="list-style-type: none"> <li>Respect everyone regardless of who they are, their backgrounds and the communities that they live.</li> </ul>	<ul style="list-style-type: none"> <li>Ignore any unacceptable behaviours towards anyone, and ensure that you report it to Royal Voluntary Service.</li> </ul>

## SAFEGUARDING

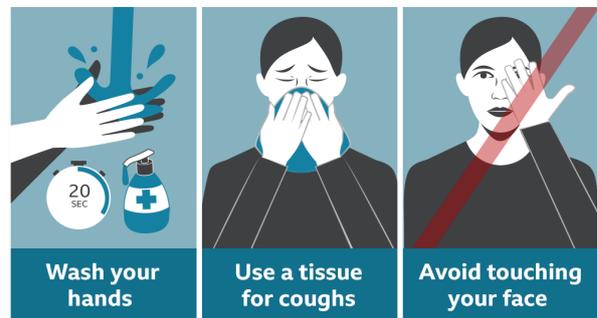
At Royal Voluntary Service we place the safeguarding and well-being of volunteers, employees and people we support above anything else. You may come across vulnerable adults or adults at risk of harm and they should never experience abuse of any kind. We want you to be alert to any signs or patterns of abuse or anything that may concern you and always raise your suspicions. Be assured you will always be supported by the charity and not raising your concerns is worse than raising a suspicion that is incorrect. If anyone tells you of any type of abuse then remain calm, listen and reassure them that it will be taken seriously. Don't promise confidentiality as you will need to speak to a limited number of people once you have this information and we ask that you ALWAYS report this to Royal Voluntary Service.

## KEEPING YOU SAFE

The support you will offer will mean you will be out in the community supporting the most vulnerable as we come together to support the needs of the day and help people to live well through the COVID-19 virus outbreak. We are committed to keeping you safe and below we have outlined some guidance to support you whilst supporting people.

### How to protect yourself – General Guidance

- ✓ Wash hands frequently for at least 20 seconds with soap and water at regular intervals throughout the day.
- ✓ If running water and soap is not available then ensure you have alcohol-based hand wipes or sanitiser to kill viruses that may be on your hands.
- ✓ Avoid touching your face and keep hands away from eyes, mouth and nose to avoid spread of any virus.
- ✓ If you cough, use a tissue and dispose of the tissue immediately. If the cough becomes persistent then you should follow government self-isolation precautions. If no tissue is available, cough into your arm.
- ✓ Consider social distancing by maintaining at least 2 metres distance between yourself and anyone who is coughing or sneezing.
- ✓ If you feel unwell and have a fever, cough and difficulty breathing, seek medical attention and follow NHS guidance whilst avoiding any contact with people.



### What should I do if I think I have COVID-19 Symptoms?

If you are concerned about your health in relation to Coronavirus and believe you have symptoms then you need to pause your voluntary service and self-isolate for the required period of time. Please check out the Public Health Guidance to identify how long you need to isolate for.

<https://www.gov.uk/guidance/coronavirus-covid-19-information-for-the-public>

## Your responsibilities when supporting a person isolating

- ✓ If **you** have any symptoms of coronavirus such as fever, sore throat or cough then **do not** agree to assist any self-isolated or vulnerable individual.
- ✓ Use telephone contact to agree what errand is required and confirm to them that you will not be able to enter their home.

## If you agree to drop off shopping, essential items or prescriptions...

- ✓ When you arrive at the persons home, sanitise your hands.
- ✓ Notify them you have arrived by knocking the door or ringing the doorbell and never enter a persons home. Leave items and receipt on the doorstep, step back at least 2 metres and wait for the door to be opened for the items to be collected.
- ✓ Request the person retrieves the shopping, leaves payment on the doorstep and closes the door. If change is required ask for this to be placed on the door step and retrieve when they have closed the door. Avoid any personal contact such as handshakes.
- ✓ When you leave a persons home, sanitise your hands and any money given where possible.

## Completing errands

- ✓ Be cautious of crowded retail stores and pharmacies and shop sensibly.
- ✓ If using your car to deliver items then keep your car clean and disinfect the most used surfaces such as the steering wheel, gear stick and door handles.
- ✓ If using public transport, ensure that you minimise where possible what surfaces you touch and sanitise your hands wherever possible before and after taking any public transport.
- ✓ Use common sense and never put yourself into an environment where you feel there is a risk to yourself or others.

## DRIVING FOR ROYAL VOLUNTARY SERVICE

All individuals that are willing to drive their own vehicles for Royal Voluntary Service must read the information below and confirm that they have the following arrangements in place:

- I have informed my insurance company of the fact that I will use my vehicle for volunteering for the Royal Voluntary Service.
- I confirm that the vehicle being used is roadworthy as outlined by UK law, has a valid MOT certificate where appropriate and is taxed for use on the roads.
- I confirm that the Driving license I have uploaded to my profile is accurate at the date of this application.

## OUR VOLUNTEERING AGREEMENT

We want to make your volunteer experience with us enjoyable, rewarding and safe. This below outlines what we can expect from each other whilst you volunteer with us.

You can expect us to provide you with:	As a volunteer with Royal Voluntary Service we ask that you agree to:
<ul style="list-style-type: none"> <li>• A safe, respectful, fair and non-discriminatory volunteering environment</li> <li>• A clear explanation of what your role involves, what is expected of you and who you need to speak to if you need support</li> <li>• Reimbursement of your out of pocket expenses</li> <li>• The ability to stop volunteering with us without pressure or judgement</li> </ul>	<ul style="list-style-type: none"> <li>• Recognise that the needs of the charity's beneficiaries are our priority</li> <li>• Perform your volunteering role to the best of your ability</li> <li>• Be accountable for your actions</li> <li>• Support and abide by the charity's instructions within the documents provided to you</li> <li>• Not accepting and gifts or monetary gifts from people you are supporting</li> <li>• Respect and maintain confidentiality, keeping any information you gain about the charity, its services and those we help confidential, even after you leave.</li> </ul>

If someone you are supporting would like to make a donation, they can do this through visiting our website <https://www.royalvoluntaryservice.org.uk/donate>

## ACCEPTANCE AND AGREEMENT

I confirm that I have read and understood the requirements of the role/s for which I have applied to volunteer. I understand the boundaries and responsibilities associated with this role, and know of no reason that I am unable to safely and competently carry out these duties. I also confirm that I meet all requirements detailed within the Volunteer Driver Declaration section of the supplementary information provided.

## FACT SHEET

### Supporting with Prescriptions

During your role you may be asked to collect and deliver a prescription on behalf of a person who is self-isolating. Please follow the guidance below:

#### ARRANGING THE COLLECTION

Volunteers should call the older person to confirm they are collecting the prescription;

- Ensure you ask which GP surgery/pharmacy.
- Ensure you check whether the individual pays for their prescriptions? If they do, refer to the making payment fact sheet.
- You may need to provide some personal details to the pharmacy in order to collect the prescription e.g. name and address. Check this information with the individual beforehand.
- Let them know what time you are going to collect and drop off the prescription.
- Tell the individual that you will only be able to drop off the prescription at the doorstep and check they are able to come to the door to collect it.

#### IMPORTANT INFORMATION

- Protect the person's confidentiality - When collecting prescriptions the person may need to provide sensitive information – i.e. details of their prescription. Volunteers must understand the level of confidentiality expected of them. The person's privacy must be respected at all times.
- Some medication may need to be stored in the fridge, you will be told this on collection, please communicate this to the isolating person.
- Any prescriptions that cannot be delivered need to be returned to the pharmacy.
- Do not open the prescription bag, if the medication spills or breaks, return to the pharmacy.
- If the individual has a question about the medication, please ask them to contact the pharmacy.
- Under no circumstances are volunteers to administer any medication.

#### ON DELIVERY

- Please ask the person for their name and address and check this on the labelling.
- Make sure there isn't any additional information provided from the pharmacy that you need to tell the individual.
- Receive payment and hand over receipts to the person.

## FACT SHEET

### Supporting with Shopping

During your role you may be asked to collect and deliver shopping on behalf of a person who is self-isolating. Please follow the **4 top tips below**:

#### STEP 1

##### **Volunteers should call the older person to confirm what they need:**

- Make a list of all the items they would like you to purchase. Let the individual know that you will try and obtain all the items listed but in the current situation, all items may not be available.
- Ask the individual if there are any particular brands they require, or do you still buy the item if their preferred brand is out of stock?
- Ask the individual how they plan on making payment for the goods.
- Arrange a suitable time to go and collect the money if they intend on paying by cash. If the person has no cash available refer to the **“Making Payments”** fact sheet.
- Tell the individual that you will only be able to drop off the shopping at the doorstep and check they are able to come to the door to collect it.

#### STEP 2

- Go Shopping - Deliver the shopping to the individual, making sure you give them a receipt for their goods.
- Ask the individual if there is any additional support they require

#### PLEASE NOTE

If you choose to continue to support an individual with their practical needs and offer this personal act of kindness, this is a personal choice and will not be under the arrangement of Royal Voluntary Service.

### Supporting your Hospital

During your role you may be invited to volunteer within the hospital. This could be a variety of tasks:

- Admin tasks to support NHS staff, taking telephone calls, helping with paperwork
- Ensuring that stocks of hand sanitiser in public areas are replenished, and that visitors are using as appropriate.
- Signposting visitors to the appropriate ward/clinic.

# FACT SHEET

## Making Payments

We want you to remain safe and ensure both yourself and the individual you are supporting are protected. We recognise that people who are self-isolating may not have access to cash, in which case they would need to pay using their credit/ debit card. We would prefer to avoid using cash where at all possible. We do not permit for you to pay for items out of your own pocket if the individual does not have cash to give you nor do we want you to take anyone’s credit/debit card or PIN numbers to purchase items. In the situation where you are supporting an individual with purchasing goods **we advise the following steps.**

OPTION 1 – PREFERRED METHOD	OPTION 2 – ALTERNATIVE METHOD
<ul style="list-style-type: none"> <li>• Use telephone contact to agree what support is required and confirm to them that you will not be able to enter their home or make physical contact.</li> <li>• Our preferred method would be that after you have spoken to the individual and you have agreed what is required, you explain that you will gather items from the store and go to the customer service desk or manager within the store. Advise them you will ask a member of staff to ring them to confirm the below details in order to authorise and process the payment.</li> <li>• A code word – that will be suggested by the person you are supporting and used by the supermarket to make the individual feel more comfortable giving card details over the phone:             <ul style="list-style-type: none"> <li>• Card number</li> <li>• Expiry date,</li> <li>• Card security number</li> <li>• Transaction amount and details</li> </ul> </li> <li>• When you arrive to deliver the goods, knock on the door or ring the bell and step back to distance yourself at least 2 metres. You should not enter the</li> </ul>	<ul style="list-style-type: none"> <li>• <b>If the only option available is for the person you are supporting to pay in cash, then this method can be used, but it is not the preferred choice</b></li> <li>• Use telephone contact to agree what errand is required and confirm to them that you will not be able to enter their home or make physical contact.</li> <li>• If the only option is for the individual to pay by cash then advise them you will pay for the items and bring them the receipt so they can pay for the goods.</li> <li>• If you are unable to pay for the goods beforehand. Arrange with the individual to collect the money first. Please make sure you adopt the guidelines when supporting someone who is self-isolating.</li> <li>• When you arrive to collect money, knock on the door or ring the bell and step back to distance yourself at least 2 metres. When they open the door you can ask them to leave the money on the doorstep and collect this when the door is closed. You should not enter the persons home and should remain at 2 meters away.</li> </ul>



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## Supporting your hospital

During your role you may be invited to volunteer within the hospital. This could be a variety of tasks:

- Admin tasks to support NHS staff
- Companionship for patients who may have been waiting to discharged
- Transporting medical equipment across the hospital

## NEXT STEPS

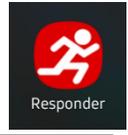
Thank you! You have stepped forward to help your community and NHS through Covid 19.

Now that you have registered as a volunteer, you will need to download the GoodSAM Responder app and login.

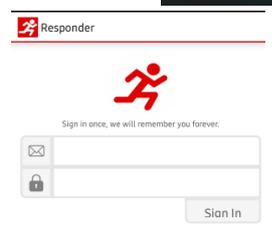
To do this go to your relevant app store and search for the GoodSAM responder app and download.



GoodSAM Responder  
GoodSAM LTD



Once the app is downloaded, open the app and sign in.

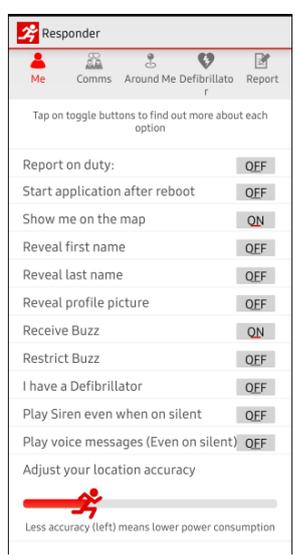


You may be prompted to give location access for the app, please ensure you do this to ensure alerts are directed to your phone.

Make sure you check the settings within the app so you can be notified of an alert.

### ON DUTY

Report on duty needs to be toggled to ON for you to receive any notifications. If you know you are not available to help on a specific day please toggle this to OFF.



When a request for support is raised you will receive an alert. You will have the option to accept or reject the alert.

## ACCEPTING AN ALERT

If you accept the alert you will be sent a notification with the details of the support required. This may either come through via text message or will be within the comms area of the app.

As instructed once you have made contact with the person requesting the support, please accept the call, this is typically found within the more section of the app. Click either “ON SCENE or WITH PATIENT” to confirm you are supporting the request.

## REJECTING AN ALERT

If you are unable to support a request simple click reject.

Rejecting an alert will not prevent further requests coming through to you, if you know you are not available to support, please toggle to “OFF DUTY” as stated in the guidance above.

If you accept a request but then are not able to complete it, please go into the more section of the app and select “DROP THE CALL”.

Please note the “I have a defibrillator” is not relevant to you in your role.

## POTENTIAL QUESTIONS AND ANSWERS

### How do I contact the support team?

We are currently setting up and training our Support Team ready to help you. We will forward the contact details for the Support Team with your first alert or request for support. When you receive the number, fill in the box below:

<b>SUPPORT TEAM PHONE NUMBER</b>	
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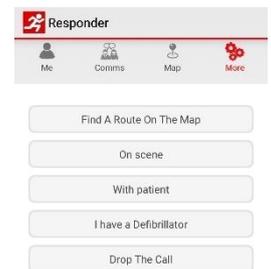
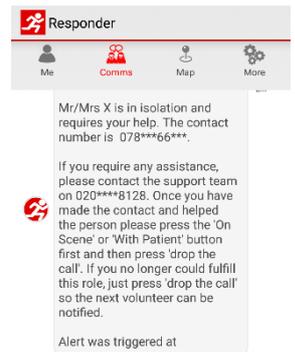
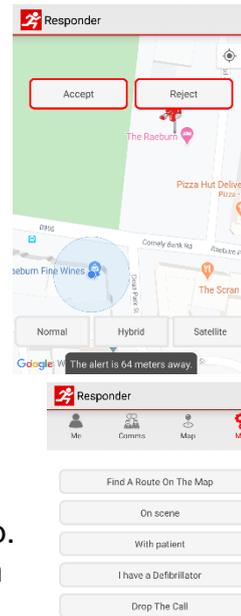
### How do I claim my out of pocket expenses?

We will communicate how to claim your expenses via email in due course.

### Do I have to accept every request that comes through?

No, only commit to what you can. If you are not available it will remain live on GoodSAM for a period of time until another volunteer accepts it or is sent back to the referrer.

### Will everything come through the GoodSAM app or will I get calls/texts as well?



All communications should be either through the GoodSAM app or via the Support Team. If you have any questions or concerns the Support Team will take your details of your query.

### **Who do I call if I encounter any problems?**

The Support Team should always be your 1<sup>st</sup> option

### **How far am I reasonably expected to travel in order to fulfil a request?**

Most of the travel requests will be very local, less than 5 miles. In more rural areas this will increase to a maximum of 20 miles.

### **What happens if I accept a request, but then find that I can't make it or get delayed?**

You can either "DROP THE CALL" via the GoodSAM app. Or please call the Support Team to let them know, they will reallocate the request. If you have been delayed please inform the person you are supporting.

### **How will the person I'm supporting know that I'm a legitimate Royal Voluntary Service Volunteer?**

You will be asked to show your profile page on the Good Sam app, please make sure you have your phone on you and don't hand your phone to the isolating person.