

## SAFE VOLUNTEERING & COVID-19 Guidance

**It is a sign of the immense kindness and caring nature of people in Calderdale that so many of you are coming forward to offer your support for the vulnerable people in our borough at this time.** This information will offer you some simple guidance which will hopefully help us all stay safe and well and avoid passing on Covid-19. If you would like some more in depth information please see the useful links on the last page.

### Health & Wellbeing

We often think about others before we think about ourselves, but before you offer your support for others please consider carefully whether you or your family may be at risk so you can safeguard yourself in the first instance. We want to ensure you are safe and well and also that we are not spreading the virus.

### Avoiding catching and spreading Covid-19

The most up to date guidance on how to reduce the spread of the virus is online and you can find this here <https://www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response>

### Here are some simple things you can do

- ✓ Regularly wash your hands with soap and water (for at least 20 seconds)
- ✓ Always wash your hands when you arrive/leave another setting
- ✓ Use hand sanitiser gel if soap and water are not available
- ✓ Cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze
- ✓ Put used tissues in the bin immediately and wash your hands afterwards
- ✓ Avoid close contact with people who have symptoms of coronavirus
- ✓ Only travel on public transport if absolutely necessary

### Buzz words – What do they mean?

**Social distancing** – this basically means that social interaction should be limited so that you don't pick up the virus from others. Everybody should be doing this, however it is very important for people who are considered more vulnerable, for example those who are older or have underlying medical conditions such as asthma, angina and a range of other conditions (see the latest online guidance using the above link).

**Social Isolation** – if anyone in your household has the symptoms of Covid-19 then the whole household should be staying at home and avoiding contact with anyone to reduce the chances of spreading the virus. The main symptoms of Covid-19 are (a new) continuous cough and/or a high temperature.

## **VOLUNTEERING SAFELY**

**If you are sure that you and your family is not at risk (*remember if this changes you need to reassess the situation*) and you want to volunteer here is some guidance for how to keep yourself and the recipient safe.**

### **YOUR - Safety**

Most people are honest and genuine about their need for help but your personal safety is important

- ✓ Make sure someone knows where you are and what time you're likely to be back
- ✓ Ensure that your mobile phone is fully charged
- ✓ If a situation doesn't feel right, it probably isn't so leave the situation immediately
- ✓ Do not go into anyone's home if you don't know them personally – *if they are self isolating you should avoid any direct contact anyway so that is sound reasoning*
- ✓ After dropping off shopping/medication, where you can, wash your hands thoroughly or use hand sanitiser (*take this with you if possible*)

### **THEIR – Safety**

- ✓ Let the person know when to expect you so they can collect their shopping/medication
- ✓ Encourage the person to keep informed with the most up to date information
- ✓ Encourage them to have regular communication with people on phone/skype
- ✓ If you have a safeguarding concern report it immediately
- ✓ Government guidance does also encourage people who are self isolating to get windows open for fresh air/natural sunlight or get to go into the garden/go for a walk outdoors (*staying more than 2 metres from others*)

### **Personal Protective Equipment**

If someone you are helping has a cough or fever we recommend you stay more than 2 metres away from them and you not to enter their house.

At this time we do not expect any volunteers will need to use any personal protective equipment which can sometimes also be referred to as PPE. Examples of PPE are things such as gloves, masks and aprons. These are only currently recommended for close patient contact.

## **VOLUNTEER ROLES**

As the weeks go by there will be several volunteer roles that become apparent based on the need of the people who are most vulnerable and/or those who are self isolating, here is some guidance for those particular situations, and this will continue to be updated;

### SHOPPING DELIVERY

If you are delivering shopping/medication for someone

- ✓ Avoid physical contact
- ✓ Put shopping on the door step and move 2 metres away before the individual opens the door to collect it
- ✓ Avoid handling money for a stranger. Even with the best of intentions, confusion and conflict can arise and no one wants to be accused of stealing
- ✓ If handling money is unavoidable, ensure both you and the person you're shopping for have a clear agreement about it. Are they going to give you the money first or are you going to pay for shopping and ask for the money upon delivery?
- ✓ Many supermarkets delivery slots are fully booked for weeks in advance at the moment but all are still offering a 'click-&-collect' service. Perhaps you could support someone to order online and then offer to collect it for them?

### DOG WALKING

- ✓ When taking someone's dog for a walk, find out about the dog's temperament – how does it react to other dogs, people, and traffic – to ensure that you can manage the dog safely
- ✓ Ideally, follow a well-lit public route but if you do go 'off-road' ensure that a friend or family member knows which route you're taking and when to expect you back
- ✓ Make sure you pick up any dog mess and dispose of it responsibly
- ✓ If a pet needs to see a vet, ensure that you have an appropriate pet carrier/harness, and that the owner has made arrangements with the vets with regard to payment

## **GROUPS**

### **Calderdale Virtual Volunteer Hub**

There are many informal groups that are setting up across the district to help with the Covid-19 situation.

Covid19 means it is not business as usual. Existing charities, voluntary and community groups will be stretched and need to concentrate their efforts on critical activities so they can keep everybody safe. They may also need help with raising funds for their work.

If you want to offer help or let us know about your group you can register your interest by contacting: [Volunteeringcovid19@calderdale.gov.uk](mailto:Volunteeringcovid19@calderdale.gov.uk)

### **Covid-19 Mutual Aid Local Groups**

These are small groups of people setting up independently in communities to support vulnerable people in their local area through the outbreak.

Groups are not being set up in a uniform way and each community is advised to do what is best for them. The resources are there to give the groups advice/guidance and share ways of working.

To set up a group, volunteer or for further information/support follow the link <https://covidmutualaid.org/resources/>

## USEFUL INFORMATION / LINKS

### **Calderdale Virtual Volunteer Hub**

Webpage <https://www.calderdale.gov.uk/v2/residents/jobs-and-volunteering/volunteering/coronavirus-volunteering>

Email address

[Volunteeringcovid19@calderdale.gov.uk](mailto:Volunteeringcovid19@calderdale.gov.uk)

### **Safeguarding**

Safeguarding is a term used to describe **measures to protect the health, well-being and human rights of individuals**, which allow people — especially children, young people and vulnerable adults — to live free from abuse, harm and neglect.

If you have safeguarding concerns about any child or vulnerable person you meet during your volunteering, it is important that you know who to pass your concerns on to.

For concerns around children and young people, please call the **Multi Agency Screening Team on 01422 393336** during normal working hours. Outside of office hours, you can call the **Out of hours Emergency Duty Team on 01422 288000**. You can also call West Yorkshire Police's Safeguarding Unit on 01422 337041 for advice.

For concerns around adults and older people, please contact **Gateway to Care on 01422 393000** or email [gatewaytocare@calderdale.gov.uk](mailto:gatewaytocare@calderdale.gov.uk)

For advice from the police in a non-emergency situation, please call 101.

### **AGE UK – Door Step Scams**

Information about what is a door step scam, common scams and how to safeguard against them <https://www.ageuk.org.uk/information-advice/money-legal/scams-fraud/doorstep-scams/>

### **Public Health**

Covid-19 General Guidance

<https://www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response>

Social Isolation

<https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection>

Social Distancing

<https://www.gov.uk/government/publications/covid-19-guidance-on-social-distancing-and-for-vulnerable-people/guidance-on-social-distancing-for-everyone-in-the-uk-and-protecting-older-people-and-vulnerable-adults>

**NHS Advice Covide-19**

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

**Calderdale Voluntary Sector Alliance (VSI Alliance)**

<https://www.sectorsupportcalderdale.org.uk/about-us/vsi-alliance/>