

Coronavirus (COVID-19)

Coronavirus (COVID-19) Volunteer Toolkit

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Content



Introduction 3

Data Protection 3

Basic Safeguarding Advice for Volunteers 4

Safe Handling of Money 5

Basic Hygiene and Infection Control 6

Introduction

This document provides top tips on how to keep yourself and those you are supporting, safe whilst you are volunteering during the Covid-19 pandemic.

Within this toolkit you will find basic information on:

- Data Protection
- Safeguarding
- Safe Handling of Money
- What to do if you have concern for a person
- Hygiene

Data Protection

Personal data is any information from which an individual can be identified.

Principles:

- Only collect information you actually need for the purpose(s) you are using it for. (Don't collect more than you need on a 'just in case' basis.)
- The collection and sharing of personal data should be carried out on a 'needs must' basis, only. This ensures that only absolutely essential data is requested.
- Let individuals know very clearly if you are sharing their information with anyone else (between support organisations, for example).
- Any Data collected or shared must be shredded, or safely destroyed, immediately after it has served the purpose for which it was gathered (i.e. once you have delivered the goods or service).
- You must never leave the personal data lying around where it could be accessed by others. It should either be safely stored on your person, for the duration of the task, or temporarily locked away until it after it has served its purpose and is no longer needed and can be destroyed securely. Copies of documents, containing personal data, should only be made if it is absolutely necessary.

Examples of 'needs must' Data collection:

- Name, address and telephone/mobile number given for delivery of shopping or other goods required.
- Contact details of relative/close friend provided by socially isolated or sick person, for the purpose of provided information or important message, when they are too unwell to do this themselves.
- If it is a one off delivery the personal data can be left with the person that it relates to after the delivery has taken place. i.e. leave the paper with the details on with the delivered goods - (this will protect the volunteer as they will then no longer hold the data).

If it is not a one-off need for the personal data then this must be kept securely whilst it is needed and NEVER shared with anyone else that you know.

Basic Safeguarding Advice for Volunteers

All staff and volunteers have a duty to act in a timely manner on any concern or suspicion that an adult or child who is vulnerable is being (or are at risk of being) abused, neglected or exploited.

To protect yourself and others please abide by the following guidelines:

Do:

- ✓ Inform your volunteer coordinator or contact the coronavirus helpline if the person you are supporting needs any additional advice or support, or if you have any concerns about them.
- ✓ Notify your volunteer coordinator once you have completed your allocated volunteer tasks.
- ✓ Respect the confidentiality of individuals you are supporting by not discussing them with friends or family.
- ✓ Make your volunteer coordinator aware if any individual you are supporting as part of your volunteer role tries to give you any other personal details or contact you in any way.
- ✓ Show respect to individuals you are supporting and do not use inappropriate language or behaviour including discrimination.

Do not:

- × Enter the home of individuals you are supporting unless it is part of your volunteering role to do so.
- × Give or accept gifts, gratuities or bequests from individuals you are supporting or their friends and family.
- × Contact the person you are supporting through any method of communication other than the one you have been given as part of your covid-19 volunteer role. This includes connecting on social media.
- × Use the time you are volunteering to provide any commercial or business products advice.

How to respond to any signs that may indicate abuse is occurring:

1. Inform your volunteer coordinator
2. In the event that your volunteer coordinator is not available, contact one of the numbers below and outline your concerns:

Adults: If you are concerned about an adult, please contact the **Single Point of Referral (SPOR)** on:

Tel: 01534 444440

Email: SPOR@health.gov.je

Children: If you are concerned about a child, please contact the **Children and Families Hub** on:

Tel: 01534 519000

Email: childrenandfamilieshub@gov.je

What to do if you are concerned for the wellbeing of a person you are visiting

Your role as a volunteer is to support and assist those who are required to self-isolate themselves. This responsibility includes a commitment to help support their ongoing wellbeing.

What should you do if you arrive at the address with food/supplies and you are unable to raise a response, when you have rung the bell or knocked on the door?

Call 999 if it is an emergency (If you think the person, inside the property needs urgent medical assistance or is in danger) and provide the address of the property.

In all other cases, follow this procedure, in the order given:

1. Confirm that you are at the correct address.
2. Look through the letter box, if possible and call the person's name. Try knocking on a window.
3. Phone the house telephone number, if you have it.
4. Call on a neighbouring property to ask for assistance (maintaining social distancing).
5. Contact your volunteer coordinator.

If you make contact with an individual and they need extra support:

- Inform your volunteer coordinator.

OR

- Direct the individual to complete the 'CONNECT ME' form online at www.gov.je/connect me or call the Coronavirus Helpline number [+44 \(0\) 1534 445566](tel:+4401534445566). With the individual's permission, you can phone the Helpline or complete the form on their behalf, providing details of the concern, the person's name, address and their telephone number.

Safe Handling of Money

The best way to protect yourself and others:

Do:

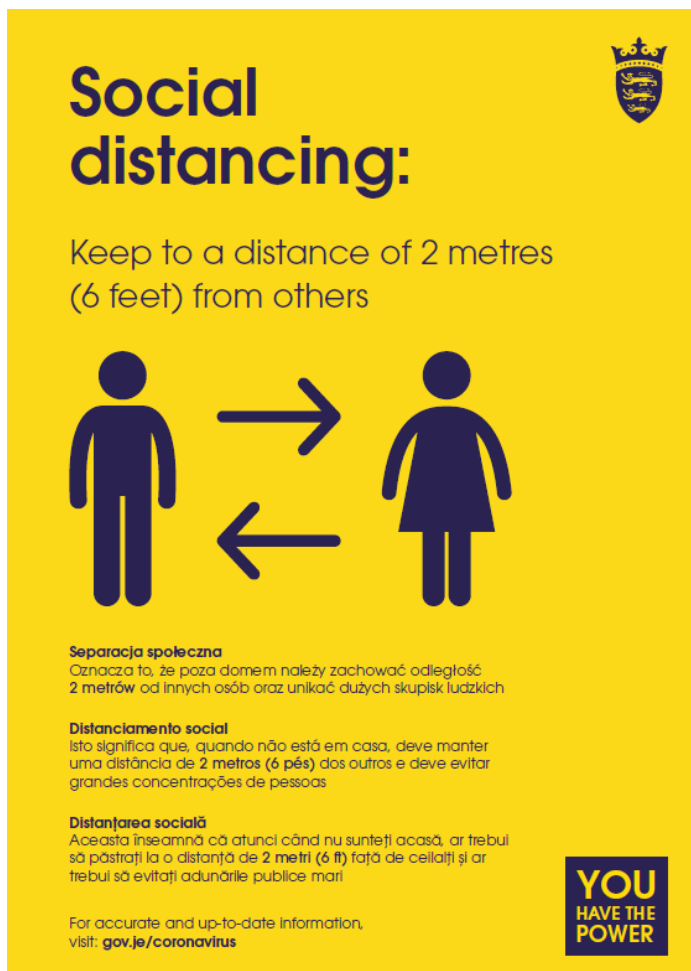
- ✓ Keep a record of all shopping trips, receipts (take photos), payment received and change given.
- ✓ Ensure individuals receive the full amount of change due.
- ✓ Avoid taking 'I Owe You's'.
- ✓ Where possible, avoid handling money. If money is handled, wash your hands or use hand sanitiser immediately before and afterwards.

Do not:

- × Accept payment from individuals in any form for volunteering services as part of the Coronavirus response.


The best way to protect yourself and others:

- Avoid touching your face, especially your nose, mouth and eyes.
- Wash your hands with soap and water, for at least 20 seconds, frequently throughout the day.
- Use an alcohol-based hand sanitizer if soap and water are not available.
- Always wash your hands when you get home.
- Catch your cough or sneeze into a tissue or your sleeve (not your hands), bin it, and wash your hands.
- Clean and disinfect frequently touched objects and surfaces.
- (with antiseptic wipes or with soap and water on a microfibre cloth (ensure you wash this well, in hot water, after use)).
- Don't touch your eyes, nose or mouth if your hands are not clean.
- Keep at a distance of at least 2 metres (6 feet) between you and other people when outside your own home.
- Do not enter houses where occupants are self-isolating and where possible avoid entering houses where occupants are social-distancing.



Social distancing:

Keep to a distance of 2 metres (6 feet) from others



Separacja społeczna
Oznacza to, że poza domem należy zachować odległość 2 metrów od innych osób oraz unikać dużych skupisk ludzkich

Distanciamento social
Isto significa que, quando não está em casa, deve manter uma distância de 2 metros (6 pés) dos outros e deve evitar grandes concentrações de pessoas

Distanțarea socială
Aceasta înseamnă că atunci când nu sunteți acasă, ar trebui să păstrați la o distanță de 2 metri (6 ft) față de ceilalți și ar trebui să evitați adunările publice mari

For accurate and up-to-date information, visit: gov.je/coronavirus

YOU HAVE THE POWER