

## WOODFORD HALSE GOOD NEIGHBOUR SCHEME (WHGNS)

### Volunteer Guidance During CORONAVIRUS

1.	<b>NAME</b>  <i>Our set-up</i>	<p><b>Woodford Halse Good Neighbour Scheme</b>, hereafter called “the Scheme”</p> <p>We’re a voluntary Community Organisation which means we take no payment for our help. However, donations towards the running of the Scheme are gratefully received.</p> <p><b>We currently have the following people to support you:</b></p> <p><b>Duty Manager (DM)</b> Each of these volunteers is there to support you and the community at this time. They are the persons holding the phone and liaising with users and volunteers at certain times of the day.</p> <p><b>11-3pm 07725 543065 Carole (VC1) or 4pm - 8pm 07492 703703 Heidi (DM and VC2)</b></p> <p><b>Volunteer Co-Ordinator 1 (VC1)</b> - is in charge of training and supporting you.</p> <p>Who to turn to in various situations is set out further below.</p>
2.	<b>STATEMENT</b>  <i>What we will do</i>	<p>The Scheme will provide Essential Support *only during the CoVid19 outbreak, the proposed usual practices of Woodford Halse Good Neighbours Scheme have been amended and during this time only essential support will be offered by our volunteers, who will follow the most up to date CoVid19 protocols and Risk Assessment of the Scheme.</p> <p>We want to be conscious of ways to minimise risk to the Coronavirus for both our Volunteers,</p>

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		<p>Members who use the scheme and the public. In these extreme times measures need to be put in place which actively seek to remove any barriers to that participation.</p> <p>*Essential Support:</p> <ul style="list-style-type: none"> <li>- Prescription Collection</li> <li>- Companionship</li> <li>- Shopping</li> <li>- Posting letters</li> </ul> <p>All Volunteers will stay up to date with all updated Coronavirus Protocols and Policies and work within these guidelines.</p>
<p><b>3.</b></p>	<p><b>Volunteer's Abilities</b></p> <p><i>Who can be a volunteer?</i></p>	<p>Everyone will be able to offer their own skills and experience, but all WHGNS volunteers will be:</p> <ul style="list-style-type: none"> <li>○ Reliable</li> <li>○ Able to maintain confidentiality</li> <li>○ Able to relate and undertake tasks in a way which enables the recipient to feel respected and comfortable in receiving help.</li> <li>○ Able to be flexible whilst working within clear boundaries and in conformity with the policies of WHGNS</li> </ul>
<p><b>4</b></p>	<p><b>KEY RESPONSIBILITIES</b></p> <p><i>What a volunteer promises to do</i></p>	<p>To comply with the WHGNS Code of Conduct, the Constitution and all other policies</p> <p>To offer additional friendship or undertake tasks which contribute to improving the quality of life for those seeking help from the Scheme</p>

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		<p>To provide verification information, for a DBS or ID check as required, and declare any convictions, current or future investigations, whether or not it may be relevant to the Scheme's activities.</p> <p>To report any safeguarding concerns to the Scheme without delay</p> <p>To attend/watch online training as required</p> <p>To enable data collection (critical to obtain any future funding)</p> <p>To look after your own safety - do not try tasks that you are not confident being able to do safely; report tasks complete; inform your own insurers as appropriate.</p> <p>Your volunteer Pack includes:</p> <p style="padding-left: 40px;">A Volunteer Protocol for Coronavirus which you will need to follow strictly</p> <p>You will stay up to date with all policies of WHGNS</p> <p>Documents to check regularly at this difficult time include:</p> <p style="padding-left: 40px;">Volunteer Protocol for Coronavirus Coronavirus Policy Risk Assessment for Coronavirus</p> <p>Revision of CoVid19 protocol and existing risk assessments will be conducted throughout this outbreak to ensure assignments can continue to be undertaken safely by the correctly trained volunteer.</p>
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		<p>Volunteers must not be available to help people if they have been exposed to a person with the sickness or are displaying symptoms themselves for a minimum of 7 days after the <b><i>last person in their household</i></b> has recovered from the virus.</p>
5.	<p><b>SAFETY ON THE JOB</b></p> <p><b><i>LOOKING AFTER OUR VOLUNTEERS</i></b></p>	<p>It is your responsibility to turn up on time and in a fit state to undertake the task you agreed to take on. You must not be under the influence of alcohol or narcotics when volunteering for the scheme.</p> <p>Wear your ID and take a fully charged mobile phone. Provide an emergency contact on the back of your ID card.</p> <p>Upon arrival explain who you are and why you are there - even if you know the user well.</p> <p>Verify the user is who you are expecting - if it is not -</p> <p>Leave OR Call the Duty Manager, using the 'Safe word' if necessary.</p> <p>Assess the task against what you were expecting - if you can not manage it safely, apologise and contact DM to arrange another volunteer.</p> <p>If lifting, only attempt what you know you can manage. Decline and speak to the DM if you are in any doubt.</p> <p>Report back to DM that you have left the property, plus any notes on the task or user you feel the Scheme should know, particularly if you were asked to handle cash or valuables. For your</p>

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		<p>own security, mention it to the DM to record on our records for posterity. During the outbreak you will only be handling money and items as per the Coronavirus protocols.</p> <p>Do not accept repeat bookings verbally. The user must re-book via the DM. Do not promise to book for them once you have left them, however you could call the DM for them whilst you are there.</p> <p>YOU WILL CONSISTENTLY FOLLOW THE SAFEST PROTOCOLS WHILST FULFILLING YOUR ROLE. It is your responsibility to stay up to date with the most recent Volunteer Protocol for Coronavirus</p>
<b>6.</b>	<b>LONE WORKING</b>  <i>Helping someone on your own</i>	<p>No volunteer will be required to work on their own in any situation where they are not comfortable.</p> <p>The user and the circumstances will have been evaluated, but volunteers are expected to make their own assessments on each occasion. You should report any changes in circumstances (Yours, the user's or the venue's) to the DM or the VC or the users representative, that might impact that risk.</p> <p>The task allocation and the completion of the task will be recorded and monitored.</p> <p>No volunteer should accept a task they feel they are not capable of carrying out. If you are unable to carry out the task, you should explain kindly to the user and report back to the DM to get someone else to help.</p>

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		<p>Maintain appropriate boundaries at all times, and remove yourself from the situation if that is not possible.</p> <p>The volunteer should report any and all incidents that impact on their safety or feeling of safety.</p> <p>There is a Complaints Policy in place should a volunteer wish to complain formally. This process starts by speaking to the VC.</p>
7.	<b>EMERGENCIES</b>  <i>The process to ensure a volunteer's safety</i>	<p>All Volunteer's are recommended to have a fully charged mobile phone with them when visiting any scheme user.</p> <ul style="list-style-type: none"><li>a) A user requests assistance.</li><li>b) Details are taken by the Day Manager (DM)</li><li>c) Risk Assessment carried out if new user</li><li>d) Volunteer found</li><li>e) Timeframe set and confirmed with user</li><li>f) Volunteer shows their identity card to the user and confirms who they are and what they are there to do</li><li>g) Volunteers will NOT enter the property</li><li>h) Volunteers will follow ALL Coronavirus Protocols</li><li>i) Once complete the volunteer confirms they have left the property to the DM, reporting any relevant information, including if asked to handle cash/valuables in any form.</li></ul>

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		<p>The DM will NOT assume any job completed until they have heard from the Volunteer. They will contact the Volunteers Co-ordinator, or the Chair if contact can not be made.</p> <p>There is a 'safe word' for user by the Volunteer if they are unable to say out loud that they feel in danger.</p> <p>The DM will take cation to resolve the situation.</p> <p>This may be by visiting the property or it may go as far as contacting the police.</p>
<b>8.</b>	<b>HANDLING MONEY OR VALUABLES</b>  <b>What to do in these circumstances</b>	<p>IF you are handling someone's money (in normal circumstances, outside of Coronavirus Outbreak), you would have a DBS check with us.</p> <p>At this time, we will endeavour to match Volunteers who have DBS checks from elsewhere to deal with these requests. If it is not possible to do so, please only deal with small amounts of money, documenting and recording as per Coronavirus Protocol.</p> <p>If Collecting a prescription, you would normally need written permission. Please follow the Coronavirus Protocol.</p> <p>If a user seems confused about money, for your own protection, report specifics to the DM who will note your statement for the records.</p>
<b>9.</b>	<b>PROVIDING COMPANIONSHIP</b>  <i>Tips on being a befriender</i>	<p><b>This content is to be completed - Please follow Coronavirus specific Guidelines in the Protocol Document.</b></p> <p><b>Please refer our new website where we will upload a copy of this document and all Protocol and Policy Documents.</b></p>

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		<a href="http://www.whgoodneighbours.com">www.whgoodneighbours.com</a>
<b>10.</b>	<b>DRIVING</b> <i>Your responsibilities</i>	<p>This content is to be completed - Please follow Coronavirus specific Guidelines, until this is updated - WE WILL NOT DRIVE ANY OF OUR MEMBERS DURING THIS OUTBREAK.</p> <p>Please refer our new website where we will upload a copy of this document and all Protocol and Policy Documents.</p> <p><a href="http://www.whgoodneighbours.com">www.whgoodneighbours.com</a></p>
<b>10.</b>	<b>CONFIDENTIALITY</b> <i>Keeping privacy and trust for neighbours and volunteers</i>	<p>This content is to be completed</p> <p>Please refer our new website where we will upload a copy of this document and all Protocol and Policy Documents.</p> <p><a href="http://www.whgoodneighbours.com">www.whgoodneighbours.com</a></p>
<b>11.</b>	<b>DISCLOSURE &amp; BARRING SERVICE CHECKS (DBS)</b> <i>Who is suitable to be a Volunteer</i>	<p>This content is to be completed.</p> <p>Please refer our new website where we will upload a copy of this document and all Protocol and Policy Documents.</p> <p><a href="http://www.whgoodneighbours.com">www.whgoodneighbours.com</a></p>
<b>12.</b>	<b>SAFEGUARDING</b> <i>What to do if you're worried about a neighbour</i>	<p>This content is to be completed.</p> <p>Please refer our new website where we will upload a copy of this document and all Protocol and Policy Documents.</p> <p><a href="http://www.whgoodneighbours.com">www.whgoodneighbours.com</a></p>
<b>13.</b>	<b>INCLUSION</b> <i>We will help everyone, and everyone can help someone</i>	<p>This content is to be completed.</p> <p>Please refer our new website where we will upload a copy of this document and all Protocol and Policy Documents.</p> <p><a href="http://www.whgoodneighbours.com">www.whgoodneighbours.com</a></p>



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14.	<b>COMPLAINTS</b> <i>How to make a complaint</i>	<p><b>This content is to be completed.</b></p> <p>Please refer our new website where we will upload a copy of this document and all Protocol and Policy Documents.</p> <p><a href="http://www.whgoodneighbours.com">www.whgoodneighbours.com</a></p>
15.	<b>FEEDBACK</b> <i>If you notice some way we can improve...</i>	<p>The Scheme is continuously open to feedback from volunteers, users and the village community. If you notice an obstacle, please help us by letting us know. If you have a recommendation for action, again, please pass it on:</p> <p style="text-align: right;">help@whgoodneighbours.com</p>
16.	<b>GLOSSARY</b>	<p>WHGNS - Woodford Halse Good Neighbours Scheme</p> <p>DM - Day Manager - Holds the Phone</p> <p>VC - Volunteer's Co-ordinator - Who to turn to if you have a query</p> <p>UR - Users Representative</p> <p>PPE - Personal Protective Equipment - Goggles, gloves etc.</p> <p>COSHH - Control of Substances Hazardous to Health - Cleaning Products etc - The handling advice on the label of products: eg what to do if you get it in your eye etc.</p> <p>DBS - Disclosure &amp; Barring Service</p>

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<b>17.</b>	<b>REVIEW</b>  <i>When we will look at this policy again</i>	The policy will be continuously reviewed during the outbreak alongside any updated Government procedures and guidelines, or as necessary from feedback received, by the Management Committee.
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**We certify that this is the Volunteers Guidance During Coronavirus document of the Woodford Halse Good Neighbour Scheme which was adopted at a meeting held on:**

Date:

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Chairperson:

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Secretary:

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