



CORONAVIRUS - TRAINING SESSION FOR VOLUNTEERS

**WAYS OF WORKING, PROTOCOLS, POLICY
AND RISK ASSESSMENT.**

**Welcome, and thank-you, to you, Byfield and all
other Good Neighbours Schemes for sharing
their information, documents & support !!**



WHO ARE OUR VOLUNTEER'S

There's something everyone can do, we will be :

Reliable

Able to maintain confidentiality

Able to relate

Will enable our community to feel comfortable receiving help

What kind of people are we?



VOLUNTEER'S – DURING CORONAVIRUS - WHAT CAN WE DO TO HELP?

- **SHOPPING ***
- **PRESCRIPTION COLLECTION**
- **COMPANIONSHIP**
- **POSTING LETTERS**

ALL OF YOU WILL BE FOLLOWING OUR MOST UP TO DATE CORONAVIRUS PROTOCOL DOC (Currently V4)

<https://whgoodneighbours.com/our-policies-and-procedures/>

***NEW SHOPPING PROTOCOL TO FOLLOW SHORTLY.**



BE SAFE FOR OUR COMMUNITY MEMBERS AND YOU!

MAINTAIN A SAFE DISTANCE AT ALL TIMES

WASHING/CLEANING YOUR HANDS, BEFORE AND AFTER EACH INTERACTION !

THINK - CLEAN HANDS, CAR DOORS< GATES, DOORBELLS, PHONES, CARS, STEERING WHEELS. MINIMISE CONTACT WITH EVERYTHING, INCLUDING YOUR FACE!

WORKING AS CLOSELY AS POSSIBLE WITH OUR MOST UP TO DATE CORONAVIRUS PROTOCOL DOC (Currently V4)



VOLUNTEER'S – How it works?

Booking – SAY IF YOU CANNOT DO IT!

Risk Assessment

Completion – All Requests are given a Request/Job Number.

Check out

**Images are required for Cash, Receipts and of the Member when receiving their deliveries.
(ANY PROBLEMS WITH GAINING PHOTOS YOU MUST CONTACT US BEFORE COMPLETING THE REQUEST)**

ALL Images MUST be sent back via Personal Message with DM on completion, named with the job reference number.

DO NOT accept repeat requests/bookings verbally, they must book all requests directly with DM.



YOUR RESPONSIBILITY

To understand and work within the guidelines of everything as mentioned within this training and as laid out within our policies procedures and protocols.

If you are unable to do the booking, let us know with as much notice as possible:

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. Includes sleeping tablets etc, medications that effect your driving, balance, etc



**VOLUNTEER'S –
STAY SAFE**

Unable to attend

All volunteers are recommended to have a fully charged mobile phone with them when completing a 'job'.

Working on your own

Feel unable to stay and/or unable to complete task safely.

SAFWORD.

Handling cash & valuables

"Check out"

Safeguarding

Rebooking

Donations to WHGNS

Expenses – Scheme is NOT currently able to offer volunteers expenses – BUT WE ARE SO GRATEFUL FOR YOUR SUPPORT!!



VOLUNTEER'S

Reliability

Respect

Confidentiality* SEE NEXT SLIDE

Safeguarding

Inclusion

****IN AN EMERGENCY****

Complaints Policy

BEING A GREAT NEIGHBOUR!



CONFIDENTIALITY AND PHOTOGRAPHS

ALL PERSONAL INFORMATION REGARDING EACH 'JOB' WILL BE SENT IN PRIVATE WHATS APP MESSAGE BETWEEN THE VOLUNTEER AND THE COORDINATOR/DAY MANAGER ONLY. NO OTHER METHODS OF MESSAGING WILL BE USED.

UNDER NO CIRCUMSTANCES MUST ANY PHOTOS BE USED FOR ANY OTHER PURPOSE THAN TO BE GIVEN AS A RECEIPT TO THE VOLUNTEER COORDINATOR AND MUST NOT BE USED ON ANY SOCIAL MEDIA PLATFORM - THEY ARE STRICTLY CONFIDENTIAL.



DRIVING

It is your responsibility to make sure your car is in roadworthy condition, currently taxed and insured, with a current MOT certificate if the car is more than 3 years old.

Inform your insurer that you may use your car to collect shopping and prescriptions for a 'voluntary community organisation' – this should not increase your premium, but is vital if a claim needs to be made.

Make regular checks on tyres, lights, seatbelts, windscreen wipers and engine coolant levels. A professional mechanic should make regular checks on your car's brakes and steering.

You must always drive legally and responsibly, and park legally.

If you, or your car, are unfit to drive as scheduled, call the Scheme as early as possible.



REMEMBER STAY SAFE!!

- WASH HANDS AND SURFACES REGULARLY & MAINTAIN DISTANCE FROM ALL.
- DO NOT ENTER PEOPLES HOMES – CALL THE EMERGENCY SERVICES IF URGENT NEED AND CONTACT YOUR DM WITH REGARDS TO SITUATION.
- STAY IN TOUCH WITH US
- RECORD EVERYTHING WITH PHOTO EVIDENCE & USE JOB REF.
- STAY UP TO DATE WITH CORONAVIRUS PROTOCOLS AND OFFER US YOUR 'ON THE STREET' FEEDBACK VIA EMAIL SO WE CAN REVIEW ASAP.
- REMEMBER TO READ AND UNDERSTAND ALL OUR POLICY AND PROCEDURE DOCUMENTS.



**BE AWARE OF ALL OF OUR POLICIES & GUIDANCE.
THIS IS ESPECIALLY IMPORTANT IN TERMS OF:**

**CORONAVIRUS PROTOCOL'S
CORONAVIRUS POLICY**

CORONAVIRUS CURRENT RISK ASSESSMENT

VOLUNTEER GUIDANCE – *DRAFT AT MOMENT*

OUR OTHER POLICIES ARE ALSO IMPORTANT

CODE OF CONDUCT

CONSTITUTION

DATA PRIVACY

VOLUNTEER ROLE DESCRIPTION & PERSON SPECIFICATION

HEALTH & SAFETY

LONE WORKING

SAFEGUARDING

COMPLAINTS

EQUAL OPPORTUNITIES & RECRUITMENT OF EX-OFFENDERS

<https://whgoodneighbours.com/our-policies-and-procedures/>



GET READY - WHAT CAN YOU DO NOW?

READ ALL OF OUR DOCUMENT - As mentioned already. **ESPECIALLY** Know your Coronavirus Protocols/ways of working.

MOBILE PHONES - Keep your mobile phone charged and ready to go. **ENSURE YOU HAVE WHATSAPP** to provide safe means of communication with the Scheme.

PHOTOS - If you have no way to take digital photos on your phone try to come up with an alternative and/or you **MUST URGENTLY** inform a volunteer coordinator (Heidi or myself, Carole).

WASHING HANDS - Make a plan, you need a way to sanitise your hands/wash hands whilst working as a volunteer in the community for WHGNS - We are now trying to gain sanitiser bottles/wipes for you but currently **THIS HAS NOT BEEN POSSIBLE. SO, YOU NEED TO HAVE YOUR OWN PLAN, LET US KNOW YOUR IDEA IF YOU'RE INSPIRED!**

Contact Coordinator(s) for our current 'SAFEWORD'.



YOUR VOLUNTEER CO-ORDINATORS ARE

**CAROLE JUSTICE GRAY (11AM-3PM)
07535 980007(personal)**

or

07725 543065 (Coordinators phone)

AND

**HEIDI BASLEY (4PM-8PM)
07492 703703**

**MINIMUM OF 48HRS TURNAROUND FOR ANY
REQUESTS - Depending on escalation of Crisis**



NOW YOU HAVE SEEN THIS TRAINING VIDEO YOU MUST ACTION THE FOLLOWING TO CONFIRM TO US THAT YOU HAVE FULFILLED YOUR ROLE AND COMPLETED OUR TRAINING:

EMAIL US AT THE ADDRESS BELOW STATING –

**YOUR FULL NAME
DATE AND TIME,
CONFIRMING YOU HAVE WATCHED THIS TRAINING
VIDEO**

THIS EMAIL WILL ACT AS A VIRTUAL SIGNATURE IN LUE OF HAVING TO SIGN ANY PAPERWORK.

volunteer@whgoodneighbours.com



STAY SAFE AND STAY WELL.

THANK YOU!!!!!!