

Eastwood, Newthorpe and Giltbrook Mutual Aid

Coronavirus/ COVID-19 Relief Effort



Emergency Volunteer Handbook

With funding received from



Broxtowe
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Voluntary
Action
Broxtowe



Rushcliffe Community
& Voluntary Service



Broxtowe
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Another
Mother.

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Introduction

In an effort to help the community, Voluntary Action Broxtowe has created this document in collaboration with several partners; Rushcliffe Community & Voluntary Service, Broxtowe Borough Council and Another Mother.

It is a template handbook to support grass roots Emergency Volunteering in response to the COVID-19 pandemic, and contains working guidelines and best practise advice.

We understand that some of these may not be practically achievable right now and we empathise with this tension. We take a view that the priority has to be meeting people's survival needs and welfare.

Thank you to all the individuals and groups doing their part and taking care of one another: your displays of bravery, community spirit and compassion are awe-inspiring and you are a credit to your community. We extend our care and wishes of safety to the whole community at this challenging time.

In line with government guidelines, VAB is temporarily closed as a physical space and therefore our telephone will not be answered. But we are available remotely to support Volunteer involving organisations and partners; please contact Beth Hemus at volunteering@vabroxtowe.org.uk with any enquiries related to volunteer involving in Broxtowe.

For advice and support across Nottingham and Nottinghamshire please visit the Nottinghamshire County Council website <https://www.nottinghamshire.gov.uk/> and follow the COVID-19 link to find lots of information on COVID 19 and community groups or volunteering support in your area.

You can also visit your own local Council web page. For information on supporting official organisations in Nottinghamshire County, please see:

https://www.nottinghamshire.gov.uk/care/coronavirus/community-support-and-volunteering?utm_source=Twitter&utm_medium=social&utm_campaign=SocialSignIn

Mission statement

Eastwood, Newthorpe and Giltbrook Mutual Aid is a relief effort engaging Emergency Volunteers.

Emergency Volunteers are individuals who are unaffiliated with existing official response organisations, yet, without extensive pre-planning, are motivated to provide unpaid support to the response and/or recovery to emergencies; in this instance the COVID-19 pandemic.

We operate in the Eastwood, Newthorpe and Giltbrook area and our purpose is to facilitate the supply of essential items such as food, household goods and medicine to isolated, or at risk members of the community. Volunteers may also be of assistance by taking on tasks such as dog walking, or by signposting people to opportunities and appropriate specialist services.

We may also help by signposting people we come into contact with about opportunities and appropriate specialist services we are connected with. We may also flag any concerns about members of the community that we witness during the course of our volunteering to appropriate partners e.g. the police or fire services.

There are certain risks involved in offering our help to the community outside of an organisational framework which we have tried to consider. We cannot anticipate all the circumstances that may arise, so it may be necessary to fall back on common sense and compassion at times.

We will remain responsive to government guidelines and liaise with appropriate local partners to facilitate joined up working, and avoid duplication.

We are taking steps to be supported by, or integrated with, an official appropriate organisation, for example our local Community Voluntary Service (CVS) or Council. Where extended periods of Emergency Volunteering are required, the long term planning of any similar group should include this aim.

The primary point of contact for this Emergency Volunteering effort is: [Diane Rowley](#)

Recruiting and supporting Emergency Volunteers in a relief effort

We predominately recruit Volunteers via our

- [Facebook Page](#) Eastwood, Newthorpe and Giltbrook Mutual Aid
- [Website](#) eng-mutual-aid.bluerazor.co.uk

If you know anyone who is interested in volunteering please refer them to our main point of contact for Volunteers: **Kate Shaw** by emailing coronavirushelpNG16@outlook.com and putting REGISTRATIONS in the subject title or, if necessary, by phone on **07562 464422**. Your application will be actioned at the earliest possible time.

Our volunteers are mostly, though not all, Eastwood, Newthorpe and Giltbrook residents. Volunteers who live elsewhere would be welcome to join our team, however, people living in any given community will have greater knowledge of the local need and resource (both existing and emerging), and therefore greater legitimacy in acting.

If you would like support in finding volunteer opportunities near to where you live, please contact your local Community Voluntary Service (CVS).

An overwhelming number of Eastwood, Newthorpe and Giltbrook residents have demonstrated heartfelt desire to help and provide vital resource to support those in our community affected by this emergency.

Thank you to all volunteers on behalf of our group, and the area residents, for your generous donations of time, passion and skill.

You are a credit to this community and we are the richer for your presence.

This document contains working guidelines and best practise advice that strive to help volunteers, the people they support, and any connected partners have a safe positive and experience. We have to be somewhat reactive when helping our communities cope with the current evolving crisis and the contents of this document are designed to help volunteers feel prepared and supported when operating outside of an official organisation. As before, where ever possible, we will seek the support of official organisations to further our efforts.

When emergency volunteers get in touch, we ask that they undertake a basic assessment. This assessment is completed in a proportionate and timely way before volunteers are tasked and deployed. We understand that volunteers want to get involved in the response to help their community as quickly as possible, but the safety of volunteers, communities and other partners is paramount. If you would like more information about what level of information is appropriate to include in this kind of assessment, please contact your local Community Voluntary Service (CVS) or local Council.

Exceptionally, volunteers may be considered inappropriate for any role involving the emergency, perhaps for medical reasons or because of the information they give during the assessment. This will be a subjective judgement and will not be used to prevent volunteers helping, but only in those circumstances where their support would endanger themselves or others.

Group roles

Here are the available volunteer roles within Eastwood, Newthorpe and Giltbrook Mutual Aid with a brief description (unless self-explanatory):

Role name	Description
Founder	Diane Rowley
Registration Volunteers	Kate and Kevan Shaw are responsible for processing volunteer applications, checking DBS certificates, references and other forms of ID, forwarding necessary details to the Mapping Volunteer, holding data safely and checking consent regarding GDPR
Mapping Volunteer	Paul Braithwaite is responsible for managing the area spreadsheet and maps highlighting the areas covered by volunteers
Referral Volunteer	Diane Rowley is responsible for processing incoming referrals and forwarding to the appropriate volunteers, prioritising urgent and routine requests
Volunteer Coordinator	Diane Rowley is responsible for advising and implementing best practise and working guidelines for volunteer management and coordination
Lead Volunteers	Details listed on onedrive access by admin team only
Social Media Moderator	Diane Rowley, Kelly Shaw, Paul Braithwaite and Maureen Barry responsible for content and communications via Facebook
Pharmacy and GP Liaison	The delivery of medications will predominantly be self-managed by the NG16 Drivers Whatsapp group. Diane Rowley will be responsible for brokering and maintaining a relationship with local pharmacies who can help with sourcing/ reserving/ delivering supplies to members of the community in need. This role will hopefully avoid duplication, promote welfare, and facilitate joined up partner work. Diane Rowley will also provide the above with local GP surgeries and health centres.
Council and 3rd Sector Liaison	Milan Radulovic, as above but with Council and 3 rd sector partners.
Police Liaison	David Bagshaw, as above but with local police.
Faith Liaison	Lisa Wood, as above but with local faith groups.
Food Bank Liaison	Susan Bagshaw, as above but with Eastwood Food Bank.
Media Liaison	Diane Rowley will be responsible for working with the media for the purpose of informing the public of our mission, policies and practices, while providing updates in a positive, consistent and credible manner.

This list is not exhaustive and roles may be removed or generated to meet the shifting needs of communities.

Communicating with one another

It is extremely helpful if all volunteers make sure they share up to date contact details and reply to any messages as soon as possible. Clear, consistent and timely communication is essential to the success of this relief endeavour. Your fellow volunteers and the community understand that you are likely very busy personally, and so we thank you for making time to help us with this matter.

We understand that this can be an emotionally charged time, but we ask that our volunteers treat their team members with respect and consideration at all times. If you are feeling overwhelmed, or in need of support, then please contact the Volunteer Coordinator **Diane Rowley** by text **07847 716759** so that we can support you.

Identifying need within the local population

We are using the below template as a way of identifying need within the local population. It was created by Becky Wass, from Cornwall, as part of a viral kindness campaign.

We have managed to garner support from a local printing business, Nottingham Printing Limited, who donated printed cards for free as a way of helping our community. We are very grateful for their donation.

HELLO! If you are self-isolating, I can help.

My name is
.....

I live locally at
.....

My phone number is
.....

If you are self-isolating due to COVID-19 I can help with:

☐ Picking up shopping ☐ Posting mail

☐ A friendly phone call ☐ Urgent supplies

Just call or text me and I'll do my best to help you (for free!)

Coronavirus is contagious. Please take every precaution to ensure you are spreading only kindness. Avoid physical contact (2m distance). Wash your hands regularly. Items should be left on your doorstep. **#ViralKindness**

Our operational process outlined

We divide up our local area into “geographical parcels” (mainly a street), and put these up for “adoption”: adoption can happen when a person, ideally in that geographical parcel, has stepped forward to volunteer. Once adopted, we allocate that particular parcel to a Named Lead.

The Named Lead may choose to fill in the above template cards with their details and distribute them through people’s letter boxes (please contact Diane Rowley regarding this) Please refer to the most recent government advice on how to prevent the spread of COVID-19 in relation to this activity.

We have a social media presence for the same purpose and also take on appropriate referrals via the Referral Volunteer and with partnerships e.g. local GP practices, the local food bank network etc.

The Named Leads gather the necessary information and then coordinate the response of sourcing, collecting and delivering items within their teams.

We respond to identified need where we are able, and signpost on to appropriate partners or specialist services where we are not.

We are always working towards facilitating long term solutions for our emergency volunteer efforts. Where possible, we encourage the people we help to work towards long term solutions to the problems they are currently facing. Safe established friends and family, or an official organisation supporting an individual, are best placed to coordinate matters of finance and regular deliveries of essential items through formal/ regulated channels.

If a member of the community is truly isolated, our volunteer efforts may help highlight this to appropriate specialist services.

Once contact with an individual has ceased, and we stop using their data, for the purpose it was obtained, with consent, we dispose of it in line with GDPR guidelines. For more details about GDPR and how you need to consider this in your volunteer effort, please see the links sent to you via email on application.

NOT CURRENTLY APPLICABLE

Certain volunteers will have regular unsupervised contact with at risk individuals in our community. Because of this, we require them to share an in date (no older than 1 year) enhanced DBS check. Many professions already require this level of background check so there will be a number of local residents who suit this role, e.g. educators, taxi drivers, members of the finance or legal industries.

What is an Enhanced DBS check?

It is an enhanced criminal record check, which details any cautions, warnings, reprimands or convictions on an individual's criminal history and, if relevant, can also check against the children and/or adults barred lists. Please contact your local Community Voluntary Service (CVS) or Council for more details about this process.

Suggestions for communicating with the general public

Listening and empathising with the concerns of the general public may be enough during this challenging time.

If you are asked for advice, please stress that you are operating in a voluntary capacity, not in a professional capacity. We ask that our team refrain from conjecture, sharing information that is not fact checked and/ or offering medical advice to members of the public while volunteering. Please direct queries to NHS.UK and GOV.UK

If you have a conversation which flags concern for a resident, please message a member of our Social Media Moderator team so that we can support and respond appropriately. This may include signposting this person to an appropriate specialist service.

If making initial contact with people is a part of your volunteer role, the following suggestions may be useful when connecting with members of the community.

Please bear in mind that this is not an exhaustive list, and that the pandemic situation is an evolving one; as such the needs of the community and how we address them might shift over time.

1. Introduce yourself as a volunteer from the group and explain the purpose of your contact: to coordinate their access to essential basic supplies like food and medicine. You can refer them to one of the Social Media Moderators if they need verification of your efforts. It's ok if people want to check who you are; this kind of transparency helps the community prevent against scams.
2. Check if the person has an existing support network (established friends or family, or a formal relationship with an official organisation) that can help them to access essential basic supplies. If yes, ask if they need any support in reaching out to them for help.
3. Check if the person can pay online or over the phone for what they need themselves; this is preferable as it negates money handling for our team.
4. Check if delivery for their items is available; if not then arrangements to collect and deliver their bought items will need to be made. For details, please refer to the most recent government advice on how to prevent the spread of covid-19 with regards to this activity.
5. If the answer to question 3 is yes, check if they need help completing the order. If they do not, then please ask if they need any further help at this time before you end your contact. If yes, refer on to a Social Media Moderator.
6. If the answer to question 2 is no, please explain that at this time we cannot accept orders over the total value of £20, and then identify what essential items the household needs and if any of these items are location specific e.g. halal butchered meat.

7. Check if they are willing to accept substitutes for any of these items, and make clear notes if so.
8. For collections from pharmacies, if any of the items needed are medicine, please check if it is possible for a known person (e.g. family, friend or support worker) to complete their collection. If not then we have a group of Meds Delivery Drivers.
9. Check if they have an idea of what they would pay normally; this helps us track shifts in price.
10. Identify how they are able to pay: see our money handling section for details.
11. Agree a system for delivery. Considerations are: agreeing an estimated time or arrival (ETA), how best to alert them to your arrival, where to leave their items and receipt and how you will exchange funds where necessary. Wherever possible, volunteers should physically witness people taking their items inside.
12. Explain that, in line with government advice, you will take rigorous measures to reduce cross infection, including hand washing and standing at least 2m/ 6ft distance away from the recipient: for details, please refer to the most recent government advice on how to prevent the spread of COVID-19.
13. Check that there are no complications or risk considerations when approaching their property e.g. security code for external gate, uneven surfaces or domestic pets.
14. Explain that we need to keep a log of our volunteering efforts and that this data will be temporarily stored, in a secure fashion, and only used for legitimate purpose. Explain this data will be safely disposed of when you cease contact.

Printable script for arranging a delivery of goods

Please see below for a printable pocket-sized resource which has prompts for the above suggested conversation points. It may be helpful to take a copy with you while volunteering.

1	Introduction
2	Check if the person is available to pay online or over the phone
3	Check if delivery with said shop is available; if not, please make suitable arrangements
4	If yes, check if they need help completing the order or anything else at this time
5	If no, explain £20 cap on deliveries and create a shopping list, checking for any specifics
6	Ask if any substitutes are acceptable; if yes, make clear notes
7	If medicine is needed, see if this can be collected by a known person
8	If this is not possible, ask if the medicine is controlled, and explain the necessary process for collection of medicine on behalf of others
9	Check if they have a vague idea of what they would pay normally
10	Identify how they are able to pay: see our money handling printable for details
11	Agree a system for delivery
12	Explain the necessary measures to reduce the risk of cross infection for both parties
13	Check that there are no complications or risk considerations when approaching the property
14	Explain that you need to log your volunteering contact and seek their permission to temporarily hold their data; explain these details will be safely disposed of when you cease contact.

Confidentiality

Volunteers should not unnecessarily disclose confidential information concerning the efforts in the community. This includes information about other volunteers, the people you help and working partners. The sharing of data should be kept to an absolute minimum and on a need to know basis.

If you feel the need to discuss anything that has occurred during your volunteering, please contact the Volunteer Coordinator and arrange a meeting as soon as possible.

This does not affect the employee's rights under the Public Interest Disclosure Act 1998. If you have concerns about potential abuse, or concerns about conduct within this group, please contact your local Council.

Collections from retailers

The most recent communication from the government (23rd March 2020) states that people will only be allowed to leave their home for the following very limited purposes:

- Shopping for basic necessities, as infrequently as possible.
- One form of exercise a day - for example a run, walk, or cycle - alone or with members of your household.
- Any medical need, to provide care or to help a vulnerable person.
- Travelling to and from work, but only where this is absolutely necessary and cannot be done from home.

For a full transcript of these guidelines please see the following link:

<https://www.gov.uk/government/speeches/pm-address-to-the-nation-on-coronavirus-23-march-2020>

In line with this advice, our volunteers will now consolidate their sourcing efforts, and collect as many items as possible during one shopping visit, to minimise their travel.

We have had discussions with shops about how our volunteers will evidence that they are collecting goods on behalf of someone else but so far have not reached a conclusion. We are waiting for government guidelines to be released on this matter.

NB Morrisons at Eastwood have been extremely supportive and have kindly agreed to a Priority Community Shopper Pass Scheme allowing named Leads to access the store quickly (please contact Diane Rowley regarding this). We continue to work with the store to improve our shopping system.

Collection from pharmacies

Our Pharmacy Liaison Volunteer is building and maintaining partnerships with the pharmacies in the area, operating in a joined-up way to make sure that the most vulnerable residents of Eastwood, Newthorpe and Giltbrook have the medicine and medical supplies they need. Delivery of medications will predominantly operate by means of a self-managing Whatsapp Meds Delivery Drivers Group.

General Guidance

- Ensure you carry some form of ID with you when you present at the pharmacy
- Follow social distancing and good hand hygiene procedures. Avoid touching your mouth, nose or eyes and clean any equipment used during deliveries ie electronic devices, pens, handles, surfaces within and on the vehicle
- Keep hand sanitiser available for use immediately after the delivery, and after touching surfaces, doorbells, handles etc
- Make sure you have the contact details of the pharmacy you are delivering for. If at any time you are unsure of what to do with a medicine delivery, call the pharmacy team for assistance and guidance

Special Considerations

- Some medication may need to be stored in the fridge by the patient, these should be delivered first, please also communicate this to the patient
- Do NOT open the bag of medication to be handed over to the patient, full details of the name and address will be on the external labelling of the package
- If medication packages split or there is a breakage, call the pharmacy team immediately for advice
- Sometimes the pharmacy may not have all the medicines needed or the full quantity ordered on the prescription. When this happens, the pharmacy will issue an "Owings Slip". You must pass this slip onto the patient and advise them that the items will be delivered when the pharmacy has these back in stock

Medication Deliveries

- To avoid confusion, try to complete all deliveries from a single pharmacy before picking up further prescriptions for delivery from another pharmacy
- Where possible, try to operate on a 1 to 1 basis ie collect and deliver medication to only one patient, then return to the pharmacy to repeat the process
- Medication deliveries must be completed on the same day you collected them from the pharmacy

- Some patients may have more than one package of medicines, check with the pharmacy the number of packages for each patient on collection and ensure they are all delivered
- On arrival at the address ring the doorbell, place the bag on the doorstep and stand back to a distance of 2 metres
- Ensure you see the medications are collected
- If you are unable to deliver the medication for any reason, or the patient does not answer the door, the medication must be returned to the pharmacy on the same day

Please see the following link for NHS guidance on picking up prescriptions for someone else:

<https://www.nhs.uk/common-health-questions/caring-carers-and-long-term-conditions/can-i-pick-up-a-prescription-for-someone-else/>

Deliveries

It is always preferable for people to order and pay for what they need online or over the phone, as it mitigates risk for all parties. We will always encourage people to get support from established friends and family, rather than our group, for the same reason. However, there are a number of our community who are socially isolated and/ or do not have the facility or skills to buy goods in this way.

We have seen a number of local shops absorb responsibility for reserving and delivering items to households in their community. We are profoundly grateful for this, thank you.

However, some shops do not have the capacity to deliver. This is one of the emerging problems that our volunteers are trying to create temporary solutions for.

It should be explained that, in line with government advice, we take measures to reduce cross infection, including rigorous hand washing and standing at least 2m/ 6ft distance away from other people. For details, please refer to the most recent government advice on how to prevent the spread of COVID-19.

Check that there are no complications or considerations when approaching their property e.g. security code for external gate, uneven surfaces or domestic pets.

Please complete the Spreadsheet for Tracking Tasks regularly and explain that all volunteers need to keep a written log of this and that these details will be safely disposed of when you cease contact.

Upon drop off, you will ideally witness the recipient take their items and receipt inside. If this is not possible, then they must be left in a “safe place” designated by the recipient. If neither of these is possible, it is advised that you re-organise delivery to a time so that one of the aforementioned scenarios can be met. Please also ensure they receive the leaflet – Emergency Food and Basic Necessities.

Money handling

Volunteers should avoid money handling of any kind where possible. This is to protect the people we help from fraud or theft, and to protect volunteers from false allegations.

However, during this time of crisis, it may be impossible to get people the food and medicine they need without volunteers handling money handling. While we accept that this is far from ideal, we take a view that, for the time being, the priority has to be meeting people's basic survival needs.

If cash handling is completely unavoidable then we will explain the following to households prior to the exchange of money for goods delivery:

- Until a better solution is created, to make sure they keep an appropriate amount of cash in their household to cover this kind of endeavour.
- That we will pay for any items in advance.
- That we have created a ceiling of £20 maximum physical cash exchange to limit the risk posed to both parties; if the cost of households' essential needs exceeds this financial ceiling then please contact an appropriate local partner for advice e.g. your Council, Community Voluntary Service (CVS) or food bank.
- That none of our Volunteers will ever ask for or accept bank cards, pin numbers or any online banking or payment platform details e.g. PayPal. This conduct is an effective form of scam prevention and serves helps to keep the whole community safe.
- That they will be given the name of the volunteer delivering goods to their household and will be shown their photo ID upon arrival to confirm identity.
- That we will deliver a receipt with their items.
- That during collection and delivery, our Volunteers will take measures to reduce cross infection, including rigorous hand washing and standing at least 2m/ 6ft distance away from other people. And that they must do the same.
- That we need to agree a safe way to exchange physical cash, in line with the most recent government advice on how to prevent the spread of COVID-19.
- That we keep an accurate record of transactions and balances via the available spreadsheet

If you need support with enacting any of the above guidelines, please contact your local Council or Community Voluntary Service (CVS).

Welfare

The welfare of our Volunteers is paramount. Before deployment we need to make sure that we have:

- Up to date contact details for each volunteer.
- An emergency contact for each volunteer; this is so that, in the unlikely case of an accident or emergency, we can contact someone on their behalf.
- Provided our volunteers with essential information about the emergency and its effects on the community.
- Adequately defined the duties attached to each volunteer role(s).
- Clearly explained the lines of communication and any working guidelines we use.
- Briefed volunteers on any equipment they may be using and how to use it safely.
- Ensured that volunteers know who to report to, where and when and how to report back any issues should they arise.

We ask that Volunteers prioritise their own health and well-being over commitments to volunteering; if you are unable to uphold a commitment, please give your Lead Volunteer as much notice as possible.

If you start to feel unwell, or are in self-isolation because you or a member of your household are expressing symptoms for COVID-19, please DO NOT volunteer. See the below link for NHS England stay at home and treatment advice for COVID-19:

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

If you need support, please contact the Volunteer Coordinator. Volunteers will be offered emergency support sessions where necessary; this allows for sensitive and reflective discussions which promote safe and healthy practice.

Communicating with the media

If any volunteers are approached by the media / press, volunteers should be aware that they can talk generally about their involvement and why they helped, but the interview should not be used to identify any specific individual or situation e.g. they should not give details of any affected properties they have volunteered at.

Requests for media interviews should be agreed via Diane Rowley by emailing coronavirushelpNG16@outlook.com

Partnerships

Our group has found liaising with partners extremely useful. We are connecting or seeking connection with the following bodies:

- Local Councils
- Community Voluntary Services (CVS)
- National Council for Voluntary Organisations (NCVO), the umbrella body for the voluntary and community sector in England
- Police and anti-social behaviour teams
- Fire service
- NHS England
- GP surgeries and health centres
- Pharmacies
- Retailers
- Food banks
- Schools, colleges and universities
- Faith organisations
- Local, regional and national charities
- Other grass roots organisations

This list is by no means exhaustive and we will continue to make meaningful partnerships as the need or opportunity arises.

What is the best way to prevent the spread of COVID-19?

New government guidelines states that everyone must stay at home to help stop the spread of coronavirus. This includes people of all ages, even if you do not have any symptoms or other health conditions. You can only leave your home:

- To shop for basic essentials – only when you really need to
- To do one form of exercise a day – such as a run, walk or cycle, alone or with other people you live with
- For any medical need – for example, to visit a pharmacy or deliver essential supplies to a vulnerable person
- To travel to and from work – but only where this is absolutely necessary

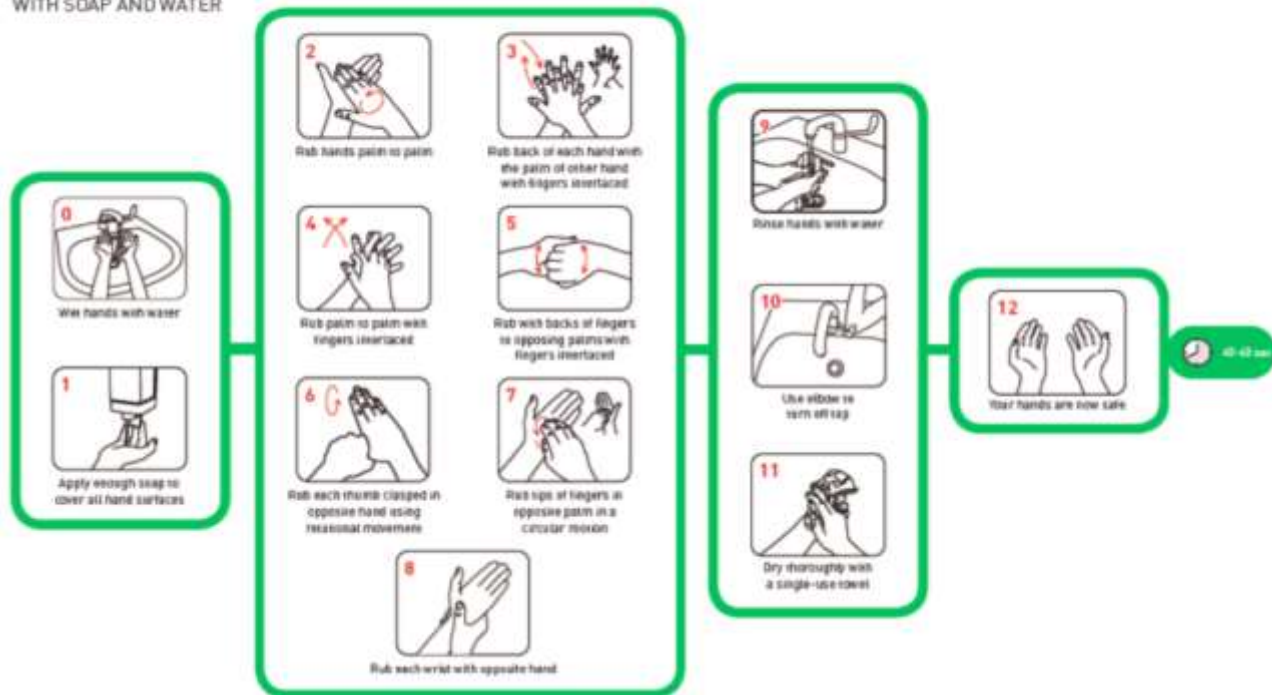
The following hygiene advice is also recommended by NHS England:

- Wash your hands with soap and water often – do this for at least 20 seconds
- Always wash your hands when you get home or into work
- 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 COVID-19: stand 2m/ 6ft away

HAND CLEANING TECHNIQUES

How to handwash?

WITH SOAP AND WATER



If you start to feel unwell, or are in self-isolation because you or a member of your household are expressing symptoms for COVID-19, please **DO NOT** volunteer.

See the below link for NHS England stay at home and treatment advice for COVID-19:

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

Lone Volunteering

Lone volunteering describes any activity that is carried out in isolation from other team members, without close or direct supervision.

Where ever possible, avoid lone volunteering.

If this is not possible we ask that all volunteers please follow the below guidelines on how to reduce risk:

- Make sure that the Volunteer Coordinator has your up to date contact and emergency contact details; emergency contact details are required so that, in the unlikely event or accident or emergency, we can contact someone on your behalf.
- Inform your Lead Volunteer if your mobile phone number changes.
- Regularly confirm the date(s), time(s) and location(s) of all expected volunteering with your team lead.
- Regularly communicate with your Lead Volunteer so that you can be kept up to date on new information about the area, including emerging risks and mitigation strategy.
- Inform your Lead Volunteer if there is any unexpected change to your agreed volunteering schedule.
- Have on your person a mobile phone that has signal and credit, as well as a low level of petty cash.
- Always prioritise your own safety, removing yourself from serious risk immediately, contacting your Lead Volunteer or our Social Media Moderator team for further support and guidance at the first possible instance.
- End volunteering commitments as quickly as possible if the physical or emotional state of the individual(s) involved renders contact unsafe or inappropriate.
- In the instance that the person you are helping has had an accident or is unresponsive, call emergency services immediately on 999.
- Inform your Lead Volunteer when you have finished for the day; this is extremely important as this is the only check and balance we can have in place to ensure that you have completed your volunteering commitments safely.

Safeguarding

Safeguarding is a term used to denote measures to protect the health, well-being and human rights of individuals, especially children, young people and at risk adults, so that they might live free from abuse, harm and neglect. This includes all preventative procedures.

As an Emergency Volunteer effort, unaffiliated with existing official response organisations, we are committed to our contributions towards safeguarding individuals against abuse, harm and neglect. This includes protecting volunteers and partners from false allegations of abuse. Volunteers must not unnecessarily place themselves in unsupervised 1:1 situations with beneficiaries; in instances where this is not possible, our Lone volunteering guidance will apply.

If a volunteer has concerns about possible safeguarding breach, or has had someone disclose a possible safeguarding breach to them, they have a legal duty to report it to us no later than 24 hours from the initial disclosure. One of the only times that it is acceptable to break confidentiality in relation to personal information is in response to a disclosure of possible abuse, in order to ensure that appropriate action can be taken. Volunteers must explain this to the individual disclosing at the initial point of sharing.

If a complaint concerns a volunteer, or the possible safeguarding breach is a direct result of Eastwood, Newthorpe and Giltbrook Mutual Aid activity, volunteers must immediately inform the Volunteer Coordinator who will then initiate contact with Nottinghamshire County Council Local Authority Designated Officer (LADO) for Safeguarding. Details can be found at: <https://www.nottinghamshire.gov.uk/care/safeguarding>

If the complaint concerns the Volunteer Coordinator, please contact your LADO directly; a quick Google search will give you their contact information. <https://www.nottinghamshire.gov.uk/care/safeguarding>

Volunteers reported having breached any of the above, or having behaved in an inappropriate manner, will have the offer of their help politely terminated and recorded.

Risk assessments

Ideally, dynamic risk assessments would be completed for all tasks.

Dynamic risk assessment is the practice of mentally observing, assessing and analysing an environment while we volunteer to identify and remove risk. The process allows individuals to identify a hazard on the spot and make quick decisions in regards to their own safety.

We ask that all volunteers apply common sense and pragmatism when approaching the tasks within their roles. Please raise any identified risks with the Volunteer Coordinator at the first available opportunity.

Information about dynamic risk assessments is available online; for more information please contact your local Community Voluntary Service (CVS).

Considerations

Data protection

The processing of volunteers' and beneficiary personal data must be done in accordance with the General Data Protection Regulation (GDPR). In order to register as a volunteer, individuals will be providing the organisation or organising individual with their personal data or "special category personal data". The GDPR require, among other things, data to be processed fairly, lawfully and in a transparent manner. The personal information provided by the volunteer must only be used for the purpose it was provided in relation to their involvement as a volunteer in that emergency. All data must be stored in a secure location and only accessed by those who have a legitimate need to do so, such as the Registration Volunteers, Volunteer Coordinator and Mapping Volunteer.

The consent of the data subject may not always be a necessary precondition to lawful sharing of data. It may be shared if the reason for sharing meets one or more of the criteria set out in guidance.

The GDPR also require that data must not be held for longer than necessary to fulfil those purposes. The data must also be held securely. With this in mind, when the information is no longer required for the purpose it was originally gathered, any personal information should be destroyed in accordance with local data protection arrangements.

If you want Eastwood, Newthorpe and Giltbrook Mutual Aid to delete your data at any time, please contact the Registration Volunteers by emailing coronavirushelpNG16@outlook.com marking REGISTRATIONS in the subject title

Minimum age

Particular attention must be given to the needs, safeguarding responsibilities and emotional welfare of children (anyone under the age of 18), because it is likely to be difficult to ensure the safety of children during an emergency response. It is recommended that all volunteers during the emergency response should be over 18. If in doubt, proof of age should be requested during the assessment process.

If tasks are identified that can be performed by those under 18, then permission to volunteer is obtained first from a parent or guardian of the child.

Car insurance

If a volunteer is using their own car, it is their responsibility to ensure they are covered to use their car for volunteering purposes. A quick phone call to the insurance company is sufficient.

Expenses and Benefits

The organisation or organiser should decide whether any out-of-pocket expenses incurred by Volunteers will be reimbursed e.g. mileage costs, bus fares. If expenses are to be reimbursed, it is advisable to put a standardised process in place enabling this to be done. The decision to reimburse or not, should be communicated to volunteers at the time of registering.

Volunteering will not usually affect any benefits claimed, but if the volunteer is in receipt of benefits it is their responsibility to determine, before they volunteer, if their benefits will be affected due to their involvement.

Behaviour

The organisation or coordinator should consider the potential reputational damage posed by the involvement of volunteers for example but not limited to:

- Breaches in confidentiality / data protection
- Misrepresentation of the organisation to the public/media
- Misconduct by volunteers
- Harm to volunteers or those they help
- Lack of cultural sensitivity and/or the use of abusive or discriminatory language
- Provision of misinformation
- Not adhering to all safeguarding measures and legislation

Volunteers reported having breached any of the above, or having behaved in an inappropriate manner, will have the offer of their help politely terminated and recorded.

Resource Links

There are resources available to inform and support you during the COVID-19 pandemic. Please see the links below for details:

- UK Government at <https://www.gov.uk/coronavirus>
- NHS England at <https://www.nhs.uk/conditions/coronavirus-covid-19/>
- World Health Organisation (WHO) at <https://www.who.int/emergencies/diseases/novel-coronavirus-2019>
- Mind at <https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/>
- Samaritans www.samaritans.org or telephone 116 123
- NSPCC at www.nspcc.org.uk or call their national helpline on 0808 800 5000
- NCVO at <https://www.ncvo.org.uk/>
- Citizens Advice Bureau local <http://www.ashfieldca.org.uk/> and national <https://www.citizensadvice.org.uk/>
- Advisory Conciliation and Arbitration Service (ACAS) <https://www.acas.org.uk/>