



Castle Covid Support Association Volunteer Guidelines & Agreement

Thank you very much for volunteering as part of the Castle Ward response to the Coronavirus emergency.

Across Cambridge City, the response to the Coronavirus outbreak has been incredible: individual volunteers, community groups and volunteer networks have sprung up overnight with the aim of supporting those in need. Thank you very much for your efforts and compassion: the work being done by all volunteers is phenomenal, and it is heart-warming to see neighbours coming together to make sure all are looked after.

The Cambridge City Council is helping to co-ordinate these efforts and make sure that essential support for the groups and their volunteers and users is in place. In order to manage this, every ward in the city has now set up a ward support group, to form part of a network across the City with support from the City Council. Castle Covid Support Association (CCSA) has been set up by a group of local volunteers in Castle and has a Charity Commission compliant constitution. **CCSA has public and employer's liability insurance to protect our users and volunteers when working through us**; it also has trustees' indemnity insurance.

CCSA is led by an executive Steering Group of six people, and an Administrative Committee of two representatives from each area of the ward.

Helping distribute tasks to volunteers are a team of dispatchers, and you will have most of your regular contact with them. They will contact you directly by phone or email.

We are all volunteers who have come together in this new initiative; we will be learning as we go. We welcome your feedback about how we can improve what we are doing, and we may need to adjust how we work as we get a better understanding of callers' needs. Please bear with us while we are going through this process! Finally, we request that you take time to read and understand these guidelines thoroughly so that we can help people effectively and safely.

1 Data protection and confidentiality

During your volunteering you may come across personal and sensitive information about individuals as part of the support you will offer. We want to make sure that all information stays safe and confidential in line with the Data Protection Act 1998 and General Data Protection Regulations (GDPR) 2018. We want you to treat other people's personal information in the same way you would want yours to be treated. If you acquire information about an individual you may be supporting (for example, names, addresses, telephone numbers and possible medical information), we ask that you maintain confidentiality and do not discuss or disclose any data or information with anyone who doesn't need to know.

Do:

- Keep any data secure and treat other people's information in the same way you would want yours to be treated
- Be responsible for protecting yourself and use discretion. We suggest that you call an unknown person from a withheld number. To withhold your number on individual calls just dial 141 before the telephone number you want to call, or if you are on 'Three network' you dial #31# before the telephone number. Use the email facility which we will provide, rather than sending emails from your own account.
- If you think there has been a mistake or breach of data protection tell the Steering Group as soon as possible so we can manage this: feedback@castlesupport.uk

Don't:

- Discuss any information or data with anyone who doesn't need to know,
- Leave any messages on answer-phones with any personal information if you are not sure who is going to be able to hear them.

1 Equality

You will support a diverse range of individuals in diverse communities and we ask that you respect every individual's beliefs and that nobody is treated less favourably than others or excluded in anyway. We are all different and all have the right to be treated with dignity and respect. If you witness any behaviours where you feel someone is being treated less favourably or excluded, then you must inform the Steering Group of this immediately so we can tackle this and take appropriate action: feedback@castlesupport.uk.

Do:

- Treat others the same way you would want to be treated,
- Respect everyone regardless of who they are, their backgrounds and the communities in which they live.

Don't:

- Treat anyone less favourably than anyone else or exclude anyone whom we are supporting in our communities,
- Ignore or attempt yourself to police any unacceptable behaviour by or towards anyone but ensure that you report it immediately to the Steering Group.

2 Safeguarding

We place the well-being of our volunteers and the people we support above anything else.

Although we will always attempt to direct calls from people at risk straight to the appropriate authorities, it is possible you may come across vulnerable people or people at risk of harm while you are volunteering. We want you to be alert to any signs or patterns of abuse or anything that may concern you and always raise your suspicions. Be assured you will always be supported and that not raising your concerns is worse than raising a suspicion that is incorrect. If anyone tells you of any type of abuse then remain calm, listen and reassure them that it will be taken seriously. Do not promise confidentiality and do tell the user that you have a duty to pass on your concerns to the Steering Group who will contact the appropriate authority in confidence. You have a duty **ALWAYS** to report any concerns to the Steering Group (feedback@castlesupport.uk) who will escalate it appropriately

3 Keeping you and others safe

The support you will offer may mean that you will be out in the community. We have outlined some guidance to support you whilst supporting people.

Key principles:

- If you have any symptoms of coronavirus such as fever, sore throat or cough, or there is someone with coronavirus symptoms in your household, then do not agree to any volunteer tasks other than telephone/online support
- Please do not accept any 'out and about' tasks if you are in a group advised by government to be self-isolating,
- Use common sense and never put yourself into an environment where you feel there is a risk to yourself or others. Never enter a person's home and keep a distance of at least 2 metres,
- Let the dispatcher, a friend or family member know when and where you are going, and what you are doing
- If you encounter any problems relating to financial arrangements, please escalate to the Steering Group feedback@castlesupport.uk.

General hygiene guidelines:

- Wash hands regularly for at least 20 seconds with soap and water, or use hand sanitiser to kill viruses that may be on your hands
- Avoid touching your face and keep hands away from eyes, mouth and nose to avoid spread of any virus.
- If you cough, use a tissue and dispose of the tissue immediately. If no tissue is available, cough into your arm. If the cough becomes persistent then you should follow government self-isolation precautions.
- Maintain social distancing by keeping at least 2 metres between yourself and anyone else.

When you are completing errands:

- Be cautious of crowded shops and pharmacies,
- If using your car then keep your car clean and disinfect the most used surfaces such as the steering wheel, gear stick and door handles. Your vehicle must be roadworthy as outlined by UK law, have a valid MOT certificate where appropriate and be taxed for use on the roads. You must have a valid driving licence.
- If using public transport, ensure that you minimise where possible what surfaces you touch and sanitise your hands wherever possible before and after taking any public transport.

If you are doing shopping or collecting prescriptions:

- We strongly encourage payment via online/phone banking either to the volunteer or to the retailer ('click and collect'). Avoid any personal contact. If you need to layout money for the shopping we strongly advise a maximum spend of £30.
- CCSA is now developing an agreed system in coordination with the other wards and the City Council for reimbursement for any spend by a volunteer. We will keep you informed separately as this policy is developed. If you have laid out money for shopping or collecting prescriptions, ask for two receipts or take a photograph of it so you have a copy.
- When you drop off the items, ring/text the caller to let them know you have arrived. Leave items and receipt (if it is already paid or you have a copy for yourself) on the doorstep, step back at least 2 metres and wait for the door to be opened for the items to be collected.
- When you leave the caller's home, sanitise your hands and any money given to you where possible.

4 Our volunteering agreement

You can expect us to provide you with:

- A safe, respectful, fair and non-discriminatory volunteering environment
- A clear explanation of what your role involves, what is expected of you and who you need to speak to if you need support
- The ability to stop volunteering with us without pressure or judgement

We ask that you agree to:

- Perform your volunteering role to the best of your ability
- Support and abide by the instructions within the documents provided to you
- Not accept gifts from people you are supporting
- Respect and maintain confidentiality, keeping any information you gain about those we help confidential.

I confirm that I have read and understood the requirements of the volunteer role for which I have applied. I understand the boundaries and responsibilities associated with this role and know of no reason that I am unable safely and competently to carry out these duties.

By typing your name in the "Signature" space, dating and returning the Agreement, you agree to the terms of this contract.

Signature:

Date:

After signing, please save this form and return it to