



Advice for volunteers

Thank you for volunteering help keep people safe and well during this Pandemic. Things are developing quickly and we are all having to learn as we go along.

What we can do to help people if becoming clearer as we receive requests for assistance but here are a few things we are now asking volunteers to do, as well as a few tips to help keep yourself safe at this time:

- Leafleting
- Identify the most vulnerable in the area and make contact whilst maintaining social distance. Communication will usually be by phone, text or email, and will be an ongoing activity.
- Befriending
- Dog walking
- Recommending other appropriate services or support. This will usually be done through the sector coordinator
- Collecting or posting mail
- Helping provide emergency food packages
- Putting bins out for collection
- Collecting prescriptions
- Identifying people who have more sensitive needs and relaying these to your sector coordinator, who will be able to refer these, through the Alnwick Town Council coordinator, to more specialist and trained workers.

There will be a number of things we shall not ask you to do, such as

- Personal shopping
- Conducting any financial transactions including the use of debit/credit cards or PIN numbers
- Provide personal care

- Any cooking
- Make any close personal contact, such as entering people's houses or cars.

It is very important that volunteers stay safe whilst they are helping those at risk or in self isolation. You should:

- Always let someone know where you are going and what time you expect to be back.
- Always keep you mobile phone with you if you have one.
- If you are delivering anything, let the beneficiary know when you will be arriving and leave it on the doorstep.
- If you are physically calling on the person, do not enter the premises. When the door opens maintain a distance of 2m from the resident.
- Ensure that you rigorously follow official advice on maintaining personal hygiene.
- If at any point you develop symptoms or think you might have been in contact with someone who has, you must isolate yourself and immediately inform your coordinator.
- Treat those around you with the utmost respect. These are difficult times and will probably get more difficult. They are times in which people may react in unexpected ways.

There are also some things you should not do:

- Do not share personal details of beneficiaries or other volunteers, but be prepared to show ID to others if requested
- Do not take or share photos of beneficiaries or other volunteers without permission
- Do not share data with anyone if in doubt refer to your coordinator.
- Don't over commit yourself – it's better to help a little and often than a lot but only once.

The link between you and your sector coordinator is extremely important. Please refer to her/him if there is anything you are concerned about, are asked to provide more personal services or for any assistance not covered by these guidelines.