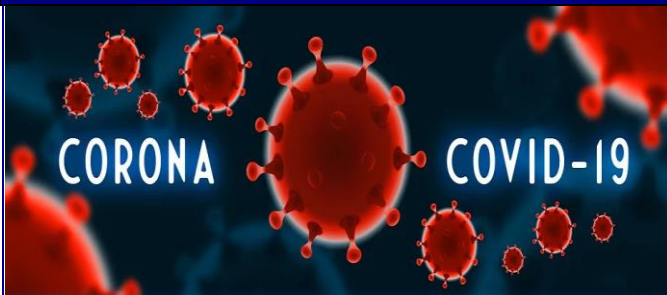


# UPPER STOODLEY RESIDENTS' ASSOCIATION

## USRA Covid-19 Volunteering Guide

Version 1.0

April 2020



**This Guide has been prepared to help you volunteer safely to provide support to vulnerable and needy people in the Upper Stoodley area during the Covid-19 emergency.**

**It should be read alongside the current Volunteer Policy Addendum attached as an appendix to this Guide.**

### **Pools A & B**

You will have been assigned to one of two 'pools' of volunteers, pool A or pool B. Pool A volunteers are able to provide support outside of their homes, e.g., by collecting and delivering food and medicines to people who are self-isolating. Pool B volunteers provide support from inside their homes, e.g., by making or receiving telephone calls from people who are lonely or frightened.

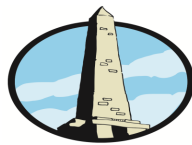
We have followed guidance from HM Government in establishing these two volunteer pools but if you think you are in the wrong pool, please contact Carol Cantral [usrasecretary@gmail.com](mailto:usrasecretary@gmail.com)

### **Being Asked to Volunteer**

We do not know at the moment how much demand there will be for our volunteers. We are prepared for a steady increase in demand over the next few weeks and we have made preparations to adjust our arrangements as demand increases.

At the moment, anyone seeking help from us for a Covid-19 related issue will either email our dedicated email address [upperstoodley@gmail.com](mailto:upperstoodley@gmail.com) or ring our dedicated mobile number 07984 432176. Where support from a volunteer is requested, the details of what is needed, and for whom, will be emailed by Carol Cantral to the relevant pool of volunteers asking who might be willing and able to assist.

If we change this arrangement because of increases in demand, for example, by having a duty volunteer each day to handle calls and emails, we will update this Volunteering Guide. We have a chart which shows how calls are handled and how we can make changes to these arrangements if demand increases and that chart is included as an appendix to this Guide.



## Keeping safe whilst volunteering

The virus that causes Covid-19 is called SARS-CoV-2, and is a new virus so there are issues about it that are still not yet fully understood. It is important for all volunteers working for Upper Stoodley Residents' Association to follow the government guidance that is currently in operation and to be aware of any changes that arise e.g., because of increased understanding of the virus. Your safety is of paramount importance at all times.

### The main points to follow strictly are:

- Wash your hands regularly and thoroughly with soap and water or an alcohol-based gel, for 20 seconds especially when you leave or return home, and before eating.
- Do not touch your face with unwashed hands
- Maintain 2m distance from everyone apart from members of your own household
- If you sneeze or cough, do so into a tissue or the crook of your arm. Destroy the tissue as soon as possible.
- If you have symptoms of Covid-19 which, at the moment, are believed primarily to consist of a high temperature (over 38.8 degrees Celsius) and a persistent cough, *isolate yourself and do not leave your home*

More detailed guidance about keeping safe and not transmitting the disease can be found at <https://www.gov.uk/coronavirus> Please check this guidance regularly in case amendments or additions are made.

### Volunteering and essential travel

Current Government requirements are that everyone avoids non-essential travel. However, essential travel includes providing support to others in need. If you are challenged by the Police or by others in the course of your volunteering work please explain that you are a volunteer for the Upper Stoodley Residents' Association and that you are providing support to a person in need.

### Information sharing and confidentiality

In order for our volunteering arrangements to work, we are sharing with the pool of volunteers some information about individual peoples' needs, and of course details of their address and perhaps other contact details. These details are confidential and must not be shared outside of the volunteer pool and the committee of the Upper Stoodley Residents' Association.

In the course of volunteering and providing support you may be told sensitive or personal information. Again, this information is highly confidential and should not be shared except with the officers of the Residents' Association and then only if you are concerned about anything you have heard or need advice and support yourself.



## **Safeguarding**

Safeguarding adults and children from harm is an important responsibility for everyone. Harm includes neglect, financial, emotional, physical or sexual abuse, as well as harm likely to arise from illness.

If you hear or see something in the course of your volunteering work that concerns you or makes you think that some harm is occurring or could occur to another person, you should contact USRA's safeguarding lead, Martin Ashton, on 07736 483248 or deputy safeguarding lead, Michelle O'Gorman, on 07789 483286 as soon as possible.

If you think that imminent harm is likely to occur or that a person needs professional help immediately, please ring 999 and ask for the appropriate emergency service.

There is more information about safeguarding in the USRA Safeguarding policy which can be found at [www.usra.org.uk/documents](http://www.usra.org.uk/documents)

## **Record keeping**

Please let Carol Cantral have a brief email describing any volunteering work you have undertaken so that we have a complete record from contact through to supply of support. The email could be as simple as 'I called Mrs X today to offer telephone support. We spoke for 30 minutes. No issues.'

## **Questions or queries about volunteering**

Please address any questions or queries about volunteering to Carol Cantral in the first instance.