



Covid-19 Community Volunteer: Hart Response Hub

Guidelines and Volunteer Agreement

These are guidelines for anyone volunteering in the role of a 'Covid-19 Community Volunteer' to support the Hart Response Hub, the Hart Covid-19 community response jointly managed by Hart District Council and Hart Voluntary Action and linked to the Hampshire Local Authority Response.

The 'Covid-19 Community Volunteer' role is responsible for either directly supporting a local resident or for supporting a group of 'vetted' volunteers, to assist local residents with tasks such as shopping, collecting prescriptions and social contact.

- Once a request for support is received, that resident's information will be relayed to you. This will give general information regarding where the person lives, what they need help with and timings for when they need help.
- You will be told where possible whether the person in question has been requested to self-isolate or whether they are self-isolating through choice. You must then make the decision whether you wish to proceed. Please take into account your own family and their needs.
- Once you have agreed to the task, you will be given the person's details (name, address and telephone number). For Data Protection purposes, **do not share this information with anyone else.**
- You will be asked to contact the resident ASAP and introduce yourself to them clearly indicating that you are volunteering on behalf of Hart District Council / Hart Voluntary Action this is purely to reassure the resident of who you are volunteering on behalf of.
- If your role involves attending a person's house, please introduce each time you visit. As a 'Covid-19 Community Volunteer' you will have a photo ID Badge provided by Hart District Council.

Things to remember:

- **You will be engaging with potentially vulnerable members of our society. Some may not be able to communicate their needs effectively and some may be scared. We are relying on you to show patience and understanding. If you feel that you cannot handle a particular task, that is fine; email the Hart Response Hub team and we will help. Email: hartvc@hartvolaction.org.uk**

- Before you engage in a task, ensure that you have fully washed your hands and use gloves if you have them. Do not touch your face throughout your interaction. Once you return home, ensure that you wash your hands thoroughly again.
- When you knock at the door, please leave anything that you have collected by the door and ensure that you step back 2 metres. **DO NOT** move towards the person. If you feel concerned about the person's health or wellbeing, please call 111 immediately. **DO NOT** physically interact with the person.

- **DO NOT enter a person's home at any point** – you are putting yourself, and others, at risk if you enter a person's home. We cannot stress this enough.
- **DO NOT** offer to take anything from the service user – there is a risk of contamination for both parties.
- **DO NOT** forget if delivering prescriptions to check that the name and address on the prescription matches the name and address of the resident.
- **DO NOT** leave a prescription delivery on the doorstep the resident must collect their medication from the step before you leave.
- **DO NOT** give medical advice to anyone that you are visiting. Please refer people to call 111 or look at the NHS Coronavirus page. Whilst people may be worried and unsure, we are not medical professionals and must not give medical advice.

Sign and print name to accept these protocols:

Date:

Contact address:

Contact phone number:

Contact e-mail (if available)