

From community response to the Coronavirus: Volunteer Guidance

Thank you for volunteering to support those in need during this difficult time. We want to ensure that we all do our best to minimise risk to both you as a volunteer and those you will be providing support to.

Please read through the following advice. Volunteers should ensure they have a low chance of becoming infected, follow social distancing protocol and don't take unnecessary risks.

It will be assumed that by carrying out the volunteering tasks you are well and showing no symptoms, and that you agree to adhere to this specific advice, along with the general government guidance on preventing the spread of the coronavirus.

Current NHS advice can be found here:

www.nhs.uk/conditions/coronavirus-covid-19/

General

- We will match you with a suitable recipient based on your availability, location and what kind of help you want to offer. We will confirm consent from the recipient and share their details with you. You can then contact the recipient to introduce yourself and discuss the details of the request.
- If you have any doubts or problems while carrying out the task(s) requested, please call Frome Town Council on 01373 465757.
- Do not agree to carry out any task that makes you feel uncomfortable.
- We will be in contact with both you and the recipient after an assigned task to check that everything went well.
 - The council staff will have risk assessments in place and will have spoken to the person requesting assistance to ascertain their level of need to make sure it is suitable for volunteer support. If you have any safeguarding concerns while carrying out the task, contact Frome Town Council as organiser, or if the matter is more urgent, the police (999).

Driving

If you need to drive to carry out the requested task, you do so at your own risk and must be covered by your own insurance.

If you want to volunteer as a driver, we recommend that you contact Frome Community Drivers and register as a volunteer with them. They will have their own registration process. Email fromecommunitycars@gmail.com

Prescriptions

It is highly unlikely that you'll be asked to collect a prescription for someone you don't know.

The pharmacies are working directly with volunteers to ensure efficient delivery. If you are asked to make a collection, we will give you guidance over the phone about how this should be carried out.

Dogs

If you're asked to exercise a dog for an isolated resident, please make sure you have discussed any information about the dog on the phone before you collect them in order to minimise physical contact when collecting.

Observe social distancing rules while walking dogs. There is no strong evidence to suggest that humans can catch the virus from dogs but it's sensible to refrain from touching the dog as much as possible and wash your hands thoroughly after contact. If possible, please use your own dog lead to minimise passing on infection.

When you collect and drop off the dog, continue to observe the 2-metre rule with the dog owner. Remember to wash hands before and after the dog walking, wash for 20 seconds with soap and water and when out and about keep a bottle of alcohol hand sanitiser to hand.

Contact Us

The volunteer co-ordinator, Hannah Stopford, can be reached on Monday, Tuesday, Thursday and Friday between 8.30am and 1pm on 07864 905854, or 01373 480389.

If you need to speak to someone outside these hours or cannot reach Hannah, please use the main council number 01373 465757.

Privacy

Frome Town Council will be the main contact for both the volunteer and the people you're helping. We may ask you to provide proof of identification or your DBS certificate where appropriate and it may be necessary for some tasks to give you each other's phone numbers (for example, to confirm delivery of items). You have consented to share your information this way via the initial form and we will retain your information in accordance with our privacy notice.

The information and advice given in this guidance document is correct as of 2nd April 2020. Please keep yourself up to date with government advice concerning the coronavirus and be aware that the information here may be subject to change.