

## **Support Scheme Volunteer Agreement**

Firstly, we (Newark & Sherwood CVS) would like to thank you for volunteering to support the volunteer shopping scheme during this time of lockdown and isolation period of the COVID-19 virus. Your support is vital to vulnerable and isolated communities.

At Newark and Sherwood CVS we have several policies and procedures that we adhere to so that we can offer protection and support to staff, volunteers and our communities. They provide boundaries and practical advice that allow us to go about our everyday provision of activities.

In your role as 'support scheme' volunteer you will have access to 'user' data and finance. You will also have personal details of the people you will be supporting.

Government guidelines recommend that all staff and volunteers do the necessary training so that you have an awareness of what is within the boundaries of operation e.g. GDPR, Manual Handling, Statement of Privacy, Health & Safety, DBS, Safeguarding training.

In this state of urgency, we would like to simplify volunteer awareness/virtual training to the necessary information needed to enable us to support our communities more urgently with their essential food supplies.

We are happy to provide all the above policies to you as our registered volunteers but would suggest that instead we use the undernoted agreement as an addendum. In relation to the role of 'Support Scheme' volunteer we will take each of the above policy guidelines that relate to the role and ask you to read, sign and return to us.

### **GDPR & Privacy/Confidentiality**

GDPR stands for General Data Protection Regulation. It's the biggest change to data protection law in over 20 years. It came into force on 25 May 2018.

GDPR applies to 'personal data', which is anything that can be used to identify a living individual. Some of which and is related to your role: A person's name, address, contact details, sexual orientation or condition. It is important that potential data breaches are reported to a member of staff immediately.

<b>DO</b>	<b>Don't</b>
Keep all data secure. And upon completing the day's tasks safely destroy.	Discuss any personal information with anyone outside of Newark and Sherwood CVS.
If you think there has been a mistake or breach of data protection tell a member of staff.	Leave any messages on answerphones with any personal information if you are not sure who is going to be able to hear them.

### **ID for working**

We will need an electronic head and shoulder photo of you so that we are able to provide you with letter headed verification of who you are and who you are volunteering for. You may need to show this to shops / isolated persons. You should carry this on duty.

### **With-holding your phone number**

We recommend that you call the isolated person from a withheld number. To withhold your number just dial 141 before the telephone number you want to call. Please do not make phone calls whilst driving.

### **Manual Handling**

We ask that you do not put yourself or others at risk of injury. In view of the errands/tasks you will be undertaking you should: Carry small and manageable loads and make more than one journey if necessary.

### **Health & Safety**

We have a duty of care to our staff and volunteers and take this seriously. If you are feeling unsafe or unwell please do not attempt to continue volunteering and contact us immediately. You may be handling cash. Because of the risk of infection, we ask that you wash your hands at every opportunity, use hand sanitising gel, and wear protective gloves. Please follow guidelines for avoidance of COVID-19 infection through this link <https://www.nhs.uk/conditions/coronavirus-covid-19/> We want you to stay safe.

### **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 or excluded in any way. 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 report back to Newark and Sherwood CVS.

<b>DO</b>	<b>Don't</b>
Respect everyone regardless of who they are, their backgrounds and the communities that they live.	Treat anyone less favourably or exclude anyone who we are supporting in our communities. Ignore any unacceptable behaviours towards anyone, and ensure that you report it.

**DBS** To be able to provide support to service users urgently, we have asked that volunteers recruited to this role sign this agreement to confirm they have a current DBS certificate. We will be recruiting volunteers without a DBS certificate provided they can be verified by a colleague or professional person.

### **Safeguarding**

It is possible that you may come across vulnerable adults or adults at risk of harm and they should never experience abuse of any kind. 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 by Newark and Sherwood CVS and 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. Don't promise confidentiality as you will need to speak to a limited number of people once you have this information and we ask that you ALWAYS report this to Newark and Sherwood CVS staff.

### **Expenses**

All volunteers should not be disadvantaged financially as a result of their volunteering. Travel costs to and from the place of volunteering will be paid at 43p per mile and reimbursed on completion and returned mileage form. All expenses must be submitted within one month to [support@nandscvs.org](mailto:support@nandscvs.org)

### **Transport**

All volunteers using his/her own transport to collect and deliver food supplies must have a valid driving licence and relevant insurance cover including MOT and road tax. Upon signature of this agreement you are confirming you have all legal documents in place. The Association of British Insurers (ABI) have issued new guidance on volunteers which means that you will not be expected to increase your insurance to volunteer for this scheme;

***Support those who use their cars to help their communities.*** *If you are using your own car for voluntary purposes to transport medicines or groceries to support others who are impacted by Covid-19, your cover will not be affected. You do not need to contact your insurer to update your documents or extend your cover. This applies to all categories of NHS Volunteer Responders, including transporting patients, equipment, or other essential supplies.*

For more information please follow the link below:

<https://www.abi.org.uk/news/news-articles/motor-and-home-insurance-commitments/>

### **Acceptance and Agreement**

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

In addition I confirm that I meet all requirements detailed within the DBS & Transport sections of this agreement.

Signed \_\_\_\_\_ Date \_\_\_\_\_



### Additional information

#### Many people are asking - Can I get COVID-19 Coronavirus by handling cash and credit cards?

The fact that money spreads germs is not new information however, we cannot find any **official warning or statement about not using cash**, and can only stress that hand-washing is one of the best preventative ways to help keep yourself healthy. So at all times follow this guidance:

**The following advice is from PHE and is advice for anyone in any setting is to follow these main guidelines.**

1. The most common symptoms of coronavirus (COVID-19) are recent onset of a new continuous cough and/or high temperature. If you have these symptoms, however mild, stay at home and do not leave your house for 7 days from when your symptoms started. You do not need to call NHS 111 to go into self-isolation. If your symptoms worsen during home isolation or are no better after 7 days, contact [NHS 111 online](#). If you have no internet access, you should call NHS 111. For a medical emergency dial 999.
2. Wash your hands more often than usual, for 20 seconds using soap and hot water, particularly after coughing, sneezing and blowing your nose, or after being in public areas where other people are doing so. Use hand sanitiser if that's all you have access to.
3. To reduce the spread of germs when you cough or sneeze, cover your mouth and nose with a tissue, or your sleeve (not your hands) if you don't have a tissue, and throw the tissue in a bin immediately. Then wash your hands or use a hand sanitising gel.
4. Clean and disinfect regularly touched objects and surfaces using your regular cleaning products to reduce the risk of passing the infection on to other people.

<https://www.nhs.uk/conditions/coronavirus-covid-19/>

<https://www.gov.uk/coronavirus>

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

<https://www.gov.uk/government/organisations/public-health-england>