

Volunteer Guidelines during the Covid-19 Crisis

Thank you so much for your offer of help during the Covid-19 crisis. We have been overwhelmed by the outpouring of support from our local community, everyone pulling together at this difficult time.

Volunteers are part of the front line whilst we contend with the Coronavirus. We have some guidelines to keep you as safe as possible during this difficult time. Please read the guidelines which apply to the task(s) you are assisting with and do contact us should you have any queries. The guidelines are broken down as follows:

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Please visit these websites for the most up to date guidance on volunteering during this crisis:

- [Volunteer Centre Dorset](#)
- [Dorset Council](#)
- [Government](#)

There is also a useful [Being a Good Neighbour Pack](#) from Dorset Community Action

At all times, please follow [Government](#) and [NHS](#) guidelines.

Remember volunteering is a choice, freely made. Should your circumstances change, and you are no longer able to volunteer (either short term or long term), the voluntary organisation/group will support your decision.

Thank you again for the generous offer of your time. Should you have any questions about volunteering, please do not hesitate to contact Volunteer Centre Dorset on 01305 269214 or email info@volunteeringdorset.org.uk

“Act as if what you do makes a difference, it does.” - **William James**

Disclaimer

This guidance has been produced by Volunteer Centre Dorset based on Government guidelines at the time of production. Coronavirus (COVID-19) is a new virus and we are still learning how it works. This is an evolving situation and this advice is based on current information. It is the responsibility of the volunteer to adhere to these guidelines and also visit [Volunteer Centre Dorset](#), [Dorset Council](#), [Government](#) and [NHS](#) websites to keep up to date with current guidelines.

General Guidelines

Keeping You Safe

- Where possible you should volunteer from home
- You can volunteer outside your home if you follow [social distance guidance](#) and no one in your household has [symptoms of coronavirus](#) or has tested positive for coronavirus
- Should you have symptoms of coronavirus or a positive test result, please follow the [NHS guidance on self-isolating](#) and notify Volunteer Centre Dorset or the organisation / group you are volunteering with as soon as possible
- When in contact with others follow social distancing advice and keep a safe distance from others (this is 2 metres or 6 feet apart)
- Be sure to wash your hands thoroughly for 20 seconds before and after contact with people and follow the NHS 'catch it, kill it, bin it' advice when coughing or sneezing
- If running water and soap is not available, then ensure you have alcohol-based hand wipes or sanitiser to kill viruses that may be on your hands
- Avoid touching your face and keep hands away from eyes, mouth, and nose to avoid spread of any virus
- Follow Government guidelines on [face coverings](#), including when and where they are required
- Do not enter other people's homes
- Be aware of your own wellbeing and ask for help and support if you need it
- Do not accept gifts (which includes money and money for fuel), please decline politely
- Always tell someone where you are going and when you anticipate returning
- Carry a mobile phone with you
- Try to volunteer in daylight hours. Carry a torch with you if you need to volunteer in the dark
- Only assist with activities which have been risk assessed - if you are asked to carry out a different activity, contact your volunteer coordinator / voluntary group for guidance
- Always put yourself in the shoes of the person you are helping, ask how you would like to be treated if the situation was reversed
- For your peace of mind and that of people you support a DBS check may be required for some activities – check with the Volunteer Centre
- Please note that we will place volunteers in accordance with current Government guidelines
- Volunteering should be a pleasurable experience, if you find yourself placed in a role or with an individual who you aren't comfortable with, please let us know and we will work with you to find a suitable alternative

Car Insurance

- 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. You can visit the [ABI website](#) for the most up to date information on any motor-related queries

Data Protection and Confidentiality

- Always keep any data secure and treat other people's information in the same way you would want yours to be treated
- Do not discuss personal information with anyone who does not need to know
- If you are contacting an isolating individual, you can withhold your number. Should you wish to do this, you need to dial 141 before the telephone number you want to call

Equality

- Always treat others the same way you would want to be treated
- Advise Volunteer Centre Dorset should you encounter any unacceptable behaviour

Government Guidance

- Anyone can volunteer during the coronavirus pandemic. However, there are restrictions on where and how volunteer roles can be completed
- People who can volunteer from home should do so
- People can volunteer outside their home, including within a workplace, if:
 - they are unable to volunteer from home
 - they don't need to self-isolate
 - they are not classified as clinically extremely vulnerable
 - they follow [social distance guidance](#), or COVID-secure guidance if volunteering in a workplace
 - their workplace has not been ordered to close, if the role takes place within a workplace
- Clinically extremely vulnerable people who wish to volunteer should volunteer from home. They are advised to not volunteer outside their home
- This information has been extracted from the Government website, please visit the page [here](#) for the current guidance

Safeguarding

As a volunteer supporting children and vulnerable adults in Dorset, you now have a role in safeguarding and this guide is to tell you what to do if something does not feel right.

What is Safeguarding?

- Safeguarding is about protecting children and vulnerable adults from abuse and neglect
- Abuse can be physical, emotional, sexual, or financial

Covid-19 Crisis

- During this difficult time, it is even harder for vulnerable children and adults to tell anyone about what is happening to them
- We know that during a lockdown there will be an increase in domestic abuse, self-neglect, alcohol use and drug abuse

Your Role

- Your role in safeguarding is to be curious, be the eyes and ears and tell your single point of contact if anything concerns you. Safeguarding professionals will take things from there
- Your role is not to investigate or enquire, it is to be curious and observe how people look and behave. You may deliver a food parcel to a house and notice young children are home alone, or you could speak to someone in person or over the phone and they seem scared or fearful of someone else in the household. If you get a sense that something does not seem right, report it to your point of contact

Volunteers

- Unfortunately, some people who want to exploit or abuse others may use this as an opportunity to become a volunteer. This will only be a very small number of people, but we do need to be alert to the possibility
- If you see a volunteer being given money or inappropriate gifts by an individual or crossing boundaries, report it to your point of contact

Your Safety

- Your own safety is important. Should you find yourself in a situation where you do not feel safe, please leave immediately and do not worry about the task. Please advise your single point of contact in the first instance
- Please talk to your single point of contact if an individual is offensive or abusive, you are worried about anyone or want to get some advice on something you have seen or heard

Who to Advise?

- In an emergency, please contact 999
- Contact Marie Waterman or Craig Womble at [Volunteer Centre Dorset](#) on 01305 269214
- [Dorset Safeguarding Adults Team](#) on 01305 221016. The number is for the Adult Access Team and they will then discuss any concerns raised with the safeguarding team
- [Worried about a child](#) on 01305 228866

Remember safeguarding is everyone's responsibility and now you have the opportunity to help keep Dorset residents safe from abuse in this very difficult time. **If you see something say something**

Guidance taken from - <https://www.youtube.com/watch?v=HHQG8CJROhU>. Further information can also be found on the [Dorset Council](#) website

Shopping and Other Errands Guidelines

Making Contact

- Contact the individual you are helping to introduce yourself and agree as to what errand is required
- Confirm if you are collecting a pre-placed order or if you are carrying out the shopping. If you are carrying out the shopping, note the items required and read these back to the individual. Remind the individual that not all items are available in supermarkets due to the crisis, but that you will endeavour to get as many of the items as possible. Also remember to ask about brand preferences (if available), alternative items and any dietary requirements
- Always provide a rough time that you anticipate arriving at a person's home
- For shopping make sure a form of payment is agreed. If you need to collect any pre-paid cards or vouchers, please follow Government guidelines regarding hygiene and safe distancing
- Explain that you will leave the shopping at the front door or in another agreed safe space
- Advise them you will make them aware of your arrival by knocking on the door or ringing the doorbell. You will then move away to a minimum distance of 2 metres to keep both them and you safe
- Make sure they are clear that you are not able to go into their home. They will be responsible for removing the shopping from their front door (be mindful of this when packing the shopping bags to distribute weight evenly)
- Do not take credit cards from individuals and keep any receipts for items purchased on behalf of others. Please ensure that any receipts, money, vouchers etc are returned and placed on the doorstep (in an envelope if possible). Wait whilst the individual checks that they are happy with the shopping, receipts etc and address any concerns before leaving
- Photograph all receipts and purchases for your records
- Wash or sanitise your hands

General Housekeeping

- Be cautious of crowded retail stores and pharmacies and shop sensibly
- Follow Government guidelines on [face coverings](#), including when and where they are required
- Wash or sanitise your hands before you start shopping
- Many retail outlets are offering facilities to wipe down baskets or trollies, we recommend you take advantage of this
- If using your car to deliver items, keep your car clean and wipe down the commonly used surfaces such as the steering wheel, gear stick and door handles (Please see Volunteer Drivers section for further guidance)
- Should you need to use public transport, please minimise where possible what surfaces you touch. Always wash or sanitise your hands before and after using public transport
- Please do not put yourself in an environment or situation where you feel there is a risk to yourself or others

Useful Resources

- <https://www.cieh.org/media/4080/covid-19-safe-shopping-guidelines.pdf>
- <https://thehygienedoctor.co.uk/2020/03/25/covid-19-hygiene-tips-deliveries-and-post-4/>

Prescriptions

Collecting prescriptions is one of the key roles being carried out by volunteers during this difficult time. It is a role with additional risks, so it is important to adhere to the following guidelines for both your benefit and the individual you are collecting the medication for.

Information Required

- GP Surgery or Pharmacy where prescription needs collecting from
- How the individual pays for their prescription
- Name and address of the individual (some may provide a date of birth)
- Confirmation when the prescription will be available for collection
- The opening hours for the pharmacy, as some are altering their hours during this crisis (this information can typically be found online)

Medical Confidentiality

- As part of the process you may become privy to sensitive medical information relating to an individual. Please treat this information in the same way you would like your own information to be treated and not share it with anyone

Keeping Everyone Safe

- If possible, please provide the individual with a rough time you will be dropping the prescription to them
- Do not in any circumstance collect controlled drugs, even if the pharmacy or individual asks you to. These will be handled by the pharmacy
- Ring the doorbell and step back to a minimum of two metres (approx. 3 steps) in accordance with Government guidelines
- Ask the name and address of the person answering the door to confirm the prescription is being delivered to the correct person
- Make a note in a simple register or notebook of the person accepting the prescription (normally the recipient would sign for medication, but this cannot take place at the moment)
- Ask the recipient to step back and place the prescription at the door or in a designated safe space, always maintaining the two metres distance. Do not hand the medication directly to the individual and do not in any circumstance enter the property of the isolating individual.
- Ensure that any instructions are passed to the individual, such as if the prescription needs storing in the refrigerator
- If you are unable to deliver the prescription for any reason, it must be returned to the pharmacy (please agree a returns policy with the pharmacy when collecting the medication)
- Do not post medication through the letterbox
- Do not accept waste medicine or sharps boxes
- Do not open any prescriptions which you collect
- Do not administer any medication
- The volunteer should use hand sanitiser or wash their hands after completing the delivery
- Follow Government guidelines on [face coverings](#), including when and where they are required

Financial Transactions

Online Shopping with Large Supermarkets

Access to setting up new accounts is possibly limited, however, this could still be explored by an individual or on their behalf, where possible use existing home delivery accounts.

- many supermarkets are prioritising slots for vulnerable people (and early prioritised shopping hours are also available in most branches)
- some supermarkets e.g. Morrisons are making up set price food boxes
- if delivery slots are not available, click and collect may be an option but this could also be limited - volunteers could pick up on behalf of people if it is available
- Marks & Spencer and Asda have launched pre-paid cards to help vulnerable and self-isolating customers have their shopping collected by volunteers

Local Businesses

- many local businesses are now taking orders and payments over the phone, some will deliver but there may be a role for volunteers to pick up a prepaid order
- some local businesses (especially in rural areas) may be willing to set up a tab or credit account for individuals to be settled at a later date
- the [Help and Kindness website](#) provides a search facility where you can find registered businesses in your area

Paying for Goods or Shopping

- have a nominated resident act as the treasurer, making sure that volunteers are reimbursed, and vulnerable or elderly neighbours can pay for their goods in a secure and safe way
- the volunteer, or community scheme coordinator, should either collect the list or take the list over the phone or by email
- using methods of payments other than cash is preferable for safe and secure transactions and when cash is not readily available. This must be agreed between the volunteer or community scheme coordinator and resident prior to the shopping taking place.

Transactions can be made by for example:

- PayPal or other electronic method
- Cheque paid directly into a volunteer or community scheme via bank or building society App (where available)
- Portable hand-held payment device

If Paying by Cash

- it is not advisable to pay a volunteer directly to protect both the resident and the volunteer
- if the resident wishes to pay the volunteer directly, it is preferable to use one of the following example transactions rather than use cash:
 - PayPal or other electronic method
 - Cheque paid directly into a volunteer or community scheme via bank or building society App (where available) e.g. Halifax, Lloyds, Barclays, HSBC
 - Portable hand-held payment device
- If cash is the only option, or preferred by the resident, you can consider the following:
 - volunteer to collect both cash and list from the resident before shopping
 - it is recommended not to hand over payment until the goods have been received and so the first option should be considered carefully
 - volunteer to pay upfront and resident to provide reimbursement after delivery once receipt has been seen
 - where possible a photograph should be taken of the list, receipt, and cash

- it is sensible to practice hand-washing advice immediately, or as soon as possible, after the transaction of cash has been made. Wash your hands with soap and water for at least 20 seconds

Receiving Goods or Shopping

- It is sensible to leave the goods in a safe place near to the door, knock, step back at least 2m (6ft) and wait for the resident to retrieve the goods or shopping. Avoid passing the shopping directly to the resident
- allow the individual to check the shopping and the receipt
- it is good practice to ask the resident to provide an image of the shopping and/or receipt to the community scheme co-ordinator (if this applies) to confirm delivery and collection of goods

Post Office cash schemes

The Post Office have made it easier for those self-isolating to access cash products with the following schemes:

- 'Payout Now' - this is a voucher sent by text, email or post to a self-isolating customer who can then share it with a trusted individual to withdraw cash on their behalf
- 'Fast PACE' – this is a service that allows a self-isolating customer to arrange for a trusted individual to collect the cheque from them, cash it at Post Office, and return with the cash

Please see the following websites for further information:

- [My News Desk](#)
- [BBC News](#)

Guidance taken from [Dorset Council Financial Transactions in the Community](#)

Dog Walking

General Advice

Do not under any circumstance walk a dog if the owner/family have tested positive for or are waiting for test result for Coronavirus. There is no evidence of coronavirus circulating in pets or other animals in the UK, and there is nothing to suggest animals may transmit the disease to humans. However, when handling and caring for animals, basic hygiene measures should always be implemented. This includes hand washing before and after being around or handling animals, their food, or supplies.

Keeping Everyone Safe

- As you are a volunteer, you may not know the dogs you are walking. It is best that you only take one dog out at any one time unless they come from a household where dogs are regularly walked together. You should never walk more than 3 at any one time
- Before going out make sure you have antiseptic wipes or a hand sanitiser with you. Wash your hands before leaving the house and make sure you take your own clean lead with you
- When you arrive at the dog owner's home, make sure that you can take control of the dog in a way that maintains the 2-metre distance from the dog's owner. This can be done by the owner tying the dog to an object in their front garden whilst the handover takes place
- Avoid touching the fur or stroking the dog. If you do find that you have had direct contact with dog, please make sure you wipe your hands with the antiseptic wipes or use hand sanitiser immediately afterwards. Try to avoid touching your face while walking. You may find covering your mouth and nose with a scarf aids this
- Before leaving the owner's home, make sure the dog is not displaying aggression or nervousness. As you may be unfamiliar to the dog it is important that you are safe. If you have concerns about the dog's behaviour, then do not take the dog
- Keep the dog on the lead whilst walking. This will enable close control and reduce the risk of any viral transfer from other dog's fur or their owners
- Maintain your 2-metre distance (which also includes the dog) whilst walking and do not approach other people. Make sure the dog does not come into contact with other dogs.
- Return the dog to the owner in the same way that the dog was picked up, keeping the 2-metre separation distance from the owner
- On leaving, use your antiseptic wipes to clean your hands and wipe the lead down. Upon arrival home, wash your hands thoroughly with soap and water
- If you lose the dog you are with, contact Dorset Council's Dog Wardens on 01305 251010

REMEMBER you should carry poo bags with you, and put filled bags in street litter bins, or these can be disposed of in the dog owner's household waste. Please wash your hands thoroughly after using a waste bin of any kind

Dog Behaviour and Breeds

- **Signs that the dog** you are looking after is unhappy include stiff body posture, ears pinned back, growling, baring teeth, and snarling. If the dog is showing any of these signs, then stop walking, and try to calm the dog down by talking to it calmly. You may also want to consider taking the dog back home where it may feel safer
- Some dogs were originally bred for fighting and guarding. These include Staffordshire Bull Terriers, Rottweilers, Dobermann Pinschers and Akitas. These dogs tend to be large and strong, even if they are calm and mean you no harm, they may revert to showing aggression in stressful situations. Make sure that you have the strength to handle the type of dog you are walking

Phone Befriending

Picking up the phone and talking to a self-isolating individual can make such a difference to a person's day. Phone befriending is a great way of staying in touch with people who otherwise would have no one to speak with, to help them stay connected with their local community. This is also a role which can be carried out by people who are also self-isolating as per Government guidelines. For both your safety and the safety of the individual you are calling, please note the following advice:

- Consider calling the individual from your landline as this will be cheaper, unless you have free minutes on your mobile phone contract
- Should you wish to withhold your phone number, you can do this by dialling 141 before the telephone number you want to call
- Respect the privacy of anything shared with you by the individual (unless you have a safeguarding concern, if this occurs please follow the guidance in this document)
- Ensure that any information you hold on the individuals you are calling, such as their contact number, are stored in a secure manner. Only hold basic information to ensure GDPR compliance. Please ensure that any documentation is destroyed using a secure method
- Please be patient when talking with an isolating individual, you may need to repeat yourself or rephrase what you are saying in order to have a successful conversation
- If an individual asks for your assistance in carrying out a different activity, contact your volunteer coordinator / voluntary group for guidance

First Steps

- Make contact with your assigned individual and introduce yourself
- Explain that you are calling as a phone befriender
- Discuss with the individual when good days and times are to call
- If possible, give an idea of how often you will be calling (daily, once a week etc)

Conversation Suggestions

- Ask open questions – what, where, when, why and how?
- Ask if they are able to move around their home, get into the garden etc
- Ask if they are in contact with family, friends, neighbours
- Check that they are eating ok, able to prepare meals, take any medication etc
- Ask how they are feeling, how they are keeping etc

If you have any concerns or need some assistance with an individual you are calling, please contact Volunteer Centre Dorset on 01305 269214 unless your concern is urgent, then dial 999

Guidance taken from [Getting started as a Check in and Chat volunteer.pdf](#)

Volunteer Drivers

These guidelines are for the role of driving for the purpose of delivering items. If you are looking for guidance for transporting individuals during the Covid-19 crisis, please visit [Coronavirus \(COVID-19\): safer travel guidance for passengers](#) or contact Volunteer Centre Dorset on 01305 269214. Please read this page in hand with the Shopping and Other Errands section.

Keeping You Safe

- Ensure that you are fit to drive at all times. Do not drive:
 - When affected by alcohol, drugs, or medicines
 - When affected by illness
 - When you are too tired to do so safely
- Always stay within speed limits and follow road signs and directions from traffic police
- Clean frequently touched sites, for example, car door handles, steering wheel, seat belts and buckles
- Ensure your vehicle is safe, road worthy, taxed and has a current MOT
- If lifting heavy items into the vehicle, please make sure you lift by bending your knees not your back
- Try and plan your journey in advance to adhere to Government guidance regarding local driving and to also ensure you are prepared regarding any potential road closures, diversions etc
- Avoid driving in poor conditions
- You must wear a seatbelt and not use a handheld telephone whilst driving
- Try and park avoiding high pavements and drain covers or uneven ground. Park on the level not on a slope
- If you find yourself in a road traffic accident or incident please consider the following guidance - <https://www.theaa.com/car-insurance/advice/what-to-do-after-a-car-accident>
- If you are given any confidential paperwork please ensure it is disposed of or shredded in a confidential manner
- If an individual asks for your assistance in carrying out a different activity, contact your volunteer coordinator / voluntary group for guidance

Insurance

- The Association of British Insurers have advised that 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

Guidance taken from [Getting started as a Patient Transport Volunteer.pdf](#)

Supporting a Clinically Extremely Vulnerable Individual

If you are placed as a Clinically Extremely Vulnerable (CEV) volunteer with an individual who is isolating as a result of the guidance issued by the Government, please note the following:

People who are defined as clinically extremely vulnerable are at very high risk of severe illness from COVID-19. There are 2 ways you may be identified as clinically extremely vulnerable:

- 1. You have one or more of the conditions listed below, or*
 - 2. Your hospital clinician or GP has added you to the Shielded patients list because, based on their clinical judgement, they deem you to be at higher risk of serious illness if you catch the virus.*
- Please familiarise yourself with the current [Government guidelines](#) on supporting Clinically Extremely Vulnerable people in our community
 - Please make contact with your assigned individual to introduce yourself and explain your role. Be honest about what you can and cannot do. Only do what you feel is manageable and you are happy to do. You are a support volunteer not a 'health care' worker. Please be mindful as to what you commit to and always manage your own well-being and personal safety. At all times, follow [Government](#) and [NHS](#) guidelines.
 - Try to maintain regular contact with your assigned individual regarding food and medicine needs. Please feed any issues back to Volunteer Centre Dorset on 01305 269214 (Craig Womble). Other support may be allocated, and you may be part of a team. In this circumstance you will be provided with the contact details of other volunteers working with the same individual so you can coordinate your support and avoid duplication.
 - You may be asked to provide support with shopping and prescription collections. Advice and guidance on undertaking these vital roles are included in this guide
 - If you have any health and welfare concerns, please report these to Volunteer Centre Dorset in the first instance on 01305 269214 and follow the guidance in the Safeguarding section of this document
 - Funding is available to the volunteer should a CEV individual be unable to make a prepayment for shopping or is unable to pay for food collected or delivered. Please contact Volunteer Centre Dorset on 01305 269214 (Craig Womble) for details.
 - If you have any symptoms of COVID-19 such as fever, sore throat or cough then do not agree to volunteer and support a vulnerable individual, making sure you self-isolate.

Please be aware that you are supporting the most vulnerable people because of their underlying medical conditions, as determined by the medical organisations throughout the County and filtered through Dorset Council. We are extremely appreciative of your support.

Marshalling at a Vaccine or Flu Clinic

A vaccine to prevent COVID-19 infection is the most effective way to control the pandemic. Scientists across the world have worked to develop safe and effective vaccines. It is crucial that the COVID-19 vaccine is safely and effectively delivered to as many eligible people as possible. This is a monumental task, which is why the NHS has called for your help.

Infection Control

- If you feel unwell or have any [symptoms](#) consistent with COVID-19 please do not attend the site
- If you become unwell whilst on site, please inform your point of contact and leave the site
- On entering the site, clean your hands with alcohol hand rub and allow your hands to air dry
- Volunteer Marshals will be required to wear a face mask, which will be provided
- Put on one of the surgical masks provided at the entrance (blue side out), mould the nose wire to shape and pull the mask so it fits under your chin
- If you are required to wear PPE, you will need to ensure you don (put on) and doff (remove) it correctly
- Whenever you remove PPE you will need to decontaminate your hands
- Whenever possible please maintain 2 metres physical distancing from colleagues / public
- You will need to wash or decontaminate your hands with alcohol hand rub at frequent intervals, especially when touching surfaces/doors etc.

Health and Safety

- On your first shift, you will be given a local induction, including where toilet facilities are, what to do in the event of an emergency (including a fire), who to report suspicious packages to etc
- There will be a designated point of contact at the site for you to discuss any concerns or issues. If you have any concerns which you would like raised on your behalf, please contact Volunteer Centre Dorset on 01305 269214

Keeping You Well

- Look after your hands. Your hands can become dry when cleaning them frequently. Before and after shifts and at break times use moisturiser and also protect your hands from the cold whilst out and about by wearing gloves
- Wear sensible footwear, your role may involve standing for long periods of time
- Check the weather forecast before your volunteering shift and layer your clothing appropriately for warmth and to keep you dry

We ask that you

- Treat others fairly, with dignity, respect and in line with legislation as set out in the Equality Act 2010
- Abide by the Covid-19 health and safety guidance as directed by staff
- Respect and maintain confidentiality. Do not share details of the vaccination programme, this includes patients' personal information or information relating to the medical procedures. This does not prevent you from disclosing information where to required by law
- Do not make any public comments about your volunteering role or the procedures and practices which are in place as part of the programme
- Do not take photos inside the site or of the site
- Immediately report anything to your point of contact which may be deemed a threat or danger to people at the site

Useful Information

As a volunteer, you will support a variety of people. You may be asked questions you are unsure how to respond to and encounter situations which you are unfamiliar with. Here are some useful tools and links which should help.

Please remember to consider your own well-being and safety at all times and only assist with activities which are risk assessed. If you are asked to carry out a different activity, contact your volunteer coordinator / voluntary group for guidance.

Your Health and Well-Being

- <https://www.nhs.uk/oneyou/every-mind-matters/coronavirus-covid-19-staying-at-home-tips/>
- <https://www.livewelldorset.co.uk/>
- <https://www.actionforhappiness.org/10-keys-to-happier-living>
- <https://www.bbc.co.uk/news/health-51873799>

Government and Council

- <https://www.gov.uk/government/publications/coronavirus-how-to-help-safely--2/coronavirus-how-to-help-safely>
- <https://www.gov.uk/coronavirus-extremely-vulnerable>
- <https://www.gov.uk/find-coronavirus-support>
- <https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19>
- <https://www.dorsetcouncil.gov.uk/emergencies-severe-weather/emergencies/coronavirus/community-response/communities-and-volunteering.aspx>
- <https://coronavirusresources.phe.gov.uk/>

Resources and Information

- <https://www.helpandkindness.co.uk/>
- <http://lgbtdorsetequality.network/>
- <http://www.dorsetrec.org.uk/>
- [http://www.dorset.police.uk/abuse-help 999](http://www.dorset.police.uk/abuse-help-999)
- <https://citizensadvisedorset.org.uk/>
- <https://www.ageuk.org.uk/northsouthwestdorset/>
- <https://www.friendsagainstscams.org.uk/>
- [Coronavirus - How you can support people with dementia in your community](#)

Remember volunteering is a choice, freely made. Should your circumstances change, and you are no longer able to volunteer (either short term or long term), the voluntary organisation/group will support your decision.

Thank you again for the generous offer of your time. Should you have any questions about volunteering, please do not hesitate to contact Volunteer Centre Dorset on 01305 269214 or email info@volunteeringdorset.org.uk

From all of us at Volunteer Centre Dorset, we would like to say thank you



**“You make a living by what you get. You make a life by what you give.”
Winston Churchill**

Disclaimer

This guidance has been produced by Volunteer Centre Dorset based on Government guidelines at the time of production. Coronavirus (COVID-19) is a new virus and we are still learning how it works. This is an evolving situation and this advice is based on current information. It is the responsibility of the volunteer to adhere to these guidelines and also visit [Volunteer Centre Dorset](#), [Dorset Council](#), [Government](#) and [NHS](#) websites to keep up to date with current guidelines.