

Support Our Stamford

Volunteers Code of Conduct

It is vital that we conduct our volunteering in a responsible and professional manner. We will all be in a position of trust to some extent and it's vital that this isn't abused for personal gain or worse, at the detriment to the residents we are trying to support. Anyone who is reported to be doing so will immediately be removed from all of our lists and if appropriate, reported to the police.

Please see below a list of our expectations to keep both volunteers and residents safe.

- No entering the homes of any residents regardless of the situation.
- Follow isolation rules – for example, you can not volunteer to collect a prescription if you are in self-isolation but of course you could make a phone call to check in on someone living alone.
- No payment for service - everything is free, the customer only pays for goods received at the cost price.
- No passing on of personal details including phone numbers, emails or addresses of other volunteers to anyone without prior authorisation from the individual themselves.
- Be kind, empathetic and compassionate at all times.
- If you are unsure if a request is appropriate, please check with your DBS checked coordinator or email the SOS team on sosStamford2020@hotmail.com before going any further.
- If you come across a resident who you think requires additional support, contact the SOS team to report this or if urgent call 111 or the appropriate emergency service.

The most important thing is that first and foremost you keep yourself safe at all times. For further guidance, visit our website www.SupportOurStamford.weebly.com.

Support Our Stamford are not liable or responsible for any volunteers whilst they are supporting members of the community and you are responsible for your own safety at all times.

Once again, thank you so much for supporting our community during these testing times.

Team SOS

