**Volunteer Guidelines**

**Thank you so much for your willingness to help as a Volunteer. These guidelines are aimed to keep you safe and the vulnerable neighbours we are supporting in this district.**

* Please keep alert to the constantly changing government recommendations, advice and Volunteer Coordinator guidance as we progress through the crisis.
* Only Volunteers who are DBS registered are permitted to provide doorstep support.
* Please carry your Volunteer ID (these will be provided to DBS registered Volunteers).
* Wear masks and gloves if available/necessary.
* At all times ensure that you exercise strict diligence in regular hand washing and when unable to access running water, sanitizing gel.
* Try to keep the doorstep support to an individual to once a week, to help reduce movement in public places like supermarkets.
* Always keep your distance from all persons, especially in public places like supermarkets, a minimum of 2 x metres is recommended. You will need to be creative and safe with transferring goods, receipts, cash, cheques etc. Always wash hands after each transaction.
* Volunteers are only permitted to provide doorstep and or phone support. Do not enter homes. No contact and touching. Both parties should wash/clean hands immediately after each transaction.
* You must cease to provide support and notify the Volunteer Coordinator should you experience Corona Virus symptoms and self-isolate immediately, dial NHS 111.
* At no time are you permitted to accept a bank card and PIN number or a blank signed cheque to pay for shopping. Handling cash carries a high risk of transmitting the virus and it is better to avoid this. The safest method is for a Volunteer to use their own credit card and seek reimbursement from the isolated person(s). Please provide the isolated person with the receipt and take a note (a photo of the receipt will suffice) for your own records. Bank transfer and PayPal are the safest options. However, where this is not an option you should ask for a cheque made for the amount on the receipt. Family of isolated person may be able to help with the e transfer funds or provide cash. Agreed procedure should be made clear at the commencement of any support relationship. Please discuss any problems with payment/ reimbursement with your Volunteer Coordinator.
* Where the isolated person has no payment means available a community cash pot is in operation for registered Volunteers and the registered isolated persons to use. Your Volunteer Coordinator will be aware of this before allocating a request to you, and they will discuss the policy and procedure for accessing cash on behalf of a self-isolating person.
* Avoid receiving gifts of any kind, if unsure about this, please discuss with Volunteer Coordinator.
* You must not repeat or disclose the isolated person’s name, address and personal business to another party.
* Please make a note of phone calls, doorstep activity and especially, money/receipt/check transactions. You must be diligent and accurate with this. **Please pass all information to your Volunteer Coordinator when you have completed a request**. This will be monitored.

**Support- Our -Stamford** is acting as a volunteer service to the local community.

All care is taken to ensure safety of all parties concerned. No responsibility or

liability is accepted.

Take care and stay safe,

**Team SOS**

