



# COVID-19

# Volunteer Welcome Pack



**Spirit of Salford Network**

**The community of Salford**

- Salford CVS
- Salford City Council
- NHS Salford Clinical Commissioning Group
- Salford Royal NHS Foundation Trust
- Salford Community Leisure
- The People of Salford
- University of Salford MANCHESTER
- SCC GROUP
- Pendleton together
- salix homes
- ForHousing



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# Introduction

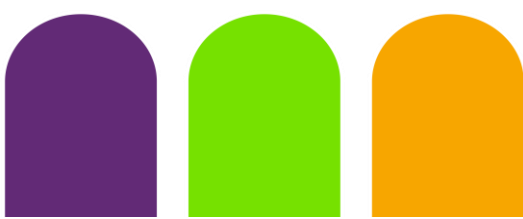
Thank you for expressing an interest in volunteering at this challenging time.

Volunteers are essential at this time and we appreciate the time you will give to help with COVID-19 related support. You really will make a big difference to people in Salford.

Salford CVS is a charity who supports volunteering, VCSE groups and organisations and social action in Salford and we are managing the emergency volunteering response to coronavirus in this area.

We are based in Eccles and you can visit our website [www.salfordcvs.co.uk](http://www.salfordcvs.co.uk) for more information about what we do.

We will ensure that we stay in contact with you prior to you being matched and placed with the right opportunity. This may take some time, as we are dealing with a large number of people who have expressed an interest in volunteering. Our communication with you may be by text message; phone call or email, but if you need to contact us please e-mail us [volunteer@salfordcvs.co.uk](mailto:volunteer@salfordcvs.co.uk) and we will get back to you as soon as possible.





# Important Information Related to COVID-19

Please remember:

- Before volunteering wash your hands with soap and water often – do this for at least 20 seconds. Take sanitiser gel with you and use as and when appropriate when you don't have access to soap and water and washing facilities
- Always wash your hands when you get home from volunteering
- Cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze
- Put used tissues in the nearest bin immediately and wash your hands afterwards
- Try to avoid close contact with people who are unwell
- Do not touch your eyes, nose or mouth if your hands are not clean

When helping individuals please only offer to help for the tasks you feel comfortable doing and are able to do.

If you become unwell with COVID-19 symptoms **YOU MUST NOT VOLUNTEER**

You should stay at home for at least seven days. If you live with other people, they should stay at home for at least 14 days to avoid spreading the infection outside the home. If anyone in your home then develops symptoms they should stay at home for seven days from the day their symptoms start – even if it means they're at home for longer than 14 days.

After 14 days, anyone you live with who does not have symptoms can return to their normal routine.

You must protect yourself and not put other people at risk.

**Remember to keep up to date about Coronavirus.**

Please visit: [www.nhs.uk/conditions/coronavirus-covid-19/](http://www.nhs.uk/conditions/coronavirus-covid-19/)

Also please read and follow these guidelines from the government regarding social-distancing: [www.gov.uk/government/publications/covid-19-guidance-on-social-distancing-and-for-vulnerable-people](http://www.gov.uk/government/publications/covid-19-guidance-on-social-distancing-and-for-vulnerable-people)



# About Volunteering

## **Regulated Activity Roles**

Some of the volunteering opportunities are classified as regulated activity roles which may require a Disclosing and Barring Service check (DBS) or background checks. If you do not have one then we will ensure that one is provided for you to enable you to volunteer.

## **Volunteer Support**

All volunteers will have a volunteer co-ordinator who will provide support throughout your volunteering role.

## **Reporting Absence**

Volunteers should notify their local Volunteer Coordinator as soon as possible if they are unable to carry out their volunteering role as a result of illness (including symptoms of Covid19) or for any other reason to allow the co-ordinator to cover the absence

## **Insurance**

Volunteers are covered by the organisation's public liability and employer liability insurance. This means that they have a duty to carry out their role in a safe manner and as instructed by the organisation. This means that volunteers must ensure that they only cover tasks that the organisations has authorised them to do.

Owner-drivers must inform their insurance company in writing if they will be driving in a voluntary capacity. Volunteers are only covered for tasks that they are authorised to do.

## **Travel expenses**

All volunteers are entitled to claim reasonable travel expenses (car mileage, bicycle allowance, bus fares) and refreshments. To claim expenses volunteers will be asked to complete a simple expenses form and provide bus tickets/receipts. The process for claiming expenses will be explained through your Volunteer Coordinator.

## **Emergency and First Aid**

Any accidents should be reported promptly to your Volunteer Coordinator.





# Personal Safety & Assessing Risk

Risk assessment is a method of assessing the risks and hazards which are posed in certain situations and the safety measures which should be put in place to minimise these risks whilst volunteering.

## **Volunteers' personal safety and lone working**

Volunteers should:

- Avoid any direct face to face social contact with the people you are supporting and observe the government distancing instructions
- Always park your vehicle in a safe place and keep it locked at all times
- Wear appropriate clothing and footwear
- Wear seat belts at all times if driving to collect shopping, delivering prescriptions etc.
- Ensure your mobile phone is charged in case of an emergency

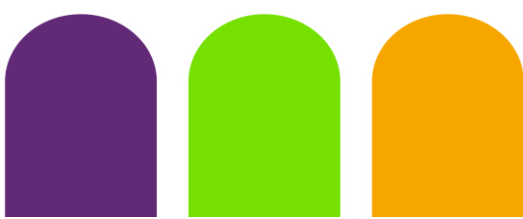
You are responsible for ensuring that you follow procedures and that you do not knowingly put yourself at risk of harm in the course of your duties.

Your Volunteer Coordinator will make you aware of your volunteer risk assessment which covers all tasks or activities you may potentially be asked to do for COVID-19 related volunteering opportunities. If you have any concerns about your own safety please let your Volunteer Coordinator know.

## **Gifts, tips/donations (gratuities) and bequests**

Volunteers should not accept gifts, gratuities and bequests from clients, their family or friends.

If the situation arises then volunteers must explain that it's their role to support individual clients and therefore it is not appropriate to accept personal gifts for services provided, though the gesture is appreciated.





# Health and safety Law

To comply with the Health & Safety at Work Act 1974 (HASAWA) and all relevant health and safety regulations, it is the policy of organisations to seek to provide a safe and healthy place and work environment for all and to enlist the active support of all individuals in achieving this. To achieve this effectively, your organisation, so far as is reasonably practicable will:

- Provide safe premises and systems of work
- Provide safe and healthy working conditions
- Ensure all employees and volunteers are competent to undertake their tasks and to give them adequate training and advice
- Provide information, instruction, training and support in safety matters

## **Duty of volunteers**

The Health & Safety at Work Act also lays down certain duties on all individuals operating within the organisation. In particular, individuals have a duty to:

- Work safely, efficiently and without endangering the health and safety of themselves, their colleagues or the general public
- Adhere to the safety procedures laid down by the organisation
- Report all accidents, near miss occurrences and hazardous situations to the appropriate person(s)
- Meet their other statutory safety obligations including that laid down in Section 8 of the Act, which states that no person shall intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety or welfare in pursuance of any of the relevant statutory provisions

## **Manual handling**

Whilst doing activities such as moving shopping, your Volunteer Coordinator will provide instruction in how to be safe when manual handling to ensure that volunteers' health and safety are not put at risk.



# Safeguarding Adults & Children



Salford  
Safeguarding  
Adults Board



Salford  
Safeguarding  
Children Partnership

## 1. What is Safeguarding?

Safeguarding is what we do to protect the health, well-being and human rights of individuals. Safeguarding allows children, young people and adults to live free from abuse, harm and neglect.

All professionals have a duty to safeguard. As a volunteer it is important that you understand how to spot the signs of abuse and neglect and how to report any concerns that you may have.

## 2. Who are we safeguarding?

A child or young person means anyone under the age of 18. It means protecting individual children identified as suffering or likely to suffer significant harm.

An adult at risk is anyone over the age of 18, who has care and support needs or is at risk of abuse or neglect, and, as a result of those needs, is unable to protect himself or herself against the abuse or neglect or the risk of it.

## 3. What are the different types of abuse for children?

There are four types of abuse for children:


- Neglect
- Physical abuse
- Sexual abuse
- Emotional abuse

## 4. What are the different types of abuse for adults?

There are 10 types of abuse for adults at risk:

- Physical abuse
- Domestic abuse
- Sexual abuse
- Neglect or acts of omission
- Self-neglect
- Psychological or emotional abuse
- Financial or material abuse
- Modern slavery



- 
- Discriminatory abuse
  - Organisational abuse

### **5. Where might abuse take place?**

Children and adults may be abused in any setting and they may be abused by another adult/adults or another child or children.

Abuse, harassment and harm can happen to anyone. It's not always visible and often not spoken about.

Remember "it could happen here" when safeguarding children and adults is concerned.

### **6. What should I do if I am concerned about a child or an adult? What do I need to do?**

We are all responsible for the welfare of children and adults.

If you believe a person to be at immediate risk of harm or in need of emergency medical attention call the emergency services on 999.

Otherwise if you are worried about a child or young person the please contact your Volunteer Co-ordinator so that they can report the concerns through the proper channels

ALWAYS ACT and know how to report any concerns that you have.





# Equal Opportunities, Confidentiality & Data Protection

## Equal Opportunities

Volunteers and service users receive the same treatment regardless of their race, ethnic or national origin, religion or belief, sex, gender reassignment, marriage and civil partnership, pregnancy and maternity, sexual orientation, disability, age, class, immigration status, language, appearance, caring responsibilities or other unjustifiable discrimination.

We encourage you to treat all other volunteers, staff, and people you support equally and with respect.

## Confidentiality

The organisation with who you are placed will have confidentiality procedures that are underpinned by legislation including Article 8 of the Human Rights Act. They are committed to best practices and will act responsibly and with integrity when handling personal information and data.

- Confidential information is information entrusted by an individual in confidence, where there is general obligation not to disclose that information without consent
- Information will be disclosed to those who have a legitimate need to know in order to fulfil their key tasks
- Confidential information may include personal information such as name, age, address, and personal contact details and circumstances etc.

An accepted principle is that all personal information must be treated as confidential. We ask that when you are supporting individuals you do not disclose this to others (including on social media) to protect the interests and safety of vulnerable people.

## Data protection

For the purposes of General Data Protection Regulations 2018, the organisation with whom you are placed will hold personal data about all their volunteers. Your data will be used to administer your volunteering and will not be shared with any third party without your prior permission. Your data may be used for statistical purposes. The extent of the personal data will vary but may include contact details, DBS checks, medical information, etc. Our commitment is to respecting volunteers' rights in data protection law.

Whilst you are volunteering you may come into contact with and use confidential personal information about people such as names and addresses or even information about a customer's circumstances, families, health or other private matters. We ask you not to disclose any personal data to others as this would result in a breach of the Data Protection Law.



# Volunteering agreement

Salford CVS and the organisations we place volunteers with are committed to treating all volunteers with the respect. This agreement is used to indicate a mutual commitment between you as a volunteer and the organisation for whom you are volunteering. It is also about making sure that your volunteering experience is both rewarding and enjoyable.

## **As a Volunteer you can expect:**

- A supportive and positive environment that ensures you enjoy your volunteering experience
- To be treated with respect and courtesy
- To be treated fairly and the same regardless of race, ethnic or national origin, religion or belief, sex, gender reassignment, marriage and civil partnership, pregnancy and maternity, sexual orientation, disability, age, class, immigration status, language, appearance, caring responsibilities or other unjustifiable discrimination
- A named contact for support
- Relevant and up to date information and advice
- Recognition and thanks
- Equal opportunities
- Adequate public liability insurance
- Respect of your right to privacy and that of your contacts

## **In return we ask that you:**

- Support your placement organisation's aims and objectives
- Remember that you are a representative of your placement organisation
- Be clear about the time and commitment you can give
- Meet the time commitments you have agreed, except in exceptional circumstances, or provide adequate notice so that alternative arrangements can be made
- Be open and honest in your dealings with your placement organisation
- Treat fellow volunteers, staff and people receiving the service with courtesy and respect

*This agreement is binding in honour only, is not intended to be a legally binding contract between us and may be cancelled at any time at the discretion of either party.*



**Volunteer Centre**  
Salford

**Contact Details**

Email - [volunteer@salfordcvs.co.uk](mailto:volunteer@salfordcvs.co.uk)

Twitter - @VCSalford1

Facebook - Volunteer Centre Salford Official



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