



## Volunteer Induction Factsheet Melton Good Neighbour Scheme Covid-19 – April 2020

**This factsheet is intended to be used during the Covid-19 epidemic and is to be used in line with Melton Good Neighbour Scheme's policies and procedures**



**Welcome and thank you**

Thank you for contacting Melton Good Neighbour Scheme and supporting your local community.

Melton Good Neighbour Scheme is entirely run by volunteers. We are a committee of 5, AJ, Emma, Pip, Janet and Peter. To date we have over 70 people who have offered to volunteer to support our community. Covid-19 advanced our ambition of creating Melton Good Neighbour Scheme and we are so glad you have joined us, in this ever changing landscape. One day we hope to meet you properly to celebrate what we have achieved. Melton Good Neighbour Scheme will also continue to support residents of Melton once Covid-19 is behind us!

This volunteer factsheet has been written to tell you more about Melton Good Neighbour Scheme volunteer roles, key policies and to support safe practice for carrying out essential volunteering during the current Covid-19 crisis. We want to protect our volunteers as well as the residents of Melton.

We welcome regular feedback from volunteers and individuals to help improve the service we offer and to help us overcome the obstacles during the Covid 19 outbreak and beyond.

**Melton Good Neighbour Scheme Committee**



At Melton Good Neighbour Scheme we recognise that It is important during the current Covid-19 'lock-down' that volunteering in public places should only be done to provide essential support such as providing groceries and prescriptions, either due to going into self-isolation or being a 'shielded' member of our community. For these essential types of support we are following the most recent government advice and NHS advice at [www.gov.uk/coronavirus](http://www.gov.uk/coronavirus) and [nhs.uk/conditions/coronavirus-covid-19/](http://nhs.uk/conditions/coronavirus-covid-19/) Government updates: <https://www.gov.uk/coronavirus>

Those who are in self isolation or in high risk groups themselves, can still volunteer with tasks such as answering and allocating calls for support, or making calls to check in with isolated neighbours. (Both roles require DBS).

### **Do not leave your home if you have coronavirus symptoms**

Do not leave your home if you have either: **a high temperature** – this means you feel hot to touch on your chest or back (you do not need to measure your temperature); **a new, continuous cough** – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual). To protect others, do not go to places like a GP surgery, pharmacy or hospital. Stay at home. Use the 111 online coronavirus service to find out what to do, or check online.



**The main high risk in this climate is Covid-19 virus.** It is important that you do your own risk assessment before you start every task. This doesn't mean filling in forms, but thinking logically and carefully about what you are embarking on and how best to do this bearing in mind the current NHS and Government Covid-19 information that is in place at the time of your volunteering task.

### **Other things to note:**

- Avoid sharing your own personal details that you would not normally tell to 'strangers' or those you don't trust.
- Don't put yourself at risk, if you don't feel comfortable with a call for assistance, a client's behaviour, or a conversation you are part of with a client, then remove yourself from the situation and report back any concerns to your Good Neighbour Scheme committee.



## **Current roles Melton Good Neighbour Scheme offer:** (March 2020)

### **Telephone Check in & Chat Role** *Requires a DBS check for Melton Good Neighbour Scheme*

- Volunteers calling isolated individuals once a week.
- 'Checking-in' means offering a friendly voice to those isolated.
- It does not mean offering advice. You must be careful what conversations are taking place.
- You can hide your phone number when making calls by dialling 141 before the phone number of the person you are wishing to call.

### **Shopping Collection and Drop Off** *Does not require a DBS check if no cash handling*

- We are asking people to pre-pay for shopping, click and collect or pay local businesses
- **Do not take or use a client's debit or credit card. Melton Good Neighbour Scheme Volunteers are not handling cash/payment cards.**
- If you are delivering a number of groceries please be mindful of the type of households you are delivering to and practice high hygiene practice to protect people (Particularly high risk households).
- Leave items on the clients doorstep, stand at more than a 2 meter distance away and call the client to advise the order is there, then wait until for the client to collect their items
- If you are driving as part of your volunteering to drop off and collect deliveries please ensure your vehicle and the current weather conditions are fit to do so. *(In normal circumstances you would inform car insurers you are a volunteer but this guidance has currently been changed)*

### **Prescriptions / Picking up of medical items** *Does not require a DBS check if:*

- Prescriptions should be paid for in advance, or payment is not required
- If you are delivering a number of prescriptions please be mindful of the type of households you are delivering to and practice high hygiene practice to protect people (Particularly high risk households).
- Leave items on the clients doorstep, stand at more than a 2 meter distance away and call the client to advise the order is there, then wait until for client to collect their items
- MGNS call handler will tell you more about arrangements for collecting prescriptions. You are likely to need the Melton Volunteer temporary ID.
- In some circumstances you may need to bring your own proof of identity (passport/driving licence)



## How to keep people safe when delivering items to households

**'In public act as if you are infected.'**

Are you delivering to shielding household (Self isolators – high risk) or people in isolation because they are unwell or in symptomatic households? (7-14 days?)

Volunteers can greatly reduce the risk of spreading the virus from symptomatic households to shielded households through simple planning:

### REMEMBER:

- Do not enter a client's home or have direct contact with people apart from those within your own household
- Ensure you socially distance (allow 2 meters between yourself and others)
- Where possible leave any shopping or prescription items on the client's doorstep, call client or knock on the door and retreat to a safe distance, then wait until items are taken in or the client gives a signal from their window
- Prior planning and agreement of tasks with the client can ease any stresses & risks around this process



## How we keep people safe

**And prevent people catching Covid-19**



Wash your hands.



Use a tissue for coughs and sneezes.



Avoid touching your face.



## Confidentiality

In the course of your associated role with the group, you may have access to, see or hear, confidential information concerning personal affairs of Clients or Volunteers. Unless acting on the instructions of an authorised person within the group, on no account should such information be

divulged or discussed except in the performance of your normal duties. This is a requirement of the General Data Protection Regulation (GDPR) effective 25/05/2018.

Confidential or sensitive information relating to an individual may be divulged where there is a risk of danger to the individual, a volunteer, or the public at large, or where it is against the law to withhold it. In these circumstances, information may be divulged to external agencies e.g. police or social services on a need to know basis.



At this unprecedented time it is important to look after yourself and it is natural to feel a range of emotions. Personally or through volunteering you may hear or witness something unsettling.

Yourself and your family may personally be effected by the effects of Covid.

The Norfolk & Suffolk Foundation Trust has a First Response helpline staffed by trained mental health professionals who will be able to listen to your concerns and help you get the support you need. Call 24/7 on 0808 196 3494 <https://www.wellbeingnands.co.uk/suffolk/>



We are recommending you carry a Melton Good Neighbour Scheme ID pass.

You can print one from home or show it on your phone. Please email: [meltongns@gmail.com](mailto:meltongns@gmail.com)



Volunteers do not need to be out of pocket! Melton Good Neighbour Scheme will pay your expenses for telephone calls or travel. Please email: [meltongns@gmail.com](mailto:meltongns@gmail.com) to request a form and further information. Please keep copies of your telephone bill.



Only the Check in and Chat Volunteer role and Phone Handler role requires a DBS check. Please contact MGNS email to start the process or send a copy of your current DBS, or screenshot from the update service. If you are planning on continuing to support Melton Good Neighbour Scheme post Covid-19 most roles will require an Enhanced DBS as you may be required to visit people in their homes or give lifts.



<https://www.communityactionsuffolk.org.uk/support/your-organisation/safeguarding/>

**‘Safeguarding’ is about protecting a child or adult’s right to live in safety, free from abuse and neglect. Safeguarding is everyone’s responsibility’.**

Your Good Neighbour Scheme has a full Safeguarding Policy & Procedure and a Safeguarding Lead in place, please familiarise yourself with this and pocket guide (sent earlier).

At Melton Good Neighbour Scheme we place the safeguarding and well-being of volunteers, and people we support above anything else. You may come across vulnerable adults, children 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 the group 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 Melton Good Neighbour Scheme who will make any necessary referrals to Customer First. If you feel that any adult or child is at immediate risk of harm, please phone the police.

The Safeguarding Lead for the scheme is Emma Needs, and Janet Perry the Assistant Safeguarding Lead, so if you are concerned about anyone you come across whilst volunteering with us, please advise me ASAP so we can deal with it quickly. 0333 335 5366 (If not picked up by Janet Perry or Emma Needs, please ask for a message to be sent to us). [meltongns@gmail.com](mailto:meltongns@gmail.com)

### The ‘Safeguarding Code’



- ★ 1. Think
- ★ 2. Stop
- ★ 3. Look
- ★ 4. Listen
- ★ 5. Act

1. **Think:** Could this be a safeguarding concern?
  2. **Stop:** What can I do? What support is available?
  3. **Look:** What am I seeing that I am concerned about?
  4. **Listen:** What am I hearing that I am concerned about?
  5. **Act:**
    - If the person cannot keep themselves safe from immediate harm or are in need of immediate medical attention call 999 and ask for the police and/or ambulance and follow their instructions.
    - Tell the safeguarding lead for your group/ organisation asap.\*
    - If you are worried about someone and they can keep themselves safe and are not at risk of immediate harm tell your safeguarding lead immediately. They will guide you.\*
- \* If you are a member of the public or you do not have a safeguarding lead for your organisation and are concerned about the safety and wellbeing of someone in Suffolk contact Customer First on 0333 335 5366 if it is emergency contact 999



We want to make your volunteer experience with us rewarding and safe. Below outlines what we can expect from each other whilst you volunteer with us.

**You can expect us to provide you with:**

- A safe, respectful, fair and non-discriminatory volunteering environment
- Respect everyone regardless of who they are, their backgrounds and the communities that they live.
- A clear explanation of what your role involves, what is expected of you and who you need to speak to if you need support
- Reimbursement of your out of pocket expenses
- The ability to stop volunteering with us without pressure or judgement
- We will store your data and information safely

**As a volunteer with Melton Good Neighbour Scheme we ask that you agree to:**

- Perform your volunteering role to the best of your ability
- Be accountable for your actions
- Support and abide by the MGNS's instructions which are detailed within the documents provided to you
- Not accept gifts including monetary gifts from people you are supporting
- Respect and maintain confidentiality, keeping any information you gain about the group, its services and those we help confidential, even after you leave
- Respect everyone regardless of who they are, their backgrounds and the communities that they live

By undertaking the role I confirm that I have read and understood the requirements of the role 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 these duties.

**Thank you for offering your time.**