



**Just call 07377 231074
from 8am-8pm / 7 days a week**

CORONAVIRUS VOLUNTEERING SCHEME POLICY

DATED: 9 APRIL 2020

In this Policy, “**Volunteer**” means anyone offering support to a Service User under the Fishbourne Volunteer Squad (FVS) Scheme; “**Service User**” means anyone receiving support from a Volunteer under the FVS Scheme.

1. This policy follows Government guidance. It will be reviewed daily for the duration of the Covid-19 outbreak and the implementation of the FVS Scheme. This Policy will be amended immediately new guidance is issued and circulated to all Volunteers and Service Users via email. Volunteers and Service Users are required to follow Policy recommendations.
2. Volunteers are asked to keep up-to-date with the latest Central Government public health information and follow this guidance, which supersedes this Policy in the event this Policy has not been updated: <https://www.gov.uk/coronavirus>
3. Volunteers and Service Users can share phone numbers and email addresses and **communicate remotely** only.
4. If personal contact is unavoidable, keep at least two (2) metres (3 steps) away from one another, limit the time spent together to no more than fifteen (15) minutes maximum and where possible conduct your meeting in the open air and avoid indoor spaces.
5. To avoid opportunists, Volunteers are asked to identify themselves to a Service User with official Identification (Driving Licence, or Passport) on their first visit. ID can be held up at a window if possible, or held up at a distance, by following the advice in paragraph 4 above. If Service Users are in any way unsure, they should advise the Volunteer to wait whilst they call the FVS mobile to verify ID: 07377 231074. Legitimate FVS Scheme Volunteers will be happy to wait or return later. Service Users should not hand over cash, or personal information if they are in any way concerned and are advised to call the FVS mobile.

6. Service Users are expected to liaise directly with the Hotline to ascertain the scope of the support required (shopping / electricity key / prescription collections etc). Volunteers are not obliged to do anything which makes them feel uncomfortable and are prohibited from any illegal activity.
7. Volunteers should take care when visiting a Service User's home. It is recommended that a first visit is during day-light hours to observe access routes, steps, gates, potential trip hazards etc. Please try to always visit in daylight hours, but if absolutely necessary, consider using a torch at night. Service Users are asked to inform the Hotline in advance of any dogs, or other pets, at the property and, wherever possible, are asked to keep dogs away from Volunteers attending the property.
8. Volunteers unable to continue offering support under the FVS Scheme should inform the FVS immediately.
9. If a Volunteer or any member of a Volunteer's household show Covid-19 symptoms then the Volunteer MUST cease all activity under the FVS Scheme immediately and contact FVS. The Volunteer and their entire household should then self-isolate for fourteen (14) days. Please refer to point two (2) above. The symptoms are high temperature (37.8 degrees and above) **and/or** a new, continuous cough **and/or** a sudden loss of taste or smell. Please read the Government's Stay at Home guidance:
<https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-people-with-confirmed-or-possible-coronavirus-covid-19-infection>
10. Service Users are encouraged to create an emergency contact list and share with their Volunteer.
11. Volunteers pay for shopping out of their own money and are subsequently reimbursed by the FVS. Volunteers must WhatsApp a photo of the receipt to Jak Dyer. Jak Dyer will then ask for your sort code and account number to arrange your reimbursement. If a Service User has no means of paying electronically, nor can make any other arrangements for remote payment (asking a relative to arrange payment), then the Service User can pay by cheque or in cash in a sealed envelope with their name and the amount marked on it. Where a cheque is used, Volunteers must deliver it to Jak Dyer at 85 Salthill Road, PO19 3QD. Jak Dyer will then ask for your sort code and account number to arrange your reimbursement. Where cash is paid to the correct value Volunteers must inform Jak Dyer and may keep the cash. Where there is a shortfall or surplus of cash, Volunteers should arrange delivery to Jak Dyer where the difference will be corrected. Volunteers are responsible for washing their hands after handling any items including cash and cheques that may transmit Coronavirus. Please contact Jak Dyer if you require hand sanitizer. If a Service User is unwell (see paragraph 9 above for symptoms) they must not pay for goods with cash and use another remote method of payment.
11. Service Users requiring prescription support will need to share some personal information with their Volunteer; this includes, full name, full address, full date of birth, type of medication and quantity to be collected. If a Service User is unwell (see paragraph 9 above for symptoms) they must not pay for prescriptions with cash and use another remote method of payment.

12. Deliveries should be left outside a Service User's property. Please refer to paragraphs two (2) and four (4) above.
13. Volunteers are expected to wash their hands regularly, following NHS guidance: <https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/>
14. Volunteers are encouraged to use hand sanitiser before and after contact with a Service User's property e.g. doorbell / knocker. Please also refer to paragraph twelve (14) above.
15. By participating in this FVS Scheme, Volunteers and Service Users understand and accept the risk of contracting Coronavirus. Whilst this Policy follows Government's public health guidance to minimise risk, all public contact carries risk which cannot be eliminated. Volunteers supporting Service Users within the community i.e. shopping, attending medical centres, using the Post Office etc will increase their risk of contracting Coronavirus. Volunteers and Service Users participate in this FVS Scheme at their own risk.
16. Any Volunteer or Service User can opt out of the FVS Scheme at any time by contacting the FVS: 07377 231074.